PERFORMANCE WORK STATEMENT

Physical Access Control System (PACS) Maintenance and Sustainment

Bureau of Reclamation – Denver Office (BORDO) Buildings Denver Federal Center (08/11/2026)

1.0 Purpose

The purpose of this Performance Based Statement of Work (PWS) is to secure contractor support for the ongoing operational performance, reliability, and security of the Bureau of Reclamation Denver Office (BORDO) Physical Access Control System (PACS). The Contractor is responsible for delivering maintenance, repair, and technical services that ensure continuous and secure access control operations throughout BORDO facilities.

2.0 Background

BORDO operates an enterprise PACS that utilizes Identiv/Hirsch controllers, Velocity servers, databases, field devices, and electrified door hardware. This system provides secure perimeter and interior access, credential validation, and alarm monitoring for multiple administrative and operational areas.

3.0 Scope

The Contractor shall provide all labor, expertise, tools, materials, supervision, and resources necessary to maintain, service, and repair the PAC System infrastructure along with the intrusion detection components—in three buildings at the Denver Federal Center.

All system infrastructure, components, equipment, software, and related elements shall be maintained and replaced with identical products for core PACS elements, including control panels, software, and card readers, to ensure continued operability and compliance with manufacturer approved standards. Supporting components such as power supplies, door contacts, strikes, and hinges may be replaced with compatible off-the-shelf items, provided they function correctly with the existing system.

All replacement components provided by the Contractor shall be new; refurbished or recycled parts will not be accepted under any circumstances.

Details of the existing equipment by building are listed below.

<u>Denver Federal Center PACS Equipment Per Building</u>

Building A

- **Card Readers:** 3 card readers are installed in the building to facilitate secure access control.
- **Control Panels:** 1 control panel (Mx4) is present and equipped with an Altronix panel for power management and system integration.
- **Notes:** It is required two panels be decommissioned and removed in building "A" in order return the room space to GSA.

Building B

- **Card Readers:** 23 card readers are installed, providing access control for 20 doors. Three doors have both exit and entrance readers for increased security.
- **Control Panels:** 4 control panels M8 are installed, each paired with an Altronix panel.
- **Notes:** The system includes warehouse sliding doors.

Building C

- **Doors:** 73 doors are equipped with card readers. There is also one keybox with a card reader and one PACS station with a card reader.
- **Control Panels:** 11 control panels are installed combination of M8's, Mx's, each with an Altronix panel.
- **Notes:**
- Includes one server (Velocity 3.8.3).
- Large multi-floor deployment.
- Includes various door types, including sliding doors.

The Contractor must maintain system security, prevent disruptions, and adhere to agency safety and security protocols.

4.0 Requirements

4.1 Initial System Inspection

Upon award of the contract, the Contractor must sign a non-disclosure agreement (NDA). After the NDA is executed, the government will provide the Contractor with drawings and schematics of the Physical Access Control System (PACS). The Contractor is then required to promptly schedule and conduct a thorough inspection of the PACS, followed by submission of a comprehensive written report that includes the following;

- Recommended maintenance actions
- Required software or firmware upgrades
- Panel or hardware replacement needs
- Identification of any potential risks that could lead to equipment failure

- Along with the inspection report, the Contractor must provide a detailed written quote for all recommended maintenance actions identified during the inspection. This quote shall include labor, materials, and any other associated costs required to perform the recommended work.
- **Technical Representative (TR) or Contracting Officer Representative (COR) will review the report, and the Contracting Officer will issue written authorization for repairs.**
- **All replaced materials will be returned to the Bureau of Reclamation for disposal.**

4.2 Service Calls and Response Requirements

When system failures occur, the Contractor shall:

- Respond to the COR within 4 hours of notification.
- Schedule an on-site inspection within 24 hours.
- **Perform minor repairs when feasible,** including limited corrective actions such as system resets or electronic door adjustments that do not require major materials or significant labor.
- **Coordinate all repair issues and associated costs with the COR or TR to ensure transparency and approval.**
- Include a minimum of six hours for each service call to cover minor repair costs.
- **Obtain written approval from the Contracting Officer (CO) if repairs are expected to exceed the six-hour service call allowance.**
- Complete minor repairs within 48 hours. No work will be required on weekends or Federal Holidays.
- **Only new replacement parts are acceptable; refurbished or recycled parts will not be accepted.**
- ***All replaced materials will be returned to the Bureau of Reclamation for disposal.***

4.3 Maintenance Reports

The Contractor must provide documentation after each service call, detailing:

- System failure issue
- Work performed
- Minor repairs may be listed on the invoice

4.4 Personnel Qualifications

All work must be carried out by qualified personnel with at least three (3) years of experience maintaining systems of comparable size, design, and complexity. Personnel must be Indentiv/Hersch manufactured certified.

