

PERFORMANCE WORK STATEMENT (PWS)

Upgrade and Install Stand-Alone Closed-Circuit Television (CCTV) Security Camera and Card Access System Upgrade (CAS)

Portland Area Indian Health Service Clinics

1. INTRODUCTION

1.1 Purpose

This Performance Work Statement (PWS) establishes the performance requirements for upgrading and installing stand-alone Closed-Circuit Television (CCTV) security camera systems and Card Access Systems (CAS) at two Portland Area Indian Health Service pharmacy facilities to ensure compliance with Indian Health Manual Part 3, Chapter 7 - Pharmacy, Sections 3-7.7 Pharmacy Security requirements.

1.2 Background

Portland Area Indian Health Center provides access to health care for an estimated 150,000 American Indian/Alaska Native residents of Oregon, Washington, and Idaho. The Portland Area Indian Health Service operates four Federal Health Facilities in 3 tribal communities and one at Chemawa Indian School. The Yakama Indian Health Center is located in Toppenish, WA on the Yakama Indian Reservation and the Not-tsoo Gah-nee Indian Health Center is located on the Fort Hall Indian Reservation, in Fort Hall, ID.

All IHS Federal Pharmacy Departments must meet compliance regulations of Indian Health Manual: Part 3, Chapter 7 -- Pharmacy, Sections 3-7.7 Pharmacy Security, E. Access to Controlled Substances, (5) Closed Circuit Television Cameras - a-f.

The Yakama Service Unit currently has an obsolete stand-alone CCTV and CAS system that does not meet Agency standards for Pharmacy Security Surveillance and requires complete upgrade. The Fort Hall Service Unit does not have CCTV and CAS in the Pharmacy and requires new installation. Facility layouts for each location's Pharmacy Department are provided in Attachments A and B, referencing existing equipment and overall technical infrastructure (i.e., conduit routes, junctions, circuitry, outlets, switches, etc.).

1.3 Scope of Work

The Contractor shall provide all labor, supervision, materials, equipment, tools, supplies, transportation, and incidental services necessary to successfully upgrade (Yakama) and install (Fort Hall) fully functional stand-alone CCTV security camera systems and Card Access Systems that meet all specified performance standards and ensure compliance with Indian Health Manual requirements. Contractor should also be aware of existing CAS throughout the Facility that should remain in place and active.

2. APPLICABLE DOCUMENTS

2.1 Regulatory and Compliance Requirements

- Indian Health Manual Part 3, Chapter 7 -- Pharmacy, Sections 3-7.7 Pharmacy Security
- IHS IDEMIA-ID-One PIV 2.4.1 Standards
- HHS 128K PIV II Card Standards
- National Institute of Standards and Technology (NIST) Standards
- Federal Information Processing Standards (FIPS)
- American National Standards Institute (ANSI) Standards
- National Electrical Installation Standards (NEIS)
- Underwriters Laboratories (UL) Standards
- Current National Electrical Code (NEC)
- Current mechanical and electrical codes applicable to project locations

2.2 Reference Documents

- Attachment A: Yakama Service Unit Facility Layouts
 - Attachment B: Fort Hall Service Unit Facility Layout
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3. REQUIREMENTS

3.1 Performance Objectives

The Contractor shall achieve the following performance objectives:

PO-1: Security Compliance - Deliver fully operational CCTV and CAS systems that meet 100% of Indian Health Manual Part 3, Chapter 7, Section 3-7.7 Pharmacy Security requirements at both service unit locations by April 1, 2026.

PO-2: Complete Coverage - Ensure zero blind spots in pharmacy surveillance coverage through strategic camera placement with overlapping fields of view for all critical areas including medication storage, controlled substance safes, dispensing areas, and entry/exit points.

PO-3: System Reliability - Install systems capable of continuous 24/7 operation with automatic backup power for minimum 24 hours and video storage meeting specified retention periods (45 days at Yakama, 30 days at Fort Hall).

PO-4: Operational Continuity - Complete all work with minimal disruption to pharmacy operations, maintaining pharmacy security and functionality at end of each workday.

PO-5: User Accessibility - Deliver systems that are accessible and operable by both IT staff and non-IT personnel (pharmacists, administrators) following comprehensive on-site training.

PO-6: Long-term Sustainability - Provide comprehensive 5-year warranty and maintenance support ensuring sustained system performance and compliance.

3.2 Performance Standards

3.2.1 Yakama Service Unit - System Upgrade

PS-1: CCTV Camera System Performance

The Contractor shall upgrade the existing obsolete CCTV system to meet the following performance standards:

a. **Coverage:** Install minimum twenty-nine (29) new high-quality cameras providing complete coverage of the Pharmacy Department with overlapping fields of view eliminating all blind spots.

b. **Resolution:** Minimum 5 megapixel resolution for all cameras with ability to clearly capture:

- Facial recognition quality imagery
- Prescription label and medication identification
- Personnel activities and movements
- Date/time stamps on all footage

c. **Technical Capability:**

- IP-based solution compatible with IPv4 and IPv6
- Power over Ethernet (PoE) capability
- Unique IP address for each camera with descriptive location naming
- Auto sensor adjustment for varying light conditions
- Continuous exposure adjustment to optimize image quality
- Night mode/infrared capability for low-light recording
- Live and recorded footage with clear date/time stamps

d. **Infrastructure:**

- Separate physical network for video traffic (not on data/voice network)

- Utilize existing cable trays and pathways within crawl space where feasible
- Install new cable pathways, j-hook support (above ceiling), and conduit sleeves as needed
- Install tamper-proof mounting hardware/fasteners
- Provide copper and/or fiber drops to support devices
- Install Ethernet copper category cabling (Cat5e or Cat6 minimum)
- Properly label all ports and infrastructure

e. Recording and Storage:

- Lenel Network Video Recorder (latest version) or approved equivalent
- Dell server/desktop hardware
- Storage capacity for minimum 45 days of footage from all cameras
- Equipment/System to be located in secure areas with restricted access.

f. Power and Backup:

- Backup battery system providing minimum 24 hours of operation
- Uninterruptible power supply for critical components

g. Removal of Obsolete Equipment:

- Remove all six (6) existing obsolete cameras
- Properly inventory removed equipment for IHS disposal
- Remove associated obsolete infrastructure as directed

