EXHIBIT C – RFP 15-ASD-002
City of Phoenix – Public Works Department
Alarm Services Section
Preventative Maintenance Work Orders

Task List & Inspection Check List
Intrusion Detection System (Burglar Alarm System)

Physical Inspection will include:

- Check battery backups and/or Uninterruptible Power Supply (UPS) - replace if applicable □
- Clearly date code all batteries □
- Check all system devices as per the Alarm Services provided Zone List □
- Test all devices including wireless devices for alarm generation to the City of Phoenix Central Monitoring Station (CMS) and loop supervision □
- Document the name of the on site responsible person technician interfaced with □
- Test all Motion Devices from the furthest coverage point to ensure when testing all alarm activations are received □
- Evaluate and document the system/panel/devices information for end of life evaluation documentation. Panel type/model #, rev# etc. □
- Report via phone call to Alarm Services all EOL equipment. □
- Inform Alarm Services representative(s) via phone call of all system/panel/device upgrades required &/or recommendations □
- Complete an inspection log and document any EOL equipment and COMPASS programming issues &/or conflicts of the zone schedule vs. MAS vs. As Builtts □
- Complete site/facility drawings in Auto/CAD 2010 and note all devices including any changes, upgrades, and/or deletions □
- Notify the site representative(s) and the CMS staff upon completion of inspection services □
- Submit a detailed and comprehensive inspection report via email to Alarm Services staff including recommendations, EOL equipment, electronic drawings, inspection logs and dates. If there are any action items that need to be addressed in the comprehensive inspection report, the email subject line must be titled “Red Flag”. The will alert Alarm
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Task List & Inspection Check List  
Intrusion Detection System (Burglar Alarm System)

Services staff that action is required.  

Panic Buttons  
Physical Inspection will include:

- Check wires and supervision stability
- Replace batteries in all wireless devices and clearly date code
- Validate descriptor names for panic button zones
- Test all devices including wireless devices for alarm generation/communication to the Central Monitoring Station (CMS)
- Reset panic buttons and confirm stability
- Document the name of the on site responsible person technician interfaced with
- Evaluate the system/panel for end of system life.
- Report via phone call to Alarm Services all End Of Life (EOL) equipment devices
- Complete an inspection log and document any COMPASS programming issues &/or conflicts of the zone schedule vs. MAS vs. AS-Builts
- Update site/facility drawings in AutoCAD and note any changes, upgrades, and/or deletions
- Notify the site representative(s) and the CMS staff upon completion of preventive maintenance inspection services
- Submit a detailed and comprehensive inspection report including recommendations, EOL equipment, electronic drawings, inspection logs and dates. If there are any action items that need to be addressed in the comprehensive inspection report, the email subject line must be titled “Red Flag”. The will alert Alarm Services staff that action is required.
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Task List & Inspection Check List
Intrusion Detection System (Burglar Alarm System)
DVR/NVR/CCTV

Physical Inspection will include:

System
- Check for installed hardware vs. as-builds, update as-build prints and send updated AutoCAD drawings to Alarm Services representative(s) for archival and record retention
- Provide a report on the condition of the installation, if required
- Provide onsite staff basic instructions and training as necessary
- Check video data connections between all control equipment and re-terminate and crimp, as required

Cameras & Domes

Physical Inspection will include:

- Check for stability, quality installation of the camera and housing
- Check all housing mechanical locking hardware for proper operation; lubricate as necessary
- Verify proper operation of housing tamper switch operation, if applicable
- Check all conduit, BNC, RJ45 & power connections at camera and power supply
- All twist-on BNC’s will be replaced with compression or 3-piece crimp BNC connections
- Clean domes, interior and exterior. Blow out all dust and debris, clean housing lens inside and out, confirm no moisture is present
- Check fan operation and cooling of both housing and PTZ camera fans
- Clean dome or housing air filters. Replace if applicable
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Task List & Inspection Check List

Intrusion Detection System (Burglar Alarm System)

