



U.S. Customs and Border Protection

SOURCE SOUGHT INTENT TO SUBMIT A QUOTE

Border Security Deployment Program (BSDP)

Centralized Area Video Surveillance System (CAVSS) Support Services

General Service Administration (GSA) IT Service Schedule 70, SIN 132-51

Intent to Submit a Quote Notice Issue Date: 30 January 2020

Email Response To: bsdpcavssprocurement@cbp.dhs.gov

INTRODUCTION

Purpose

This source sought notice is issued to obtain a list of General Service Administration (GSA) IT Service Schedule 70 vendors SIN 132-51 that will submit a quote for Border Security Deployment Program (BSDP), *Centralized Area Video Surveillance System (CAVSS) Support Services*.

GSA IT Service Schedule 70 vendors may express their interest in response to this notice no later than 5 February 2020 at 4:00pm.

GSA IT Service Schedule 70 vendors may express their interest in response to this notice no later than 7 February 2020 at 4:00pm via email at bsdpcavssprocurement@cbp.dhs.gov. Include firm's primary point of contact phone number and email address.

All interested firms may submit a capabilities package that explicitly demonstrates company capabilities. *optional

The purpose of this source sought notice is to gain knowledge of potential qualified sources. Responses will be used by the Government to make appropriate acquisition decisions.

Description of Services

This is a service requirement for BSDP CAVSS support services.

The NAICS Code is 541512. The PSC code is 6350.

See following DRAFT *Centralized Area Video Surveillance System (CAVSS) Support Services* Statement of Work (SOW).

Solicitation Issue Date

The solicitation date: To Be Determined

Acquisition Team Point of Contacts

Debbie Dean, Phone: 202-421-9815 and Sonya Freeman, Phone: 202-344-1835

Any questions or comments, please email the above team members at the following email: bsdpcavssprocurement@cbp.dhs.gov

DISCLAIMER

Informational and Planning Purpose

This source sought notice is issued solely for informational and planning purposes and does not constitute a solicitation. Responses to this source sought notice are not offers and cannot be accepted by the U.S. Customs and Borders to form a binding contract or task order. General Service Administration (GSA) IT Service Schedule 70 vendors are solely responsible for all expenses associated with responding to this source sought notice.

U.S. Customs and Border Protection (CBP)

Office of Information and Technology (OIT)



Blanket Purchase Agreement

DRAFT Statement of Work (SOW)

**Border Security Deployment Program (BSDP)
Centralized Area Video Surveillance System (CAVSS) Support Services**

00 Month 2020 through 00 Month 2025

Table of Contents

1	PART I: ORDERING INFORMATION	4
1.1	Authority	4
1.2	Description of Services	4
1.3	Ordering Period	4
1.4	Ordering Procedure	4
1.5	Place of Performance	4
1.6	Type of Orders	4
1.7	Pricing	4
2	PART II: STATEMENT of WORK	5
2.1	Title of Requirement	5
2.2	Requiring Organization	5
2.3	Background	5
2.3.1	Overview	5
2.4	Introduction	5
2.5	Scope	6
2.6	Applicable Documents	6
2.7	Government Furnished Equipment and Information (GFE)	6
2.8	Technical Requirements	6
2.9	TASK AREA 1: Program Management and Project Management	7
2.9.1	Program Management	7
2.9.2	Kick-off Meeting	8
2.9.3	BPA Task Order Management Plan (BTOMP)	8
2.9.4	BSDP Program Reporting	8
2.9.5	Project and BPA Task Order Management	9
2.10	TASK AREA 2: Operations & Maintenance	10
2.10.1	Operational Availability	10
2.10.2	Help Desk Support	11
2.10.3	System Administration	11
2.10.4	Preventive Maintenance	12
2.10.5	Corrective Maintenance	12

2.10.6	Asset Management.....	13
2.10.7	Training	13
2.11	TASK AREA 3: System Deployment, Technology Refresh, and Expansion.....	13
2.11.1	Project Planning	13
2.11.2	Solution Design	14
2.11.3	Deployment	14
2.11.4	Testing, Validation, and Acceptance.....	15
2.11.5	Deployment Closeout	16
2.12	TASK AREA 4: Transition Support	16
2.13	TASK AREA 5: Emerging Technologies	16
2.14	Deliverables	17
2.15	Key Personnel	19
ADDENDUM A: Acronym List		21
ADDENDUM B: Help Desk and RMA Metric Definitions		23
ADDENDUM C: CAVSS Service Level Agreement (SLA) Performance Metrics		40
ADDENDUM D: (Reserved).....		42
ADDENDUM E: Daily Outage Report Template.....		43
ADDENDUM F: (Reserved)		44
ADDENDUM G: Preventative Maintenance (PM) Tracking Sheet.....		45
ADDENDUM H: CAVSS Part Listing		46
ADDENDUM I: Typical Monthly Trouble Ticket Demand		75
ADDENDUM J: CAVSS Future State Objectives		76
ADDENDUM K: CAVSS Deployment by Field Office and Location.....		79

1 PART I: ORDERING INFORMATION

1.1 Authority

This Blanket Purchase Agreement (BPA) is established pursuant to the terms of the Contractor's [General Services Administration (GSA) Federal Supply Schedule (FSS) [name] (IT) Schedule [#], SIN ###-##: [name]]. The terms and conditions of the GSA Schedule shall govern except in situations when specific Department of Homeland Security (DHS) or U.S. Customs and Border Protection (CBP) guidelines are outlined in the BPA or resultant order.

1.2 Description of Services

Under this agreement, the BPA holder shall provide Technical Support Services in accordance with the BPA, the Statement of Work (SOW), and requirements as described in specific BPA Task Orders. These services will be provided when ordered by an authorized Contracting Officer (CO) within CBP during the performance period of the BPA.

1.3 Ordering Period

The ordering period for the BPA will be for one base year and four (4) option years. The Period of Performance for each requirement will be specified in each individual BPA Task Order.

1.4 Ordering Procedure

Ordering procedures shall be in accordance with FAR 8.405-3(c)(1).

1.5 Place of Performance

Place of performance shall be specified on each individual BPA task order issued hereunder.

- Help Desk is 24/7/365 but the Administration should be available on east coast time
- Program and Project Management support shall be in Washington, DC/Lorton, Virginia
- Maintenance Support shall be regional or geographically positioned
- Contract employees in support of other tasks identified in the BPA SOW shall be located at Contractor's facilities or geographically positioned to best support the requirements of the task order

1.6 Type of Orders

BPA Task Orders will be firm-fixed price (FFP), time and materials (T&M), labor hour (LH), or a hybrid depending on the requirement.

1.7 Pricing

The BSDP CAVSS permits Contractors to offer price reductions from price lists in accordance with commercial practices. CBP is seeking price reductions from published price lists under this BPA and all orders.

Pricing under this BPA may be reviewed no less than annually to ensure compliance with the paragraph above. BPA pricing may be refreshed to accommodate a downward trend in market prices. The BPA holder can voluntarily reduce its rates at any time during the BPA by giving advanced written notice to

the CO or when responding to a specific Request for Quote (RFQ). As future labor rates are established in the Awardees' GSA Schedule, should the GSA Schedule rates be lower than these proposed BPA rates, the BPA will be modified to incorporate the lower GSA Schedule rates and associated discounts.

2 PART II: STATEMENT of WORK

2.1 Title of Requirement

Border Security Deployment Program (BSDP) Centralized Area Video Surveillance System (CAVSS) Support Services.

2.2 Requiring Organization

U.S. Customs and Border Protection (CBP), the Office of Information and Technology (OIT).

2.3 Background

2.3.1 Overview

The U.S. Customs and Border Protection (CBP) Border Security Deployment Program (BSDP) Centralized Area Video Surveillance System (CAVSS) provides critical surveillance capabilities to CBP to support border security and safety mission goals primarily at U.S. Land Ports of Entry (LPOEs). The deployed CAVSS is composed of cameras, microphones, sensors, network equipment, monitors, workstations, and digital recording devices. The BSDP currently supports over 350 facilities including: Ports of Entry (land, air, and sea), U.S. Border Patrol, other surveillance centers; and over 4,000 users, 700 Network Video Recorders (NVR), 12,000 cameras, 2,000 microphones and 1,300 workstations. The current Video Management System (VMS) is ViconNet 6.x - 8.x and is used only for video surveillance. The desktop application is installed on Windows 10 Operating System using primarily Dell desktops and Vicon Digital Video Recorders (DVRs)/NVRs.

The need for CAVSS technology equipment and support has grown over the past five years after BSDP was selected by CBP leadership as the designated source for all fixed facility video surveillance capabilities. As a result, the demand for additional services and the number of Task Orders has increased significantly over the past five years requiring more resources and the availability of greater technical breadth and depth with modern enterprise video surveillance systems. This trend is expected to continue over the period of performance of this BPA, requiring a Contractor with the expertise and resources to address new solution options, system expansions, and reliable and efficient enterprise wide maintenance.

2.4 Introduction

The purpose of this BPA is to provide the BSDP the capability and flexibility to obtain Contractor support for CAVSS Support Services. This BPA shall provide technology refreshment, deployment, upgrades, updates, modifications and enhancements of existing applications in response to evolving technologies, threats, and mission requirements in support of DHS and CBP mission critical initiatives to protect the borders (air, land, and sea) of the United States (U.S.).

2.5 Scope

The Contractor shall provide program and system administration; operations and maintenance (O&M); information security; and support solutions that include the full range of services, products, and management needed to sustain, maximize, enhance, and upgrade operations of video and audio surveillance systems at fixed facilities. The Contractor shall also deliver advances in technology (e.g., upgrades, renewals, and refreshes) to enable optimal hardware and software performance. Standardization of border security equipment and functionality across all CBP locations is considered within scope. The overall objective of this BPA is to ensure the CAVSS specialized hardware is properly maintained, updated, and enhanced as necessary to support the critical and dynamic mission requirements of CBP.

2.6 Applicable Documents

The Contractor shall ensure all Contractor personnel follow and adhere to all policies and procedures established by the Department of Homeland Security and CBP, as well as all documents referenced below:

- Homeland Security Acquisition Regulation (HSAR): www.dhs.gov/xlibrary/assets/opnbiz/hsar.pdf
- CIS HB 1400-05C, "CBP Information Security Policies and Procedures Handbook"
- Directive 4300A, "DHS Sensitive System Policy": www.dhs.gov/xlibrary/assets/foia/mgmt_directive_4300a_policy_v8.pdf
- DHS Sensitive System Handbook: <http://www.uscg.mil/acquisition/nais/RFP/SectionJ/dhs-4300A-handbook.pdf>
- Federal Travel Regulations: www.gsa.gov/portal/content/102886
- Office of Information and Technology, Configuration Management Process Domain, Change Management Handbook, Version 4.4, dated February 21, 2013, OIT CM 10510 (must request copy from CBP)
- CBP Systems Engineering Life Cycle (SELC) <http://oitpal.cbp.dhs.gov/pal/NETPAL/>
- CBP "Personal Property and Asset Management Handbook, HB 5200-13C, July 2012
- Section 508 of the Rehabilitation Act: <http://www.section508.gov/>

2.7 Government Furnished Equipment and Information (GFE)

The Government will provide, remote internet connection devices and compact data storage devices, iron keys, and possibly additional GFE to certain contract employees based on their contract role and the necessity for use. The Contracting Officer's Representative (COR) will advise when and where specific GFE must be returned to the Government.

2.8 Technical Requirements

Task Orders issued against this BPA will be within the scope of the task areas as described in following sections. The Contractor shall provide the skill set and expertise required to achieve the Task Order requirements specified in the following task areas.

Task Area	Paragraph	Description
1	2.9	Program and Project Management
2	2.10	Operations and Maintenance
3	2.11	System Deployment, Refresh and Expansion

4	2.12	Transition Support
5	2.13	Next Generation Architecture

2.9 TASK AREA 1: Program Management and Project Management

2.9.1 Program Management

The Contractor shall designate a Program Manager to manage the BPA and all awarded BPA Task Orders. The Contractor shall be fully responsible for the integration and coordination of the work described in the BPA SOW and BPA Task Orders. The Contractor shall also provide qualified personnel, material, and equipment, administrative, financial, and managerial resources necessary for the support of task orders. The Contractor shall provide program management oversight of the development and execution of BSDP projects or activities and provide consistent and integrated program management functions.

The Contractor shall:

- Establish and maintain a documented set of disciplined, mature, and continuously improving processes for administering all BPA Task Orders efforts with an emphasis on cost-efficiency, schedule, performance, responsiveness and consistently high-quality delivery.
- Provide full lifecycle project management support to BSDP projects using standardized and industry-accepted methodologies for project initiation, planning, executing, monitoring and controlling, and closing.
- Ensure all deliverables, documentation, and artifacts adhere to the CBP SELC policies, processes, and templates as applicable to include project plans, schedules, Project Charter, Project Management Plan, Risk Management Plan, Communications Management Plan, and Change Management Plan. This shall also include the delivery and update as needed of a work breakdown structure and activity/milestone schedules for each ongoing and planned project.-
- Ensure that all project deliverables and reports are prepared and submitted in accordance with the BPA SOW.
- Manage a portfolio of projects and conduct daily monitoring of program activities in accordance with the BPA SOW.
- Identify and manage risks and issues.
- Manage the use of resources across the various projects and their interdependencies.
- Act as a Contractor liaison between Government individuals working on the program and the key stakeholders.
- Provide data, analysis, and reporting of performance against each BPA Task Order and Service Level Agreements (SLA) and shall include an improvement plan for any missed SLAs as described in Addendum B and C.
- Prepare for and participate in project status reviews, stage gate reviews, and other oversight meetings with BSDP and other CBP management and staff and shall conduct a Quarterly Program Management Review (PMR) that covers Program status, Accomplishments, Risks and Issues, Funding Status, and BSDP Operational System Performance.
- Provide technical and programmatic preparation and support for liaison and collaboration meetings among other CBP stakeholder organizations.
- Upload all project deliverables, reports, and other artifacts to designated Government-provided project collaboration sites.

2.9.2 Kick-off Meeting

The Contractor shall conduct a kick-off meeting within 10 business days of the initial BPA Contract award. The Contractor shall provide briefing slides at the kick-off meeting that include information on the approach to each task, all transition events and milestones, staffing and transition status. The Contractor's project management and key personnel staff should attend the kick-off meeting. The kick-off meeting shall be conducted at CBP facilities in Lorton, VA. Contractor staff supporting CBP operations located in geographical areas outside of the Washington DC area may participate in the kick-off meeting via a teleconference.

2.9.3 BPA Task Order Management Plan (BTOMP)

The Contractor shall develop and maintain throughout the BPA period of performance, a BTOMP that shall be used as a foundation for information and resource management planning. The Contractor shall deliver the draft BTOMP to the Government within 15 business days after Task Order award. The final BTOMP is due 45 business days from award. The BTOMP is a "living" document that will be updated as needed and at the request of the Government. The BTOMP shall be used as a foundation for Program Management and Reporting.

2.9.4 BSDP Program Reporting

The Contractor shall provide a Monthly Status Report (MSR) that is due by the close of business (COB) on the tenth (10th) workday of each month. This report shall analyze the current task order and provide task order accounting information. The monthly status report shall include the following and may include additional sections that the Contractor deems are noteworthy:

- A summary of work performed by task area for the reporting period including each BPA Task Order task area which includes major milestones achieved or missed, deliverables, upcoming activities, and any anticipated issues.
- Project financial status for each BPA Task Order task areas, including funded amount, expended to date, funding remaining, and estimate to complete.
- A summary of all deliverables submitted from BPA Task Order inception to date showing the date submitted and the status of the deliverable (i.e. accepted, rejected). For rejected deliverables, the Contractor shall provide an explanation why the deliverable was rejected, the corrective action plan, and the revised delivery date.
- A summary of the personnel who performed work during the month by task area.
- An updated IMS with updates for all tasks/activities, and milestones.
- Progress toward outstanding tasking's.
- New work requested.
- Updated Risk log and risk review with COR.
- Quality metrics.
- Total billed hours by task and by activity.
- Task order burn rate with cost incurred to date and Estimate to Completion (ETC).
- Significant issues/problems encountered.
- Proposed resolution to significant problems.
- Cost summary of the status of all active Work Assignments.
- Equipment warranty status.
- Current inventory of equipment spares.

- Items purchased for the Government in regards to maintenance and technical refresh activities and site upgrades.
- Matrix of Actual hours vs. planned with variances and an explanation of significant variances for current period and actual vs. planned hours cumulative to date.
- Contractor provided Configuration compliance report that includes any changes to baseline configurations for all approved devices.
- Staffing Report that shall denote all employees based on contract role by location and contain any proposed changes that would affect contract operation.

The Contractor shall also provide a rolled-up summary of the task order(s) to date. The Contractor shall reconcile within the monthly report the above Contractor-provided information with each invoice such that they can be matched month by month.

A weekly report shall also be provided that contains a summary of work performed by task area for the reporting period, milestones and updates against tasks/activities, new work requested, items purchased for the Government, summary of significant events, and issues that require Government attention or action.

2.9.5 Project and BPA Task Order Management

The Contractor is responsible for providing a qualified workforce capable of performing the required tasks under this BPA to ensure the effective management and administration of all Task Orders activities. This includes ensuring that all work activities are performed in a timely and cost effective manner while maintaining the highest quality of performance. The Contractor is responsible for the overall integrated management of all tasks within the BPA Task Order. The Contractor shall structure BPA Task Order activities in a manner that ensures that the Contractor's goals and objectives are synchronized with those of the BSDP and reflect the attributes of a transparent and customer-oriented effort. The Contractor is expected to monitor work performance, measure results, ensure timely and professional delivery of contracted product deliverables and solutions, support management decision-making, and facilitate communications. For all BPA Task Orders the Contractor shall:

- Identify a Project Manager who will oversee all aspects of each BPA Task Order.
- Provide on-going evaluation of BPA Task Order work, quality, and timeliness.
- Identify, track, and report on risks, resolve problems, and verify effectiveness of corrective actions.
- Institute and maintain a process that ensures problems and action items discussed with the Government are tracked through resolution and shall provide timely status reporting.
- Ensure results of Contractor actions taken to improve performance are tracked and lessons learned incorporated into applicable processes.
- Deliver a BPA Task Order Kickoff Briefing document and conduct a BPA Task Order Kickoff Meeting within 10 business days of BPA Task Order award. The purpose of the Kickoff Meeting is to initiate the communication process between the Government and Contractor by introducing key BPA Task Order participants, explaining their roles, reviewing communication ground rules, and assuring a common understanding of BPA Task Order requirements and objectives and the Contractor's technical approach and schedule. At the Kickoff Meeting, the Contractor shall provide staff names, resumes, and work mobile phone number information for Contractor staff. The Contractor shall deliver meeting notes from the Kickoff Meeting within 3 business days of the meeting and track any associated action items through completion. At the Kickoff Meeting, the Contractor shall provide

completed CBP Badging and Security paperwork for all key personnel; further, the Contractor shall, no later than 15 business days after award, submit completed Badging and Security paperwork for all staff supporting the BPA Order.

- Submit a final BPA Task Order Management Plan (BTOMP) after the Kick Off meeting and no later than 30 business days after award that describes the technical approach, organizational structure and resources for the BPA Task Order and any unique demands in the communications plan, and management and quality controls to be employed to establish and monitor the cost, schedule, technical, and performance requirements throughout execution. The BTOMP is an evolutionary document that the Contractor shall update with significant changes as required. The Contractor shall execute work based on the latest Government-approved version of the Contractor submitted BTOMP.
- Include the BPA Task Order schedule in the BSDP Integrated Master Schedule (IMS) for all task orders, tasks, roles and responsibilities, and timelines for completion of tasks within 30 business days of award and maintain the schedule through BPA Task Order completion.
- Ensure all BPA Task Order Management deliverables, documentation, and artifacts strictly adhere to the CBP Systems Engineering Life Cycle (SELC) policies, processes, and templates as applicable.
- Prepare for and participate in project status reviews, stage gate reviews, and other Government oversight meetings with BSDP and other CBP management and staff on no less than a monthly basis.
- Provide technical and programmatic preparation and support for liaison and collaboration meetings among other CBP stakeholder organizations.
- Maintain all BSDP communication, content, documentation, and deliverables on an internal BSDP collaboration and document management site. (e.g., SharePoint). This shall include support for administration of the Government furnished collaboration site as well as management and maintenance of the site's folder structures.
- Ensure that all Contractor staff conduct themselves with the utmost of professional courtesy and standards at all times, notably in 'customer facing' service transactions.
- Maintain a deliverables schedule to ensure on-time delivery of contract requirements.

For each BPA Task Order the Project Manager shall provide updates to the BSDP Monthly Status Report (MSR).

2.10 TASK AREA 2: Operations & Maintenance

The Contractor shall conduct operations and maintenance (O&M) on the existing CAVSS VMS and any new VMS that is deployed during the BPA's period of performance. The Contractor shall take all actions necessary to ensure the CAVSS suite of devices, computers, IT components, and applications perform their required mission whenever called upon to support DHS and CBP mission objectives. The O&M support shall emphasize performance monitoring to identify and resolve performance risks before they impact mission performance while responding to customer identified performance deficiencies and/or outages. Addendum F provides the current count of major devices per location. Addendum H provides a list of the current equipment types that are deployed.

2.10.1 Operational Availability

The Contractor shall maintain a performance level of least 95% system operational availability for each defined area throughout the life of the contract as described in Addendum B and C. The system operational availability is defined as the availability of the total number of operational sensors (in hours) divided by the total number of sensors (in hours). Sensors are defined as Digital Video Recorders (DVRs) and Network Video

Recorders (NVRs), microphones, cameras, workstations, video walls, and Remote Entry Kiosks. The network connectivity is provided by the Government and network outages shall not be included in the Operational Availability calculations.

2.10.2 Help Desk Support

CBP's Technology Service Desk serves as an induction center for trouble calls from the field, and other inputs, to provide intake and dispatch functions as well as maintenance tracking and reporting. The Tier II/III escalation is provided by the Contractor to manage and resolve system outages, CBP Network and local LAN incidents, device failures, and coordination functions with other CBP offices to resolve the outage. The Contractor shall collect all pertinent information to include location, equipment type, number of sensors impacted by the outage, initial problem description, current status, location POC, date and time the outage was reported, duration of the outage, and any other critical information; create a trouble ticket, and assist with isolating and resolving the issue; and determine if a maintenance technician needs to be dispatched in the event support personnel cannot resolve the outage via telephonic support. The Contractor shall provide knowledgeable and professional staff to perform and assist CBP in addressing outages and requests for service and limited troubleshooting on surveillance technology and shall be trained on the devices that comprise the existing CAVSS and shall have access to a Contractor maintained library of technical documentation, how to guides, vendor Standard Operating Procedures (SOP's), and have a lab system mock-up available to aid in issue resolution.