PS-2: Card Access System Performance

The Contractor shall upgrade the existing Card Access System to meet the following performance standards:

a. Compliance: Full compatibility with IHS IDEMIA-ID-One PIV 2.4.1 and HHS issued 128K PIV II cards

b. Coverage: Upgrade three (3) existing card reader locations and install electric strikes/door release mechanisms at:

- Five (5) Pharmacy Department entrances
- Three (3) Medication Room entrances

c. Software Integration: Integration with Lenel OnGuard System (latest version) or approved equivalent

d. Audit Capability: System configured to retrieve minimum 5,000 events or equivalent to 2 weeks of data for each card reader

e. Hardware:

- New door release mechanisms at all designated locations
- Controllers/modules installed in secure location within Pharmacy Department
- Battery backup providing minimum 24 hours operation without external power

PS-3: Documentation and Training Performance (Yakama)

- Provide comprehensive equipment inventory with make/model/serial numbers and physical locations for IHS Property Officer
- Provide copy of all End User License Agreements
- Deliver certified on-site training for IT and Pharmacy staff covering:
 - System operation and functionality
 - Maintenance procedures
 - Troubleshooting procedures
 - User access and retrieval of footage
- Provide Gantt Chart showing project schedule meeting March 1, 2026 deadline
- Provide all manufacturer operating and maintenance manuals

3.2.2 Fort Hall Service Unit - New Installation

PS-4: CCTV Camera System Performance

The Contractor shall install a new CCTV system meeting the following performance standards:

- Coverage Requirements:** Provide complete video coverage of:
 - Medication filling locations
 - Pharmacy entries and exits
 - Prescription shelves and storage
 - Counseling rooms
 - ScriptPro (automated dispensing unit)
 - Controlled substance safe(s)
 - Pharmacy patient reception area
 - Bulk pharmacy storage
 - Medication filled/verification areas
 - Pharmacy Supervisor's office
- Audio Coverage:** Provide audio recording capability at:
 - Dispensing window
 - Counseling rooms (2 locations)

- Microphones capable of clearly capturing conversational speech at normal speaking levels

c. Camera Resolution Standards:

- **3 megapixel minimum** for: Pharmacy entries/exits, counseling rooms, patient reception, bulk pharmaceutical storage
- **8 megapixel preferred** for enhanced facial recognition at entry/exit points
- **5 megapixel minimum** for: ScriptPro automated dispensing unit, controlled substance safe(s), prescription storage and shelving
- **12 megapixel preferred** for investigation support of discrepancies, thefts, and diversions

d. Technical Capability:

- IP-based solution compatible with IPv4 and IPv6
- Power over Ethernet (PoE) support
- Unique IP address and location name for each camera
- Motion-activated recording
- Clear date/time stamps on all recorded and live footage
- Low-light recording capability including:
 - Auto sensor adjustment
 - Continuous exposure optimization
 - Night mode/Infrared capability
 - Motion sensor for standby/sleep mode
- 360-degree coverage capability
- Ceiling or wall mount installation options
- Protection against tampering/disabling

e. Infrastructure:

- Dell server/desktop hardware
- Copper and/or fiber drops to support devices
- Ethernet copper category cabling (Cat5e or Cat6 minimum)
- Proper labeling of all ports and new infrastructure
- Separate physical network for video traffic

f. Recording and Storage:

- Lenel Network Video Recorder (latest version) or approved equivalent
- Video/audio storage hardware providing minimum 30 days retention
- System upgradable to accommodate expansion/increased storage capacity
- Software accessible to both IT staff and non-IT users (pharmacists, administrators)

g. Estimated Camera Placement (subject to final assessment):

- #1: Ceiling mounted centered over desk in Pharmacist office #179

- #2: Ceiling mounted centered over desk in consult room #177
- #3: Ceiling mounted centered over desk in consult room #184
- #4: Wall mounted for pharmacy window
- #5: Ceiling mounted over safe(s) in room #178
- #6: Ceiling mounted in front of Pharmacy near section #183
- #7: Ceiling mounted centered over right counter near #182
- #8: Ceiling mounted in rear of Pharmacy near section #180
- #9: North side of ScriptPro robot #180
- #10: South side of ScriptPro robot #181
- #11: Pharmacy waiting area #175

h. Microphone Placement:

- #1: Mounted for pharmacy window
- #2: Mounted for consult room #177
- #3: Mounted for consult room #184

i. Power and Backup:

- Backup battery system providing minimum 24 hours operation

PS-5: Card Access System Integration (Fort Hall)

The Contractor shall integrate the CCTV system with existing Card Access System at each pharmacy entry point (specific entry points to be identified during site assessment and coordination with Service Unit staff).

PS-6: Documentation and Training Performance (Fort Hall)

- Provide comprehensive equipment inventory with make/model/serial numbers and physical locations
- Provide copy of all End User License Agreements
- Deliver certified on-site training for IT and Pharmacy staff covering:
 - System operation and functionality
 - Maintenance procedures
 - Troubleshooting procedures
 - User access and retrieval of footage/audio
- Provide all manufacturer operating and maintenance manuals
- Coordinate camera/microphone placement with Chief Pharmacist, COR, and Facilities Management using existing blueprints

3.2.3 Common Performance Standards (Both Locations)

PS-7: Equipment and Materials Standards

a. **New Equipment Only:** All equipment, materials, and components shall be new. No refurbished, reconditioned, or used products are acceptable.

b. **Manufacturer Standards:**

- Servers/Desktops: Dell manufacture
- Network Equipment: Cisco network devices or approved equivalent
- Video Recording Software: Lenel OnGuard Systems (latest version) or approved equivalent
- Cisco Authorized Channel certification/specialization required unless otherwise approved

c. **Protocol Compatibility:** All devices and applications must be capable of using Internet Protocol version 4 (IPv4) and Internet Protocol version 6 (IPv6)

d. **Approval Process:** All materials (servers, switches, cameras, etc.) must be approved by IHS before contractor orders

PS-8: Installation Standards

a. **Code Compliance:** All work shall be accomplished in accordance with current mechanical and electrical codes and applicable standards

b. **Workmanship:** All installations shall meet industry best practices and manufacturer specifications

c. **Concealment:** All wiring shall be hidden from patient view

d. **Camera Optimization:** All cameras shall be properly aimed and focused to provide optimal coverage

e. **System Integration:** All devices programmed to work according to specifications with complete system integration

f. **Testing:** Complete testing of all devices including cameras, recording devices, microphones, computer software, and locks prior to acceptance

