

STATE OF NEW HAMPSHIRE
Dept. of Administrative Services
Div. of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: August 5, 2019

NOTICE OF CONTRACT

(Revision)

COMMODITY: UPS Maintenance and Repair Services

CONTRACT NO.: 8002320

NIGP: 920*

VENDOR: DC Group, Inc. **VENDOR #:** 204315
1977 West River Road N
Minneapolis, MN 55411

CONTACT PERSON(s): Mitch Hoffmann, Regional Account Manager
Tel. No.: (612) 435-0487
E-Mail: mitch.hoffmann@dc-group.com

Ian Sommerfeld
Tel. No.: (612) 884-7719
E-Mail: ian.sommerfeld@dc-group.com

EFFECTIVE FROM: June 4, 2018 **Through:** April 30, 2021

QUESTIONS: Direct any questions to Ryan Aubert, 603-271-0580 or
Ryan.Aubert@das.NH.Gov

SCOPE OF WORK

Services shall be completed in a reasonable time frame as mutually agreed upon with agency and Contractor. The Contractor shall submit a proposed schedule to the state agency requesting services at each facility at least ten (10) days prior to each period.

Service Category 1 – Semi-Annual (Minor) Inspections and Annual (Major) Inspections

Requirements
Must be a certified/authorized Service Provider for all UPS brands and models, listed in Exhibit B. As well as The ability to service additional manufacturers including, but not limited to, APC, MGE, Mitsubishi, Toshiba, SmartUPS and Symmetra.
Contractor must offer semi-annual and annual maintenance services for all UPS systems. Semi-annual maintenance services to include the following (inspection tasks may not apply to all makes and models):
<ul style="list-style-type: none">• Review of customer UPS maintenance logs and make entries into customer logs.<ol style="list-style-type: none">1. Review customer UPS maintenance logs and make entries into customer logs.2. Review alarm history and operation of the system with customer.3. Review environmental conditions and room cleanliness with customer.4. Record as found conditions.5. Perform thermal scan and visual inspection of all breakers, power connections, wiring harnesses, contactors, cables, fans, and major components.6. Clean/replace air filters as needed.7. Record input, output, battery voltages, currents, and frequency from display/meter panel.8. Measure and record input/output batter volates, currents, and frequency.<ol style="list-style-type: none">a. Calibrate display/meters as necessary, where possible.9. Calculate and record load percentage.10. Verify proper float and equalize settings for installed batter plant.11. Inspect general overall condition of battery plant.12. Measure and record harmonic trap filter currents where possible.13. Review/implement manufacturer field change notices, as possible.14. With State’s approval (after confirming system battery is good) perform system functionality test and confirm proper operation.<ol style="list-style-type: none">a. Full testing includes customer brining generator on line if one exists (step is optional).15. Verify proper operation of remote status panel and monitoring.16. Record as left condition, discuss findings with State contact and provide field service report.
The following annual maintenance services are optional, may not apply to all makes and models, and shall include the following: <ol style="list-style-type: none">17. Obtain customer authorization to transfer system to bypass.18. Transfer system to bypass and secure critical load.19. Utilize external maintenance bypass system if present.20. Inspect inverter and rectifier snubber circuits, gate drivers, and discrete components for discoloration or damage.21. Inspect all power connections, breakers, contactors, transformers, and subassemblies for discoloration or damage.22. Inspect all AC and DC capacitors for leakage/bulging.<ol style="list-style-type: none">a. Record date codes, part numbers, and quantities.23. Inspect all fans and record date code, part numbers, and quantities.24. Inspect all logic boards, assemblies, and connections and clean as necessary.25. Clean and vacuum interior and exterior of system.26. Measure, record, and calibrate power supplies where possible.27. Verify and calibrate system alignments to factory specifications where possible.
<ul style="list-style-type: none">• Pricing will also include the repair and/or replacement of all parts as needed to maintain the