2.10.3 System Administration

The Contractor shall provide engineering and systems administration support to the government to manage the BSDP CAVSS. These system administration and engineering tasks shall consist of activities to maintain the integrity of the system architecture, planning and management to add capabilities at existing locations, and assist users with access to the system. The Contractor shall also provide support to the Government to implement system and equipment installations at existing locations and other locations when required by the program office. System Administrative support to ensure the health and security of all IT hardware includes: Patch management; Firmware/BIOS management; System configuration, to include group policy support; and Security Technical and Implementation Guides (STIG) compliance. System administration duties shall also include close coordination with system vendors to ensure that the unique needs of CBP are met and the system is tailored to suit the particular requirements that are established. The contractor shall also provide a test lab with CAVSS components to test, evaluate, verify, and or validate that any changes, upgrades, new devices, or configuration changes are fully vetted before implementation.

2.10.3.1 Video Management System

The Contractor shall support the VMS solutions employed by CAVSS. CAVSS currently uses the Vicon VMS ViconNet version 6.x-8.x. This VMS is a desktop application that is only used for video surveillance. In addition to supporting this as-is state, the Contractor shall also support other VMS tools as required and the transition to future VMS solutions as the VMS market evolves and matures.

2.10.3.2 CBP Enterprise Maintenance Management System

The Contractor shall provide and maintain an Enterprise Maintenance Management System (EMMS) that provides robust reporting and analysis of equipment status, failures, and health; and includes management and details of maintenance tickets such as the start time and end time of the tickets. The EMMS shall provide the capability to establish secure accounts allowing authorized Government program personnel to query the system for immediate real-time trouble ticket status updates/reports. The Contractor shall ensure security

safeguards are in place to prevent access to the maintenance system data by unauthorized individuals. The EMMS shall provide Contractor performance metric data, systemic problems, and support root cause and trend analysis and shall access a system knowledge base that supports Tier 2 and Tier 3 corrective maintenance activities. The Contractor shall also support the selection and integration of new solutions as the technology progresses. The Government shall own the EMMS solution and all of the embedded data for the CAVSS.

2.10.3.3 System Security

System Security Management describes how the Contractor shall integrate the CBP Certification and Accreditation (C&A) requirements into all phases of the project throughout the system lifecycle and adhere to the DHS4300A Security Policy and Handbook. System Security Management provides the framework to define the activities/tasking, responsibilities, and the timing of events, to ensure the system will meet the C&A requirements and retain the Authority to Operate (ATO). The Contractor shall provide direct support to the Government to maintain the existing ATO as features, devices, new capabilities are proposed and integrated into the system. Any new impacts to existing Security Controls shall be addressed.

2.10.3.4 Configuration Management

Configuration Management defines the Contractor's standard operating processes and procedures and ensures all practices are conducted in accordance with CBP/OIT policies and procedures, including the DHS/CBP System Engineering Lifecycle (SELC). Configuration Management describes the approach for coordination of SOP changes; notification of affected CBP and Contractor personnel; approval procedures for process and SOP documentation revisions; electronic and hard copy distribution of SOP and revisions; document change control procedures. Configuration Management ensures that all changes to; the system, processes, and procedures take place in a controlled environment and that the potential impacts are identified and considered prior to acceptance of the proposed change and also ensure coordination among all affected parties.

2.10.4 Preventive Maintenance

Preventive Maintenance includes routine inspections and preventive maintenance services to ensure efficient and economical utilization of equipment and minimize the potential for recurring failures and breakdowns. Preventive Maintenance includes the analysis of failure data to identify current equipment system and component failure trends as well as inherent or design issues. These analyses are also used to identify deficiencies in training for operator or maintenance technician proficiency. The Preventive Maintenance approach shall be based on these analyses to result in a preventive and predictive maintenance strategy that improves the reliability, maintainability, and availability of the CAVSS system and equipment. A copy of the current Preventive Maintenance checklist is included in Addendum B and the schedule is shown in Addendum G. The Contractor shall provide their proposed checklist of activities to meet or exceed current expectations.

2.10.5 Corrective Maintenance

Corrective Maintenance (CM) actions are performed to diagnose and correct equipment malfunctions or failures. Corrective Maintenance actions are typically unscheduled but may include scheduled maintenance to correct malfunctions that do not render the equipment inoperable. These actions consist of repair, restoration, replacement or adjustment of equipment assemblies or components. Corrective Maintenance actions are typically performed on-site by the Contractor but may be performed off-site depending on the specific nature of the repair. The Contractor shall institute and manage a program whereby CBP personnel

can access/obtain prompt, economical and efficient on-call support and successful remedial maintenance and repairs.

2.10.6 Asset Management

The Contractor shall provide Asset Management support for the life cycle support of BSDP surveillance technology assets. The Contractor shall validate and enter records, complete asset shell records, and generate the property transfer of the assets within the CBP Maximo Maintenance Management System.

2.10.7 Training

The Contractor shall provide an online Learning Content Management System or implement training content within the DHS Performance and Learning Management System (PALMS) tool. Students shall be able to complete training through online modules. The Contractor shall provide and maintain a web based training module that will allow users of the CAVSS the ability to familiarize themselves with the use, maintenance, and operations of the system. The training module shall walk users through setting up system analytic controls, recording and archiving capabilities, and camera interfaces. This solution shall be web based and be accessible 24/7, 365 days per year to accommodate CBP Officers and Agents with the ability to access the system based on their various schedules. The training modules shall be Shareable Content Object Reference Model (SCORM) compliant. The Contractor shall also provide onsite familiarization training to local personnel when requested by the CO/COR.

2.11 TASK AREA 3: System Deployment, Technology Refresh, and Expansion

The Contractor shall identify, recommend, and perform technology refreshment solutions and new deployments to optimize the performance and operational cost efficiency of the current CAVSS VMS-technology.

The Government will provide Technical Refresh Plan for existing and new CAVSS sites. The plan identifies the sites on an annual basis that require refresh/upgrades. Using the Technical Refresh Plan, the Contractor shall develop site design, and implement a notional schedule for deployment.

The Contractor shall employ the defined parameters of the Land Port of Entry Design Guide Standards, the CAVSS approval device list, or requirements provided by the COR. As locations are reconfigured (i.e., physical construction, remodel and reconfiguration) the surveillance requirements of these sites may need to be tailored in such a manner that additional capabilities are added to satisfy the operational requirements of Officers and Agents in the field.

The Contractor shall maintain the necessary personnel competent in all aspects of engineering and surveillance disciplines to add technology in various climates and conditions. As CBP locations are identified for refresh, the Contractor shall provide recommendations for system implementation and upgrades when performing the analysis and subsequent recommendations to include considerations for maintainability, integration, flexibility, capacity, security, cost, performance, and ease of use. The Contractor shall conduct the following activities in support of Technology Refresh and Deployment:

2.11.1 Project Planning

The Project Plan shall provide CBP and mission stakeholders a comprehensive project management plan that includes an integrated schedule for deployment, and cost estimates. A Project Plan shall be developed to

ensure that the cost, scope, and schedule are technically feasible and acceptable by the Government. This shall include the creation of a WBS for the deployment of the proposed capability that addresses the stated mission need. The Project Plan shall also identify how, when, and where new assets platforms/systems/software being acquired will be deployed or installed for operational use to ensure that all required resources are identified and provided to operate and sustain the new asset or capability when it arrives at the deployed location. The Contractor shall also conduct site surveys and provide a written report documenting the survey results that includes items such as: Facility Layouts; Camera quantity, types and locations; Workstation requirements and locations; NVR requirements and locations; Wall monitor requirements; and annotated facility photographs.

2.11.2 Solution Design

The Contractor shall develop a preliminary design based on the Site Surveys. The preliminary design shall be documented in a Systems Design Document that includes at a minimum the following items:

- Preliminary drawings to include camera locations/types, conduit runs, workstation locations, NVR locations, and video wall/monitor locations
- Bandwidth Requirements
- Switch Port Counts
- IP Address Requirements
- Cabinet/rack layouts
- Power requirements
- Facility work required – if any
- Preliminary Bill of Materials (BOM)
- Preliminary Security Design (checked against applicable security controls)
- System Management integration with Video Management System
- Supportability and Sustainment
 - Supply (on site, regional, factory)
 - Training (user, maintenance)
 - Maintenance ticket procedures
 - On-site documentation
 - Equipment shipping procedures for failed items
- System Validation and Test Procedures
- Security Test Procedures

The Contractor shall conduct a detailed design review of all the materials required as part of the preliminary design with the Government. The final design shall expand upon the Preliminary Design to define all elements of the solution in sufficient detail to ensure that the design meets system requirements and is acceptable to the Government.

2.11.3 Deployment

A Production Readiness Review (PRR) validates that the designed system satisfies the requirements, mission needs, operational environment, organizational needs, and user's expectation for the intended use of the solution. The PRR shall include the plans for completing the preparation of operational sites and deploying the solution to the production environment; performing any data extractions, transformations, and loads into production; coordinating changes to business practices; conducting training; developing version description

documents; and developing any other transition and supporting documentation. If any changes to the Information Technology (IT) network and/or operating environment is planned, the PRR shall reflect those changes. In addition, any interface and/or system constraint(s) should be documented, including recommended work-around and/or required modification to the original plan. The PRR also includes how stakeholders are informed of implementation schedules and any increases in resource requirements prior to deployment.

The Contractor shall prepare a Deployment Plan that identifies how the system will be deployed to minimize the impact to CBP operations. The Deployment Plan shall contain the following at a minimum:

- Overview of system being deployed
- Roles and responsibilities including any Government responsibilities
- High-level schedule of activities required to install and test the system
- Facility work – what needs to be done, facility access requirements, access to areas inside the facility, any impact to facility operations
- Verification that IP addresses, switch port requirements, and bandwidth requirements have been addressed
- Supportability and Sustainment Requirements
 - Manuals required for operation and maintenance
 - Drawings
 - Warranty Info – Identification of warranty lengths and who to call for warranty related items
 - Standard Operating Procedures
- Training to be provided as part of the deployment
- Finalized System Validation and Acceptance Test (SVAT) Procedures
- Finalized Security Test Procedures
- Training Requirements

The Contractor shall deploy all required equipment in accordance with the approved final design and the Deployment Plan.

2.11.4 Testing, Validation, and Acceptance

The SVAT shall be conducted at the conclusion of the deployment of the project to review the results of the implementation and to evaluate whether the system, as implemented, meets the mission need and operational requirements and is ready to be moved into production. The SVAT shall include ensuring the deployment is fully integrated into the Video Management System. The SVAT shall contain validation of the operational effectiveness and operational suitability, identifies any deficiencies, and any needed modifications to meet operational requirements. Operational effectiveness shall consider the ability of the system to safely accomplish its mission under actual deployment conditions. Operational suitability shall consider the maintainability, reliability, supportability, and survivability of the system, the effort and level of training required to maintain, support, and operate it, and any unique logistic or training requirements.

The Contractor shall also verify that all required security settings and controls have been implemented. Upon confirmation from the Contractor, the Government will conduct a security scan of the equipment and report any findings to the Contractor. The Contractor shall remediate all security findings prior to acceptance of the system by the Government.

2.11.5 Deployment Closeout

Deployment Closeout ensures that all criteria for Final Project Acceptance has been met. The Contractor shall provide electronic copies of all system documentation, manuals, and test reports, documenting results of all system and operational tests, as part of their closeout package.

The Contractor shall update all documentation to reflect the final “as-built” and “as-installed” system configurations including Computer-Assisted Drafting (CAD) drawings that includes any existing and new systems including design and documentation of rack layouts, camera schedule, and rack elevations for all new installations. The Contractor shall provide final versions of system level Operator and Maintenance Manuals that contain the procedures and steps necessary to maintain the system and subsystems. The manuals must have all of the information necessary to effectively deploy the system, trouble-shoot the system at the operator level, and perform Preventive Maintenance Checks and Services. The Contractor shall develop and maintain training and SOPs that will be used to standardize O&M and support Customer Support Procedures.

2.12 TASK AREA 4: Transition Support

Task orders may require transition in; which occurs at the start of the task order period, and transition out; which comes at the end of the period of performance. Transition In shall include all of the resources required by the Contractor to come on-board and replace a Contractor leaving over a specified time period. This transition task shall be structured to make the transition as smooth, efficient, timely, and cost effective as possible.

The Contractor shall support CBP’s Government leads to provide any required transition planning or program execution associated with meeting agreed to transition timelines, as directed by Government personnel. This includes the following type of activities:

- Coordination with Government representatives
- Review, evaluation and transition of current support services
- Transition of historic data to new Contractor system
- Government-approved training and certification process
- Transfer of all necessary business and/or technical documentation
- Orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes, equipment, furniture, phone lines, computer equipment, etc.
- Transfer of GFE and Government Furnished Information (GFI), and GFE inventory management assistance

2.13 TASK AREA 5: Emerging Technologies

CAVSS Emerging Technologies modernizes and migrates legacy systems and devices to new applications or platforms with improved functionality. The demands for modernization may be driven by: DHS, CBP, or OIT initiatives as cloud storage or cyber security; new CBP mission imperatives; or from dramatic benefits available from commercially available technological innovations. This task provides BSDP support to identify, assess, plan, test and validate, and implement emerging and modern technologies into the portfolio of CAVSS applications and devices. Modernization efforts may include major system overhaul projects as well as smaller re-engineering projects to improve everyday O&M enhancement activities. Proposed changes to

CAVSS applications and devices shall adhere and align with CBP's most recent architecture roadmap and security requirements. Targeted emerging technologies include the following areas:

- **Improve System Security and Resiliency:** Identify solutions that are secure and resilient to outages and inherently discovers and alerts problems to facilitate recovery.
- **Modern Cost-Effective Open Platforms to Improve Service, Performance and Delivery Speed:** Leverage open source solutions to achieve fast and continuous integration of secure new capabilities providing enhanced mission functionality to support agents and officers in the field.
- **Analytics to Continuously Monitor and Improve Performance:** Drive data-driven mission performance by providing readily available data, metrics, and operational transparency across the enterprise and into the hands of CBP decision makers and operators.

Additional details on future mission requirements are described in Addendum J.

2.14 Deliverables

All documents shall be delivered in Microsoft Office (Word, Excel, and/or Access) format, as required to the CO and to the COR, and within the current version utilized by the Government. All manuals and procedural reports shall be delivered to the Government electronically in pdf format or other format as agreed to by the Government. Change pages shall be provided for interim changes made to the documents, incorporated into the electronic versions, and provided to the COR, consistent with the instructions above. The COR may approve the Contractor's submission or may provide comments. The Contractor shall incorporate CBP comments on documentation and the revised documentation reissued within two weeks of their receipt. Once accepted by the COR, these documents shall become the property of CBP and will be distributed without restriction to other CBP offices and their Contractors. The Contractor shall operate in strict accordance with their approved documentation, unless the COR provides alternative directions.

Deliverable	SOW Reference	Description	Due Date
Kick Off Meeting briefing	2.9.2, 2.9.5	<p>The Contractor shall prepare a Kickoff Briefing to support formal Kickoff Meeting to be conducted no later than 10 business days after award. The Kickoff Briefing shall include at a minimum, the following:</p> <ul style="list-style-type: none"> • Team Introduction. Introduce Contractor key personnel and other participants. • Scope. Review the scope of the contract. • Requirements. Discuss the technical approach, deliverables, and reporting requirements for the Contract. • Administration and Logistics. Review Government furnished information/equipment requirements, badging and security processes, and on-site space accommodations. • Potential Problems. Potential contract problem areas and possible solutions should be addressed. Any issues or contract areas that the agency believes may lead to a problem later on, or may be subject to differing interpretations, should be discussed. 	Due within 10 business days from initial BPA Award. Notes no later than 3 business days following the Kick Off meeting.

Deliverable	SOW Reference	Description	Due Date
		<ul style="list-style-type: none"> • Terms. Summarize contract terms and conditions, particularly any special contract provisions. • Invoicing. Review invoicing and payment procedures. 	
BPA Task Order Management Plan (BTOMP)	2.9.5	<ul style="list-style-type: none"> • Describe the technical approach, organizational structure and resources for the BPA Order. • Identify and describe the communications plan, and management and quality controls to be employed to establish and monitor the cost, schedule, technical, and performance requirements throughout execution. 	<p>Draft Plan due at Kick Off Meeting. Final plan due 30 business days after award</p> <p>The BTOMP is an evolutionary document that the Contractor shall update with significant changes as required.</p>
Monthly Status Report	2.9.4	<p>The Contractor shall submit the MSR on the 10th workday of each month of performance. For each month, the MSR shall include:</p> <ul style="list-style-type: none"> • A summary of work performed in the preceding month for each task area which includes major milestones achieved or missed, deliverables, upcoming activities, and any anticipated issues that will prevent attainment of milestones and/or deliverables • An updated Integrated Master Schedule (IMS) that contains all major task areas and task orders across the contract. • A summary of project financial status for each Task Order task area including funded amount, expended to date, funding remaining, and estimate to complete. • A summary of all deliverables submitted from Task Order inception to date showing the date submitted, and the status of the deliverable (i.e. accepted, rejected). For rejected deliverables, the Contractor shall provide an explanation why the deliverable was rejected, the corrective action plan, and the revised delivery date. • A summary of funding status (e.g., funded amount, expended amount, planned burn percent, and actual burn percent) and burn chart. 	<p>Template Draft due 10 business days after award. Due the 10th work day of each month.</p>
Staffing Report	2.9.4	A summary of the personnel who performed work (i.e., charged direct labor hours) during the month by task area to include their name, job title, task area worked, labor category, and hours charged.	Due as part of the Monthly Status Report.
Weekly Activity Report	2.9.4	The weekly report shall contain a summary of work performed by task area for the reporting period, milestones and updates against tasks/activities, new work requested, items purchased for the	Each Monday

Deliverable	SOW Reference	Description	Due Date
		Government, summary of significant events, and issues that require Government attention or action.	
Program Management Review (PMR)	2.9.1	A template capturing summary cost, schedule, and performance data on all BPA Task Areas and Task Orders shall be developed that also captures any important issues and concerns potentially affecting cost, schedule, and performance. The template should also capture any immediate cross-project and program coordination opportunities or challenges. The meeting minutes shall document all substantive discussion points and action items from the meeting. The Contractor shall track action items identified at the meeting and shall continue to report on the status to the BSDP until the action item is closed.	Draft Template due 15 business days after award. Final due 45 business days after award. PMR to be held Quarterly.
Meeting Minutes	Various	A written document summarizing substantive discussion points and action items from a meeting.	Due within 3 business days following the meeting.

2.15 Key Personnel

The Contractor shall provide the Government with a list of proposed staff to meet the key personnel requirements of this SOW and the resume of each to be approved by the COR prior to employee starting work within this contract. The CO will have final determination on whether the proposed personnel meet the qualification standards. Throughout the contract, if key personnel are replaced, the Contractor must receive approval from the CO on the resume of the intended replacement prior to that individual being utilized for this contract. The replacement's qualifications shall meet or exceed the qualifications of the proposed personnel accepted at the time of award.

The Contractor agrees to assign to the contract persons who are necessary to fill the requirements of the contract, whose resumes are submitted with its proposal, and who are specifically defined as key personnel. No substitutions shall be made except in accordance with the SOW or discussion with CO and COR.

Key personnel proposed and accepted for this contract are expected to remain dedicated to this contract. Key personnel shall not be replaced during the first 90 calendar days after award.

Prior to changing any of the specified key personnel, the Contractor shall provide a complete resume of each proposed substitute and any other information requested by the CO, to permit evaluation of the impact on the program. The CO will evaluate such requests and promptly notify the Contractor whether the proposed substitution has been approved or disapproved. No diversion shall be made by the Contractor without the written consent of the CO, provided that the CO may confirm in writing such diversion and such confirmation shall constitute the consent of the CO dictated by this clause. As appropriate, the list of key personnel may be modified during the period of performance of the contract to either add or delete such personnel.

The COR shall be notified via email the same day of a contract employee's termination of employment or any background investigation status changes. The updated Contractor Tracking Spreadsheet shall be provided within one business day of termination.

The Contractor shall assign Key Personnel at the Task Order level.

DRAFT

ADDENDUM A: Acronym List

A ₀	Operational Availability
ATO	Authority to Operate
BOM	Bill of Materials
BPA	Blanket Purchase Agreement
BSDP	Border Security Deployment Program
BTOMP	BPA Task Order Management Plan
C&A	Certification and Accreditation
CAD	Computer Assisted Drafting
CASC	Centralized Area Surveillance Centers
CAVSS	Centralized Area Video Surveillance System
CM	Corrective Maintenance
CBP	U.S. Customs and Border Protection
CBPO	Customs and Border Protection Officer
CM	Corrective Maintenance
CO	Contracting Officer
COB	Close of Business
COP	Common Operating Picture
COR	Contracting Officer's Representative
COTS	Commercial Off the Shelf
CTS	Contractor Tracking Spreadsheet
DHS	Department of Homeland Security
DVR	Digital Video Recorder
EMMS	Enterprise Maintenance Management System
ETC	Estimate to Completion
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
FCR	First Call Resolutions
FCRRT	First Contact Resolution Response Time
FSS	Federal Supply Schedule
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GSA	General Services Administration
HSAR	Homeland Security Acquisition Regulation
IAA	Interagency Agreement
ILB	Integrated Logistics Branch
IMS	Integrated Master Schedule
IPAC	Intergovernmental Payment and Collections

IT	Information Technology
LH	Labor Hour
LPR	License Plate Reader
LPO	Local Property Officer
LPOE	Land Port of Entry
MDT	Mean Downtime
MPAM	Maintenance Priority Assignment Matrix
MSR	Monthly Status Report
MTBCF	Mean Time Between Critical Failure
MTBF	Mean Time Between Failure
MTTR	Mean Time to Repair
NII	Non-Intrusive Inspections
NVR	Network Video Recorder
O&M	Operations and Maintenance
OIT	Office of Information and Technology
OLA	Operational Level Agreement
OPR	Office of Professional Responsibility
OTDR	Optical Time Domain Reflect Meter
PHST	Package Handling Shipping and Transportation
PM	Preventive Maintenance
PMR	Program Management Review
PRR	Production Readiness Review
RMA	Reliability, Maintainability, and Availability
RFQ	Request for Quotation
SCORM	Shareable Content Object Reference Model
SLA	Service Level Agreement
SELC	Systems Engineering Life Cycle
SOP	Standard Operating Procedures
SOW	Statement of Work
STIG	Security Technical and Implementation Guides
SVAT	System Validation and Acceptance Test
T&M	Time and Materials
TSD	Technology Service Desk
U.S.	The United States of America
USBP	U.S. Border Patrol
VMS	Video Management System
WBS	Work Breakdown Structure
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan

Border Security Deployment Program (BSDP)

Help Desk and Reliability, Maintainability & Availability (RMA) Metric Definitions

Xxx, yy, 2020

Purpose

This document has three purposes:

- To define the process the BSDP will use to identify, collect, record, and report each preventive and corrective maintenance activity conducted on the Centralized Area Video Surveillance System (CAVSS).
- To establish the process for developing the Reliability, Maintainability, & Availability (RMA) metrics that CBP will use to evaluate the performance of CAVSS Operations and Maintenance (O&M) support and provide CBP management with technical insight into the operational performance of CAVSS.
- To support the process CBP uses to develop metrics to evaluate the performance of CAVSS contracted maintenance support.