PS-9: Site Management Standards

a. **Access Control:** Maintain site in good order, free of construction debris and tools at end of each workday

b. **Minimize Disruption:**

- Perform work to ensure minimal obstruction to traffic and minimal inconvenience to public and employees
- Complete pharmacy work by 4:00 PM each day
- Maintain functioning locks and security at end of each day

c. Coordination:

- Coordinate all work hours with COR, Project Officer, Pharmacy Manager, and Maintenance Mechanic Supervisor
- Provide daily notification of work status and progress
- Obtain approval for after-hours or weekend work

d. Check-in Procedures:

- All contractor employees check in as "visitors" daily at facility administration office
- Sign in/out when entering/leaving pharmacy areas
- Show identification upon entry

e. Safety and Security:

- Coordinate mobilization/demobilization with Facility Manager
- Maintain security of staged equipment and tools
- Familiarize with building layout, security requirements, vehicle access, fire safety, emergency exits, and evacuation procedures

PS-10: Warranty and Maintenance Standards

a. Warranty Period: Five (5) years from date of final acceptance

b. Warranty Coverage:

- Complete services warranty
- Workmanship warranty
- All materials and equipment
- All installation services
- Remote and on-site preventive maintenance
- Technical support
- Repairs as needed

c. Maintenance Agreement:

- Scheduled testing to verify system functionality
- Regular preventive maintenance
- Response time commitments for service calls
- Annual system inspection and optimization

PS-11: Project Documentation Standards

The Contractor shall provide comprehensive project documentation including:

a. Pre-Installation Package (electronic and paper format):

- Index sheet defining facility names, building names, areas, and sheet numbers
- Security abbreviations and symbols list
- General notes reference
- Specifications for all security systems
- Device identification table with IDs and uses
- Floor plans, site plans, and enlarged plans showing:
 - Drawing scale (standard and metric)
 - Device identification and locations
 - Signal and power conduit runs and sizes
 - Pull box and conduit locations, sizes, and fill capacities
 - General and drawing-specific notes
- Riser drawings for each security subsystem showing:
 - Sequence of operation
 - Integrated component relationships
 - Wire/cable numbers, sizes, IDs, and maximum lengths
 - Wire/cable type schedule with lettering system
- System drawings for each security system showing:
 - Equipment layout from main panel to device
 - Point-to-point wiring details
 - Wire types for connections and interconnections
 - Device locations corresponding to floor plans
- Schedules for all security subsystems providing:
 - Device ID
 - Device location (site, building, area, room number, description)
 - Mounting type
 - Power supply/circuit breaker and panel number
 - For CCTV: camera ID, camera type, lens type, housing model number
- Detail and elevation drawings showing device installation and mounting

b. Pre-Installation Review Process:

- 35% completion review
- 65% completion review
- 90% completion review
- 100% completion review
- Reviews conducted with IHS representatives per project schedule

c. Manufacturer Documentation:

- Product cut-sheets (submitted 30 days prior to testing)

- UL certifications
- Operating manuals
- Maintenance manuals
- System Readiness Checklists (signed by qualified technician with completion date)

d. Project Planning Documentation:

- Project Schedule Plan/Gantt Chart
- Equipment/Infrastructure Access Control Plan
- Safety and Accident Prevention Plan
- Debris Disposal Plan
- Infection Control Risk Assessment Forms (completed with IHS staff consultation)

PS-12: Special Requirements

a. Yakama Service Unit:

- Normal business hours: Monday-Friday, 8:00 AM - 6:30 PM local time (excluding Federal holidays)
- Submit separate electrical plan if required to support new cameras and endpoints
- Ensure daily disposal of construction debris
- Professional conduct while providing services

b. Fort Hall Service Unit:

- Normal business hours: Monday-Friday, 8:00 AM - 5:00 PM
- Comply with Fort Hall Tribal Employment and Contracts Rights Office (TERO) requirements
- TERO contact: (208) 478-3755, P.O. Box 306, Fort Hall, Idaho 83203

3.3 Deliverables

The Contractor shall provide the following deliverables:

Deliverable	Due Date/Milestone
Project Schedule/Gantt Chart	Within 14 days of contract award
Site Assessment Report	Within 21 days of contract award
Pre-Installation Package (35%)	Per approved project schedule
Pre-Installation Package (65%)	Per approved project schedule
Pre-Installation Package (90%)	Per approved project schedule
Pre-Installation Package (100%)	Prior to installation commencement
Equipment Specifications for Approval	30 days prior to procurement
Manufacturer Cut-Sheets	30 days prior to testing
System Readiness Checklists	At installation completion

Deliverable	Due Date/Milestone
UL Certifications	At installation completion
Equipment Inventory with Serial Numbers	At installation completion
End User License Agreements	At installation completion
Operating and Maintenance Manuals	At installation completion
On-Site Training (both locations)	Prior to final acceptance
5-Year Warranty and Maintenance Agreement	At final acceptance
Final Completion Documentation	March 1, 2026 or earlier

4. PLACE OF PERFORMANCE

Work shall be performed at the following locations:

Yakama Service Unit

401 Buster Rd
Toppenish, WA 98948

Fort Hall Service Unit (Not-tsoo Gah-nee Indian Health Center)

33 N. Mission Road
Fort Hall, ID 83203

On-site assessments are strongly recommended and can be coordinated through the Contracting Officer's Representative (COR).

5. PERIOD OF PERFORMANCE

The period of performance shall be from date of contract award through March 1, 2026. All systems shall be completed, tested, accepted, and fully operational by March 1, 2026.

The 5-year warranty and maintenance period shall commence upon final acceptance of the systems.

