

1. The contract vendor/Central Monitoring Station (CMS) shall provide Electronic Security Systems (ESS) alarm monitoring services twenty-four hours a day, seven days a week (24/7) for the purpose of National Guard of Louisiana (NGLA) life safety and protection of assets located in military facilities throughout the state of Louisiana. The contract vendor/CMS shall provide alarm monitoring for multiple applications of installed security alarm systems in accordance and compliance with **UL 827** Central Station Alarm Services and **UL 2050** (CRZM) with National Industrial Security Systems for protection of National Security Information & Equipment with the attached specifications and all attached documents in this sourcing event.

2. The contract vendor/CMS shall receive all alarm signaling in ADEMCO Contact Identification (CID) format from NGLA burglar alarm panels via plain old telephone system (POTS) lines, Bosch cellular via Verizon and AT&T cell cards, and/or internet reporting methods. The CMS must monitor openings, closings, troubles or trouble conditions, and intrusion/burglary signals. The CMS will provide immediate notification to the appropriate NGLA Construction Facility Maintenance Office (CFMO) ESS Program Manager (PM) designated personnel, law enforcement, fire or medical as designated per standard operating procedures in the event a monitored signal is received.

3. The contract vendor/CMS awarded the monitoring contract shall have an established and qualified full-time staff with the technical skills, materials, equipment and equipment/software training necessary to fully monitor the systems as specified herein. The CMS must immediately notify NGLA CFMO ESS PM designated personnel upon receipt of an Intrusion Detection System (IDS) alarm notification, including run away reporting or loss of communication path (telephone line, cellular radio, and/or internet communications). The monitoring shall be by qualified and trained central monitoring station operators to monitor alarm signals, recognize alarm codes and respond to alarms immediately contacting site responders in their appropriate areas/partitions of responsibility, and be continuous with no interruption of service.

4. The contract vendor/CMS awarded shall provide and be held accountable for the following:

A. One hundred and fifty sequential numbered accounts for current and future expansion of NGLA monitoring requirements

B. Remote/online training and account set up at Louisiana Joint Force Headquarters (JFHQ), (CFMO 420 F Street, Camp Beauregard, Pineville, LA 71360) at no cost and no later than one month prior to start of the contract start date. The training will include but is not limited to:

- Reporting capabilities
- Running and printing reports
- Viewing account history
- Making changes as necessary to any field of the accounts

C. Customized standard operating procedures in accordance with the requirements of the National Guard of Louisiana (NGLA) CFMO Electronic Security Systems (ESS) Project Manager (PM).

D. Levels of access authority to match individual access privileges

E. Monitor, log, and store events for two years minimum to include all account:

- Opening and closings
- System alerts (power fail, low battery, fuse blown, communication fault)
- Sensor device fault (tamper, low battery)
- Intrusion/burglar events

Note: All events will be in Contact ID format with time and date stamps, reporting phone number, with detailed zone descriptors.

- Accounts reports with applicable time zones
- Alarm panel employee/user activity with associated name
- All duress/silent alarm events
  - Each facility ESS account will have a non-cancellable duress alarm capability
  - Call the designated responding law enforcement agency

F. Dedicated customer service and accounts payable contacts

G. Tracking of monitoring service web site Log-ins and account access for a minimum of two NGLA CFMO ESS designated personnel. For the purpose of full account set up and editing.

H. Minimum of three months of account activity viewing upon logging in.

I. Up to two years of account activity back log in PDF or by digital appliance in Microsoft Excel format. Upon the written request of the NGLA CFMO ESS PM.

J. Redundant Central Monitoring Station capabilities on location or remote site to preempt loss of services due to failure of CMS primary system.

K. Proof of required UL certificates **UL 827** Central Station Alarm Services and **UL 2050** (CRZM) prior to start date of the contract and annually thereafter sent to NGLA CFMO ESS PM.

L. Review of account set up and comprehensive CMS standard operating procedure for all accounts information and monitored account activity respective to NGLA business and non business hours of operation. (Until further notice: NGLA business hours are 7am till 5:30 pm Tuesday through Friday. All federal holidays are observed.)

M. Full monitoring web access for personnel designated by CFMO ESS PM to include the following

- 24/7 “real” time access
- All NGLA account data and history
- Ability to edit any field
- Ability to place account in test or standby status for the purpose of test or maintenance

N. Verbal contact with CFMO ESS PM after all calls to points of contact for an account alarm notification fail to result in verbal contact.