- Verify CCTV power supply output for proper operation, and/or excessive heat
- Check all PTZ functions
  (Up, Down, Left, Right, Zoom In, Zoom Out, Iris Open, Iris Close, Focus Near, Focus Far)
- Conduct a system audit of night pictures to be verified with DVR archival review.
  All night shots that are not viable must be focused with #5 neutral density glass in daylight
  or at night for optimal clarity
- Check for clear view (i.e., no trees or obstructions).
  Report to Alarm Services any temporary obscuring of camera images (i.e., growing trees and/or brush/bushes)

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Matrix
Physical Inspection will include:

- Audit CCTV rack, freestanding or wall for overall stability and installation quality
- Check time/date stamp and cross reference with DVR
- Verify all camera tilting is correct
- Verify all joystick and keyboard functions, PTZ
  (Up, Down, Left, Right, Zoom In, Zoom Out, Iris Open, Iris Close, Focus Near, Focus Far)

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Monitor
Physical Inspection will include:

- Adjust brightness contrast etc., for optimal picture quality
- Check for screen burn in.
- Check freestanding, ceiling, or rack mounts to assure all fittings are secure
Intrusion Detection System (Burglar Alarm System)

- Audit monitors for make, model, proper location and name to As-Builts
- Clean all video display monitors with anti-static solution
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Task List & Inspection Check List
Intrusion Detection System (Burglar Alarm System)

Digital Video Recorder
Physical Inspection will include:

- Verify current time date sync and adjust as needed. Link to enterprise server if DVR
  is networked

- Verify all camera titling is correct

- Clean filters and fans, ensure all are working and free air is maintained through unit

- Check surge protection and/or UPS to verify proper operation under load test

- Check connections and all operations of PTZ functions
  (Up, Down, Left, Right, Zoom In, Zoom Out, Iris Open, Iris Close, Focus Near, Focus Far)

- Check connectivity to Central Monitoring Station (CMS) or applicable remote access

- Check for proper re-boot and start-up

- Check for all back-up capabilities including removal media (CD and flash drives)

- Check for and document amount of video storage at medium frame recording rate

- Check and document DVR for manufacturer and model number against As-Builts

- Log out once inspection is complete, document all passwords on FAR

- Verify firmware revision and document

Network Video Recorder
Physical Inspection will include:

- Synchronize

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Intrusion Detection System (Burglar Alarm System)

- Verify all camera tilting is correct.

- Clean filters and fans, ensure all are working and free air is maintained through unit.

- Check surge protection and/or UPS to verify proper operation under load test.

- Check Niteck and all other IP Camera devices

- Check connections and all operations of PTZ functions
  (Up, Down, Left, Right, Zoom In, Zoom Out, Iris Open, Iris Close, Focus Near, Focus Far).

- Check connectivity to CMS or applicable remote access.

- Check for proper re-boot and start-up

- Verify Firmware version and document findings

- Check for all back-up capabilities including removal media (CD and flash drives)

- Check for amount of video stored at medium frame recording rate

- Check DVR for manufacturer and model number against As-Builts

- Log out upon departure

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Recommendations

- Provide a current status overall perspective of installed equipment

- Recommend immediate repair needs and coordinate with Alarm Services representative(s)

- Provide a projected life span of components and propose upgrades, as deemed necessary

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Emergency Elevator Communications Testing

Physical Inspection will include:

- Notify the site representative and CMS staff once technician arrives to conduct inspection
- Does the emergency call button ring to the Central Monitoring Station (CMS)
- Verify the elevator cab phone number with the CMS staff
- Verify location and locate elevator descriptors with CMS staff
- Verify elevator cab number
- Identify if connectivity is clear or if the phone line has static (condition of audio)
- Inspect emergency call box and report findings (condition of equipment)
- Inspect signage and report findings (include if signage is in Braille)
- Document the name of the person in the CMS office that was contacted
- Complete an inspection log and document any internal programming issues
- Notify the site representative and CMS staff once the inspection is completed
- Complete site electronic drawings in AutoCAD 2010 and document all location of all emergency communication box(s)
- Provide Alarm Services representatives a detailed and comprehensive report of the inspection including any recommendations, electronic drawings as the final close out package, inspection logs, and completed inspection dates/times