6. GOVERNMENT FURNISHED PROPERTY/EQUIPMENT

The Government will not provide any Government Furnished Equipment or Property. The Government will provide:

- a. Access to network infrastructure for system integration, software installation, license activation, and system configuration verification
 - b. Coordination with facility staff for site access and work area coordination
 - c. Review and approval of submittals and documentation
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7. CONTRACTOR FURNISHED PROPERTY/EQUIPMENT

The Contractor shall provide all personnel, equipment, materials, tools, supplies, transportation, and services necessary to complete the work, including but not limited to:

- a. CCTV cameras meeting specified resolution and capability requirements
 - b. Network video recorders
 - c. Servers and desktop computers (Dell)
 - d. Video/audio storage hardware
 - e. Backup battery systems
 - f. Card access readers (PIV 2.4.1 compliant)
 - g. Electric strikes and door release mechanisms
 - h. Software licenses (Lenel OnGuard or equivalent)
 - i. Network infrastructure (switches, cabling, conduit, etc.)
 - j. Cable trays, j-hooks, conduit sleeves, and support hardware
 - k. Mounting hardware (tamper-proof)
 - l. All necessary hand tools, power tools, and equipment
 - m. Safety equipment and PPE
 - n. Transportation for personnel, equipment, and materials
 - o. Waste disposal containers and services
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8. SECURITY AND ACCESS REQUIREMENTS

8.1 Facility Access

All contractor personnel shall:

- a. Check in daily as "visitors" at the facility administration office
- b. Sign in and out each time entering/leaving pharmacy areas
- c. Display identification upon request
- d. Comply with all facility security protocols
- e. Obtain required clearances or background checks as directed by the Government

8.2 Information Security

The Contractor shall:

- a. Protect all sensitive information encountered during performance
- b. Comply with all applicable privacy and security regulations
- c. Ensure all personnel are aware of confidentiality requirements
- d. Report any security incidents immediately to the COR

9. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

9.1 Purpose

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate contractor performance. The QASP describes the performance standards and quality levels the services must meet, how the Government will assess performance, and the corrective actions available when performance does not meet contract standards.

9.2 Roles and Responsibilities

Contracting Officer (CO): Responsible for contract administration and has authority to make contractual commitments and modifications.

Contracting Officer's Representative (COR): Responsible for monitoring contractor performance and documenting performance in accordance with this QASP. The COR will coordinate with the Project Officer, Pharmacy Manager, and Facilities Management to ensure proper oversight.

Project Officer: Assists the COR in monitoring technical performance and coordinates day-to-day activities with the contractor.

Pharmacy Manager: Provides subject matter expertise regarding pharmacy security requirements and operational needs.

Facilities Manager/Maintenance Mechanic Supervisor: Oversees infrastructure-related work and ensures compliance with building codes and facility requirements.

9.3 Performance Assessment Methods

The Government will employ the following surveillance methods:

Method	Description	Application
Direct Observation	Physical inspection of work in progress and completed installations	Installation phase, final acceptance
Functional Testing	Testing of equipment and integrated systems to verify performance	System commissioning, acceptance testing
Document Review	Examination of submittals, certifications, manuals, reports	All project phases
Customer Feedback	Input from pharmacy staff, IT personnel, facility management	Throughout project and post-installation

Method	Description	Application
Random Inspection	Unannounced inspections during installation	Installation phase
Performance Metrics	Measurement against specific standards (resolution, storage capacity, etc.)	Testing and acceptance phases

9.4 Performance Standards and Surveillance

Phase 1: Pre-Installation (Planning and Design)

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
Site assessment completed and documented	Complete and accurate assessment submitted within 21 days of award	Document Review	Once
Project schedule/Gantt Chart submitted	Realistic timeline showing March 1, 2026 completion; includes all major milestones	Document Review	Within 14 days of award
Equipment specifications submitted for approval	Meets all technical requirements; submitted 30 days prior to procurement	Document Review	Prior to equipment purchase
Pre-installation package (35% review)	All required elements per Section 3.2.11; accurate and complete	Document Review & Meeting	Per schedule
Pre-installation package (65% review)	All required elements per Section 3.2.11; incorporates feedback from 35% review	Document Review & Meeting	Per schedule
Pre-installation package (90% review)	All required elements per Section 3.2.11; substantially complete	Document Review & Meeting	Per schedule
Pre-installation package (100% review)	Final package complete and approved; ready for installation	Document Review & Meeting	Prior to installation start
Safety and planning documents submitted	Complete Safety Plan, Infection Control Assessment, Debris Disposal Plan	Document Review	Prior to installation start

Performance Rating Criteria:

- **Satisfactory:** All deliverables submitted on time, complete, and meet requirements
- **Marginal:** Minor deficiencies or delays up to 5 business days; correctable
- **Unsatisfactory:** Significant deficiencies or delays exceeding 5 business days

Phase 2: Installation and Implementation

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
Work conducted during approved hours	100% compliance with approved schedule; after-hours work pre-approved	Daily Sign-in/out Logs	Daily
Minimal disruption to pharmacy operations	Pharmacy operational; pharmacy work completed by 4:00 PM daily	Direct Observation	Daily
Site maintained clean and safe	Work area free of debris and obstructions at end of each workday	Visual Inspection	Daily
Pharmacy security maintained	Functioning locks and security system at end of each day	Direct Observation	Daily
Daily progress communication	COR/supervisors notified of daily work status and any issues	Communication Log	Daily
All equipment is new	100% new equipment verified by packaging, documentation, serial numbers	Inspection & Documentation	Upon delivery and installation
Wiring concealed from patient view	100% of wiring hidden; professional appearance	Visual Inspection	Weekly and at completion
Use of approved equipment/brands	All equipment matches approved specifications (Dell, Cisco, Lenel or approved equivalent)	Inspection & Documentation	Upon delivery
Proper installation techniques	Work meets manufacturer specifications and industry standards	Direct Observation & Inspection	Weekly and at completion
TERO compliance (Fort Hall only)	100% compliance with Tribal Employment and Contracts Rights Office requirements	Documentation Review	Ongoing

Performance Rating Criteria:

- **Satisfactory:** All daily requirements met; no safety or security issues
- **Marginal:** Minor issues corrected same day or within 24 hours
- **Unsatisfactory:** Repeated violations, safety/security compromises, or uncorrected deficiencies

Phase 3: System Performance and Technical Standards

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
Camera resolution meets specifications	Yakama: 5MP minimum all cameras; Fort Hall: 3-12MP as specified per location	Testing & Verification	At installation completion
Complete surveillance coverage	Zero blind spots; overlapping coverage verified in all critical areas	Testing & Visual Verification	At installation completion
IPv4 and IPv6 compatibility	100% of devices compatible and tested	Network Testing	At installation completion
Power over Ethernet (PoE) functionality	100% operational for all cameras	Testing	At installation completion
IP addressing and naming	Each camera has unique IP and descriptive location name; properly documented	Documentation & Testing	At installation completion
Video storage capacity	Yakama: 45 days minimum; Fort Hall: 30 days minimum; verified with actual footage	Testing & Calculation	At installation completion
Backup battery performance	Minimum 24 hours operation verified through testing	Load Testing	At installation completion
Low-light/night vision capability	All cameras function properly in low-light conditions; clear imagery produced	Testing in Various Lighting	At installation completion
Motion detection (Fort Hall & Yakama)	Cameras properly detect motion and initiate recording	Functional Testing	At installation completion
Audio quality (Fort Hall)	Microphones clearly capture conversational speech at normal levels	Audio Testing	At installation completion
Tamper-proof mounting	All cameras secured with tamper-proof hardware; resistance verified	Physical Inspection	At installation completion
Date/time stamping accuracy	All footage clearly displays accurate date, time, and camera location	Testing & Verification	At installation completion
Video network segregation	Video traffic on separate physical network verified; no interference with data/voice	Network Testing	At installation completion