Scope

This document delineates the maintenance elements that CBP uses to document the preventative and corrective maintenance activities conducted on CAVSS. It identifies the requirements for recording these maintenance elements in the CAVSS Database, including time points and the low-level metrics from those time points associated with each corrective maintenance action. While individual CBP contracts will dictate the requirement for both types of maintenance, this document is focused on unscheduled corrective maintenance actions and the accurate recording of them in a CAVSS Database. It also provides the process CBP uses to develop RMA metrics from the low-level metrics for evaluating and analyzing the operational performance of deployed CAVSS throughout its life cycle.

Maintenance Types

CBP identifies two types of maintenance activities to support CAVSS: preventive and corrective.

Preventive Maintenance

Preventive maintenance (PM) improves the reliability of CAVSS and is scheduled in accordance with this contract. All preventive maintenance documentation includes start and end times and a description of the preventative maintenance performed. Table 1 below describes the Preventive Maintenance checklist currently in place, which services as a baseline expectation of what actions are performed during PM site visit.

Table 1: Preventive Maintenance Checklist

<i>Video Surveillance Recording System</i>	a. Operational function test, in accordance with the manufacturer's user guide
	b. System record ability
	c. Create an event backup as outlined in the manufacturer's user guide
	d. Approved updates and patches installed
	e. Cable terminations cables are terminated, labeled, and managed within the rack system)
	f. Video Image quality, within manufacturer's specifications
	g. Air filters, fan units, and inside components clean and free of dust build up

	h. Unit has the manufacturer's recommended system ventilation and proper air flow
	i. If applicable, all hard drive units passes a manufacturer's diagnosis test
Video Surveillance Cameras	a. Operational function test, in accordance with the manufacturer's operational user guide
	b. Cameras are focused in accordance with the customer's recommended field of view and within the operational limits of the individual camera
	c. Camera interconnect wiring, is terminated and secured within the individual camera's housing
	d. If supplied, the camera's heating and cooling fan units are operational in accordance with manufacturer's specifications
	e. Camera supplied voltage is within the camera's operational range, as outlined within the manufacturer's specifications
	f. The camera's peak-to-peak signal voltage at the video surveillance recording device is at least 1 volt peak-to-peak
	g. Camera housings and covers are free of dirt and other objects
Monitoring Devices	a. Monitoring unit operates in accordance with manufacturer's operational user guide
	b. Video images are clearly define and depict the true quality of the input video signal within the limitations of the monitoring device
	c. Monitoring units are clean and free of dust and other objects
Equipment Power Supplies	a. Operational function test, in accordance with the manufacturer's operational user guide.
	b. Input voltages within the operational limits, as outlined within the manufacturer's specifications
	c. Output voltages within +- 2 volts of the manufacture's indicated output voltage specifications
	d. Interconnect wiring, is terminated, labeled, and secured within the enclosure
	e. Units are clean and free of dust and other objects
Network Connectivity (Local switches and routers maintained through OIT)	a. All interconnect wiring passes a continuity, point-to-point test, utilizing and a network connector testing tool
	b. Cable terminations are labeled, and secured
	c. Conduct a full "Ping" test through the CBP router
	d. Units are clean and free of dust and other objects
Fiber Devices	a. Operational function test, in accordance with the manufacturer's operational user guide
	b. Video images are clearly define and depict the true quality of the input video signal within the limitations of the monitoring device
	c. All interconnect wiring passes a continuity, point-to-point test, utilizing a light source or an optical time domain reflect meter (OTDR)
	d. Cable management devices and terminations are labeled, secured, and do not violate manufacturer's bend radius
	e. Connector terminations are clean and free of dust and other objects
	f. Unit supplied voltages are within manufacturer's recommended operational ranges
	g. Units are clean and free of dust and other objects
Access Control	a. Access Control Software operational function test, in accordance with the manufacturer's operational user guide

Systems (NB_RPEP)	b. Video images are clearly define and depict the true quality of the input video signal
	c. Input voltages within the operational limits, as outlined within the manufacturer's specifications
	d. Output voltages within +- 2 volts of the manufacturer's indicated output voltage specifications
	e. Interconnect wiring, is terminated, labeled, and secured within the enclosure
	f. Units are clean and free of dust and other objects
	g. Access Gate System operates in accordance with the manufacturer's operational user guide
	h. Audio signals are clearly define and depict the true quality of the input video signal
	i. Units are clean and free of dust and other objects
Audio Devices	a. Operational function test, in accordance with the manufacturer's operational user guide
	b. Audio signals are clearly define and depict the true quality of the input video signal
	c. Interconnect wiring, is terminated, labeled, and secured within the enclosure
	d. Input voltages within the operational limits, as outlined within the manufacturer's specifications
	e. Output voltages within +- 2 volts of the manufacture's indicated output voltage specifications
	f. Audio Filters, remove any unwanted signals
	g. Units are clean and free of dust and other objects
RAID Storage Devices	a. Operational function test, in accordance with the manufacturer's operational user guide
	b. Interconnect wiring, is terminated, labeled, and secured within the enclosure
	c. Raid unit able to communicate with partner video recording device
	d. Unit able to store remote data
	e. Units are clean and free of dust and other objects
Remote Client Applications	a. PC Operational function test, in accordance with the manufacturer's operational user guide
	b. Client application software operational function test, in accordance with the manufacturer's operational user guide
	c. Interconnect wiring, is terminated, labeled, and secured within the enclosure
	d. Create an event backup as outlined in the manufacturer's user guide
	e. Approved updates and patches installed
	a. Video Image quality, within manufacturer's specifications
	b. Air filters, fan units, and inside components clean and free of dust build up
	c. Unit has the manufacturer's recommended system ventilation and proper air flow
	f. If applicable, all hard drive units passes a manufacturer's diagnosis test
	g. Units are clean and free of dust and other objects
Motion Detection Software	a. PC/ Server Operational function test, in accordance with the manufacturer's operational user guide
	b. Approved updates and patches installed

Application and Hardware	c. Video Image quality, within manufacturer's specifications
	d. Unit has the manufacturer's recommended system ventilation and proper air flow
	e. If applicable, all hard drive units passes a manufacturer's diagnosis test
	f. If applicable, the devise has a network connection
	g. PC/Server connects with associated sensors
	h. If applicable, client application software receives associated sensor's alerts
	i. If applicable, client application software able to connect to its associated server
	j. If applicable, the client software is able to backup events
	k. If applicable, the audio alerts triggers with its associated LPOE/ sensor and clearly defined.
	l. Units are clean and free of dust and other objects

Preventive maintenance records are maintained to demonstrate compliance with contract requirement. Unless otherwise stated by the Contractor, every CAVSS location shall be visited every six months. The Contractor shall create and maintain a help desk ticket to track the planned and execution for the PM schedule of each location. A report of the PM schedule is provided each month and reviewed during each quarterly review.

Corrective Maintenance

Corrective maintenance is unscheduled and is performed to repair and restore CAVSS to full mission capability. Corrective maintenance can be performed either on site or at a depot facility. Each CAVSS corrective maintenance activity must progress through the Integrated Logistics Branch (ILB) repair cycle from the initial notification of CAVSS failure to the return of the CAVSS to full mission capability. The process identified in this document will ensure proper recording and reporting of the CAVSS maintenance activity required by CBP to successfully validate CAVSS and contractor performance.

Corrective Maintenance Elements

Each corrective maintenance activity begins with the identification of a CAVSS maintenance requirement. It is important to identify the following maintenance elements in each repair cycle to properly document the corrective maintenance elements:

- CAVSS priority classification (H, M, L)
- Maintenance action time points along the repair cycle
- Maintenance action low-level metrics derived from the maintenance action time points

All maintenance elements identified in this document must be collected and recorded for each corrective maintenance activity in the CAVSS ILB Database.

CAVSS Failure Classification Criteria

The criticality of a maintenance activity must be validated by the Contractor as soon as possible to ensure the prompt return of CAVSS to full mission capability and must be documented in the CAVSS ILB Database. The definitions below are used to determine whether a CAVSS failure is identified as a critical priority failure or a non-critical failure.

- **High Priority Classification Criteria** – Failures where CAVSS is unable to perform its required mission and requires immediate corrective maintenance to restore the CAVSS to full operational condition.
- **Medium Priority Classification Criteria** - Failures where CAVSS is limited in performing its required mission and requires fast corrective maintenance to restore the CAVSS to full operational condition.
- **Low Priority Classification Criteria** – Failures where CAVSS needs corrective maintenance but still operates at full mission capability until the minor repair is completed.

CAVSS Specific criteria to aide in assigning priorities to CM are shown below in Table 2.

Table 2: Corrective Maintenance Priority Classification Criteria

Maintenance Priority Assignment Matrix						
Video		Audio		RPEP		
High Classification Criteria	Remote monitoring	All cameras on at least one DVR cannot be viewed (Non 24-hour POE)	Remote monitoring	All microphones on at least one DVR cannot be heard (non 24-hour POE)	Gate	Cannot be operated locally
	Remote monitoring	All cameras within one POE area (primary, secondary, cargo, pedestrian, interview) cannot be viewed	Remote monitoring	All microphones within one POE area (primary, secondary, cargo, pedestrian, interview) cannot be heard	Gate	Cannot be operated remotely
	Local monitoring	All cameras at a POE cannot be monitored	Local monitoring	All microphones at a POE cannot be heard	Server application	Inoperative
	Local monitoring	All cameras within one POE area (primary, secondary, cargo, pedestrian, interview) cannot be monitored	Local monitoring	All microphones within one POE area (primary, secondary, cargo, pedestrian, interview) cannot be heard	RFID	Inoperative for all users
	Search & Playback	Video cannot be found and played back (critical incident)	Search & Playback	Audio cannot be found and played back (critical incident)	Bio Reader	Inoperative for all users
	Archive & Transport	Video cannot be archived and transported (critical incident)	Archive & Transport	Audio cannot be archived and transported (critical incident)	Video	Video cannot be seen remotely
	Video recording	All cameras at a POE are not recording	Audio recording	All microphones at a POE are not recording		
	Video recording	All cameras within one POE area (primary, secondary, cargo, pedestrian, interview) are not recording	Audio recording	All microphones within one POE area (primary, secondary, cargo, pedestrian, interview) are not recording		
	Video quality	Video quality on all cameras is degraded to a point where activity cannot be determined	Audio quality	Audio quality is degraded to a point where effective communication is not possible		

Medium Priority Classification Criteria	Remote monitoring	All cameras on at least one DVR cannot be viewed (24-hour POE)	Remote monitoring	All microphones on at least one DVR cannot be heard (24-hour POE)	Audio	Audio cannot be heard remotely
	Remote monitoring	50-75% of cameras within an area (primary, secondary, cargo, pedestrian, interview) cannot be viewed	Remote monitoring	50-75% of microphones within an area (primary, secondary, cargo, pedestrian, interview) cannot be heard		
	Local monitoring	50-75% of cameras within an area (primary, secondary, cargo, pedestrian, interview) cannot be viewed	Local monitoring	50-75% of microphones within an area (primary, secondary, cargo, pedestrian, interview) cannot be heard		
	Search & playback	Video cannot be found and played back (routine)	Search & playback	Audio cannot be found and played back (routine)		
	Archive & transport	Video cannot be archived and transported (routine)	Archive & transport	Audio cannot be archived and transported (routine)		

Low Priority Classification Criteria	Remote monitoring	Some cameras cannot be viewed	Remote monitoring	Some microphones cannot be heard	RFID	Inoperative for individual users
	Local monitoring	0-25% of cameras within an area (primary, secondary, cargo, pedestrian, interview) cannot be viewed	Local monitoring	0-25% of microphones within an area (primary, secondary, cargo, pedestrian, interview) cannot be heard	Bio Reader	Inoperative for individual users
	Video quality	Video quality is degraded but activity can be determined	Audio quality	Audio quality is degraded but effective communication is possible		

Maintenance Action Time Points

CBP relies on the collection of specific maintenance action time points along a corrective maintenance repair cycle to track its progress. Table 3 identifies and defines the time points that must be recorded, as applicable, for each repair cycle to document maintenance actions. These time points must identify the date and time of each maintenance action and be provided in real clock times in the CAVSS location's local time based on a 24-hour day, seven-day week.

Table 3: Measurement Time Points

ID	Description
T1	Technology Service Desk (TSD) Contacted: Time when the TSD Facility is initially contacted after a CAVSS failure occurs.
T2	Technician Dispatched: Time when an AMT is contacted to perform the repair.
T3	Technician Starts Diagnostics: Time when the AMT begins to diagnose the CAVSS problem.
T4	Technician Diagnostics Complete: Time when the AMT completes the diagnosis and is ready to request any part(s) from the supply chain or start the repair if parts are not required.
T5	Parts Begin Shipment: Time when the supply chain indicates that the part(s) are in route to the AMT.
T6	Parts Delivered to Location: Time when the part(s) are delivered locally.
T7	Technician Begins Repair: Time when the AMT is at the CAVSS location and ready to begin the repair (has all necessary parts and tools).

ID	Description
T8	Technician Begins Testing: Time when the repair has been completed and the AMT is ready to verify completion of the repair.
T9	CAVSS Ready for Signoff: Time when the AMT has successfully completed the verification testing and the CAVSS is ready for the CBP signoff.
T10	CBP Signoff: Time when CBP signs off on the CAVSS repair and the CAVSS is ready to be returned to service.
T11	Start of Telephone Customer Support: AMT decides that phone support is sufficient to resolve the failure.

Low-Level Maintenance Metrics

The time values provide the start and end times that are used to derive low-level metrics that measure the duration of discrete maintenance actions along the repair cycle. The metric values are derived as the difference between two specific time values, resulting in metric values that must be recorded during the repair cycle.

Table 4 shows the 11 Maintenance values that are derived from the time points in Table 3 followed by a short description of each maintenance value.

Table 4: Summary of Low-Level Metrics

Low-Level Metric		Start Time		End Time	
ID	Description	ID	Description	ID	Description
M ₁	Initial TSD Interaction Time	T1	TSD Contacted	T2	Technician Dispatched
M ₂	Technician Dispatch Time	T2	Technician Dispatched	T3	Technician Starts Diagnostics
M ₃	Technician Diagnosis Time	T3	Technician Starts Diagnostics	T4	Technician Diagnostics Complete
M ₄	Part(s) Request Time	T4	Technician Diagnostics Complete	T5	Parts Begin Shipment
M ₅	Part(s) Fulfillment Time	T5	Parts Begin Shipment	T6	Parts Delivered to Location
M ₆	Local Logistics Time	T6	Parts Delivered to Location	T7	Technician Begins Repair
M ₇	Technician Repair Time	T7	Technician Begins Repair	T8	Technician Begins Testing
M ₈	Technician Testing Time	T8	Technician Begins Testing	T9	CAVSS Ready for Signoff
M ₉	CBP Signoff Time	T9	CAVSS Ready for Signoff	T10	CBP Signoff
M ₁₀	Time to Repair	T3	Technician Starts Diagnostics	T4	Technician Diagnostics Complete
		T7	Technician Begins Repair	T9	CAVSS Ready for Signoff

Low-Level Metric		Start Time		End Time	
ID	Description	ID	Description	ID	Description
M ₁₁	Telephone Customer Support	T ₁₁	Start of Telephone Customer Support	T ₁₀	CAVSS CBP Signoff

M₁ – Initial TSD Interaction Time. This metric measures how long it takes the Dispatch Contact Facility to gather the initial information about the CAVSS problem(s) and assign an AMT to conduct the repair. It is measured as the time between when the Dispatch Contact Facility is initially contacted after the failure occurs (T₁) and the time the AMT is contacted to perform the work (T₂).

M₂ – Technician Dispatch Time. This metric measures how long it takes for the AMT to respond to the service call and arrive at the CAVSS ready to diagnose and repair the CAVSS. It is measured as the time between when the AMT is initially contacted by the Dispatch Contact Facility to perform the work (T₂) and the time that the AMT arrives at the failed CAVSS and begins the diagnosis of the problem (T₃).

M₃ – Technician Diagnosis Time. This metric measures how long it takes the AMT to diagnose the problem(s) with the CAVSS. It is measured as the time between when the AMT begins the diagnosis of the problem (T₃) and when the AMT completes the diagnosis and is ready to request any part(s) from the supply chain (T₄) or is ready to begin repair if no parts are required (T₇).

M₄ – Part Request Time. This metric measures how long it takes to request the part(s) from the supply chain required for the repair of the CAVSS. It is measured as the time between when the AMT completes the diagnosis and is ready to request any part(s) from the supply chain when parts are required (T₄) until the time the supply chain identifies that the part(s) are in route to the local delivery point (T₅).

M₅ – Part Fulfillment Time. This metric measures how long it takes the supply chain to deliver (or fulfill) the part(s) required for the repair of the CAVSS. It is measured as the time between when the supply chain identifies the part(s) are in route to the local delivery point (T₅) until the time the part(s) are in fact delivered (T₆). Note there may be additional time to get the part(s) to the AMT at the CAVSS location to start repairs that would be included in M₆.

M₆ – Local Logistics Time. This metric measures any delays incurred where parts have been delivered locally but additional time is required to get the part(s) into the hands of the AMT to start the repair of the CAVSS. It is measured as the time between when part(s) are delivered locally (T₆) until they are in the hands of the AMT at the CAVSS location and the AMT is ready to begin the repair (T₇).

M₇ – Technician Repair Time. This metric measures the CAVSS repair time. This is defined as the time between when the AMT has all necessary tools and parts and begins

the disassembly of the CAVSS for repair to when the CAVSS is reassembled and is ready for verification testing of a successful repair. It is measured as the time between when the AMT has all necessary part(s), if required, and tools at the CAVSS and is ready to begin the repair (T7) until the time the CAVSS is repaired and ready for verification tests (T8).

M₈ - Technician Testing Time. This metric measures CAVSS verification testing time. It is measured as the time between when the CAVSS is ready for verification tests (T8) until the time the verification testing is successfully completed and the CAVSS is ready for the CBP signoff process (T9).

M₉ – CBP Signoff Time. This metric measures the CBP signoff time for the CAVSS and is the last step before the CAVSS is placed back into service. It is measured as the time between when the verification testing is successfully completed by the AMT and the CAVSS is ready for the CBP signoff process (T9) until the CAVSS repair is signed off by CBP and the CAVSS is ready to be returned to service (T10).

M₁₀ – Time to Repair. This metric measures the actual repair time for a CAVSS, including the time required for diagnostics and testing. It is measured as the sum of M₃ (T3 to T4), M₇ (T7 to T8), and M₈ (T8 to T9) (i.e., $M_{10}=M_3+M_7+M_8$), which ends when the CAVSS is reassembled and is ready for CBP signoff (T9).

M₁₁ – Telephone Customer Support Time. This metric measures the time duration of diagnostics and maintenance where the AMT directs the local personnel over the phone (T11) to resolve the failure successfully without an AMT visit to the CAVSS site. It is measured as the time between when TCS begins (T11) and the CAVSS is ready for CBP signoff (T10) or issue is resolved.

Maintenance Action Repair Cycles

Each corrective maintenance activity involves a repair cycle that starts from initial notification until the repair is completed successfully. Time values must be recorded and applicable low-level metrics derived from the time values of each maintenance action to quantify the repair cycle and to ensure consistent accurate performance metric development.

These time values and metrics must also be accurately captured in the CAVSS ILB Database for each corrective maintenance activity. Therefore, the Contractor should identify any other deviations that would preclude the documentation of time values and metrics as identified above, and should make sure the CAVSS ILB Database clearly identifies the time values used to derive a metric value. As previously mentioned, it is also important that these time values and derived metrics identify the actual date and time of each maintenance action and be provided in real clock times in the CAVSS location's local time based on a 24-hour day, seven-day week.

As a repair cycle progresses, there may be a need to repeat some time values or a need to change the type of repair cycle. In this situation recursion occurs in the CBP maintenance collection process. Any recursion event must capture the new applicable maintenance time points and derived low-level metrics in the CAVSS ILB Database for a corrective maintenance activity. An

example of this is when there is a repetition of maintenance actions in a repair cycle and consequently a repetition of specific time values and derived metric values. For example if a defective or incorrect part is delivered. This would require the repeat of some portion of the repair cycle. In this case the repair cycle would stay the same but time values are repeated as well as the derived metrics in the CAVSS ILB Database.

Operational RMA Metrics

CBP uses the low-level metrics previously defined to develop all performance metrics required to evaluate the performance of CAVSS and to evaluate Contractor maintenance support. This requires consistency in the counting of the low-level metrics in the development for each high-level metric. This section describes the normal process CBP uses to develop the time and failure counts over a repair cycle. Any deviations from process will be identified in the specific high-level metric calculations.

CBP will use the RMA metrics identified in this section to evaluate the operational performance of CAVSS during its operational life cycle. No averaging is used to calculate downtimes. The first day of the designated reporting period starts at 12:00 AM and ends at 11:59 PM on the last day of the reporting period.

For Operational Availability (A_o) metrics only, the portion of the repair cycle time completed during the specific reporting period will be counted in the A_o metric calculations for that reporting period. All other high-level metrics will use the approach where if a ticket is open during two or more reporting periods, the entire downtime will be reported in period being reported and one failure counted in the period.

CAVSS Reliability Metrics

Mean Time Between Critical Failures

Mean Time Between Critical Failure (MTBCF) will evaluate the reliability of CAVSS in relation to all high priority critical relevant failures. MTBCF is the average uptime CAVSS is available to perform its mission between high priority critical relevant failures. MTBCF is calculated for CAVSS enterprise-wide, by Field Office, Sector, and Port with RMA reporting requirements as follows:

1. Multiply daily uptime hours as defined in the contract by the number of CAVSS units in the CAVSS calculation population (one or more units) and the number of days in the reporting period;
2. Subtract the sum of the downtime associated with all critical relevant failures from the CAVSS calculation population (one or more units) during the reporting period;
3. Divide the difference by the total number of critical relevant failures.

MTBCF will be calculated monthly based on the following formula:

One or more CAVSS units:

$$\text{MTBCF} = \frac{(\text{Uptime Hours} \times \text{Number of CAVSS Units} \times \text{Number of Days}) - (\text{Sum of CAVSS Critical Relevant Downtime})}{\text{Total Number of Critical Relevant Failures}}$$

Where:

CAVSS Critical Relevant Downtime = Period of time during which a CAVSS is not in a condition to perform its mission due to a critical High Priority relevant failure.

Uptime = Defined as the period of time CAVSS is available to perform its required mission.

When a maintenance repair cycle continues into a new reporting period, the downtimes and failure count will be calculated in the new reporting period.