O. Software upgrades as necessary (at no additional charge to the state) to access central station data via the web or smart phone applications when applicable.

P. Emailed reports to CFMO ESS PM by account number and account name, as follows:

- Daily, system automated test results to include list of accounts not tested.
  - Primary communication test (phone)
  - Back up communication test (cellular/wireless/radio)
  - Battery test
- First day of month, previous months’, monthly alarm testing to include list of accounts not tested.
- Daily, dispatch reports to include CMS operator action notes.

## 5. INTELLIGENCE CENTER REQUIREMENTS

Monitoring station shall be a government-managed or one of the following in accordance with UL 2050 for Secure Information Facilities:

- A. Army-operated monitoring station.
- B. Government contractor monitoring station (formerly called a proprietary central station).
- C. National Industrial Monitoring Station for the Protection of Classified Material, UL 2050.
- D. Cleared commercial central station (see NISPOM).
- E. Monitoring station employees/operators shall be eligible to hold a U.S. SECRET clearance.
- F. Monitoring station operators shall be trained in system theory and operation to effectively interpret system incidents and take appropriate response action.

G. Records shall be maintained for a minimum of two years and indicate the following associated with the alarm:

- Time received
- Type(CID, ZONE, AND ZONE DESCRIPTION)
- Names of personnel responding: military police, security, or force protection.  
(Indicate if not obtained)
- CMS time of dispatch
- Responding personnel time of arrival
- CMS operator action notes

H. If any component of the IDS is disrupted to the extent the system no longer provides essential monitoring service (e.g., loss of communication line security for more than 3 minutes, inoperable IDE, and loss of power, run away reporting), CFMO ESS PM designated personnel shall be notified.

I. All anomalies, shall be addressed to CFMO ESS PM immediately for appropriate emergency plan procedures.

J. The monitoring station responsible for more than one IDS, shall have an audible and visible annunciation for each IDS.

K. Equipment at the monitoring station shall visibly and audibly indicate a failure in a power source or a change in power source. The individual system that failed or changed shall be indicated at the PCU or monitoring station as directed by the AO.

L. The monitoring station or PCU shall identify and display activated sensors.

M. Alarm status shall be continuously displayed with an alphanumeric display at the PCU and/or monitoring station until alarm or notifications have been resolved or returned to normal operations.

N. The monitoring station shall contain a secured and non-volatile event (alarm) log for a minimum of six months that provides real-time recording of openings, closings, alarms, trouble alarms, and loss of communications.

O. The monitoring station shall contain records of system testing (for two years) shall include the following information:

- Testing dates
- Names of individuals performing test and verifying signals
- Specific zones tested

- Malfunctions detected
- Corrective actions taken

P. Alarm activations shall be considered an unauthorized entry until resolved.

Q. The monitoring station network administrators shall immediately notify the CFMO ESS PM of any unauthorized modifications to the network server at the central monitoring station.

R. If the awarded contractor/CMS is or decides to use a sub-contractor at a later date then the following would apply:

- No cost will be incurred to the NGLA for any fees/costs associated with the transition from the primary contractor to a sub-contractor or from a sub-contractor to another sub-contractor.
- There will not be a break in monitoring service during a transition period between contractors.
- Prior written approval at a minimum of sixty (60) calendar days in advance of transition must be attained from the CFMO ESS PM prior to changing of any sub-contractors or additions of sub-contractors to the approved contract.
- Sub-contractor will provide an up to date copy of all UL certificates for verification to keep in compliance of requirements in accordance of all National Guard Bureau, Department of Defense, local jurisdiction, and the military Department of Indiana guidelines.

## 6. BILLING

A. Account should be invoiced on a monthly basis with a breakout of monitoring cost and Bosch cellular backup cost for each facility. Invoices shall note contract number and line items to include: monitoring account number, name on account and address of account. Two invoices should be sent each month as follows:

- Customer Account: Louisiana National Guard Facilities – account cost
- Customer Account: Bosch Cellular Service – account cost

7. Current Intrusion Detection System (IDS) panels installed are the Bosch B9512 and the Europlex 2064. The monitoring company will need to have the capability to receive and communicate with both Europlex and Bosch panels.