Performance Rating Criteria:

- **Satisfactory:** All technical requirements met or exceeded
- **Marginal:** Minor deficiencies not affecting primary function; correctable within 5 days
- **Unsatisfactory:** Fails to meet specified standards; significant functionality gaps

Phase 4: Card Access System Performance

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
PIV 2.4.1 and HHS PIV II compatibility (Yakama & Fort Hall)	100% compatibility verified with actual HHS PIV II cards	Testing	At installation completion
Card reader functionality (Yakama & Fort Hall)	All readers operational at all designated locations (Yakama: 3 readers; access points per specification)	Functional Testing	At installation completion
Electric strikes/door releases (Yakama & Fort Hall)	100% operational (5 pharmacy entrances, 3 medication rooms)	Functional Testing	At installation completion
Audit capability (Yakama & Fort Hall)	System retrieves 5,000 events or 2 weeks data per reader	Testing & Verification	At installation completion
Lenel OnGuard integration (or equivalent) (Yakama & Fort Hall)	Software fully integrated and functional	System Testing	At installation completion
CAS backup battery (Yakama & Fort Hall)	Minimum 24 hours operation verified	Load Testing	At installation completion

Performance Rating Criteria:

- **Satisfactory:** All CAS requirements met; full functionality demonstrated
- **Marginal:** Minor issues not affecting security; correctable within 5 days
- **Unsatisfactory:** Security compromises or significant functionality failures

Phase 5: System Integration and Testing

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
All devices tested and functional	100% of cameras, recorders, microphones, software, and locks operational	Integrated System Testing	Prior to final acceptance
Camera aim and focus optimization	All cameras provide clear, usable footage of designated areas	Visual Review of Test Footage	Prior to final acceptance
System integration	All components work together seamlessly; no compatibility issues	Integrated Testing	Prior to final acceptance
User accessibility	Non-IT staff can successfully access and operate system	User Testing	Prior to final acceptance
Network performance	No degradation of existing network performance; video network performs as designed	Network Performance Testing	Prior to final acceptance

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
Stress testing	System performs under continuous operation for 72 hours minimum	Extended Testing	Prior to final acceptance

Performance Rating Criteria:

- **Satisfactory:** All systems fully integrated and functional; passed all tests
- **Marginal:** Minor integration issues; resolved within 5 days
- **Unsatisfactory:** System failures, incompatibilities, or performance deficiencies

Phase 6: Documentation and Training

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
Equipment inventory submitted	Complete list with make/model/serial numbers and locations for all equipment	Document Review	At installation completion
End User License Agreements provided	All software licenses documented and copies provided	Document Review	At installation completion
Operating manuals provided	Complete manufacturer manuals for all equipment	Document Review	At installation completion
Maintenance manuals provided	Complete maintenance documentation for all systems	Document Review	At installation completion
System Readiness Checklists completed	Signed by qualified technician with completion dates	Document Review	At installation completion
UL certifications submitted	All applicable UL listings provided	Document Review	At installation completion
On-site training conducted	All designated staff trained; training covers operation, maintenance, troubleshooting	Training Attendance & Assessment	Prior to final acceptance
Training effectiveness	Staff demonstrate ability to operate system after training	Practical Demonstration	At training completion

Performance Rating Criteria:

- **Satisfactory:** All documentation complete and training effective
- **Marginal:** Minor documentation gaps; additional training session needed
- **Unsatisfactory:** Significant documentation missing or inadequate training

Phase 7: Warranty and Post-Installation

Performance Standard	Acceptable Quality Level	Monitoring Method	Frequency
5-year warranty agreement executed	Comprehensive warranty covering all work, materials, equipment, installation	Document Review	At final acceptance
Warranty terms clearly defined	Coverage, response times, maintenance schedule clearly specified	Document Review	At final acceptance
System defects corrected	All identified defects resolved prior to final acceptance	Inspection & Testing	Prior to final acceptance
Post-installation support responsiveness	Contractor responds to issues within timeframes specified in warranty	Response Time Tracking	Throughout warranty period
Scheduled maintenance performed	Maintenance conducted per agreement; system functionality verified	Inspection & Testing	Per maintenance schedule

Performance Rating Criteria:

- **Satisfactory:** Warranty comprehensive; all support obligations met
- **Marginal:** Minor delays in response or service
- **Unsatisfactory:** Failure to honor warranty terms or provide required support

9.5 Overall Performance Rating System

Performance will be evaluated using the following rating system:

Satisfactory (S): Meets or exceeds all performance standards. Work is complete, functional, and compliant with all requirements. No deficiencies noted or minor issues corrected immediately.

Marginal (M): Minor deficiencies that do not significantly impact system functionality or compliance. Issues are correctable within 5 business days. Does not represent a pattern of performance problems.

Unsatisfactory (U): Fails to meet performance standards. Significant deficiencies affecting system functionality, safety, security, or compliance. Represents pattern of poor performance or failure to correct previously identified issues.

9.6 Corrective Action Process

When performance does not meet acceptable standards, the following corrective action process will be implemented:

Level 1 - Marginal Performance (First Occurrence)

1. COR documents deficiency in surveillance log

2. COR notifies contractor verbally or via email within 1 business day
3. Contractor submits corrective action plan within 2 business days
4. Contractor implements corrections within 5 business days
5. COR verifies correction through re-inspection or testing
6. Performance documented as satisfactory upon successful correction

Timeframe: Issue must be resolved within 5 business days of notification

Level 2 - Unsatisfactory Performance or Repeated Marginal Performance

1. COR documents deficiency in writing with detailed description
2. COR issues formal written notice requiring corrective action plan within 2 business days
3. Contractor submits detailed corrective action plan addressing root cause and preventive measures
4. COR reviews and approves corrective action plan (may require revision)
5. Contractor implements corrective action within timeframe specified by COR (not to exceed 10 business days unless extended for good cause)
6. COR conducts follow-up surveillance to verify effectiveness
7. If not corrected satisfactorily, COR notifies Contracting Officer