5.0 Option Line Item – Unpriced Repairs (FAR 12.201-1(e)(2))

The Contractor must clearly identify and report all minor repairs. Any repairs that exceed minor repair criteria stated in section 4.2 require additional approval before proceeding and must follow the procedures outlined below.

5.1 Repair Estimates

For repairs beyond the minor repair description in section 4.2, the Contractor must:

- Submit a separate written repair report with recommendations to the Contracting Officer
- Include labor hours, material costs, and anticipated period of performance

5.2 Authorization Requirements

- Repair work **may not begin until written authorization** is issued by the Contracting Officer
- Upon approval, repairs will be incorporated as a firm-fixed-price.
- Total repair actions under this CLIN shall not exceed $50,000 for the base year and $30,000.00 for the Option Year.

5.3 Invoicing and Limitations

- This becomes a firm order only when the Contractor's proposed price does not exceed the maximum line item or total price established in the Schedule. All invoices for work authorized under this CLIN shall be submitted to the Contracting Officer. If the Contractor cannot perform in exact accordance with the terms of the order or modification, the Contractor shall withhold performance and immediately notify the Contracting Officer with a revised quotation.

6.0 Performance Requirements

Outcome	Description	Requirements/Actions
6.1 System Availability & Operational Continuity	Maintain all PACS components and promptly restore malfunctions.	Perform repairs within designated time frames.
6.2 Preventive & Corrective Maintenance	Perform preventive and corrective maintenance.	Install all OEM-required software and firmware updates.
6.3 Parts, Materials, and Readiness	Maintain an immediately accessible inventory of standard components and parts to ensure minor repairs can be completed without delay.	Provide OEM or approved COTS-compatible parts.

6.5 Diagnostic Accuracy & Repair Quality	Ensure diagnostic and repair actions meet OEM and industry standards.	All repairs and diagnostics must comply with established standards.
6.6 Cost Transparency & Authorization Controls	Provide clear cost information before work.	Cost estimates and CO approval must be given prior to beginning work beyond minor repairs stated in section 4.2.

7.0 Safety and Health

The Contractor must comply with all applicable safety requirements, including Reclamation Safety and Health Standards.

8.0 Work Hours

Regular working hours are Monday through Friday, from 7:00 AM to 4:00 PM, excluding Federal holidays. Any work scheduled outside these hours requires prior approval from the COR or CO. The government will not initiate after-hours call outs, nor require work on weekends or on federal holidays.

9.0 Security Requirements

The Contractor must comply with Denver Federal Center entry procedures and BORDO facility access requirements:

- Enter through DFC Gate #2; vehicles are subject to inspection.
- Report to Building 67, Door S1 to sign in and obtain a visitor badge.
- Proceed to Room 167 and check in with Eugene Hernandez or Tammie Demoney.
- If unavailable, report to PFOS Supervisor Rick Dillard in Room 152.

10.0 Government Contacts

Only the contacts listed below are authorized to request service. The Bureau of Reclamation will not be responsible for requests made by individuals other than these designated contacts.

Eugene Hernandez

- Phone: 303-445-2006
- Email: ehernandez@usbr.gov

Ricky Dillard

- Phone: 303-445-2454
- Email: rdillard@usbr.gov

Gene Parrill

- Phone: 303-445-3546
- Email: gene_parrill@ios.doi.gov

11.0 Quote Submittals Requirements

To be considered for award, offerors must submit the following with their proposal;

(a) **Experience & Past Performance**
The Offeror shall submit three (3) examples of recent and relevant experience and past performance for similar commercial projects completed within the past five (5) years. Each example must include;

(1) Summary of work performed, including equipment type and general scope;
(2) Project dates and duration;
(3) Company name; and
(4) Point of contact (name, phone number, email).

Past performance may include federal, state, local government, or commercial projects. The Government may also review CPARS, FAPIIS, other databases, or contact references. Offerors lacking past performance will receive a neutral rating.

(b) **Manufacturer Authorization**
Offerors shall provide proof of manufacturer-authorized dealer and service provider status for Hirsch, Velocity, and Identiv systems.

(c) **General Compliance**
Offerors shall provide a statement confirming their understanding of, and compliance with, all performance requirements in the PWS.

Failure to submit the required information in full may result in the proposal being deemed non-responsive and not considered for award..