Mean Time Between Failure

Mean Time Between Failure (MTBF) will evaluate the reliability of CAVSS in relation to all critical relevant and non-critical relevant failures. MTBF is the average uptime CAVSS is available to perform its mission between high, medium and low priority relevant failures. MTBF will be calculated for CAVSS enterprise-wide, by Field Office, Sector, and Port with RMA reporting requirements as follows:

1. Multiply daily uptime hours as defined in contract by the number of CAVSS units in the CAVSS calculation population (one or more units) and the number of days in the reporting period;
2. Subtract the sum of all downtime associated with all critical relevant and non-critical relevant (High, Medium, and Low Priority) failures from the CAVSS calculation population (one or more units) during the reporting period;
3. Divide the difference by the total number of critical relevant and non-critical relevant failures with downtime.

MTBF will be calculated monthly based on the following formula:

One or more CAVSS units:

$$\text{MTBF} = \frac{(\text{Uptime Hours} \times \text{Number of CAVSS Units} \times \text{Number of Days}) - (\text{Sum of all CAVSS Relevant Failures Downtime})}{\text{Total Number of Relevant Failures}}$$

Where:

CAVSS Relevant Failure Downtime = The period of time during which CAVSS is not in a condition to perform its mission due to any relevant failure (High, Medium, and Low critical and non-critical).

When a maintenance repair cycle continues into a new reporting period, the downtimes and failure count will be calculated in the new reporting period.

CAVSS Maintainability Metrics

Mean Downtime

Mean Downtime (MDT) evaluates the downtime of CAVSS in relation to all relevant failures. MDT is the average CAVSS downtime associated with all relevant failures. MDT will be calculated for CAVSS enterprise-wide, by Field Office, Sector, and Port with RMA reporting requirements as follows:

1. Sum the CAVSS downtime associated with all relevant failures from the CAVSS calculation population (one or more units) during the reporting period;
2. Divide by the total number of relevant failures from the CAVSS calculation population (one or more units) during the reporting period.

MDT will be calculated monthly based on the following formula:

One or more CAVSS units:

$$\text{MDT} = \frac{\text{Sum of CAVSS Relevant Failures Downtime}}{\text{Total Number of Relevant Failures}}$$

Where:

CAVSS Relevant Failure Downtime = The period of time during which CAVSS is not in a condition to perform its mission due to any relevant failure (High, Medium, and Low, critical and non-critical).

When a maintenance repair cycle continues into a new reporting period, the downtimes and failure count will be calculated in the new reporting period.

Mean Time to Repair

The Mean Time to Repair (MTTR) evaluates the downtime required to diagnose and repair CAVSS due to all relevant failures. The MTTR will be calculated for CAVSS enterprise-wide, by Field Office, Sector, and Port with RMA reporting requirements as follows:

1. Sum the CAVSS downtime associated with Time to Repair (M_{10}) for all relevant failures from the CAVSS calculation population (one or more units) during the reporting period;
2. Divide by the total number of relevant failures from the CAVSS calculation population during the reporting period.

MTTR will be calculated monthly based on the following formula:

One or more CAVSS units:

$$\text{MTTR} = \frac{\text{Sum of CAVSS Relevant Corrective Maintenance Downtime (M}_3 + \text{M}_7 + \text{M}_8 = \text{M}_{10})}{\text{Total Number of Relevant Failures}}$$

Where:

CAVSS Relevant Corrective Maintenance Downtime = Duration of corrective maintenance actions associated with diagnosis, repair, and testing of CAVSS relevant failures.

Note that M₁₂ (Technology Service Desk Customer Support Time) is not included in MTTR calculation since MTTR measures the average on-site repair time.

CAVSS Availability Metrics

Operational Availability

Operational Availability (A_o) evaluates the availability of CAVSS to perform its required mission during operational hours in relation to failures of any type. It is the percentage of time during operational hours that CAVSS is available to perform its required mission during a specified reporting period. A_o will be calculated for CAVSS enterprise-wide, by Field Office, Sector, and Port with RMA reporting requirements as follows:

1. Multiply daily operational hours as defined in contract by the number of CAVSS units in the contract and the number of days in the reporting period;
2. Subtract the sum of the operational downtime from all failure types within the CAVSS calculation population (one or more units) during the reporting period;
3. Divide the difference by the daily operational hours multiplied by the number of CAVSS units within the calculation population (one or more units) and the number of days in the reporting period.

A_o will be calculated for a specific reporting period (e.g., one month) and CAVSS combination (one or more units) based on the following formula:

One or more CAVSS units:

$$A_o = \frac{(\text{Operational Hours} \times \text{CAVSS Units} \times \text{Number of Days}) - (\text{Sum of CAVSS all relevant/non-relevant critical (High) and relevant non-critical (Medium, Low) failures Operational Downtime})}{(\text{Operational Hours} \times \text{CAVSS Units} \times \text{Number of Days})}$$

Where:

Operational Hours = Period of time within a 24-hour day that the CBP facility is operational. CAVSS is required to be available to perform its required mission during operational hours.

CAVSS Operational Downtime = The time CAVSS is down for repair due to any failure during operational hours.

When a maintenance repair cycle continues into a new reporting period, the operational downtime occurring in the second reporting period will be calculated as well.

Help Desk Metrics

Average First Response Time

This refers to how long a customer has to wait before getting an initial reply to their support request.

Trouble Tickets Opened

This is the total number of tickets that were opened over a specific period of time. This metric is to be tracked and reported on by location and overall, on a monthly, and year to date basis.

Trouble Tickets Closed

This is the total number of tickets that were closed over a specific period of time. . This metric is to be tracked and reported on by location and overall, on a monthly, and year to date basis.

Trouble Ticket Backlog

This pertains to tickets that remain unresolved during a particular period or beyond an assigned response time. This is crucial measure to understand and maintain a healthy balance between fast response and fast resolution. The Trouble Ticket Backlog shall be provided for:

- Total number of pending tickets by Priority
- Number of backlog tickets by priority that are still within the SLA for resolution.
- Number of backlog tickets by priority that are up to 20% beyond the SLA, over 20% and less than 50%, and over 50%.

First Contact Resolution Rate

First Contact Resolution Rate (FCRR) measures the ability of the service desk personnel to resolve an incident without having to escalate the ticket to the next tier of support within a specified period of time. To calculate FCCR divide the number of support issues resolved at first contact within the specified timeframe by the total number of FCCR-eligible support issues (cases that can be resolved by first contact) for each Priority level.

$$\text{FCCR} = \frac{\text{Sum of CAVSS Relevant Incident Tickets Resolved within the Time Metric for the Priority}}{\text{Total Number of Relevant Incidents Reported for the Priority}}$$

First Contact Resolution Response Time

First Contact Resolution Response Time (FCRRT) measures the time for service desk personnel to resolve an incident without having to escalate the ticket to the next tier of support. In other words, M₁₁ – Telephone Customer Support Time (This metric measures the time duration of diagnostics and maintenance where service desk personnel resolves or directs the local personnel over the phone (T11) to resolve the failure successfully without an AMT visit to the CAVSS site.

It is measured as the time between when TCS begins (T11) and the CAVSS is ready for CBP signoff (T9) or issue is resolved). To calculate AFCCR divide the sum of the times to resolve First Call Resolutions (FCR) at first contact by the total number of FCR-eligible support issues (cases that can be resolved by first contact) for each relevant Priority or other grouping.

$$\text{FCCRT} = \frac{\text{Sum of time durations of CAVSS First Call Resolutions Relevant Tickets}}{\text{Total Number of Relevant Reported Tickets}}$$

ADDENDUM C: CAVSS Service Level Agreement (SLA) Performance Metrics

First Contact Resolution Rate (FCRR)			
Priority	Measure	FCCR Target	FCCR Min Standard
High	Less than 60 Minutes	75%	70%
Medium	Less than 60 Minutes	70%	65%
Low	Less than 60 Minutes	70%	60%

First Contact Resolution Response Time (FCRRT)		
Priority	Target Measure (Average Time)	Min Standard Measure (Average Time)
High	10 Minutes	12 Minutes
Medium	20 Minutes	25 Minutes
Low	60 Minutes	70 Minutes

Mean Time To Repair (MTTR) –on site response time		
Priority	MTTR Measure	MTTR Min Standard
High	Less than 12 Hours	Less than 15 Hours
Medium	Less than 24 Hours	Less than 30 Hours
Low	Less than 48 Hours	Less than 56 Hours

Mean Time To Repair (MTTR) Excess Allowable –on site response		
Priority	TTR in Excess of	Max Allow %
High	15 Hours	5%
Medium	30 Hours	5%
Low	56 Hours	5%

Operational Availability A ₀			
Coverage Area	Measure	FCCR Target	FCCR Min Standard
A/V Enterprise	% Available	98%	95%
Field Office	% Available	98%	95%
Sector	% Available	98%	95%
Port Location	% Available	98%	95%
Field Offices	% Available	98%	95%
RPEP	% Available	98%	95%

Mean Downtime (MDT)			
Coverage Area	Measure	MDT Target	MDT Min Standard
A/V Enterprise	Minutes	3	5
Northern Border	Minutes	3	5
Southern Border	Minutes	3	5
CASC Locations	Minutes	3	5
Field Offices	Minutes	3	5
RPEP	Minutes	3	5

Mean Time Between Failure (MTBF)			
Coverage Area	Measure	MTBF Target	MTBF Min Standard
A/V Enterprise	Days	3	5
Northern Border	Days	3	5
Southern Border	Days	3	5
CASC Locations	Days	3	5
Field Offices	Days	3	5
RPEP	Days	3	5

Mean Time Between Critical Failure (MTCBF)			
Coverage Area	Measure	MTCBF Target	MTCBF Min Standard
A/V Enterprise	Days	4	6
Northern Border	Days	4	6
Southern Border	Days	4	6
CASC Locations	Days	4	6
Field Offices	Days	4	6
RPEP	Days	4	6

ADDENDUM D: (Reserved)

ADDENDUM E: Daily Outage Report Template

Border Security Deployment Program Outage Report Date and Time of Report	Border Security Deployment Program	* Total Number of Sensors	Total Supported Items							
	Total Outages:	*Total Outages	Total Operational Percentage:	*Operational Percentage		Daily Operational %	FY__ Average Operational %			
	Audio/Video	Total Sensors		Outages:	#	Calculation	Calculation			
	CASC Remote Monitoring (RM)	Remote Site Connections		Outages:	#	Calculation	Calculation			
	RPEP (Remote Port Monitoring Program)	Total Sites		Outages:	#	Calculation	Calculation			

ACTIVE ISSUES											
Outage/ Location	Outage/ Equipment	Equipment Type	Sensors Impacted	Work Order	DESCRIPTION	Current Status	Begin	Duration (hrs)	Status Code	POC	Org Activity
Site Name	Audio/Video - CASC - RPEP	Camera - Microphone - Network - etc	Number of Sensors	Unique Identifier	Brief Description: eg. DVR is Inoperable / Camera is inoperable	Brief Description: Technician en route - DVR has Faulty Power Supply - PTZ Motor Failed	Ticket Start	Time from initial reporting	Status from Priority Matrix	Local Port POC	OFO / OBP / IA
						Updates: eg. Parts on order					
						Updates: eg. Parts on order					
Site Name / Next Outage	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above

ADDENDUM F: (Reserved)

ADDENDUM G: Preventative Maintenance (PM) Tracking Sheet

Region	POE Listing	Site Code	Ticket #	Verbal Confirmation Received	Checklists Received	Photos Received	Date Completed	DVRS			
Region 1	Alcan										
Region 1	Dalton Cache										
Region 1	Poker Creek										
Region 1	Skagway										
Region 1	Blaine CASC										
Region 1	Anacortes										
Region 1	Bellingham										
Region 1	Blaine: Pacific Highway										
Region 1	Peace Arch										
Region 1	Boundary										
Region 1	Danville										
Region 1	Ferry										
Region 1	Friday Harbor										
Region 1	Frontier										
Region 1	Laurier										
Region 1	Lynden										
Region 1	Metalline Falls										
Region 1	Nighthawk										
Region 1	Oroville										
Region 1	Point Roberts										
Region 1	Port Angeles										
Region 1	Roche Harbor										
Region 1	Sumas										
17				0	0	0					

Area		Region 1	
# Sites		# DVRs	
# Complete		DVRs done	
# Remaining		DVRs left	
% Complete		% Complete	

ADDENDUM H: CAVSS Part Listing

CAVSS Part List		
MFR	Item	Description
ALTRONIX	STRIKEIT1	POWER SUPPLY, 2-DOOR PANIC DEVICE 24VDC 16 AMP ALTRONIX
ALTRONIX	STRIKEIT2	POWER SUPPLY, 1-DOOR PANIC DEVICE 24VDC 16 AMP ALTRONIX
ALTRONIX	AL1024ULXPD16CB	POWER SUPPLY, 8 AMP 24 VOLT DC 16 OUTPUTS W/CIRCUIT BRKRS
ALTRONIX	AL300ULPD4CB	POWER SUPPLY, 12/24VDC PS/CHARGER 13.5"H X 13"W X 3.25"D
ALTRONIX	AL300ULX	POWER SUPPLY, 2.5AMP @ 12/24 VDC CHARGER UL LISTED
ALTRONIX	AL600ULACMCB	POWER SUPPLY, 12/24DC 6A ALTRONIX
ALTRONIX	AP669	MOUNT, CEILING 45' DIAMETER COMMERCIAL PIR/MW
ALTRONIX	AP750	50' x 50' CURTAIN PIR, 7 CURTAINS, FORM C, UL/ULC
ALTRONIX	BT126	BATTERY, 12V 7AMP ALTRONIX BATTERY
ALTRONIX	OLS250	POWER SUPPLY, 24VDC @ 10 AMPS W/CHARGER OFFLINE SWITCHING
APC	AR 3814	NetShelter AV 24U 600mm Wide x 825mm Deep Enclosure
APC	BX1500G	UPS, 865 Watts 10 Outlets Power-saving Back-UPS XS
APC	G5BLK	APC AV 15 Amp G Type Rack Power Filter, 120V, Depth 9.45 inches
APC	SMT1500	UPS, APC SMART UPS 1500VA LCD 120V
APC	SMX120RMBP2U	BATTERY PACK, EXTERNAL APC SMART-UPS 120V RACK/TOWER
APC	SMX1500RM2U	UPS, APC SMART1200W 1500VA 120V RACK HEIGHT 2U
APC	SMX2200RMLV2U	UPS, APC SMART1980W 2200VA RACK MOUNT 120V RACK HEIGHT 2U
APC	SMX3000RMLV2U	UPS, APC SMART2700 WATTS/3000VA RACK HEIGHT 2U
APC	SMX48RMBP2U	Smart-UPS X-Series 48V External Battery Pack Rack/Tower (For use with SMX1500RM2U)
APC	SU032A	KIT, RAIL KIT FOR SMX48RMBP2U APC
APC	SUA2200R2X106	UPS, APC SMART UPS 2200 VA RM 2U 120V W/L5-20P
APC	SUA3000RML3U	UPS, APC SMART3000VA 2700W 120V INTERFACE PORT RACK MOUNT 3U
APC	SURTA1500RML2U	APC Smart-UPS On-Line, 1050 Watts / 1500 VA, Input 120V / Output 120V, Input NEMA 5-15P, Depth: 22.00 inches (559mm)
APC	SURTA2200RML2U	APC Smart-UPS On-Line, 1600 Watts / 2200 VA, Input 120V / Output 120V, input NEMA 5-20P, Depth: 22.00 inches (559mm)
APC	WBEXTWAR1YR-SP-03	WARRANTY, EXTENDED 1-YR APC TECH SUPPORT FOR SUA/SMX1500
APC	WBEXTWAR1YR-SP-04	WARRANTY, EXTENDED 1-YR APC TECHNICAL SUPPORT-PHONE CONSULTG
APC	WBEXTWAR3YR-SP-03	WARRANTY, EXTENDED 3-YR APC TECHNICAL SUPPORT
APC	WBEXTWAR3YR-SP-04	WARRANTY, EXTENDED 3-YR APC TECH SUPP FOR SMX2000/2200/3000
APC	WEXTWAR1YR-SP-04	WARRANTY, EXTENDED 1-YR APC TECHNICAL SUPPORT-PHONE CONSULTG
APC	ACAC40001	PANEL, VENT NETSHELTER AV 2U FOR RM CIRCULATION FANS APC
APC	ACF600	UNIT, RACK AIR DISTRIBUTION UNIT 2U 120V APC
APC	AP9563	RACK, PDU BASIC 1U 20A 120V (10) 5-20; 5-20P APC
APC	APCRBC109	BATTERY PACK, REPLACEMENT BATTERY FOR APC UPS BR1500LCD

APC	AR3100	RACK, EQUIPMENT 7' SX 42U 600MM WIDE X 1070MM DEEP BLACK
APC	AR3810	RACK, EQUIPMENT 7' COMPLETE 42U 10-32 THREADED RAILS BLACK
APC	AR8101BLK	BLANKING PANEL KIT, BLANKING (1U, 2U, 4U, 8U) BLACK APC
APC	AR8105BLK	SHELF, FIXED SHELF 50 IBS/114KG RACK MOUNT BLACK
APC	AR8108BLK	PANEL, BLANKING TWO 1U PANELS BLACK APC
APC	AR8395	KIT, BUS BAR 20U COPPER FOR NETSHELTER ENCLOSURES
APC	BR700G	UPS, APC BACK-UPS RS LCD700 MASTER CONTROL
APC	SC1000	UPS, 1900VA SMART 600W / 1900VA RM 2U APC
Arecont Vision	VN-AV8365	360 Degree IP Camera
ATDEC	TH-3070-CTW	MOUNT, TILT CEILING MOUNT FOR LCD AND PLASMA 30-70"
ATEN	CE800	EXTENDER, KVM ATEN CAT5 USB CONSOLE W/USB STORAGE & AUDIO
ATEN	CS-1754	SWITCH, KVM 4-PORT PS/2 USB ATEN
Aventura	CAM-LTZ-300	PTZ long range with laser IR designator
AVOCENT	4SV120BND1	SWITCH, 4-PORT USB SWITCH W/AUDIO 4 CABLE SETS INCL AVOCENT
AVOCENT	1YSLV-AMX5030	WARRANTY, EXTENDED 1YR SILVER SUPPORT FOR AVOCENT AMX5030
AVOCENT	1YSLV-AMX5130	WARRANTY, EXTENDED 1YR SILVER SUPPORT FOR AVOCENT AMX5130
AVOCENT	2YSLV-AMX5030	WARRANTY, EXTENDED 2YR SILVER SUPPORT FOR AVOCENT AMX5030
AVOCENT	2YSLV-AMX5130	WARRANTY, EXTENDED 2YR SILVER SUPPORT FOR AVOCENT AMX5130
AVOCENT	AMIQDM-PS2	MODULE, INTERFACE SERVER AUDIO/SERIAL EXTENDER AVOCENT
AVOCENT	AMIQDM-USB	MODULE, INTERFACE DUAL UTP SERVER VGA VIDEO USB KEYBOARD
AVOCENT	AMX5020	SWITCH, KVM AMX MATRIX UNIT 42 X 4 AVOCENT
AVOCENT	AMX5020-001	SWITCH, KVM AMX MATRIX 42 X 4 AVOCENT
AVOCENT	AMX5030-001	SWITCH, KVM 16-PORT KVM SWITCH AVOCENT
AVOCENT	AMX5130-001	STATION, USER AMX USER STATION AVOCENT
AVOCENT	8SV1000-001	SWITCH, SWITCHVIEW 1000 8-PORT W/OSD AVOCENT
AXIOM	GLC-SX-MM-AX	TRANSCEIVER, OEM APPROVED 1000BASE-SX SFP BY AXIOM
AXIS	P7701	DECODER, VIDEO NETWORK H.264 AUDIO SERIAL DATA ETHERNET
AXIS	Q7401 ENCODER	ENCODER, VIDEO AXIS Q7401 1-CHANNEL W/2-WAY AUDIO
AXIS	Q7404	ENCODER, VIDEO H.264 4-CHANNEL AUDIO SERIAL DATA ETHERNET
AXIS	0185-004	SERVER, VIDEO AXIS 241Q
AXIS	0319-004	DECODER, VIDEO SINGLE CHANNEL W/DATA PORT RS422 AXIS P7701
AXIS	5017-207	CLIP, FOR Q7401 TO BE MOUNTED ON 35MM DIN RAIL AXIS
AXIS	AX-0261-001	SERVER, BLADE SERVER (ALL) 4 CHANNEL AXIS 243Q
AXIS	AX-0267-004	RACK, VIDEO SERVER 1U 19" W/3 EXPANSION SLOTS AXIS 291
BLACK BOX	ACU7009A	EXTENDER, KVM SERVS SWITCH BRAND MINI CATx EXTERNAL UP TO 1K'
BLACK BOX	AVU5010A	KIT, WIZARD MULTIMEDIA VIDEO/AUDIO EXTENDER KIT BLACKBOX
BLACK BOX	KV1721A	MODULE, ACCESS SERV SWITCH OCTOPUS KVM EXTENDER EXTERNAL
BOSCH	UNIPF	BULB, REPLACEMENT BULB KIT FOR BOSCH ILLUMINATOR UF500
BOSCH	D101	LOCK & KEY SET, STANDARD BOSCH
BOSCH	D110	TAMPER SWITCH, 2/PKG