equipment in accordance with manufacturer's specifications, excluding batteries.
<ul style="list-style-type: none"> • All parts provided by the Contractor shall be new from original equipment manufacturer (OEM).
<ul style="list-style-type: none"> • Parts replacement should be completed within two (2) business days unless other arrangements have been made with the State.
<ul style="list-style-type: none"> • Annual maintenance pricing will also include all labor and travel expenses necessary to perform any and all services.
<ul style="list-style-type: none"> • Annual maintenance pricing shall include a 7x24x365 toll-free telephone support number for problem intake and assessment, with a two (2) hour call back response.
<ul style="list-style-type: none"> • Annual maintenance pricing shall also cover 7x24x365 emergency repair service with a four (4) hour on-site response. A technician must be on-site within four (4) hours of call-back. At the State's discretion, any error message shall be deemed as an emergency and must be evaluated by an on-site technician.
<ul style="list-style-type: none"> • Contractor capabilities shall include: <ul style="list-style-type: none"> ○ Ability to perform full UPS load testing, via computerized supplied power, and visual QC checks, should it become necessary. ○ Performing full UPS load testing as described above however, do not include this as part of your Annual Maintenance Pricing in this bid. This testing, if provided, shall be billed on a Time and Material basis according to the pricing submitted for Service Category ○ Must come fully equipped with all necessary tools, parts kit, manuals, and laptop.
<ul style="list-style-type: none"> • Contractor will notify customer when equipment is due for service. Preventative maintenance visits and non-emergency scheduled repairs may be arranged at the convenience of the parties. Visit confirmation two (2) weeks in advance.
<p>Warranty Terms</p> <ul style="list-style-type: none"> • Parts – 90 days, OR manufacturer's standard warranty, whichever is greater • Services – 90 days
<ul style="list-style-type: none"> • Contractor must dispose of all UPS parts that have been determined to be un-repairable in accordance with industry standards, including, but not limited to batteries.
<p>Batteries shall not be covered under the annual maintenance agreement, the State will pay separately for UPS batteries, however, no travel, shipping or disposal charges may be added to the price.</p>
<ul style="list-style-type: none"> • The Contractor shall quote batteries to the end using agency when replacements are needed. The State reserves the right to quote/bid battery replacements out to other vendors.
<ul style="list-style-type: none"> • The Contractor shall quote replacement units to the end using agency when a replacement UPS is needed. The State reserves the right to quote/bid UPS replacements out to other vendors.
<p>In the event that the State wishes to cover additional UPS units under an annual maintenance agreement:</p> <ul style="list-style-type: none"> • The Contractor shall perform an inspection of the UPS and provide a "health check" assessment of the unit. • If necessary, the health check shall include a quote for all parts and services required to bring the unit up to manufacturer's specifications prior to being covered by the annual maintenance agreement. • If the agency chooses to put the UPS system on the annual maintenance agreement the resulting remedial services shall be performed in accordance with Service Category 2 of this bid.

Service Category 2 – Break-Fix Services

Requirements
Must be a certified/authorized Service Provider for all UPS brands and models listed in Exhibit B. As well as The ability to service additional manufacturers including, , but not limited to, APC, MGE, Mitsubishi, Toshiba, SmartUPS and Symmetra.
Contractor must offer break-fix services on units not covered by an annual maintenance agreement. Services shall include:
<ul style="list-style-type: none"> The Contractor shall provide a 7x24x365 toll-free telephone support number for problem intake and assessment with a two (2) hour call back response.
<ul style="list-style-type: none"> A 7x24x365 emergency repair service with a four (4) hour on-site response is required. A technician must be on-site within four (4) hours of call-back. At the State’s discretion, any error message shall be deemed as an emergency and must be evaluated by an on-site technician.
<ul style="list-style-type: none"> Parts replacement should be completed within two (2) business days unless other arrangements have been made with the State.
<ul style="list-style-type: none"> Non-emergency scheduled repairs may be arranged at the convenience of the parties.
<ul style="list-style-type: none"> At the State’s discretion, upon diagnosis of a UPS problem by the Contractor’s technician, the Contractor shall provide a quote for repair services within four (4) business hours.
<ul style="list-style-type: none"> Break-fix services shall cover the replacement of defective parts, as required.
<ul style="list-style-type: none"> No travel, shipping or disposal charges may be added to the price of UPS replacement parts.
<ul style="list-style-type: none"> All pricing for replacement parts must be submitted as FOB Destination. Shipping expenses shall be built into the unit cost; no additional charges shall be billed to the State. The Contractor shall be responsible for obtaining materials at the best possible price and charge the State no more than cost +10%. The Contractor shall supply copies of itemized invoices with its billing to the State for verification of costs. Lack of itemized invoices shall result in the State’s refusal to accept Contractor bills.
<ul style="list-style-type: none"> The Contractor shall provide UPS battery replacement, as requested by the State. Disposal of defective and worn out batteries must be in accordance with industry standards, at no additional cost.
<ul style="list-style-type: none"> Contractor must dispose of all UPS parts that have been determined to be un-repairable in accordance with industry standards, at no additional cost.
Warranty Terms: <ul style="list-style-type: none"> Parts – 90 days, OR manufacturer’s standard warranty, whichever is greater Services – 90 days
<ul style="list-style-type: none"> Contractor must have the capability to perform full UPS load testing, via computerized supplied power, and visual QC checks, should it become necessary.
<ul style="list-style-type: none"> Hourly rates shall be calculated based solely upon on-site time. No travel time or expenses shall be billed to the State.

All services performed under this Contract(s) shall be performed between the hours of 7:30 A.M. and 4:00 P.M. unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

The Contractor shall not commence work until a conference is held with each agency, at which representatives of the Contractor and the State are present. The conference will be arranged by the requesting agency (State).

The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor’s employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby

or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.

The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

The Contractor or their personnel shall not represent themselves as employees or agents of the State.

While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at the State Agency.