Timeframe: Initial corrective action plan due within 2 business days; implementation within 10 business days unless extended

Level 3 - Critical Failure, Safety Issue, or Non-Compliance

1. COR immediately notifies Contracting Officer (within same business day)
2. Contracting Officer may issue stop work order if safety or security is compromised
3. Formal meeting convened with contractor within 3 business days
4. Contractor submits comprehensive corrective action plan within 3 business days of meeting
5. Contracting Officer determines appropriate remedy which may include:
 - Formal cure notice
 - Show cause notice
 - Withholding of payment
 - Termination for default
 - Demand for immediate correction at contractor expense
6. Contractor implements approved corrective action under close Government supervision
7. Independent verification of correction required before work resumes

Examples of Critical Failures:

- Safety violations endangering personnel
- Security breaches compromising pharmacy security
- Use of non-approved or substandard equipment
- Failure to maintain pharmacy functionality at end of workday
- Repeated unsatisfactory performance

- Failure to meet completion deadline

9.7 Performance Documentation

The COR shall maintain a comprehensive performance file containing:

Daily Documentation:

- Contractor sign-in/sign-out logs
- Daily activity logs and progress notes
- Communication records (emails, meeting notes, phone logs)

Inspection Documentation:

- Inspection reports with photos
- Quality control checklists
- Test results and measurements
- Non-conformance reports

Submittal Documentation:

- All contractor submittals and Government responses
- Equipment specifications and approvals
- Pre-installation packages (35%, 65%, 90%, 100%)
- Manufacturer cut-sheets and certifications

Corrective Action Documentation:

- Deficiency notifications
- Corrective action plans
- Verification of corrections
- Follow-up inspection reports

Acceptance Documentation:

- System testing results
- Training attendance and assessment records
- Equipment inventory
- Final inspection reports
- Certificate of Substantial Completion
- Final acceptance letter

Warranty Documentation:

- Warranty agreements
- Maintenance schedules

- Service call records
- System performance tracking

9.8 Inspection and Acceptance Procedures

9.8.1 Inspection Authority

The Government reserves the right to inspect all work at any time during the period of performance. The Contractor shall provide access to work areas and shall not cover or conceal any work until it has been inspected and accepted by the COR, unless otherwise directed.

9.8.2 Staged Inspections

Formal inspections shall occur at the following stages:

1. **Pre-Installation Review:** 35%, 65%, 90%, and 100% documentation reviews
2. **Delivery Inspection:** Verification that all equipment is new and meets specifications
3. **Rough-In Inspection:** Verification of infrastructure (conduit, cabling, mounting) before covering
4. **Installation Inspection:** Verification of proper installation of all devices
5. **Pre-Testing Inspection:** Visual inspection of complete installation before functional testing
6. **Functional Testing:** Comprehensive testing of all system components
7. **Integrated System Testing:** Testing of complete integrated system
8. **Final Inspection:** Comprehensive review of all work, documentation, and training

9.8.3 Final Acceptance Criteria

Final acceptance will be granted when all of the following criteria are met:

Installation Completion:

- ☐ All cameras, equipment, and infrastructure installed per approved plans
- ☐ All work completed in accordance with contract requirements and applicable codes
- ☐ Site restored; all debris removed; professional appearance

System Performance:

- ☐ All cameras operational and providing clear footage with no blind spots
- ☐ All recording and storage systems functional and meeting capacity requirements
- ☐ Card Access System(s) fully functional and compliant
- ☐ Backup battery systems tested and verified for 24-hour minimum operation
- ☐ Network segregation verified; no impact on existing data/voice network
- ☐ All systems integrated and working together seamlessly

Technical Compliance:

- ☐ All equipment meets specified technical standards (resolution, PoE, IPv4/IPv6, etc.)
- ☐ All cameras properly aimed, focused, and optimized
- ☐ Date/time stamping accurate on all footage
- ☐ Low-light/night vision capability verified
- ☐ Motion detection functional (Fort Hall & Yakama)
- ☐ Audio quality verified (Fort Hall)
- ☐ Tamper-proof hardware installed and verified

Testing:

- ☐ All functional testing completed satisfactorily
- ☐ Integrated system testing passed
- ☐ 72-hour stress test completed successfully
- ☐ User acceptance testing completed by pharmacy and IT staff

Documentation:

- ☐ All equipment inventoried with make/model/serial numbers and locations
- ☐ End User License Agreements provided
- ☐ Operating and maintenance manuals provided
- ☐ System Readiness Checklists completed and signed
- ☐ UL certifications submitted
- ☐ As-built drawings provided
- ☐ All required project documentation complete

Training:

- ☐ On-site training completed for all designated staff
- ☐ Training effectiveness verified through practical demonstration
- ☐ Training materials provided

Warranty:

- ☐ 5-year comprehensive warranty agreement executed
- ☐ Warranty terms clearly defined and acceptable

Compliance:

- ☐ Systems meet 100% of Indian Health Manual requirements
- ☐ All applicable codes and standards met
- ☐ TERO requirements met (Fort Hall)

Quality:

- ☐ All deficiencies corrected
- ☐ No outstanding punch list items

- [] Work meets professional quality standards
- [] COR satisfied with overall quality and performance

9.8.4 Punch List Process

If deficiencies are identified during final inspection that prevent final acceptance, a punch list will be created:

1. COR prepares detailed punch list of all deficiencies
2. Contractor acknowledges receipt of punch list within 1 business day
3. Contractor provides schedule for correcting all punch list items within 2 business days
4. Contractor corrects all punch list items within agreed timeframe (typically 10 business days)
5. COR re-inspects corrected work
6. Process repeats until all items are satisfactorily corrected
7. Final acceptance granted when punch list is complete

Critical Punch List Items (affecting safety, security, or core functionality) must be corrected immediately and shall not exceed 5 business days.

Minor Punch List Items (cosmetic or non-critical issues) may be granted longer correction periods but shall not exceed 10 business days.

9.8.5 Substantial Completion

Substantial Completion may be granted when:

- Systems are operational and meet Indian Health Manual compliance requirements
- Only minor punch list items remain
- Training has been completed
- Facilities can use the systems safely and effectively

Substantial Completion does not constitute Final Acceptance and does not trigger the warranty period. The Contractor remains responsible for completing all punch list items.