BOSCH	D1260	ATM STYLE ALPHA COMMAND CENTER WITH LCD DISPLAY - OFF WHITE
BOSCH	D1640	TRANSFORMER, 16VAC 40VA
BOSCH	D5500C-USB	RPS KIT ON CD-USB DONGLE
BOSCH	D56	CENTER, COMMAND CONDUIT BOX COMMAND CENTER OFF-WHITE
BOSCH	D8103	ENCLOSURE, UNIVERSAL ENCLOSURE
BOSCH	D8128D	OCTOPOPIT, 63 OR 119 PT BUS WINDUP PT DISABLER
BOSCH	D8129	RELAY, OCTO-RELAY 8 RELAY MODULE FOR G SERIES
BOSCH	D9412GV2	D9112 W/8 DOORS ACCESS
BOSCH	DS150I	SENSOR, REQUEST TO EXIT SENSOR GRAY
BOSCH	DX4020	INTERFACE, E-NET INTERFACE BOSCH
BOSCH	LTC 4629/60	RECEIVER/TRANSMITTER, 850NM FOM VIDEO RCVR DATA TRNSMTR
BOSCH	LTC 4628/60	RECEIVER/TRANSMITTER, 850NM FOM VIDEO RCVR DATA TRNSMTR
BOSCH	SE485	INTERFACE, PC BOSCH
CISCO	C3KX-MN-1	Switch Network Module
CISCO	SFP LC-SX	GBIC
CISCO	GLC-SX-MM	MODULE, CISCO-TRANSCEIVER-SFP-GIGABIT EN-1000BASE-SX-850 NM
CISCO	WS-C3750G-24TS-E1U	SWITCH, CISCO CATALYST 24-PORT 10BASE-5 100BASE-TX 1000BASE
CISCO	WS-C3750G-48TS-E	SWITCH, CISCO CATALYST 48-PORT FOR NETWORKS RQ LAYER 3 GTTD
CISCO	WS-C3750G-48TS-S	SWITCH, CISCO CATALYST 48-PORT FOR NETWORKS RQ LAYER 3 GTTD
CISCO	WS-C3750X-24T-S	SWITCH, CISCO CATALYST 24-PORT BASE UNIT RACK MOUNTABLE
CISCO	WS-C3750X-48T-S	SWITCH, CISCO CATALYST 24-PORT BASE UNIT RACK MOUNTABLE
COMNET	C1-BP	PANEL, BLANK FILLER 1" FOR C1 CARD CAGE
COMNET	C1US	CARD CAGE, RACKMOUNT W/90-264 VAC 50/60HZ POWER SUPPLY
COMNET	CNFE1002M1A	CONVERTER, MEDIA 100MBPS MM 1 FIBER (A) ST CONNECTOR
COMNET	CNFE1002M1B	CONVERTER, MEDIA 100MBPS MM 1 FIBER (B) ST CONNECTOR
COMNET	CNFE1005M2-A	CONVERTER, MEDIA AIGIS IN-DOME100MBPS MM 2 FIBER ST CONNECTR
COMNET	FDX53M1A	TRANSCEIVER, DATA RS232/RS422/RS485 2 & 4 WIRE 1 FIBER MM
COMNET	FDX53M1B	TRANSCEIVER, DATA RS232/RS422/RS485 2 & 4 WIRE 1 FIBER MM
COMNET	FVR1001M1	RECEIVER, DIGITAL VIDEO DATA RECEIVER 10 BIT MM 1 FIBER
COMNET	FVR1031M1	RECEIVER, DIGITAL VIDEO DATA TRANSCEIVER MM 1 FIBER
COMNET	FVR160D8S1	RECEIVER, DIGITAL VIDEO 16-CHANNEL10 BIT SINGLEMODE
COMNET	FVR16M1	RECEIVER, DIGITAL VIDEO DATA TRANSCEIVER RS232/422/485
COMNET	FVR2001M1	RECEIVER, DIGITAL VIDEO DATA 2-CHANNEL 10 BIT MM 1 FIBER
COMNET	FVR40A4C1M	RECEIVER, VIDEO/AUDIO 4-CHANNEL MM 1 FIBER RM
COMNET	FVR40A4M	RECEIVER, VIDEO/AUDIO 4-CHANNEL MM 1 FIBER RM
COMNET	FVR412M1	RECEIVER, DIGITAL 4-CHANNEL 2 DATA CHANNELS MM 1 FIBER
COMNET	FVR41M1	RECEIVER, DIGITAL 4-CHANNEL MM 1 FIBER COMNET
COMNET	FVR46M1	RECEIVER, VIDEO 4-CHANNEL DIGITAL W/DATA 1310NM
COMNET	FVR8014M1	RECEIVER, 8-CHANNEL DIGITAL +4 BI-DIRECT DATA 1 FIBER MM
COMNET	FVR8018M1	RECEIVER, 8-CHANNEL DIGITAL VIDEO 2-WAY DATA 1 FIBER MM

COMNET	FVR801M1	RECEIVER, VIDEO 8-CHANNEL MULTIPLEXER 1310NM RM
COMNET	FVR812M1	RECEIVER, DIGITAL 8-CHANNEL 2 DATA CHANNELS MM 1 FIBER
COMNET	FVR86M1	RECEIVER, VIDEO 8-CHANNEL MULTIPLEXER DATA RM
COMNET	FVR8M1	RECEIVER, VIDEO 8-CHANNEL MULTIPLEXER 1310NM RM
COMNET	FVT1001M1	TRANSMITTER, DIGITAL VIDEO DATA TRANSCEIVER 10BIT MM 1 FIBER
COMNET	FVT1031M1	TRANSMITTER, DIGITAL VIDEO DATA TRANSCEIVER MM 1 FIBER
COMNET	FVT109AM1-M	TRANSCEIVER, MINI 1 CHANNEL DIGITAL VIDEO 1 FIBER MM 10BIT
COMNET	FVT160D8S1	TRANSMITTER, DIGITAL VIDEO 16-CHANNEL 10 BIT SINGLEMODE
COMNET	FVT16M1	TRANSMITTER, DIGITAL VIDEO DATA TRANSCEIVER RS232/422/485
COMNET	FVT2001M1	TRANSMITTER, DIGITAL VIDEO DATA 2-CHANNEL 10 BIT MM 1 FIBER
COMNET	FVT40A4C1M	TRANSMITTER, VIDEO/AUDIO 4-CHANNEL MM 1 FIBER RM
COMNET	FVT40A4M	TRANSMITTER, VIDEO/AUDIO 4-CHANNEL MM 1 FIBER RM
COMNET	FVT412M1	TRANSMITTER, DIGITAL 4-CHANNEL 2 DATA CHANNELS MM 1 FIBER
COMNET	FVT41M1	TRANSMITTER, DIGITAL 4-CHANNEL MM 1 FIBER
COMNET	FVT46M1	TRANSMITTER, VIDEO 4-CHANNEL DIGITAL W/DATA 1310NM
COMNET	FVT8014M1	TRANSMITTER, 8-CHANNEL DIGITAL +4 BI-DIRECT DATA 1 FIBER MM
COMNET	FVT8018M1	TRANSMITTER, 8-CHANNEL DIGITAL VIDEO 2-WAY DATA 1 FIBER MM
COMNET	FVT801M1	TRANSMITTER, MULTIPLEXER 8-CHANNEL VIDEO 1310NM
COMNET	FVT812M1	TRANSMITTER, DIGITAL 8-CHANNEL 2 DATA CHANNELS MM 1 FIBER
COMNET	FVT86M1	TRANSMITTER, DATA MULTIPLEXER 8-CHANNEL VIDEO 2 BI-DIR CH
COMNET	FVT8M1	TRANSMITTER, MULTIPLEXER 8-CHANNEL VIDEO 1310NM
CORNING	CCH-01U-1215T	ENCLOSURE, 12 FIBER RM 19" W 1-U W/ST MM ADAPTERS & 6 CCH
CORNING	CCH-02U	ENCLOSURE, 19" 2U FIBER CONNECTOR HOUSING
CORNING	CCH-CP12-15T	PANEL, ADAPTER 12-PORT RM ST MM LOADED
CORNING	CCH-CP12-6T-P03RH	PANEL, 12-PORT CCH PANEL PIGTAIL MODULE W/SINGLE MODE ST/UPC
CORNING	CCH-RM12-6T-P03RH	HOUSING, CONNECTOR HOUSING PIGTAIL MODULE SINGLE MODE ST
CORNING	M67-110	TRAY, SPLICE 12 MM/SM FUSION REDUCED TRAY .4" CORNING
CORNING	SCF-4C18-01	ENCLOSURE, SPLICE SMALL SINGLE-FIBER 72-F CORNING
CORNING	SCF-ST-099	TRAY, SPLICE 12-F SM/MM FOR HEAT SHRINK FUSION SPLICES CORNG
CORNING	WIC-02P	ENCLOSURE, ENVIRONMENTAL DISTRIBUTION CENTER HOUSING WALLMT
CORNING	CCH-01U	PANEL, PATCH 1U RACK MOUNT CORNING
CORNING	CCH-CP06-25T	PANEL, CONNECTOR 6-STRAND FOR CCH PATCH BAY CORNING
CORNING	FAN-BT25-06	KIT, BUFFER TUBE FAN OUT 6-STRAND
CORNING	FAST-ST-MM62.5-6	CONNECTOR, FIBER ST MM 62.5um 900UM 6-PACK AFL
CROWN	PZM-10	Pressure Microphone
Crown	PZM-11	Wall Mount Pressure Zone Microphone, Phantom Powered
Crown	PZM-11LL	Wall Mount Pressure Zone Microphone
Crown	PZM-11LLWR	weather resistant Pressure Zone Microphone
DELL	4248	48UCabinet 89"X24"X36"

DELL	MD1000	Storage Unit, RAID 6
DELL	Latitude E6410ATG	RPEP Remote Enrollment Laptop
DELL	OPTIPLEX 7010	OPTIPLEX,4GB MEMORY 250GB HARD DRIVE
DELL	P2211H	Professional 21.5 Widescreen Flat Panel Monitor
DELL	R210II	COMPUTER, POWEREDGE R210 4GB MEMORY 250GB HARD DRIVE
DELL	R310	COMPUTER, POWEREDGE R310 4GB MEMORY 250GB HARD DRIVE
DELL	R5400	WORKSTATION, DELL CLIENT W/WIN 7 & XP DOWNGRADE E5405 PROCSR
DELL	R5500	WORKSTATION, DELL CLIENT W/WIN 7 & XP DOWNGRADE E5405 PROCSR
DELL	R710	SERVER, POWEREDGE DELL (4) 3.5" HARD DRIVES E5520 PROCESSOR
DELL	OPTIPLEX 990	COMPUTER, OPTIPLEX 990 DESKTOP 4GB MEM 512GB HARD DR
DITEK	DTK-DP4P	SURGE PROTECTOR, PAN/TILT/ZOOM CAMERA COAX TO COAX
DITEK	DTK-4LVLP-CR	SURGE PROTECTOR, CARD READER SURGE PROTECTOR 12/24VDC
DOORKING	1601-048	ARM, 14' DOOR KING
DOORKING	1601-080	GATE, BARRIER DOOR KING W/OPTIONS
DOORKING	1601-092	HEATER KIT, FOR 1601 VEHICULAR GATE OPERATOR
DOORKING	1601-240	KIT, HARDWARE KIT FOR WOOD ARM
Fithco	KM156	RPEP Kiosk Computer
GE Security	KTP-24	Power Supply PTZ Camera
HID	R51250021-1	READER, OMNIKEY USB PROX
HID	6130BKN000709-G3.0	READER,FIPS201 PIV II COMPLIANT CONTACTLESS SMARTCARD W/KYPD
HY SEC	MX001110	KIT, GATE HEATER MODULES FOR 320 SERIES GATE 240VAC
ICXTECH	1202510	CAMERA, DEFENDIR-HD 45/135MM, RS-422 W/PS, 6' BNC CABL
ICXTECH	WARR_DEF_DIA_3	DEFENDIR - DIAMOND WARRANTY (3 YEARS)
IFS	MC100FX-TX-POE	Fiber to Ethernet Converter
IFS	AR7420-R3	RECEIVER, 4 CHANNEL AUDIO MM 1 FIBER LD RACKMOUNT
IFS	AT7420	TRANSMITTER, 4 CHANNELS AUDIO MM 1 FIBER LD
IFS	AT7420-R3	TRANSMITTER, 4 CHANNELS AUDIO MM 1 FIBER LD RACKMOUNT
IFS	D1010WDMA-R3	TRANSCEIVER, RS232/RS422 RACKMOUNT
IFS	D1010WDMB	TRANSCEIVER, RS232/RS422
IFS	PS-R3	POWER SUPPLY, 115VAC (NEW PART# PSR311507)
IFS	R3	RACKMOUNT, CARD CAGE
IFS	VAR7420-R3	RECEIVER, VIDEO/AUDIO 4 CHANNEL MM 1 FIBER RM
IFS	VAT7420	TRANSMITTER, VIDEO/AUDIO 4 CHANNEL MM1 FIBER
IFS	VR1001-R3	RECEIVER, FIBER DEVICE DUAL VIDEO 850NM/MM RM MANUAL IFS
IFS	VR14120-R3	RECEIVER, VIDEO DIGITALLY ENCODED 1310nm RACK MOUNT MM
IFS	VR71620-R3	RECEIVER, 16 CHANNEL VIDEO MM 1 FIBER RACKMOUNT
IFS	VR7220-2DRDT	RECEIVER, VIDEO 2 CHANNEL DIGITAL W/DATA
IFS	VR7420-2DRDT	RECEIVER, VIDEO 4 CHANNEL MULTIPLEXER DATA
IFS	VR7420-2DRDT-R3	RECEIVER, VIDEO 4 CHANNEL MULTIPLEXER DATA RM

IFS	VR7820-2DRDT	RECEIVER, VIDEO 8 CHANNEL MULTIPLEXER DATA
IFS	VR7820-2DRDT-R3	RECEIVER, VIDEO 8 CHANNEL MULTIPLEXER DATA RM IFS
IFS	VR7820-R3	RECEIVER, VIDEO 8 CHANNEL MULTIPLEXER 1310NM RM
IFS	VT1001	TRANSMITTER, VIDEO FIBER DUAL MM IFS
IFS	VT1101M	TRANSMITTER, MINI VIDEO TX MM
IFS	VT14120-R3	TRANSMITTER, VIDEO DIGITALLY ENCODED 1310nm RACK MOUNT MM
IFS	VT1500WDM-PELCO	TRANSMITTER, IN-DOME FIBER
IFS	VT71620-R3	TRANSMITTER, 16 CHANNELS VIDEO 1 FIBER MM LASER RACKMOUNT
IFS	VT7220-2DRDT	TRANSMITTER, VIDEO 2 CHANNEL DIGITAL W/DATA
IFS	VT7420-2DRDT	TRANSMITTER, VIDEO 4 CHANNEL DIGITAL W/DATA
IFS	VT7820	TRANSMITTER, MULTIPLEXER 8 CHANNEL VIDEO 1310 NM
IFS	VT7820-2DRDT	DATA MULTIPLEXER, 8 CH VIDEO 2 BI-DIR CH IFS
INFORTREND	9273CPSU-0010	SUPPLY, POWER SUPPLY FOR RAID
INSIGHT	705B104000000	CARD, AUDIO/SOUND BLASTER PCI EXPRESS X-FI XTREME
IOGear	GCL1808	Combination KVM Switch/Monitor
IRONKEY	D2-D200-S04-4FIPS	IRONKEY ENTERPRISE D200 SECURE ENCRYPTED USB FLASHDRIVE 4 GB
IRONKEY	EMS-3	IRONKEY ENTERPRISE MANAGEMENT SERVICE TECH SUPPORT - 3 YEARS
L-1/BIOSCR	ESTVH	READER, L-1 4G V-STATION EXTREME HID iCLASS INTEGRATED READER
L-1/BIOSCR	4GFSSH	READER/WRITER, 4G V-FLEX SECUGEN OPTICAL HID iCLASS SMARTCARD
LANTRONIX	UDS1100	SERVER/CONVERTER, SERIAL TO IP CONVERTER
LENEL	6100BKT0007G30L	READER, SMART CARD FIPS201 PIV II COMPLIANT iCLASS W/TERMBLK
LENEL	6121BKT0000PRGL	PROGRAMMER, iCLASS RW400 READ/WRITE CARD PROGRAMMER
LENEL	6130BKN000709GL	HID iCLASS RK40 READ ONLY READER
LENEL	6181BKT000009L	READER, SMART CARD iCLASS BIOCLASS CONTACTLESS BLACK LENEL
LENEL	ABT-12	KIT, BATTERY 12VDC AH
LENEL	DV-CH-8UP	LICENSE, 8 CAMERA CHANNEL DEVICE LICENSE FOR NON-LENEL SERV
LENEL	DV-LNR-CHA1	SOFTWARE, NETWORK AUDIO RECORDING SINGLE CHANNEL LICENSE
LENEL	EHK-K42U-A	KIT, PROFESSIONAL CONTINUOUS LIGHTING W/2 600W LIGHTS
LENEL	IVSP-SC	SOLUTION, SMART CAMERA DETECTS MOTION/AUTO MONITORS A CAMERA
LENEL	LNL-1100	MODULE, LENEL INPUT CONTROL (SERIES TWO)
LENEL	LNL-1200	MODULE, OUTPUT CONTROL 12VAC 16 RELAY OUTPUT
LENEL	LNL-1320	MODULE, INTERFACE DUAL READER 12VAC OR 12VDC
LENEL	LNL-2220	CONTROLLER, INTELLIGENT DUAL READER CONTROLLER 12/24VDC
LENEL	LNL-3300	INTELLIGENT SYSTEM CONTROLLER
LENEL	LNL-AL400ULX	POWER SUPPLY, LENEL
LENEL	LNL-CAM1	ASSEMBLY, LOCK & KEYS FOR LENEL STANDARD POWER SUPPLY CABINET
LENEL	LNL-CTX	ENCLOSURE, HARDWARE (12 x 16 x 4.5) W/LOCK & TAMPER SWITCH
LENEL	LNL-CTX-6	ENCLOSURE, 18IN X 24IN X 4.5IN NEMA GRAY
LENEL	LNL-MOM-5	POWER SUPPLY, MULTI OUTPUT BOARD ONLY

LENEL	LPLR-2000BU	READER, CARD UHF LENEL PROX LONG RANGE (9-11' READ RANGE)
LENEL	LPLR-2000KIT00	KIT, INSTALLATION LONG-RANGE W/TEST READER & SAMPLE CARDS
LENEL	LP-WS	TAG, WINDSHIELD HIGH FREQUENCY ADHEISIVE MOUNT (50) MIN ORDR
LENEL	SUSP-W-ADV-S	SUPPORT, LENEL FOR 64ADV & 64ADVI & IDADV SYSTEMS
LENEL	SUSP-W-DV	SUPPORT, LENEL FOR 8 CHANNELS OF DIGITAL VIDEO ON EA VID SVR
LENEL	SUSP-W-E-S	LENEL SUPPORT PLANS COVERS 32ES 32ESI & IDES SYSTEMS
LENEL	SUSP-W-IVS	SW SUPPORT FOR EACH CHANNEL OF INTELLIGENT VIDEO SOFTWARE
LENEL	SWC-32ESI	LICENSE, ACCESS & ID CREDENTIAL CONTROL FOR ON-GUARD SVR
LENEL	SWC-ADV	LICENSE, LENEL ALARM MONITOR
LENEL	SWC-ADVI	OnGuard ADVI Client Software License on CDROM
LENEL	SWC-DV	LICENSE, SOFTWARE ONGUARD W/ SINGLE DIGITAL VIDEO SOFTWARE
LENEL	SWC-IDADV	LICENSE, LENEL ONGUARD IDADV
LENEL	SWG-1140	MAINTENANCE, OPEN IT INCUELS SUPPORTING DOCUMENTATION
LENEL	SWG-1210	SOFTWARE, GLOBAL FORMS DESIGNER
LENEL	SWG-1340	SOFTWARE, INTERFACE ZENITEL ALPHACOM/ALPHANET TO ONGUARD
LENEL	SWG-1450	SOFTWARE, INTRUSION PANEL SUPPORT
LENEL	SWG-1476	SOFTWARE, ONGUARD SOFTWARE OPTION FOR CSS-800/CSS-1000 SCANR
LENEL	SWG-DC100	CERTIFICATE, ENCODER DIGITAL ONGUARD 100 USERS
LENEL	SW-LNR-CH1	SOFTWARE, NETORK VIDEO RECORDER CD ROM
LENEL	SWS-32ESI	SOFTWARE, ACCESS & ID CREDENTIAL CONTROL FOR ON-GUARD SVRS
LENEL	SWS-ADVI	LICENSE, SOFTWARE ONGUARD ADVI SERVER SOFTWARE ON CDROM
LENEL	SWS-DV	LICENSE, SOFTWARE SERVER VIDEO DATABASE
LENEL	0288-004	ENCODER, VIDEO H.264 1-CHNL AUDIO SERIAL DATA ETHERNET(Q7401
LEVITON	LE-69586-U12	PANEL, PATCH CAT 6+ 12-PORT MODULAR PATCH PANEL LEVITON
LEVITON	LE-69586-U24	PANEL, PATCH 24-PORT CAT 6+ MODULAR PATCH PANEL LEVITON
LEVITON	LE-69586-U48	PANEL, PATCH CAT 6+ 48-PORT MODULAR PATCH PANEL LEVITON
LG	LTRM-420L	MONITOR, LCD 20.1" TFT W/1600 X 1200 RESOLUTION RM FOR 8U
LG	LTMV-101	MOUNT, RACK MONITOR ADJUSTABL TILT VESA FOR EIA 19" RACK 1U
LG	LTRM-217MU	MONITOR, 17" TFT LCD RACK MNT W/KEYBOARD & OPTICAL USB MOUSE
LG	LTRM-422	MONITOR, LCD 22"W FORMAT RACK MOUNT DISPLAY 1280 X 1050 RES
LG	LTRM-909B	MONITOR, 19 INCH TFT-8U PANEL-MOUNT TFT SCREEN BLACK
LG	PS-TFT60	POWER SUPPLY, LTRM-909B 12V DC 5 AMP POWER SUPPLY
LOGITECH	MX 5500	Revolution Black Bluetooth Cordless Desktop Standard keyboard & Mouse Kit
LOUROE	AD-1	POWER SUPPLY, 12VDC/500mA ADAPTOR FOR VERIFACT MICROPHONES
LOUROE	RN-2	MIXER, MICROPHONE LOUROE 6 1/8"L X 4 1/2"W X 1 7/8"H
LOUROE	VERIFACT A	MICROPHONE, LOUROE
LOUROE	VERIFACT E	Analog Microphone
LOUROE	VERIFACT K	MICROPHONE
LOUROE	VERIFACT L-DT	MICROPHONE, LOUROE

