



United States
Department of
Agriculture

Office of Homeland
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Emergency
Coordination

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TO: Agency Heads

FROM: Todd H. Repass, Jr.
Director
Office of Homeland Security
and Emergency Coordination (OHSEC)

Todd H. Repass, Jr. JUN 7 2012

**SUBJECT: Standardization and Consolidation of Facility Intrusion
Detection Systems (IDS) for Alarm Monitoring**

INTRODUCTION:

As a result of the United States Department of Agriculture (USDA) Strengthening Service Administrative Solutions (SSAS) Project the following policy has been established to consolidate intrusion alarm monitoring services in all USDA federally controlled facilities in order to realize cost savings and efficiencies through economies of scale and reduced administrative costs.

BACKGROUND/SUMMARY:

An objective of the USDA SSAS Project includes providing USDA Agencies with standards and cost efficiencies while providing increased workforce security and response. The purpose of this policy memorandum is to provide policy and procedures for: 1) the usage; 2) the monitoring; and 3) the response of facility IDS within federally controlled facilities leased or owned by USDA.

Currently there are multiple stove piped standards for facility IDS equipment, alarm monitoring, and response at USDA facilities. To standardize these functions and provide the *best value* to the government, the Office of Homeland Security and Emergency Coordination (OHSEC) has developed three alternative approaches to assist USDA Agencies in simplifying, streamlining, and consolidating IDS system installation, monitoring, and response.

Each field office/location should review their current IDS equipment, monitoring service, and response mechanism(s) and choose the approach that provides the best value for the government while meeting program requirements (see Appendix A for Decision Matrix). The alternative approaches are:

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Alternative #1: Department of Homeland Security (DHS) Federal Protective Service (FPS) Mega Centers. Mega Centers can provide alarm monitoring services for all Federal Facilities and radio dispatch of local authorities; including law enforcement, emergency medical services and/or fire department, as designated by customer protocols. These services are included in the base rent for all General Service Administration (GSA) owned or leased facilities and are available to all other federally occupied facilities at a lower cost than commercial vendors are usually able to offer. Please see Appendix B for additional information on DHS FPS Mega Center Processes and Equipment.

Alternative # 2: Blanket Purchase Agreement (BPA) from GSA Schedules. BPAs offer an excellent alternative option for USDA Agencies that have field locations which cannot be serviced by DHS FPS Mega Centers due to compatibility issues with older legacy equipment. BPAs provide convenience, efficiency, and reduced costs to USDA Agencies via access to approved commercial service products.

Alternative #3: Memorandum of Understanding (MOU). MOUs may offer a low or no cost alternative for field locations co-located on Federal, State, or Local campuses where in-house alarm monitoring and response capabilities exist. For example, USDA facilities located on college/ university campuses may be covered by campus police for monitoring and response services.

While an MOU may be used to identify the responsibilities of two or more parties that have a mutual interest in some activity, an MOU cannot obligate funds and may not be used as a procurement instrument. Any procurement of goods or services must be done via a procurement contract.

ACTIONS:

USDA Agencies: In accordance with this policy, USDA Agencies should:

- Select the appropriate and most cost effective alternative to monitor existing IDS;
 1. Utilize the DHS/FPS MegaCenter monitoring services at all space leased or owned by GSA. These MegaCenters should be contacted to activate services. Contact information is listed in Appendix C of this memorandum;
 2. Utilize the DHS FPS MegaCenter monitoring services at other USDA locations (non-GSA) when feasible;
 3. Utilize an MOU for USDA locations (non-GSA) that are located on Federal/State/Local campuses that provide monitoring services at low or no cost to USDA; or
 4. Utilize OHSEC's BPA when DHS FPS Mega Center monitoring system is not feasible.

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- Ensure that proper law enforcement agency with jurisdiction at the facility is identified in IDS monitoring agreement for response purposes;
- Establish a call tree roster and instructions for contacting employees and law enforcement entities in the event of an emergency within IDS monitoring agreement;
- Following USDA Agency selection of IDS monitoring alternative, identify funding for IDS monitoring services and equipment; and
- USDA Agencies should designate a Security Officer to monitor related performance metrics and submit an annual report to the OHSEC Director at the beginning of each calendar year.