The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

If **sub-contractors** are to be utilized, Contractor shall provide information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

PRICING STRUCTURE

Address	Manufacturer	Model Number	Serial Number	KVA	Site Contact Person	Contact Phone #	Optional Minor Inspection Cost	Annual Maintenance Cost Year 1	Annual Maintenance Cost Year 2	Annual Maintenance Cost Year 3
29 Hazen Dr. Concord, NH	MGE Comet	72-160400-44/150kV a	B04-11956	150	Ron White	603-271-6877	\$350.00	\$2,650.00	\$2,650.00	\$2,650.00
29 Hazen Dr. Concord, NH	MGE Comet	72-160400-44/100kV a	B03-11226	100	Ron White	603-271-6877	\$200.00	\$1,800.00	\$1,800.00	\$1,800.00
45 South Fruit St. Concord, NH	MGE Galaxy 4000	72-173005-00/50kVA	P06-10366	50	Rocky Carter	603-419-9362	\$200.00	\$1,300.00	\$1,300.00	\$1,300.00
109 Pleasant St. Concord, NH	Mitsubishi	3033C/7.5kVA-50kVA	11-7M73633-03	7.50-50	Karen Sampson	603-230-5990	\$150.00	\$1,100.00	\$1,100.00	\$1,100.00
33 Hazen Dr. Concord, NH	Mitsubishi	2033D	14-7M74566-01	80	James Gosselin	603-271-3015	(Removed 12/18)	(Removed 12/18)	(Removed 12/18)	(Removed 12/18)
33 Hazen Dr. Concord, NH	Mitsubishi	2033D	08-7M72412-03	80	James Gosselin	603-271-3015	\$400.00	\$2,900.00	\$2,900.00	\$2,900.00
7 Hazen Drive, Concord, NH 03301	Mitsubishi	UP1133B-A603SU-260/80	14-7M74622-02	60	Gail Hambleton/ Julie Seiger	603-271-3281	\$250.00	\$2,150.00	\$2,150.00	\$2,150.00
7 Hazen Drive, Concord, NH 03301	Mitsubishi	UP1133B-A603SU-260/80	14-7M74622-03	60	Gail Hambleton/ Julie Seiger	603-271-3281	\$250.00	\$2,150.00	\$2,150.00	\$2,150.00
528 River Rd. Franklin, NH	Mitsubishi	UP9933A-A803DU/80kVA	10-7M73590-01	80	Stan Mitchell	603-528-6746	\$400.00	\$2,900.00	\$2,900.00	\$2,900.00
528 River	Mitsubishi	UP9933A-	10-	80	Stan	603-528-6746	\$400.00	\$2,900.00	\$2,900.00	\$2,900.00

Address	Manufacturer	Model Number	Serial Number	KVA	Site Contact Person	Contact Phone #	Optional Minor Inspection Cost	Annual Maintenance Cost Year 1	Annual Maintenance Cost Year 2	Annual Maintenance Cost Year 3
Rd. Franklin, NH		A803DU/80kVA	7M73590-02		Mitchell					
528 River Rd. Franklin, NH	Mitsubishi	UP9933A-A803DU/80kVA	10-7M73590-03	80	Stan Mitchell	603-528-6746	\$400.00	\$2,900.00	\$2,900.00	\$2,900.00
50 Communications Drive, Laconia, NH	Mitsubishi	G150-2020	1002901	50	Margaret Joyce	603-271-6911	\$200.00	\$1,800.00	\$1,800.00	\$1,800.00
110 Smokey Bear Blvd., Concord, NH 03301	Toshiba	G9000/80 kVA	T90S3S10 KS6XSN	50	Gail Hambleton/ Julie Seiger	603-271-3281	\$300.00	\$2,450.00	\$2,450.00	\$2,450.00

Address	Manufacturer	Model Number	Serial Number	Annual Maintenance Cost Year 1	Annual Maintenance Cost Year 2	Annual Maintenance Cost Year 3
29 Hazen Dr. Concord, NH MGE Comet Serial Number B04-11956						
29 Hazen Dr. Concord, NH	MGE Comet	Maintenance Bypass Cabinet	B04-11956	\$500.00	\$500.00	\$500.00
29 Hazen Dr. Concord, NH	MGE Comet	Battery String	B04-11956	\$300.00	\$300.00	\$300.00
29 Hazen Dr. Concord, NH MGE Comet Serial Number B03-11226						
29 Hazen Dr. Concord, NH	MGE Comet	Maintenance Bypass Cabinet	B03-11226	\$500.00	\$500.00	\$500.00
528 River Rd. Franklin, NH Mistubishi Serial Number 10-7M73590-03						
528 River Rd. Franklin, NH	Mitsubishi	Battery String	10-7M73590-03	\$300.00	\$300.00	\$300.00
45 South Fruit St. Concord, NH MGE Galaxy 4000 Serial Number P06-10366						
45 South Fruit St. Concord, NH	MGE Galaxy 4000	Twp Battery Strings	P06-10366	\$600.00	\$600.00	\$600.00

SECTION B: BREAK-FIX SERVICES	
Service Hours	Hourly Rate
Service Hours 7:00am through 6:00PM	\$120.00
Service Hours 6:01PM through 6:59AM	\$160.00