LOUROE	MLA-6	MIXER, MICROPHONE MLA-6
LSP	LSP650	POWER SUPPLY, LSP 650W ATX SATA READY 135MM FAN LIFETIME WAR
MICROTEK	LCA01F	POWER SUPPLY, 12VDC 5.0 A W/CORD MICROTEK (FOR LTRM-909B)
MOTOROLA	WB2511	PTP 500/600 AES LICENSE KEY 256 BIT LINK
MOTOROLA	WB2534	WARRANTY, PTP 600 SERIES 3 YR EXT WARRANTY & 24 HR REPLACMT
MOTOROLA	WB2907	KIT, LPU LIGHTNING PROTECTION KIT FOR PTP 400/600
MOTOROLA	WB3040	4.4-4.6 GHz PTP 45600 FULL INTEGRATED LINK COMPLETE FED.BAND
MOTOROLA	WB3177	PLUG, TYCO/AMP MOD PLUG RJ45 25PK
MOTOROLA	WB3409	UPGRADE, PTP 600 SERIES FIPS UPGRADE LINK FIPS READY HRDW RQ
MOTOROLA	WB3411	PTP 600 SERIES FIPS 140-2 INCLUDING 128 BIT AES LINK
MOTOROLA	27RD	KIT, REFLECTOR KIT CANOPY (FOR 5700SM) MOTOROLA
MOTOROLA	5700SM	MODULE, SUBSCRIBER 5.7GHz MOTOROLA
MOTOROLA	5760APUS	POINT, ACCESS WIRELESS POINT TO MULTIPOINT ACCESS POINT
MOTOROLA	ACPSSW-13A	INSERTER, POWER W/AC POWER SUPPLY 90-240VAC
MOTOROLA	AP 105	POINT, ACCESS WIRELESS POINT TO MULTIPOINT ACCESS POINT
MOTOROLA	CSM 130	MODULE, WIRELESS POINT TO MULTIPOINT SUBSCRIBER MODULE
NEC	P462	MONITOR, 46" NEC PANEL LCD MULTISYNC WIDESCREEN 1920 X 1080
NEC	V321-2	32" High-Performance Commercial-Grade Large-Screen Display w/ Speakers
NEC	V422	MONITOR, NEC 42" LCD INPUTS-VNC/VGA/DVI-D/S-VIDEO NEC
NEC	E422	MONITOR, 42" LCD LARGE FORMAT W/TUNER RS-232C CONTROL NEC
NEC	WMK3257	MOUNT, WALL MONITOR 32-57" FLAT PANEL MOUNT NEC
ORION	OIC-23REDB	23" LED monitor
ORION	OIC-32RTV	32" WIDE LCD CCTV MONITOR
ORION	OIC-46NL	46 in. LCD Monitor, 11mm bezel
PELCO	13VDIR3-8.5	LENS, VARIFOCAL 1/3" FORMAT 3-8.5MM IR CORRECTED AUTO IRIS
PELCO	13VDIR7.5-50	LENS, 1/3" 7.5-50MM IR CORRECTED AI DIRECT DRIVE PELCO
PELCO	BB4HD-PG-E	BACK BOX, SPECTRA IV SE BACK BOX HEAVY-DUTY ENV PEND GY
PELCO	BB4-PG-E	BACK BOX, SPECTRA IV SE BACK BOX ENV PEND. MT. GRAY
PELCO	BB4-SMW	BACK BOX, SPECTRA IV SE BACK BOX SURFACE MOUNT WHITE
PELCO	BK3512-2	KIT, BLOWER FOR PELCO EH3512-2 CAMERA HOUSING 24VAC
PELCO	BK47-2	KIT, BLOWER FOR EH4700 SERIES NO PCB 24VAC
PELCO	BU5-IRV12-6	CAMERA, 3.3-12MM DAY/NIGHT INFRARED PELCO
PELCO	CCC-1390H-6	CAMERA, 1/3" HIGH RES D/N COMPACT NTSC 12/24VAC
PELCO	CM400	ADAPTER, CORNER FOR LWM41 IWM OR IWM24 WALL MOUNTS 75LBS CAP
PELCO	CM6800E-48X8	MATRIX, CM6800 SYSTEM W/48 IN AND 8 OUTPUTS PELCO
PELCO	CM9760-CDU-T	CODE DISTRIBUTION UNIT, FOR CM SERIES MATRIX SWITCH PELCO
PELCO	CM9760-CXTA	TRANSLATOR, COAXITRON FOR 9760 SYSTEM RS422 W/D&P PROTOCOL
PELCO	CM9760-DMR	MANAGER, DATA PORT EXPANSION DATA MERGER UNIT PELCO
PELCO	DD4CBW23	CAMERA, DAY/NIGHT SPECTRA IV SE 23X DOME DRIVE NTSC

PELCO	DD4CBW35	CAMERA, DAY/NIGHT SPECTRA IV SE 35X DOME DRIVE NTSC
PELCO	DF5-PG-E0	FIXED MOUNT OUTDOOR SMOKED GRAY PENDANT; NO CAMERA
PELCO	DF8-PG-E0	DOME, 8" OUTDOOR PENDANT MOUNT DOME FOR FIXED CAMERA
PELCO	EH2100	ENCLOSURE, INDOOR LOW PROFILE WEDGE-STYLE FOR DROP CEILINGS
PELCO	EH2400	MOUNT, CORNER HOUSING INDOOR
PELCO	EH2512-2	ENCLOSURE, OPERATES AT -50F&122F HEATER ACTIVATES AT 40F&67F
PELCO	EH3512-2	ENCLOSURE, 24V 40W HEATER 1.9W BLOWER 12" LENGTH
PELCO	EH3512-2MT	ENCLOSURE, EM1450 MOUNT 24V 40W HEATER 1.9W BLOWER 12IN L
PELCO	EH4712DB-2	ENCLOSURE, 50W HEATER 8W BLOWER 12IN LENGTH USE W/ EH4700
PELCO	EM1009U	MOUNT, CEILING/WALL PEDESTAL MED DUTY ENCLOSURE SWIVEL 40LB
PELCO	EM1450	MOUNT, WALL LIGHT DUTY ENCLOSURE
PELCO	EM1900U	MOUNT, CEILING/WALL MED DUTY ENCLOSURE 90DEG SWIVEL 40LB CAP
PELCO	EM2000	MOUNT, J-TYPE FOR VERTICAL PIPE OR POLE
PELCO	EM2200	MOUNT, HOOK-TYPE MEDIUM-DUTY PIPE OR POLE MOUNT ENCLOSURE
PELCO	EPM	ADAPTER, POLE FOR ESPRIT SYSTEMS PELCO
PELCO	ES3050TI-5N	SYSTEM, CAMERA ESPRIT THERMAL 50MM NTSC PEDESTAL MOUNT
PELCO	EWM	MOUNT, WALL FOR ESPRIT SYSTEMS INDOOR/OUTDOOR
PELCO	FR85011AMSTR	RECEIVER, FIBER OPTIC 1-CH VIDEO BI-DIRECT DATA FO-CONNECT
PELCO	FS85011AMST	TRANSMITTER, FIBER SINGLE-CHANNEL DIG. ENCODED VIDEO PELCO
PELCO	GIT100	TRANSFORMER, GROUND ISOLATION
PELCO	HS1500	ENCLOSURE, HIGH SECURITY CNR MOUNT INDR MED W/TAMPER SWITCH
PELCO	HS8080	MOUNT, CEILING INDOOR/MODERATE OUTDOOR CEILING MT ALUMINUM
PELCO	ICS110-PG	ADAPTER, PENDANT MOUNT ADAPTER FOR ICS110 CAMCLOSURE
PELCO	ICS111-CRV39A	MOUNT, CLEAR DOME W/HIGH RES COLOR CAMERA 3.9MM
PELCO	ICS150-P	CAMCLOSURE, 2X2 FT CEILING PANEL FOR ICS150-SERIES
PELCO	IDM4018	MOUNT, WALL WITH REMOVABLE FRONT END CAP FOR SPECTRA DF5/DFB
PELCO	IS20-CHV10S	CAMERA, COLOR CC2 INDOOR SURFACE HI-RES 2.8-10 LENS SMOKED
PELCO	IS21-CHV10F	CAMERA, INDOOR FLUSH COL HI 2.8-10 LENS CLEAR DOME
PELCO	IS21-CHV10S	CAMERA, CC 2 INDOOR SURF COLOR HI 2.8-10 LENS CLEAR DOME
PELCO	IS50-CHV10S	CAMERA, COLOR OUTDOOR HIGH RES 24VAC W/VARI LENS SMOKE DOME
PELCO	IS50-LD	CAMCLOSURE, 2 IS50-IS20DWS REPLACEMENT LR DM SMOKE
PELCO	IS51-CHV10F	CAMERA, COLOR OUTDOOR HIGH RES 2.8-10 LENS FLUSH CLEAR DOME
PELCO	IS51-CHV10S	CAMERA, COLOR OUTDOOR HIGHRES SURFACE W/VARI LENS CLEAR DOME
PELCO	IS51-DNV10S	CAMCLOSURE, ENVIRON D/N SURF 2.8-10 LENS CLEAR DOME
PELCO	IWM-GY	MOUNT, WALL DOME GRAY PELCO
PELCO	KBDKIT	KIT, REMOTE KEYBOARD FOR KBD300A
PELCO	LD53HDPB-1	DOME, CLEAR SPECTRA III & SE HD DOME PENDANT MOUNT BLACK
PELCO	LD53PB-1	DOME, CLEAR SPECTRA III & SE LOWER DOME PENDANT MOUNT BLACK

PELCO	LD53SMW-1	DOME, SPECTRA III & SE DOME SURFACE MOUNT WHITE CIR.
PELCO	LDHQPB-1	DOME, CLEAR LOWER DOME PENDANT MOUNT BLACK
PELCO	MCS16-10B	POWER SUPPLY, INDOOR CAMERA 16 OUTPUTS 10 AMP BREAKER
PELCO	MCS16-20B	POWER SUPPLY, OUTDOOR CAMERA 1 FUSED OUTPUT 4 AMP CAP
PELCO	MCS4-2	POWER SUPPLY, CAMERA INDOOR 4 OUTPUTS 2 AMP CAP
PELCO	MCS8-5B	POWER SUPPLY, INDOOR CAMERA 8 OUTPUTS 5 AMP CAP
PELCO	MF00-4250-475C	DOME, COVER FOR ICS 110/150 SMOKE TINT 3.79" PELCO
PELCO	MF00-7050-562-A	DOME COVER, PTZ CLEAR FOR SPECTRA SD53CBW-PG-E1
PELCO	MM22	MOUNT, PEDESTAL/CEILING INDOOR/OUTDOOR HOLDS UP TO 40LBS
PELCO	MRCA	MOUNT, CEILING FOR PENDANT DOMES 1.5 NPT PIPE THREAD BLACK
PELCO	PA2010	MOUNT, ADAPTER HEAVY DUTY PAN & TILT ADAPTER FOR WM2000
PELCO	PA402	ADAPTER, CAMERA POLE MOUNT 3 INCH DIAMETER PELCO
PELCO	PMCL-CMP	MOUNT, CEILING AND TELESCOPING POLE FOR PMCL537A PELCO
PELCO	PMCL-VA	PLATE, ADAPTER FOR CEILING MOUNT PMCL537A PELCO
PELCO	PMCL-WMT	MOUNT, WALL WITH TILT/SWIVEL HEAD UP TO 90 LBS
PELCO	PP450	MOUNT, PARAPET WALL 2 1/2" TUBE
PELCO	PP4501000WA	ARM, WELDING ASSEMBLY FOR PP450 & PP451
PELCO	PP451	MOUNT, PARAPET ROOFTOP
PELCO	SD435-HCPE1	CAMERA, SPECTRA IV HD ENV PND CAGE 35X CLR PELCO
PELCO	SD435PG-E0	CAMERA, SPECTRA IV ENV PND GRAY D/N 35X
PELCO	SD435-PG-E1	CAMERA, SPECTRA IV ENV PND GRAY CLR D/N 35X
PELCO	SD435-SMW-1	CAMERA, SPECTRA IV SURFACE MOUNT WHITE CLEAR D/N 35X
PELCO	SD4CBW-F1	CAMERA, SPECTRA IV IN CEILING CLEAR COL/BW 23X
PELCO	SD4CBW-PG-E1	DOME, SPECTRA IV SE ENV GRAY PENDANT CLEAR COL/B-W 23X
PELCO	SD4TC-SMW-0	CAMERA, SPECTRA IV WHITE SURFACE MT SMK COL 16X
PELCO	SPA102	MOUNT, POLE ADAPTER FOR ST1 STRUT MIN. POLE DIA. 3" W/MT STRA
PELCO	SS2512	SHROUD, SUN FOR EH2512-2
PELCO	SWM-GY	WALL MOUNT, SWM SERIES FOR SPECTRA 3 GRAY
PELCO	TF2000	POWER SUPPLY, CAMERA INDOOR 1 OUTPUT 20VA CAP
PELCO	TW3001P	TRANSCEIVER, VIDEO 1 CHANNEL PASSIVE TRANSCEIVER FOR UTP
PELCO	VSS104	SWITCHER, SEQUENTIAL W/MANUAL OR AUTOMATIC SWITCHING
PELCO	WCS1-4	POWER SUPPLY, OUTDOOR CAMERA 1 FUSED OUTPUT 4 AMP CAP
PELCO	WCS4-20B	POWER SUPPLY, 120/240VAC INPUT 24/28VAC OUTPUT FOR P/N WCS
PELCO	WM2000	MOUNT, WALL UNIVERSAL MEDIUM/HEAVY DUTY UP TO 75 LBS.
PELCO	IWM24-GY	MOUNT, WALL MOUNT DOME 120V INPUT 24V OUTPUT GRAY
PELCO	PP350	MOUNT, VERTICAL OR PARAPET 360 DEGREE GRAY PELCO
PELCO	PP351	MOUNT, WALL PARAPET FOR SPECTRA DF5 OUTDOOR PEND PELCO
POWERGATE	HLG-240H-12A	POWER SUPPLY, POWERGATE SINGLE OUTPUT 12V 10A 240W
POWERGATE	HLG-240H-12C	POWER SUPPLY, POWERGATE 12VDC IP 65 RATED CONSTANT CURRENT
POWERGATE	HLG-240H-24A	POWER SUPPLY, POWERGATE SINGLE OUTPUT 24V 10A 240W

PREMIER	AM50-B	MOUNT, ARTICULATING VESA COMPLIANT MONITOR SPRT BLAK PREMIER
PREMIER	PSP-84-B	MOUNT, POLE 85" FLOOR MOUNTED MONITOR SUPPORT BLACK PREMIER
PREMIER	PSP-DB	ADAPTER, POLE FOR DUAL MONITOR MOUNTING BLACK PREMIER
RADEON	GV-R545SL-1GI	CARD, VIDEO RADEON 5450 1GB 64-BIT DDR3 LOW PROF. (ADDED To Lorton Spares 14 Feb 2013)
RADEON	900308	CARD, VIDEO RADEON 4350 512MB DDR2 SINGLE-SLOT LOW PRFL
Rainbow	IRLB	BRACKET, L-BRACKET VERSATILE ISO RAINBOW
Rainbow	IRPMB	BRACKET, POLE MOUNT BRACKET FOR LIR ILLUMINATORS
Rainbow	L212AVDC4PIR	LENS, 2.7-12MM AUTOIRIS (USED W/CLD54D)
Rainbow	L851VDC4P	LENS, CAMERA AUTO-IRIS DC 1/2" 8.5-51MM F1.6 W/FOCUS
Rainbow	PS2420	TRANSFORMER, 24VAC 20 VA TRANSFORMER ISO RAINBOW
Rainbow	UM6I	MOUNT, UNIVERSAL 6" IVORY ISO RAINBOW
Rainbow	L308VDC4PIR	LENS, CAMERA DC AUTO-IRIS 3.3-8MM IR
Rainbow	L639VCS	LENS, VARI-FOCAL 1/3" 6.5-3.9MM F 1.4 WITH FOCUS/IRIS
Rainbow	LIR3685	ILLUMINATOR, INFRARED 60 DEGREE BEAM 850NM 12-24V
RANE	RANERPM44	PROCESSOR, MULTIFUNCTION PROGRAMMABLE RANE RPM 44
RANE	RANERPM88	PROCESSOR, PROGRAMMABLE MULTIFUNCTION 8 CHANNEL
RDPSEC	C540D	CAMERA, FIXED 1/3" COLOR BOX 540TVL DN 12/24V RDP
RDPSEC	CLD54D	CAMERA, FIXED 1/3" COLOR BOX 540TVL DN 12/24V
RECORTEC	RSS-224/B	SYSTEM, SPEAKER 2U RACK MOUNT 19"W X 3.5"H X 3.5"D BLACK 24W
RECORTEC	RSS-102B	SYSTEM, SPEAKER 2U RACK MOUNT 19"W X 3.5"H X 4"D BLACK
SAMSUNG	ME46B	MONITOR, 46" LED
Seagate	ST2000DM001	HARD DRIVE, 2TB 3.5-SATA 7200 RPM 64MB CACHE BARRACUDA
Seagate	ST310005N1A1AS-RK	HARD DRIVE, 1TB 3.5-SATA 7200 RPM 32MB CACHE BARRACUDA
Seagate	ST32000641AS	HARD DRIVE, 2TB 3.5-SATA 7200 RPM 64MB CACHE BARRACUDA
SECURITYLOCK	623RD EX	BUTTON, REQUEST TO EXIT PUSHBUTTON RED 1 5/8" MOMENTARY
SECURITYLOCK	623-RD-EX-DP-626	BUTTON, REQUEST TO EXIT RED 1 5/8" DOUBLE POLE DOUBLE THROW
SENNETECH	SC-50-RS485-BIPHASE	CONVERTER, CODE BOSCH RS-485 TO BOSCH BIPHASE CONVERTER
SENNETECH	SCT-100	TRANSLATOR, PELCO TO BOSCH CODE TRANSLATOR
SENNETECH	SCT-1026	TRANSLATOR, PELCO RS422 TO KALATEL RS422 CAM
SENNETECH	SCT-1030	TRANSLATOR, PELCO RS422 TO PHILLIPS CAM
SENNETECH	SCT-CRX-PELCO-PELCO	TRANSLATOR, PELCO COAXITRON TO PELCO RS-422 CODE TRANSLTR
SENTROL	1076D-N	CONTACT, 1" RECESSED STEEL DOOR CONTACT W/WIRE DPDT
SENTROL	2757D	HIGH SECURITY RECESSED, TRIPLE BIAS/DPDT
SENTROL	1078C	CONTACT, DOOR 3/4" RECESSED SENTROL (NEW PART# 1078CN)
SENTROL	2507AH-L	CONTACT, STEEL DOOR 3/4" RECESSED MAGNETIC SENTROL
SENTROL	2727A-L	CONTACT, DOOR HIGH SECURITY TRIPLE BIASED SPDT O/H SENTROL
SystemSensor	PC2W-P	STROBE, 2-WIRE HORN/STROBE STANDARD CD WHITE NO "FIRE" MARKG
SystemSensor	SCW-P	STROBE, STANDARD CD WHITE NO "FIRE" MARKING

TEKSUPPLY	CR2660	ENCLOSURE, NEMA 4IN X 18 IN X 16 IN X 8 IN D W/SNAP LATCH
TEKSUPPLY	CR2665	PLATE, MOUNTING FOR CR2660
TELCO	S19-1740	SHELF, TELCO 19"W X 15"D W/17" LCD DISPLAY &SMK-540 KEYBOARD
TOSHIBA	50L5200U	50" 1080p 120Hz LED-LCD HDTV
TRIPPLITE	RBC54	BATTERY, INTERNAL FOR TRIPP LITE 2200 UPS 12V 36W QTY 4 BATT
TRIPPLITE	N250-012	PANEL, PATCH 12-PORT CAT6 WALL-MOUNT VERTICAL 110 TRIPPLITE
TRIPPLITE	SMART2200CRMXL	UPS/2200VA / 2.2kVA line interactive 4U rack / tower UPS with reduced mounting depth, 17.25"
TRIPPLITE	SMART2200RMXL2U	UPS, 2200 VA LINE INTERACTIVE 2U RACK MOUNT
TRIPPLITE	WEXT3-2200-3000	WARRANTY, EXTENDED 3-YR TRIPPLITE FOR SMARTPRO 2200-3000VA
VERACITY	VOR-ORM	Power over Ethernet Extender
VERINT	S4100	TRANSMITTER/RECEIVER, OUTDOOR MULTI-BAND 2.4/5GHz ANTENNA
VICON	H264-ENCDR	4 Channel Encoder
VICON	H264-ENCDR-CC	4 Channel Encoder Rack
VICON	MPD-980DN-O	1.3 Mega Pixel IP Box Camera
VICON	SN118M	1.3 Megapixel IP PTZ Camera
VICON	V960D	1.3 Mega Pixel IP Camera, Vandal-Proof
VICON	V961-WN312	1.3 MP IP Fixed Vandal Dome camera
VICON	VMDC-6R	Virtual Matrix
VICON	VN-NVR-SWV6	Video Management Software ViconNet
VICON	1240-5630-01	STRAP, RETAINING PLASTIC FRONT PANEL DVR VICON
VICON	1240-5634-01	BEZEL, BOTTOM FRONT PANEL DVR VICON
VICON	1240-5635-01	BEZEL, FRONT BEZEL KOL-PRO XG FOR KPX240M-1200
VICON	1250-5065-01	FAN, COOLING MODULE FOR VICON 9273CPSU-0010/VN-RAIDA-16-50
VICON	1250-5078-01	POWER SUPPLY, FOR VICON RAID NEXSAN BPA-R500-4BF
VICON	8002695904	HINGE, PIN ST STL FOR KPX240M-1200
VICON	F302-3267-03	BOARD, FIBER CONVERSION KIT SVFT VICON
VICON	H264-ENCDR-CC	IP Encoder for Analog Camera
VICON	KF3-6000V6	DVR, KOLLECTOR FORCE HYBRID DVR 6000GB HD 16-CHANL VERSION 6
VICON	KF3-6000V6-NI	DVR, KOLLECTOR FORCE HYBRID DVR 16-CH W/EXTRA NETWORK INTRF
VICON	KF3-7000V6	CAVSS DVR 6.5 TB
VICON	KF3-8000V6-NI	DVR, KOLLECTOR FORCE HYBRID DVR 8000gb16-CH W/NETWORK INTRF
VICON	KF3-SAN-V6	DVR, KOLLECTOR FORCE 500GB, (use with external RAID)
VICON	KTX-4V5	ENCODER, VICONNET 4-CHANNEL DIGITAL VIDEO 120 fps VER 5.0
VICON	S24WPS-1	POWER SUPPLY, 24 VAC OUTPUT 2.0 AMPS SURVEYOR VFC FOR CAMERA
VICON	S44G0056800	FAN, 92MM FOR VICON VCR (JF0925B1HSAR)
VICON	SVFT-C22CA	CAMERA, COLOR 22X HIGH-RES IN-CEILING SMOKED DOME
VICON	SVFTC-C312F	DOME, CAMERA FIXED IN-CEILING 3.3-12MM LENS W/1/3"HIRES CAM
VICON	SVFT-UCP	SUPPORT, CEILING PANEL SUPPORT FOR SURVEYOR VFT CAMERAS
VICON	SVFT-UWM	MOUNT, WALL UNIVERSAL OUTDOOR/INDOOR 15"-D