USDA OHSEC: In accordance with this policy, OHSEC should:

- Provide USDA Agencies with baseline performance metrics for current usage of FPS DHS MegaCenter facility IDS monitoring services within 60 days of this memorandum;
- The OHSEC Physical Security Division (PSD) will coordinate with Procurement Operating Division to establish the appropriate BPAs in accordance with Federal Acquisition Regulation (FAR) 8.405-3 within 180 days of this memorandum; and
- Expand this guidance and advisory services within 120 days through a follow-up policy memorandum related to commercially available alarm monitoring services when legacy equipment does not allow for alarm monitoring through the DHS FPS Mega Centers.

Appendix A: IDS Decision Matrix

To assist USDA Agencies, OHSEC has developed the decision matrix below to be utilized as a guide in determining the best alternative approach for IDS equipment, monitoring, and response services at field offices/locations:

	<u>FPS Mega Center</u>	<u>USDA BPA</u>	<u>Interagency MOU</u>
GSA Leased/Owed Building	X		
New IDS System Installation	X		
Upgrade/Replacement of Legacy IDS System	X		
Compatible Legacy IDS System w/ FPS Mega Center	X		
Non-Compatible Legacy IDS System w/ FPS Mega Center		X	
Facility Co-located with Local/State/Federal Agency			X

Appendix B: DHS FPS Mega Center Processes and Equipment

To utilize the Mega Center alarm monitoring service, there is a specific process and designated equipment that is required for integrating alarm monitoring equipment into the Mega Center.

These include the following:

1. Installer/Customer must complete the MegaCenter Alarm Requirements (MAR) application.
2. FPS maintains a standard equipment list that must be adhered to by all our clients. The MegaCenters can only accommodate the following UL commercial listed panels Honeywell (Ademco) model numbers Vista 128 and 250 series, Radionics model numbers 7412G & 9412G series, CADDx model number NX8E, or DMP model numbers XR100 & XR500. Proprietary panels will not be accepted due to the inability to provide adequate support. The panel phone line must be on a dedicated phone line. Fax machines, answering machines, and other types of office automation devices cannot be on the alarm panel phone line.
3. Completed application must be faxed or emailed to the appropriate regional MegaCenter Alarm Services Desk (each State has a designated regional MegaCenter). Account set up takes 48 hours.
4. Alarm installers/contractors must adhere to the FPS Design and Installation Standards and the appropriate UL and industry standards. FPS CANNOT release payment until every job is 100 percent completed, inspected and tested.
5. The Installer/Alarm contractor MUST document the telephone number for the alarm panel, dialing prefix, control panel manufacturer, and model number. Do not change the default remote/on site access code/data-lock code: The MegaCenter will do this after programming.
6. The MegaCenter will conduct all programming and local keypad programming will be locked out after acceptance testing.

Appendix C: Department of Homeland Security (DHS) Federal Protective Service (FPS) MegaCenter Contact Information

The centers are equipped with state-of-the-art communication systems and are in operation 24 hours a day, 7 days a week. If there is a partial or catastrophic failure at one center, all operations can be remotely switched and monitored at a “peer” location without disruption to field service.

Mega Center Contract Project Manager: Ms. Lilli’an Thompson, Suitland Mega Center, Main Telephone Number: 301-763-9531

MegaCenter National Emergency Toll Free Number: 1-877-4FPS-411 (1-877-437-7411)

Name of MegaCenter	Regions Serviced	Phone Number
Suitland MegaCenter	Region 11	301-763-0126
Battle Creek MegaCenter	Regions 4, 5, 6	269-565-9616
Philadelphia MegaCenter	Regions 1, 2, 3	215-521-2225
Denver MegaCenter	Regions 7, 8, 9, 10	877-437-7411