9.9 Performance Metrics Summary

The following key performance indicators (KPIs) will be tracked throughout the project:

KPI	Target	Measurement
Project Schedule Adherence	100% completion by March 1, 2026	Gantt Chart vs. actual progress
Daily Schedule Compliance	95% or higher	Days working within approved hours
Safety Incidents	Zero	Incident reports

KPI	Target	Measurement
Security Incidents	Zero	Incident reports
Site Cleanliness	100% compliant	Daily inspections
Equipment Specification Compliance	100% new, approved equipment	Delivery inspections
Camera Coverage	Zero blind spots	Testing and verification
System Uptime During Testing	99% or higher	72-hour stress test
Technical Standards Compliance	100%	Testing and measurement
Documentation Completeness	100%	Document review
Training Effectiveness	90% or higher staff competency	Post-training assessment
Punch List Completion Rate	100% within timeframes	Punch list tracking
Warranty Terms	5 years comprehensive	Contract review

9.10 Government Surveillance Commitment

The Government commits to:

Timely Review: Review all contractor submittals within 10 business days of receipt (5 business days for time-sensitive items)

Access Coordination: Provide reasonable facility access during normal business hours with 24-hour notice for routine work

Technical Support: Provide access to network and IT resources as needed for system integration and testing

Communication: Maintain regular communication with contractor through weekly progress meetings and daily coordination as needed

Decision-Making: Provide timely decisions on requests for information, change proposals, and technical issues

Fair Assessment: Conduct objective performance assessment based on established standards in this QASP

10.6 Pricing Instructions and Requirements

1. All-Inclusive Pricing: Unit prices and extended prices shall include all costs for labor, materials, equipment, supplies, tools, transportation, mobilization/demobilization, overhead,

profit, insurance, bonds, taxes, permits, TERO fees, and all other direct and indirect costs necessary to complete the work as specified.

2. Equipment Specifications:

- Pricing must be based on equipment meeting all specified technical requirements
- Servers/Desktops: Dell manufacture or approved equivalent
- Network Equipment: Cisco or approved equivalent
- Video Management: Lenel OnGuard (latest version) or approved equivalent
- All equipment must be new (no refurbished or reconditioned)
- Provide specific make/model for all major equipment items in proposal

3. Site Visit: Contractors are strongly encouraged to conduct site visits at both locations before submitting pricing. Site visits can be coordinated through the COR. The Government is not responsible for contractor assumptions made without site verification.

4. Approval Process: All equipment specifications must be submitted for Government approval before procurement. Allow sufficient time in project schedule for approval process (minimum 30 days).

5. Labor Rates: If required in proposal, provide fully-burdened labor rates by labor category (e.g., Project Manager, Installation Technician, Network Engineer, Electrician).

6. Warranty: The 5-year comprehensive warranty must include:

- All equipment, materials, and workmanship
- Remote and on-site technical support
- Preventive maintenance (specify frequency)
- Repairs and replacement of defective components
- Labor for warranty service calls
- Response time commitments (specify)
- Annual system inspection and optimization

7. Payment Terms:

- Progress payments based on completion of major milestones (to be negotiated)
- Final payment upon successful completion and acceptance
- Retainage as specified in contract (typically 10%)

8. Period of Performance: All work must be completed and systems operational by March 1, 2026.

9. Price Validity: Prices shall remain firm and fixed for 90 days from date of proposal submission.

10. Contingency Allowance: Line item 3.11 is a not-to-exceed allowance for unforeseen site conditions discovered during installation that require additional work beyond the scope. This allowance:

- Will only be utilized if approved in writing by the Contracting Officer
- Requires documented justification and detailed cost breakdown
- Does not constitute a guarantee of additional work or payment
- May not be used for contractor errors, omissions, or failure to conduct adequate site assessment

11. TERO Compliance: Fort Hall work must comply with Tribal Employment and Contracts Rights Office requirements. Include all TERO fees and compliance costs in pricing. Contact TERO at (208) 478-3755 for current requirements.

12. Deliverables Included: All pricing includes delivery of all required documentation, manuals, training, and services as specified in Section 3.3 Deliverables.

13. Alternative Solutions: If proposing equipment or solutions other than specified (e.g., equivalent to Lenel OnGuard, alternative to Cisco), clearly identify in proposal with:

- Detailed justification for equivalency
- Technical specifications demonstrating compliance with all requirements
- Comparative analysis to specified products
- Any cost differential

14. Pricing Format:

- Use pricing schedule format provided
- Show unit prices and extended prices for all line items
- Calculate subtotals and total accurately
- Identify any assumptions or clarifications
- If "TBD" quantities listed, provide unit price and estimated total

15. Exclusions: Identify any exclusions or items not included in pricing that might normally be expected as part of the work.