VICON	SVFT-W22CA	CAMERA, OUTDOOR PENDANT VARIABLE-SPEED COLOR CAMERA DOME
VICON	SVFT-W3312	CAMERA, OUTDOOR PENDANT 3.3-12MM AUTOIRIS LENS FIXED VICON
VICON	SVFT-W35	DOME, CAMERA CLEAR OUTDOOR DAY/NIGHT W/35X LENS HIGH RES.
VICON	SVFT-W35-F	SYSTEM, CAMERA 35X CLEAR DOME OUTDOOR PENDANT COLOR NTSC
VICON	SVFTW-C312	CAMERA, OUTDOOR PENDANT COLOR NTSC 3.3-12MM LENS VICON
VICON	SVFTW-N312	CAMERA, OUTDOOR PENDANT FIXED CLEAM DOME 1/3" 3.3-12MM LENS
VICON	SVFTW-N312F	CAMERA, OUTDOOR PENDANT FIXED DOME 1/3" 3.3-12MM LENS FIBER
VICON	V1500X-SCCS-1	JOYSTICK, VICON SYSTEM CONTROLLER WITH IP FUNCTIONALITY
VICON	V2416-600PS	POWER SUPPLY, 16-CHANNEL 120VAC INPUT 24/28 VAC OUTPUT
VICON	V248-300PS	POWER SUPPLY, 8-CHANNEL 120VAC INPUT 24/28 VAC OUTPUT
VICON	V248-600PS	POWER SUPPLY, 8-CHANNEL 120VAC INPUT 24VAC OUTPUT 25 AMPS
VICON	V24CMB	BRACKET, CORNER MOUNT BRACKET OUTSIDE
VICON	V422-CONV	CONVERTER, V422 FOR V1500X-SCCS KEYBOARD VICON
VICON	V5-50VF-CS-G	LENS, VARIFOCA 5-50MM F/1.3 AUTO IRIS
VICON	V661-N	CAMERA, DAY/NIGHT 1/3" FORMAT W/DNR & IR 600 TVL RESOLUTION
VICON	V661V-312N	DOME, CAMERA VANDAL-PROOF 1/3" DAY/NIGHT W/DNR 2.8-12MM LENS
VICON	V662V-922D	CAMERA, DOME OUTDOOR 1/3" DAY/NIGHT 9-22MM LENS 24VAC
VICON	V814AWM	MOUNT, WALL 20LB LOAD CAST ALUMINUM 11.6 LONG
VICON	V725-UPS	UPS, DESK-TOP 725VA/450W USB CONTROL PORT 120VAC INPUT/OUTPU
VICON	V894WSH-2.6-6	CAMERA, 1/3" HIGH RES 2.6-6MM AUTOIRIS VARIFOCA LENS INTERI
VICON	V910A-WDR	CAMERA, DOME 1/3" SURFACE MNT OUTDOOR W/WDR 3.3-12MM LENS
VICON	V910-C312	CAMERA, DOME 1/3" SURFACE MNT INDOOR/OUTDOOR W/3.3-12MM LENS
VICON	V910-D312	CAMERA, DOME 1/3" SURFACE MNT OUTDOOR W/WDR 3.3-12MM LENS
VICON	V910-D922V	IP SURFACE MOUNT INDOOR/OUTDOOR DOME CAMERA
VICON	V910-ICD	KIT, IN-CEILING MOUNTING KIT FOR USE W/V910 FOR DROP CEILING
VICON	V910-ICH	KIT, IN-CEILING MOUNTING KIT FOR USE W/V910 FOR HARD CEILING
VICON	V9312H-HS-24	SUNSHIELD, SMALL 2-PIECE HINGED ALUMINUM W/24 VAC HEATER
VICON	V962D-WN312M	CAMERA, IP FIXED DAY/NIGHT 3-12MM MOTORIZED VARIFOCA LENS
VICON	VC466-DSP	CAMERA, 1/3" FORMAT HIGH RES COLOR 540TVL EXVIEW CCD
VICON	VF-1400RR	RECEIVER, FIBER VIDEO RACK-MOUNTED CARD MULTIMODE
VICON	VF-BPS-1	PANEL, BLANK SINGLE SLOT FIBER RACK CAGE
VICON	VF-SR-20/2	CAGE, FIBER RACK CAGE 19" W INCL POWER SUPPLY FOR FIBER CRDS
VICON	VMC-V1411J	PREPAC, FOR USE W/VIRTUAL MATRIX CONTROLLER
VICON	VN-NVR-SW	SOFTWARE, VICONNET WORKSTATION SOFTWARE SINGLE PC LICENSE
VICON	VN-RAID-HD500	HARD DRIVE, SPARE VN-RAID INCUDES 500 GB HD AND TRAY FOR 8
VICON	VN-SAN-14-1000	CAVSS RAID 12.3 TB
VICON	VN-SAN-14-2000	CAVSS RAID 22 TB
VICON	VN-SAN-42-1000	CAVSS RAID 36 TB
VICON	VN-SAN-8-1000	14-BAY VICONNET SAN STORAGE UNIT; includes eight 1000 GB drives, 6.5 TB usable storage, configured for RAID 5

VICON	VN-WS-SW	SOFTWARE, VICONNET WORKSTATION SINGLE PC LICENSE
VICON	VN-WSV5-10	SOFTWARE, VICONNET MULTI-PACK 10-USER LICENSE OF VN-WS-SW
VICON	VN-WSV6-10	SOFTWARE, VICONNET MULTI-PACK 10-USER LICENSE OF VN-WS-SW
VICON	VN-WS-SWV6	VICONNET WORKSTATION SOFTWARE; for use with ViconNet6.6 Digital Recorders, Video Encoders and ViconNet IP Cameras. Full ViconNet functionality except recording. Single PC license.
VICON	VN-WSV6-10	VICONNET MULTI-PACK: 10 user license pack of VN-WS-SW software.
VICON	VN-NUC-SWV6	VICONNET NUCLEUS/WEB SERVER SOFTWARE; version 6.6. Single server license.
VICON	VN-WEB-SW	VICONNET WEB SERVICE SOFTWARE; software package for PC being used as a standalone Web Service. Single server license.
VICON	VN-NVR-SWV6	VICONNET PEAK NVR SOFTWARE; for use with ViconNet6.6 Digital Recorders, Video Encoders and ViconNet IP Cameras. Full ViconNet functionality including recording. Single PC license. No support.
VICON	VN-NVRV6-10	VICONNET PEAK MULTI-PACK: 10 user license pack of VN-NVR-SWV6 software.
VICON	VN-VIEWERV6-16	VICONNET 16-CHANNEL VIEWER SOFTWARE; Ver. 6.6. Single PC license. Included free as standard viewer within all ViconNet DVR and IP products.
VICON	VN-LENEL-INTV4	VICONNET-LENEL INTEGRATION SOFTWARE; to use ViconNet version 4 or 5 on a LenelOnGuard access control workstation
VICON	SMS-VN-4CAM-S	VICONNET VIDEO MANAGEMENT SYSTEM INTEGRATION OPTION; For use with S2 or SMS integrations: includes module for up to 4 cameras (when purchased separately from complete system)
VICON	SMS-VN-1CAM-S	PER-CAMERA VICONNET VIDEO MANAGEMENT SYSTEM INTEGRATION OPTION; For use with S2 or SMS integrations: for cameras beyond initial four (when purchased separately from complete system)
VICON	VN-CAM-LIC	CONNECTION LICENSE; for non-ViconNet cameras to ViconNet system. One camera license.
VICON	VN-EVM-LIC	EVENTS MANAGEMENT LICENSE; for ViconNet devices using the Events Management system. One license.
VICON	VMDC-SW	VIRTUAL MATRIX DISPLAY CONTROLLER SOFTWARE; installation on 3rd party server
VICON	VMDC-2	VIRTUAL MATRIX DISPLAY CONTROLLER; 2 display outputs; tower case
VICON	VMDC-4	VIRTUAL MATRIX DISPLAY CONTROLLER; 4 display outputs; tower case
VICON	VMDC-6	VIRTUAL MATRIX DISPLAY CONTROLLER; 6 display outputs; tower case
VICON	VMDC-2R	VIRTUAL MATRIX DISPLAY CONTROLLER; 2 display outputs; 3U rack mount
VICON	VMDC-4R	VIRTUAL MATRIX DISPLAY CONTROLLER; 4 display outputs; 3U rack mount
VICON	VMDC-6R	VIRTUAL MATRIX DISPLAY CONTROLLER; 6 display outputs; 3U rack mount
VICON	VN-DECODER-2	VICONNET 2-CHANNEL DIGITAL VIDEO DECODER; for use with Virtual Matrix Display Controller
VICON	H264-ENCDR	VICONNET 4-CHANNEL DIGITAL VIDEO ENCODER; 120 fps (total), ViconNet; audio input/output; Power over Ethernet capable
VICON	H264-ENCDR-RK8	RACK KIT; for use with H264-ENCDR. Mounts eight (8) H264-ENCDR encoders in standard 19-in rack. Requires 5U space.
VICON	H264-ENCDR-RK2	DOUBLE WIDTH RACK KIT; for use with H264-ENCDR. Mounts two (2) H264-ENCDR encoders in standard 19-in rack.
VICON	H264-ENCDR-WM	WALL MOUNT BRACKET; for mounting single H264-ENCDR encoder to wall
VIEWSONIC	VT4210LED	MONITOR, 42" LED-BACKLIT LCD HDTV VIEWSONIC 1080p

VIKING	C-200	CONTROLLER, DOOR VIKING SINGLE LINE DOOR CONTROLLER
VIKING	E-1600-50A-EWP	BOARD, INTERCOM INTERFACE VANDAL-PROOF W/DEVICES VIKING
VIKING	RC-2A	CONTROLLER, REMOTE CONTROLLER FOR W-1000 VIKING
VIKING	VCAM-1	CAMERA, HI-RES COLOR 5VDC 150mA VIKING
Western Digital	WD2500BEKT	HARD DRIVE, 250GB 16MB CACHE 7200RPM SATA BLACK WEST.DIGITAL
Western Digital	WD5002ABYS	HARD DRIVE, 500GB 7200 RPM 16MB CACHE SATA 3.5Gb WEST.DIGIT.
Western Digital	WD5003ABYX	HARD DRIVE, 500GB 7200 RPM 64MB RE4 SATA 3.5Gb WEST.DIGIT.
WINSTED	56520	PANELS, SIDE SHARK GRAY SIDE PANELS WINSTED
WINSTED	86140	PANEL, BLANK VENTED 1-3/4"H WINSTED
WINSTED	88091	SHELF, RACK MOUNT 3-1/2"H SHELF BLACK WINSTED
WINSTED	88397	SHELF, KEYBOARD RACK MOUNT WINSTED
WINSTED	90022	RACK, 35"H X 32"D PRO SERIES RACK WINSTED
WINSTED	90026	RACK, 70"H X 32"D PRO SERIES WINSTED
WINSTED	90122	PANELS, SIDE FOR 90022 PRO SERIES RACK WINSTED
WINSTED	90126	PANELS, SIDE 70" 32"D WINSTED
WINSTED	90270	GLIDES, FLOOR AND BRACES
WINSTED	90312	DOOR, 35"H REAR DOOR WINSTED
WINSTED	90316	DOOR, REAR LOCKING 70"H WINSTED
WINSTED	90322	DOOR, FRONT 35" VENTED STEEL WINSTED
WINSTED	90326	DOOR, STEEL 70" VENTED STEEL FRONT DOOR WINSTED
WINSTED	92662	SHELF, 2-BAY 18"D TRUFORM SHELF
WINSTED	99144	PANEL, BLANK 8.75 INCH BLACK 5U WINSTED
WINSTED	W6493	MOUNTS, POLE TWO ARTICULATING LCD POLE MOUNTS WINSTED
WINSTED	10220	BRACKET, MOUNTING FOR 10712 1-3/4" SLOTTED LACING STRIP
WINSTED	10670	CONTROLLER, THERMOSTAT INLINE (WINSTED)
WINSTED	10684	STRIP, OUTLET 11 OUTLET 20 AMP
WINSTED	10711	ASSEMBLY, 10-OUTLET ELECTRICAL ASSEMBLY
WINSTED	10716	BLOWER, FAN RACK MOUNT TWIN FAN BLOWER
WINSTED	10721	SYSTEM, COOL ZONE RACK MOUNT SYSTEM
WINSTED	10740	COVER, VENT 6" X 6" MAGNETIC VENT COVER WINSTED
WINSTED	10810	SCREWS/WASHERS, BLACK 10-32 QTY.50
WINSTED	10814	SCREWS, PILOT BLACK (PACK OF 50) WINSTED
WINSTED	11199	MOUNT, WALL FLAT PANEL TILTING WALL MOUNT
WINSTED	12765	STRAP, VELCRO 1" X 96"
WINSTED	42752	DUCT, WIRING 2"H X 4"W X 6' BLK
WINSTED	42756	DUCT, 1 1/2" X 1 1/2" SOLID BLK DUCT
WINSTED	42757	DUCT, 2" X 2" SLOTTED BLACK DUCT
WINSTED	51238	MOUNT, VESA 75 X 100MM VESA MOUNT
WINSTED	53012	BASE, 14" AND 21" SLOPE COMBO WINSTED
WINSTED	53014	MODULE, TOP 21" 10" DEEP WINSTED

WINSTED	53030	STAND, PRINTER LCD 3 PRINTER STAND
WINSTED	53062	FOOTREST, STAINLESS STEEL WINSTED
WINSTED	53081	SHELF, STATIONARY FOR BASE MODULE
WINSTED	53083	SHELF, STATIONARY FOR TOP MODULE
WINSTED	53120	PANEL, SIDE SINGLE FOR 53030
WINSTED	53121	SIDES, STEEL FOR 53011
WINSTED	53123	SIDES, STEEL FOR 53013
WINSTED	53124	SIDE, LH SIDE FOR 53012 SLOPE ONLY
WINSTED	53162	WEDGE, TOP MODULE 27 DEGREE WINSTED
WINSTED	53181	FILLER, SINGLE BAY WINSTED
WINSTED	53185	FILLER, LH/RH CORNER
WINSTED	53186	FILLER, CENTER CORNER
WINSTED	53211	KIT, BASE/SLOPE CORNER KIT
WINSTED	53213	KIT, CORNER FOR 53013
WINSTED	53228	BRACKETS, SUPPORT SHELF WINSTED
WINSTED	53230	BRACKETS, SHELF CORNER 45 DEGREE
WINSTED	53280	PANEL, FRONT LIFT-OFF FOR BASE
WINSTED	53282	PANEL, FILLER PANEL FOR 53012 WINSTED
WINSTED	53284	PANEL, FILLER PANEL FOR 53014 WINSTED
WINSTED	53302	DOOR, REAR FOR 53012
WINSTED	53304	DOOR, REAR FOR 53014
WINSTED	53461	SHELF, WORK 1 BAY 13-1/4" LCD3
WINSTED	53501	CABINET, CPU CABINET WITH PULL-OUT
WINSTED	56002	STRINGER, SINGLE BAY 24" STRINGER
WINSTED	56006	STRINGER, TRIPLE BAY 72" STRINGER
WINSTED	56036	RACK, 19-1/4" SLOPE RACK
WINSTED	56042	COVER, SINGLE BAY HINGED COVER
WINSTED	56046	COVER, TRIPLE BAY HINGED COVER
WINSTED	56051	COVER, 15 DEGREE CORNER HINGED COVER
WINSTED	56055	COVER, 90 DEGREE CORNER HINGED COVER
WINSTED	56061	FRAME, END FRAME
WINSTED	56062	FRAME, INTERMEDIATE FRAME
WINSTED	56082	SHELF, BOTTOM SHELF
WINSTED	56087	SHELF, CPU SHELF
WINSTED	56088	BIN, FILE FOLDER HANGING DOOR-MOUNTED
WINSTED	56165	RAILS, 11U TAPPED RACK RAILS
WINSTED	56181	CORNER, 15 DEGREE CORNER
WINSTED	56185	CORNER, 90 DEGREE CORNER
WINSTED	56250	TRAY, PHONE TRAY
WINSTED	56262	BRACKET, SUPPORT WORK SURFACE SUPPORT BRACKET

WINSTED	56264	KIT, MOUNTING SINGLE ELECT BOX
WINSTED	56302	DOOR, VENTED DOOR
WINSTED	56542	SURFACE, WORK 24" SIGHT-LINE WORK SURFACE
WINSTED	56546	SURFACE, WORK 72" SIGHT-LINE WORK SURFACE
WINSTED	56551	SURFACE, WORK 15 DEGREE SIGHT-LINE WORK SURFACE
WINSTED	56679	LIGHT, TASK LED W/MAGNETIC BASE
WINSTED	57520	SIDE, MARMOLEUM SIGHT LINE SIDES
WINSTED	57572	BAY, MARMOLEUM 1 BAY 22-3/4"D W/S
WINSTED	57576	BAY, MARMOLEUM 3 BAY 22-3/4"D W/S
WINSTED	57585	CORNER, MARMOLEUM 90 DEG 22-3/4"D W/S
WINSTED	85140	PANEL, BLANK 1U 1 3/4"H X 19"W
WINSTED	85141	PANEL, BLANK 19" W 3-1/2" 2U PEARL GREY
WINSTED	85142	PANEL, BLANK 19" PEARL GREY
WINSTED	85143	PANEL, BLANK 7"H 19"W 4U WINSTED
WINSTED	85144	PANEL, BLANK 8.75 INCH PEARL GREY 5U
WINSTED	85238	PANEL, CORD ACCESS 1.75 INCH GREY FOAM
WINSTED	85276	GUIDE, CABLE RACK MOUNT
WINSTED	85702	LIGHT, SCRIPT RACK MOUNT HALOGEN VENTED TOP BLACK FINISH
WINSTED	85743	KEY, MASTER MK-500
WINSTED	86088	SHELF, STATIONARY GRAY FOR 22 5/8 IN TO 26 IN DEPTH RACKS
WINSTED	86143	PANEL, BLANK VENTED 7"H
WINSTED	86227	BRACKET, RECESSED PATCH PANEL GREY
WINSTED	86284	PANEL, PERFORATED PANEL FOR 86348 WINSTED
WINSTED	86286	PANEL, PERFORATED PANEL FOR 86352 WINSTED
WINSTED	88090	SHELF, RACK MOUNT 3-1/2"H
WINSTED	88093	SHELF, RACK MOUNT 5-1/4"H SHELF BLACK
WINSTED	88217	STRAP, LACING 71-3/4"
WINSTED	88218	STRAP, LACING W/8 PIECES 14" VELCRO
WINSTED	88226	BUS BAR, 71" SOLID COPPER 1/4" THICK X 1" WIDE (REPL.88225)
WINSTED	88321	DRAWER, UTILITY 5U BLACK
WINSTED	88323	DRAWER, STORAGE 3-1/2"H BLACK
WINSTED	88324	DRAWER, FILE WITH LOCK RM BLACK 12-1/4"H 7U
WINSTED	90028	RACK, PRO SERIES 32"D X 78 3/4"H
WINSTED	90053	TOP, VENTED FOR 32" D PRO II
WINSTED	90076	PEDESTAL, 32" DEEP
WINSTED	90129	PANELS, SIDE FOR 90028
WINSTED	90273	STRIP, SLOTTED LACING STRIP
WINSTED	90318	DOOR, REAR 78-3/4" LOCKING STEEL
WINSTED	90328	DOOR, FRONT VENTED STEEL 78 3/4" FRONT DOOR WINSTED
WINSTED	90338	DOOR, FRONT PLEXIGLASS 78-3/4"

WINSTED	92030	MODULE, BASE 26" D BLACK
WINSTED	92120	PANELS, BASE SIDE PANELS BLACK
WINSTED	92661	SHELF, 1-BAY 18"D TRU FORM SHELF
WINSTED	92663	SHELF, 3-BAY 18"D TRUFORM SHELF WINSTED
WINSTED	92664	SHELF, 4-BAY 18"D TRUFORM SHELF
WINSTED	98703	ASSEMBLY, ELECTRICAL RACK MOUNT (2 FRONT 4 REAR)
WINSTED	98708	PANEL, POWER EIGHT OUTLET
WINSTED	98709	PANEL, POWER RM 8-OUTLET W/SURGE SUPPRESSOR & 6' CORD
WINSTED	98714	PANEL, POWER 12 OUTLET RM W/SURGE SUPPRESSOR & 12' CORD
WINSTED	99140	PANEL, BLANK 1.75 INCH BLACK 1U
WINSTED	99141	PANEL, BLANK 3.5 INCH BLACK 2U
WINSTED	99142	PANEL, BLANK 5.25 INCH BLACK 3U
WINSTED	99143	PANEL, BLANK 7 INCH BLACK 4U
WINSTED	99147	PANEL, BLANK 14 INCH BLACK 8U WINSTED
WINSTED	99149	PANEL, BLANK 19.25 INCH BLACK 11U
WINSTED	G5311	STAND, PRINTER LCD3 PRINTER STAND W/CASTERS
WINSTED	G8103	KIT, HARDWARE PANEL BOLTS CLIPS AND NUTS BLACK 100 PC
WINSTED	G8104	HARDWARE, BOLTS AND CLIPS BLACK PANEL (100) WINSTED
WINSTED	G8585	BLOWER, 6 FAN RACK MOUNT 1 3/4 IN X 19 IN W/ CORD GREY
WINSTED	G9085	FAN, CPM RACK MOUNTABLE 550
WINSTED	M1002	MONITOR, WALL CUSTOM M-VIEW MONITOR WALL
WINSTED	S53475	SURFACE, WORK LH EXTENDED WORK SURFACE
WINSTED	S53583	TOP, WOOD 15" DEEP 3-BAY
WINSTED	S56546D	SURFACE, WORK RIGHT SIDE REPLACEMENT SHELF DOVE GREY
WINSTED	S81655	BAY, MARMOLEUM 2 BAY CORNER (BCBE) WINSTED
WINSTED	S81664	BAY, MARMOLEUM 4 BAY (EBBBB) WINSTED
WINSTED	S92665	SHELF, CORNER 2-BAY 18"D
WINSTED	S92666	SHELF, 3-BAY 18"D TRUFORM SHELF
WINSTED	S-LOCKS	LOCK ASSEMBLY, DOOR CONSOLE WINSTED
WINSTED	W5650	OUTLET, ELECTRICAL 6-OUTLET ELECTRICAL W/BACKET
WINSTED	W5671	MOUNT, POLE SINGLE LCD POLE MOUNT
WINSTED	W5673	MOUNT, POLE TRIPLE LCD POLE MOUNT VERTICAL
WINSTED	W5690	MOUNT, PLASMA UNIVERSAL 2-POLE
WINSTED	W5691	MOUNT, POLE MOUNT WITH 15" EXTENSION
WINSTED	W5780	SHELF, SHELF WITH DUAL 15" POLES

NOTE: The equipment outlined here is a representation of the general types of equipment maintained under this contract. Equipment may be added or deleted from the pool of maintained equipment as it is adopted or discontinued by CBP. Additionally, CBP program offices and components may have specific equipment requirements, and in some cases may procure their own inventory of repair or service parts. These separately-acquired inventories may be transferred to the Contractor for

inclusion and deployment to support the equipment required by those components. These components may choose to supply the spare parts or back-up equipment, or may simply provide specifications and necessary funding to allow for the procurement of the equipment. The decision is solely at the discretion of the office component, and coordinated through the COR

ADDENDUM – XXX - NIST 800-53 Security Controls

Paragraph/ReqID	Title
AC-1	Access Control Policy and Procedures
AC-1 (DHS-5.1.1.c)	Sharing of Personal Passwords
AC-11	Session Lock
AC-11 (1)	Pattern-Hiding Displays
AC-12	Session Termination
AC-14	Permitted Actions without Identification or Authentication
AC-17	Remote Access
AC-17 (1)	Automated Monitoring / Control
AC-17 (2)	Protection Of Confidentiality / Integrity Using Encryption
AC-17 (3)	Managed Access Control Points
AC-17 (4)	Privileged Commands / Access
AC-17 (DHS-5.4.1.b)	Remote Access Connection Management
AC-17 (DHS-5.4.1.c)	Remote Access of PII
AC-18	Wireless Access
AC-18 (1)	Authentication And Encryption
AC-19	Access Control for Mobile Devices
AC-19 (5)	Full Device / Container-Based Encryption
AC-2	Account Management
AC-2 (1)	Automated System Account Management
AC-2 (2)	Removal Of Temporary / Emergency Accounts
AC-2 (3)	Disable Inactive Accounts
AC-2 (4)	Automated Audit Actions
AC-2 (5)	Inactivity Logout
AC-2 (9)	Restrictions On Use Of Shared Groups / Accounts
AC-20	Use of External Information Systems
AC-20 (1)	Limits On Authorized Use
AC-20 (2)	Portable Storage Devices
AC-21	Information Sharing
AC-22	Publicly Accessible Content
AC-3	Access Enforcement
AC-3 (DHS-5.1.1.d)	Use of group passwords
AC-4	Information Flow Enforcement
AC-5	Separation of Duties
AC-6	Least Privilege
AC-6 (1)	Authorize Access To Security Functions
AC-6 (10)	Prohibit Non-Privileged Users From Executing Privileged Functions
AC-6 (2)	Non-Privileged Access For Nonsecurity Functions

AC-6 (5)	Privileged Accounts
AC-6 (9)	Auditing Use Of Privileged Functions
AC-7	Unsuccessful Logon Attempts
AC-8	System Use Notification
AC-8 (DHS-4.8.5.d)	Government Funded Office Equipment
AT-1	Security Awareness and Training Policy and Procedures
AT-2 (2)	Insider Threat
AT-3	Role-Based Security Training
AT-4	Security Training Records
AU-1	Audit and Accountability Policy and Procedures
AU-11	Audit Record Retention
AU-11 (DHS-5.3.d)	Audit Log Retention
AU-12	Audit Generation
AU-2	Audit Events
AU-2 (3)	Reviews And Updates
AU-3	Content of Audit Records
AU-3 (1)	Additional Audit Information
AU-4	Audit Storage Capacity
AU-5	Response to Audit Processing Failures
AU-6	Audit Review, Analysis, and Reporting
AU-6 (1)	Process Integration
AU-6 (3)	Correlate Audit Repositories
AU-6 (DHS-5.3.b)	Audit Records for Financial Systems and PII
AU-7	Audit Reduction and Report Generation
AU-7 (1)	Automatic Processing
AU-8	Time Stamps
AU-8 (1)	Synchronization With Authoritative Time Source
AU-9	Protection of Audit Information
AU-9 (4)	Access By Subset Of Privileged Users
CA-1	Security Assessment and Authorization Policies and Procedures
CA-1 (DHS-3.18.c)	Cloud Environment Usage
CA-1 (DHS-3.18.d)	Usage of FedRAMP for Cloud Systems
CA-1 (DHS-3.18.e)	Usage of Public Cloud Service Provider
CA-1 (DHS-3.9.m)	Use of IACS for Security Authorization
CA-2 (DHS-3.18.b)	Cloud Systems Provided to External Departments
CA-3	System Interconnections
CA-3 (5)	Restrictions On External System Connections
CA-3 (DHS-5.4.3.b)	Interconnection Establishment Procedures
CA-3 (DHS-5.4.3.c)	DHS OneNet Interconnections
CA-3 (DHS-5.4.3.d)	ISA Reissuance
CA-3 (DHS-5.4.3.f)	Interconnection Security Agreements
CA-3 (DHS-5.4.3.m)	Interconnection Security Agreements

CA-3 (DHS-5.4.3.n)	DHS Interconnections
CA-5	Plan of Action and Milestones
CA-5 (DHS-2.2.8.d)	DHS POA&M Requirements
CA-6 (DHS-3.9.h)	DHS Security Authorization
CA-7	Continuous Monitoring
CA-7 (1)	Independent Assessment
CA-7 (DHS-4.6.3.a)	AO Notification on Disabling Security Features
CA-9	Internal System Connections
CM-1	Configuration Management Policy and Procedures
CM-10	Software Usage Restrictions
CM-11	User-Installed Software
CM-2	Baseline Configuration
CM-2 (1)	Reviews And Updates
CM-2 (3)	Retention Of Previous Configurations
CM-2 (7)	Configure Systems, Components, Or Devices For High-Risk Areas
CM-2 (DHS-3.9.b)	FIPS 199 and FIPS 200 Usage
CM-2 (DHS-4.12.b)	Network Printers and Facsimile Machines
CM-3	Configuration Change Control
CM-3 (2)	Test / Validate / Document Changes
CM-3 (DHS-2.1.8.g)	Timely Response to ICCB
CM-3 (DHS-5.4.3.l)	DHS Change Control Boards (CCB)
CM-4	Security Impact Analysis
CM-5	Access Restrictions for Change
CM-6	Configuration Settings
CM-6 (DHS-3.7.e)	USGCB Requirements
CM-6 (DHS-3.7.f)	USGCB Compliance
CM-6 (DHS-3.7.g)	Hardening and Configuration Guidance
CM-6 (DHS-4.12.f)	Network Printers, Copiers, and Facsimile Administration
CM-6 (DHS-4.12.j)	Multifunction Device Configuration
CM-6 (DHS-4.5.2.b)	FAX Server Configuration
CM-6 (DHS-4.8.4.a)	Hardening and Configuration Guidance
CM-6 (DHS-5.4.5.d)	Use of Telnet
CM-6 (DHS-5.4.5.e)	Use of File Transfer Protocol (FTP) Services
CM-7	Least Functionality
CM-7 (1)	Periodic Review
CM-7 (2)	Prevent Program Execution
CM-7 (4)	Unauthorized Software / Blacklisting
CM-7 (DHS-4.8.6.a)	Wireless for Peripheral Equipment
CM-7 (DHS-5.4.5.f)	Remote Desktop Connections
CM-8	Information System Component Inventory
CM-8 (1)	Updates During Installations / Removals

CM-8 (3)	Automated Unauthorized Component Detection
CM-8 (5)	No Duplicate Accounting Of Components
CM-9	Configuration Management Plan
CP-1	Contingency Planning Policy and Procedures
CP-1 (DHS-3.5.1.a)	Continuity of Operations Planning
CP-1 (DHS-3.5.2.d)	DHS Contingency Guidance
CP-10	Information System Recovery and Reconstitution
CP-10 (2)	Transaction Recovery
CP-2	Contingency Plan
CP-2 (1)	Coordinate With Related Plans
CP-2 (3)	Resume Essential Missions / Business Functions
CP-2 (8)	Identify Critical Assets
CP-2 (DHS-3.5.2.e)	DHS Contingency Plan
CP-3	Contingency Training
CP-4	Contingency Plan Testing
CP-4 (1)	Coordinate With Related Plans
CP-4 (DHS-3.5.2.f)	DHS Contingency Plan Testing
CP-6	Alternate Storage Site
CP-6 (1)	Separation From Primary Site
CP-6 (3)	Accessibility
CP-7	Alternate Processing Site
CP-7 (1)	Separation From Primary Site
CP-7 (2)	Accessibility
CP-7 (3)	Priority Of Service
CP-9	Information System Backup
CP-9 (1)	Testing For Reliability / Integrity
IA-1	Identification and Authentication Policy and Procedures
IA-1 (DHS-1.6.d)	PIV Credentials
IA-1 (DHS-3.14.7.a)	Online Transactions
IA-1 (DHS-3.14.7.c)	E-Authentication
IA-1 (DHS-3.14.7.f)	PIV Credentials
IA-2	Identification and Authentication (Organizational Users)
IA-2 (1)	Network Access To Privileged Accounts
IA-2 (11)	Remote Access - Separate Device
IA-2 (12)	Acceptance Of PIV Credentials
IA-2 (2)	Network Access To Non-Privileged Accounts
IA-2 (3)	Local Access To Privileged Accounts
IA-2 (8)	Network Access To Privileged Accounts - Replay Resistant
IA-2 (DHS-5.1.d)	Usage of Identification or Authentication Materials
IA-3	Device Identification and Authentication

IA-4	Identifier Management
IA-5	Authenticator Management
IA-5 (1)	Password-Based Authentication
IA-5 (11)	Hardware Token-Based Authentication
IA-5 (2)	PKI-Based Authentication
IA-5 (3)	In-Person Or Trusted Third-Party Registration
IA-5 (DHS-5.1.e)	User Authentication Materials
IA-6	Authenticator Feedback
IA-7	Cryptographic Module Authentication
IA-8	Identification and Authentication (Non-Organizational Users)
IA-8 (1)	Acceptance Of PIV Credentials From Other Agencies
IA-8 (2)	Acceptance Of Third-Party Credentials
IA-8 (3)	Use Of FICAM-Approved Products
IA-8 (4)	Use Of Ficam-Issued Profiles
IA-8 (DHS-1.5.4.c)	Foreign Nationals
IR-1	Incident Response Policy and Procedures
IR-3	Incident Response Testing
IR-3 (2)	Coordination With Related Plans
IR-4	Incident Handling
IR-4 (1)	Automated Incident Handling Processes
IR-5	Incident Monitoring
IR-7	Incident Response Assistance
IR-7 (1)	Automation Support For Availability Of Information / Support
IR-8	Incident Response Plan
MA-1	System Maintenance Policy and Procedures
MA-2	Controlled Maintenance
MA-3 (1)	Inspect Tools
MA-3 (2)	Inspect Media
MA-4	Nonlocal Maintenance
MA-4 (2)	Document Nonlocal Maintenance
MA-4 (DHS-5.4.4.c)	Remote Maintenance Paths
MA-5	Maintenance Personnel
MA-6	Timely Maintenance
MP-1	Media Protection Policy and Procedures
MP-1 (DHS-3.14.5.b)	Removal of PII
MP-1 (DHS-4.3.1.g)	Protection of Printed Output
MP-1 (DHS-5.4.1.d)	PII Remote Access
MP-1 (DHS-5.6.c)	Media Scanning
MP-2	Media Access
MP-3	Media Marking
MP-4	Media Storage

MP-4 (DHS-3.14.5.f)	Retention of Computer Readable Extracts (CREs)
MP-5	Media Transport
MP-5 (4)	Cryptographic Protection
MP-5 (DHS-4.11.f)	Backup Media Shipping
MP-6	Media Sanitization
MP-7	Media Use
MP-7 (1)	Prohibit Use Without Owner
MP-7 (DHS-4.3.1.d)	USB Drive encryption
MP-7 (DHS-4.3.1.e)	DHS owned Removable Media
MP-7 (DHS-4.3.1.f)	Protection of Sensitive Paper and Electronic Outputs
PE-1	Physical and Environmental Protection Policy and Procedures
PE-1 (DHS-3.3.c)	Sensitive Information at Contractor Sites
PE-1 (DHS-4.6.2.3.b)	Video, IR, and RF Signals
PE-10	Emergency Shutoff
PE-11	Emergency Power
PE-12	Emergency Lighting
PE-13	Fire Protection
PE-13 (3)	Automatic Fire Suppression
PE-14	Temperature and Humidity Controls
PE-15	Water Damage Protection
PE-16	Delivery and Removal
PE-17	Alternate Work Site
PE-2	Physical Access Authorizations
PE-3	Physical Access Control
PE-4	Access Control for Transmission Medium
PE-5	Access Control for Output Devices
PE-6	Monitoring Physical Access
PE-6 (1)	Intrusion Alarms / Surveillance Equipment
PE-8	Visitor Access Records
PE-9	Power Equipment and Cabling
PL-1	Security Planning Policy and Procedures
PL-1 (DHS-3.14.5.c)	Sensitive PII
PL-1 (DHS-3.14.7.d)	E-Authentication
PL-2	System Security Plan
PL-2 (3)	Plan / Coordinate With Other Organizational Entities
PL-4	Rules of Behavior
PL-4 (1)	Social Media And Networking Restrictions
PL-4 (DHS-4.1.2.a)	DHS Rules of Behavior
PL-4 (DHS-4.8.2.a)	Laptop Encryption
PL-4 (DHS-4.8.2.b)	Laptop Power Down
PL-4 (DHS-4.8.3.a)	Personally Owned Equipment

PL-4 (DHS-4.8.5.e)	Signed Rules of Behavior
PL-8	Information Security Architecture
PM-11	Mission/Business Process Definition
PM-13	Information Security Workforce
PM-14	Testing, Training, and Monitoring
PM-15	Contacts with Security Groups and Associations
PM-3	Information Security Resources
PM-4	Plan of Action and Milestones Process
PM-8	Critical Infrastructure Plan
PS-1	Personnel Security Policy and Procedures
PS-2	Position Risk Designation
PS-3	Personnel Screening
PS-4	Personnel Termination
PS-5	Personnel Transfer
PS-6	Access Agreements
PS-8	Personnel Sanctions
RA-1	Risk Assessment Policy and Procedures
RA-2	Security Categorization
RA-2 (DHS-3.14.2.e)	Confidentiality for Privacy Systems
RA-2 (DHS-3.9.a)	Security Objective Impact Level
RA-3	Risk Assessment
RA-5	Vulnerability Scanning
RA-5 (1)	Update Tool Capability
RA-5 (2)	Update By Frequency / Prior To New Scan / When Identified
RA-5 (5)	Privileged Access
RA-5 (DHS-4.8.4.d)	ISVM Compliance
SA-1	System and Services Acquisition Policy and Procedures
SA-1 (DHS-3.1.g)	DHS Enterprise Architecture and Security Architecture
SA-1 (DHS-3.2.g)	Procurements Regarding HSPD-12
SA-1 (DHS-3.3.a)	Statements of Work
SA-1 (DHS-3.3.b)	Contractor Information System Services and Operations
SA-10	Developer Configuration Management
SA-11	Developer Security Testing and Evaluation
SA-2	Allocation of Resources
SA-3	System Development Life Cycle
SA-3 (DHS-3.6.c)	Custom Code
SA-4	Acquisition Process
SA-4 (1)	Functional Properties Of Security Controls
SA-4 (10)	Use Of Approved PIV Products

SA-4 (2)	Design / Implementation Information For Security Controls
SA-4 (9)	Functions / Ports / Protocols / Services In Use
SA-4 (DHS-3.14.7.g)	PIV Credentials
SA-4 (DHS-5.7.b)	COTS Evaluation
SA-5	Information System Documentation
SA-8	Security Engineering Principles
SA-9	External Information System Services
SA-9 (2)	Identification Of Functions / Ports / Protocols / Services
SC-1	System and Communications Protection Policy and Procedures
SC-1 (DHS-3.17.a)	HIPAA Compliance
SC-1 (DHS-4.4.1.a)	Private Branch Exchange (PBX) Protections
SC-1 (DHS-4.5.2.a)	Technical Controls for FAX machines
SC-1 (DHS-4.5.3.b)	Transmission Controls
SC-1 (DHS-5.5.2.t)	Use of PKI
SC-1 (DHS-5.5.3.j)	DHS FPKI
SC-1 (DHS-5.7.a)	Information Assurance Considerations
SC-10	Network Disconnect
SC-12 (DHS-4.6.b)	PKI Based Encryption
SC-12 (DHS-5.5.3.a)	DHS FPKI Human Subscriber
SC-12 (DHS-5.5.3.b)	PKI for NPE
SC-12 (DHS-5.5.3.c)	Authorized Human Sponsor for DHS CA
SC-12 (DHS-5.5.3.i)	Subscriber Use of Private Key
SC-13	Cryptographic Protection
SC-13 (DHS-5.4.6.k)	Unencrypted Email Usage
SC-13 (DHS-5.5.1.a)	Encryption Standards
SC-13 (DHS-5.5.1.c)	Encryption Compliance with FIPS 197 and FIPS 140-2
SC-13 (DHS-5.5.2.v)	Cryptography for Commercial Products
SC-13 (DHS-5.7.d)	Cryptography Requirements
SC-15	Collaborative Computing Devices
SC-15 (DHS-4.5.3.a)	Video Teleconference Protections
SC-15 (DHS-4.5.3.b)	Video Teleconference Protections
SC-15 (DHS-4.5.3.c)	Disabling of Video Teleconference Software
SC-18	Mobile Code
SC-19	Voice Over Internet Protocol
SC-2	Application Partitioning
SC-20 (DHS-5.4.3.k)	DHS Secure Name / Address Resolution Service
SC-23	Session Authenticity
SC-28	Protection of Information at Rest
SC-28 (DHS-5.2.g)	DHS Data at Rest Requirements
SC-39	Process Isolation

SC-4	Information in Shared Resources
SC-5	Denial of Service Protection
SC-5 (DHS-4.6.1.c)	Denial of Service countermeasures
SC-7	Boundary Protection
SC-7 (3)	Access Points
SC-7 (4)	External Telecommunications Services
SC-7 (5)	Deny By Default / Allow By Exception
SC-7 (7)	Prevent Split Tunneling For Remote Devices
SC-7 (DHS-5.4.4.h)	Permitted Protocols and Services for Component PEPs
SC-7 (DHS-5.4.5.a)	Connection through TIC PEPs
SC-7 (DHS-5.4.5.b)	Configuration of Firewalls and PEPs
SC-8	Transmission Confidentiality and Integrity
SC-8 (1)	Cryptographic Or Alternate Physical Protection
SI-1	System and Information Integrity Policy and Procedures
SI-1 (DHS-5.4.2.a)	Continuous Monitoring of Networks
SI-1 (DHS-5.4.5.c)	Use of Executable Code
SI-1 (DHS-5.4.6.h)	Email Monitoring for Spam
SI-10	Information Input Validation
SI-11	Error Handling
SI-12	Information Handling and Retention
SI-16	Memory Protection
SI-2	Flaw Remediation
SI-2 (2)	Automated Flaw Remediation Status
SI-3	Malicious Code Protection
SI-3 (1)	Central Management
SI-3 (10)	Malicious Code Analysis
SI-3 (2)	Automatic Updates
SI-3 (DHS-5.4.6.g)	Email Monitoring for Malware
SI-4	Information System Monitoring
SI-4 (2)	Automated Tools For Real-Time Analysis
SI-4 (4)	Inbound And Outbound Communications Traffic
SI-4 (5)	System-Generated Alerts
SI-5	Security Alerts, Advisories, and Directives
SI-7	Software, Firmware, and Information Integrity
SI-7 (1)	Integrity Checks
SI-7 (7)	Integration Of Detection And Response
SI-7 (DHS-5.1.1.e)	Embedded Passwords
SI-8	Spam Protection
SI-8 (1)	Central Management
SI-8 (2)	Automatic Updates

ADDENDUM I: Typical Monthly Trouble Ticket Demand

To be provided at a later date.

ADDENDUM J: CAVSS Future State Objectives

CBP's video surveillance modernization and OIT's future environment relies on CAVSS' use of cutting-edge, open source, and modern technology that will provide cost efficiency while supporting the OIT's mission. The future operational environment for CAVSS requires innovative technology that is resilient, available, reliable, scalable, and mobile. CBP's vision is to leverage and integrate video surveillance to transform situational awareness at CBP Ports of Entry (POE) allowing CBP Officers and Agents to focus on the purpose, intent, and behavior of travelers in a safe and secure environment. A key aspect of CAVSS modernization is a video and audio surveillance platform that easily accepts new camera and surveillance devices, and allows the integration of the latest Commercial off the Shelf (COTS) applications and analytical tools to increase surveillance functionality to the mission, and advance the ability to monitor the health of the system and improve maintainability. To the maximum extent possible the Contractor's approach shall standardize and leverage technology solutions for use across airport, seaport and land border POE environments and shall minimize incompatibilities across systems, reduce development time and costs, and maximize interoperability with the future system.

OBJECTIVES

Proactive Preventive Maintenance

CBP seeks a proactive operations and maintenance (O&M) solution, process, and procedures necessary to sustain the suite of CAVSS applications, services and devices at their peak efficiency while maintaining an up-to-date security posture, maximizing resiliency, and minimizing issues and/or downtime. A key aspect is a proactive preventive maintenance approach built upon a modern real-time maintenance management system that provides visibility and analytics that minimizes the need for costly and reactive corrective maintenance to resolving service problems. Proactive Maintenance should provide the highest levels of service and availability through a comprehensive maintenance methodology to optimize performance, minimize costs, and manage performance risks. Optimizing the preventive maintenance ensures continuity of operations, minimizes the impact to users, and increases customer satisfaction, as opposed to reacting to failures after they occur.

Systems Performance Monitoring

CBP seeks visibility into how its CAVSS is performing in order to effectively and efficiently manage the system and portfolio of devices. This information provides CBP the ability to baseline operations, understand trends, identify areas for improvement, and have consistent and reliable system and performance information. OIT requires a real-time, centralized system dashboard capability to monitor the performance, configuration, status and health of all fielded CAVSS systems and devices. This capability is to provide the overall health of all operational systems and allow for issues encountered to be discovered and remedied proactively with little to no CBP operational personnel knowledge or involvement. System performance is to be evaluated on a continual basis to ensure there is no degradation to current performance levels as system capabilities and usage continue to grow.

Monitoring

- Advanced Scheduling
- Alarms
 - Optional alarms for motion or intrusion detections

- Alerts on notifications (motion, wrong way, stopped vehicle)
- Health Monitoring Dashboard with alerting system
 - Alerts for camera or system outages (instant notifications via email)
 - Role-based permissions
 - Inventory reporting
 - Security scanning of devices and mitigation recommendations

Enhanced and Modernized Solutions

OIT requires CAVSS enhancement and modernization support in order to quickly provide increased functionality in a secure and stable manner. Enhancements address ongoing mission needs for new functionality, collection of additional data, and implementation of new system-to-system interfaces, enhancements to existing interfaces, etc. This effort encompasses system upgrades and improvements, which are generally updates/changes to existing systems and the corresponding infrastructure installation, patching, and management. A key enhancement objective is to identify and incorporate software solutions to optimize the performance and operational cost efficiency to the suite of CAVSS applications and devices in support of the CBP mission.

Network/Integration

- Integration of video surveillance with Non-Intrusion Inspection (NII) devices deployed at border crossings
- Integration with License Plate Reader (LPR) technologies and CBP deployments on the land border
- Active Directory Integration
- Splunk Integration
- Web-based with full functionality
- Mobile Technology
- Cloud capable
- H. 264/H. 265/MJPEG/MPEG-4/MPEG-2/JPEG2000/Wavelet
- Dynamic Stream Switching
- Multistreaming Support

Open Source and Emerging Technology

OIT requires the ability to quickly react to changing policy imperatives, stakeholder requests, and technological advances. New solutions must be considered, selected, certified, tested, and integrated within a short timeframe. A carefully selected and maintained open source platform allows CAVSS to take advantage and deploy the latest advances in technology to effectively meet new and emerging CBP mission goals and objectives.

Specialized Devices

OIT requires full range of O&M support for specialized devices to support end-to-end solutions, and integration into other mission spaces for the CAVSS. Specialized device services include IP and thermal camera systems, motion detectors, license plate readers, facial recognition cameras, document readers, video storage devices, and telecommunication devices. Specialized devices are expected to change over the period of performance based upon new requirements and emerging technologies. The key to successfully supporting specialized devices is to ensure that they can be easily integrated, secure, and effectively monitored for performance.

Specialized Devices

- Edge Recording & Archive Transfer
 - Recording on the local NVR and Archive using FIPS 140-2 encryption USB drives for incidents
- Motion Detection (virtual fencing and tracking)
- Incident Recording and Digital Evidence Management System
- Support access control, license plate reading, facial recognition

ADDENDUM K: CAVSS Deployment by Field Office and Location

To be provided at a later date.