11. ATTACHMENTS

Attachment A: Yakama Service Unit Facility Layouts

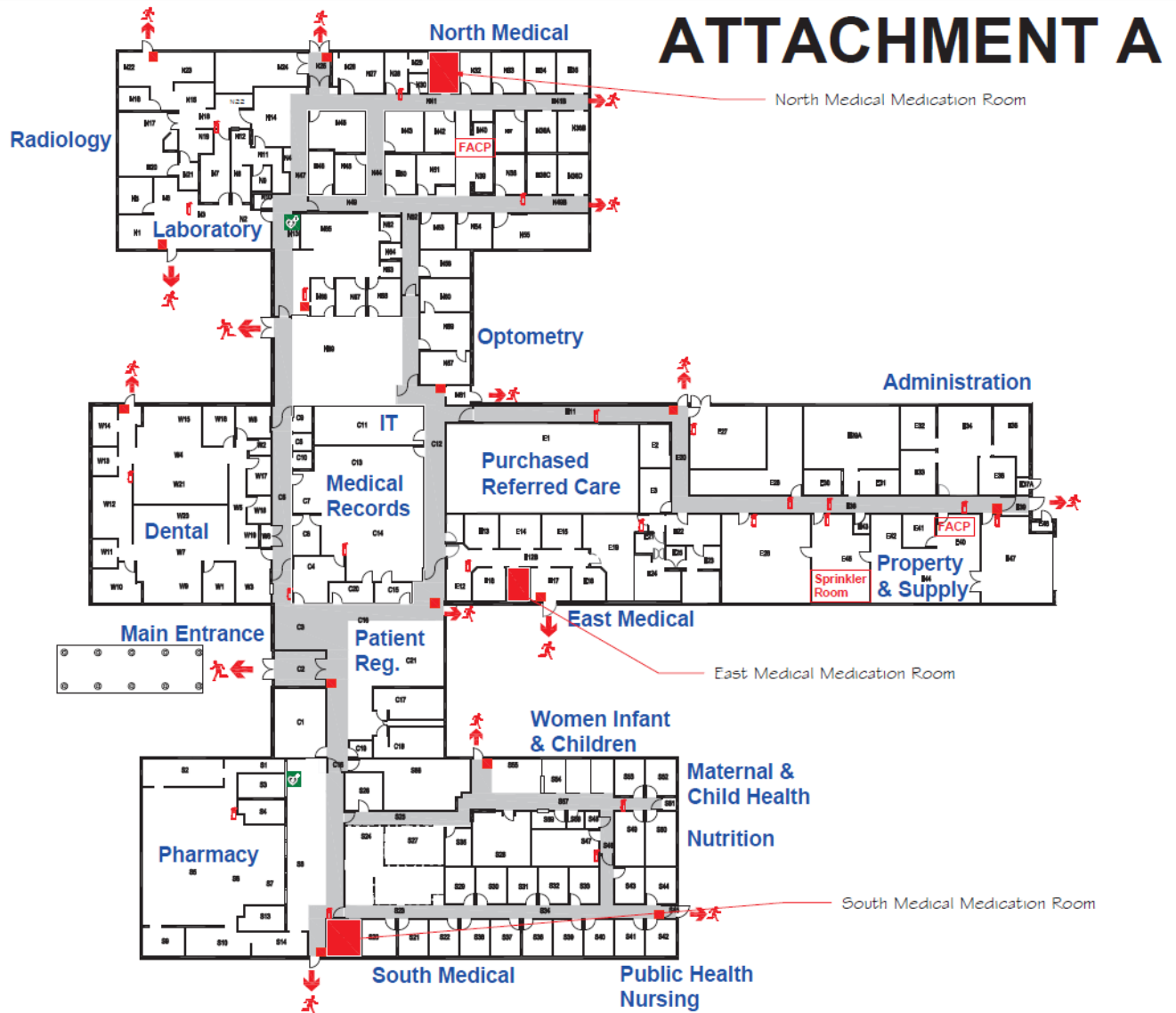
(Includes overall facility layout and pharmacy-specific layout showing existing camera and card reader locations)

Attachment B: Fort Hall Service Unit Facility Layout

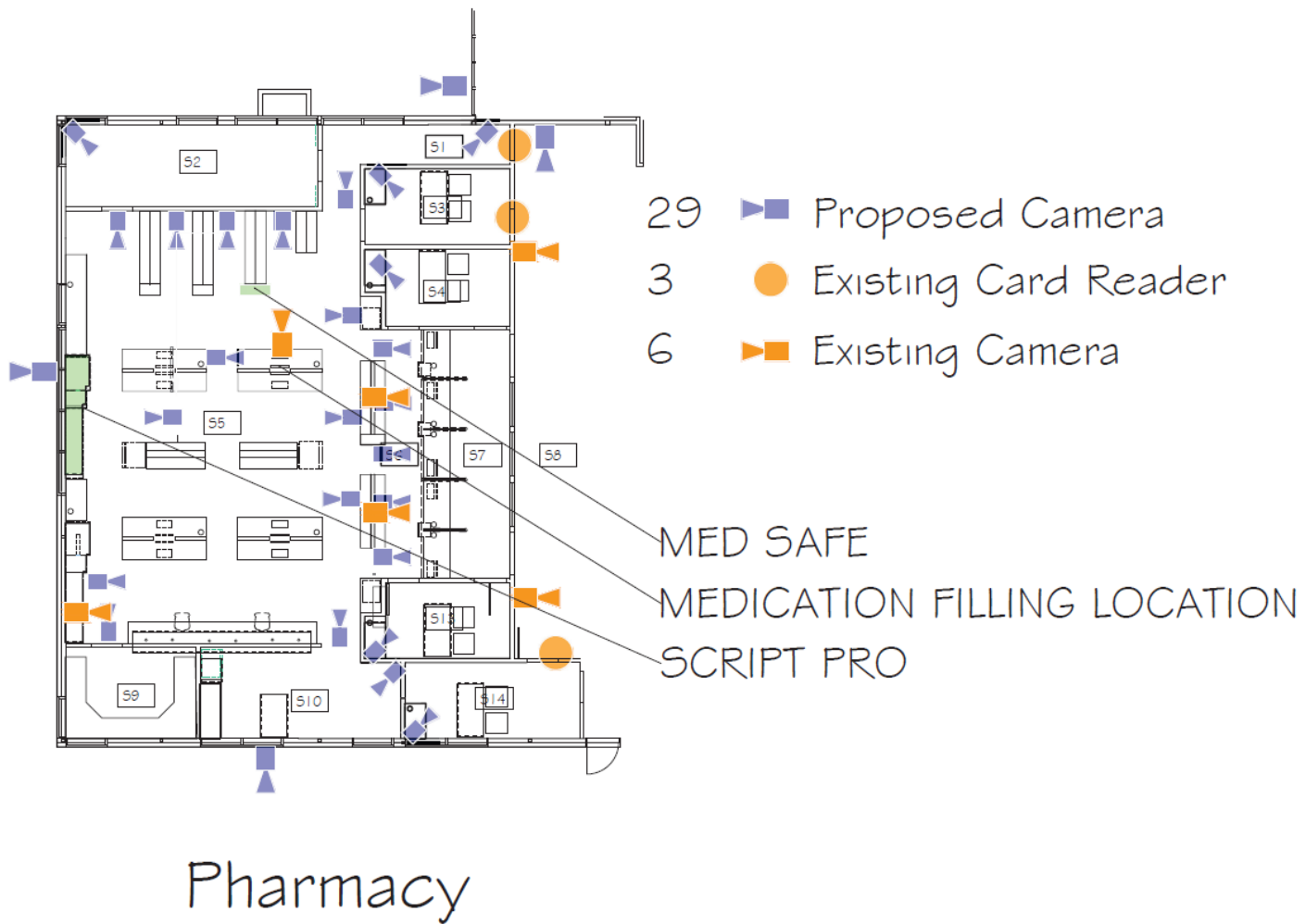
(Includes pharmacy layout showing estimated camera and microphone placement locations)

END OF PERFORMANCE WORK STATEMENT

Attachment A (Yakama Service Unit) – overall facility



Attachment A (Yakama Service Unit Pharmacy Only)



Attachment B (Fort Hall Service Unit)

