

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: 3/19/2020

**NOTICE OF CONTRACT**  
(Revision)

**COMMODITY:** UPS Maintenance and Repair Services

**CONTRACT NO.:** 8002327

**NIGP:** 920\*

**VENDOR:** J&S Power Solutions, Inc.  
201 E. Ogden Ave. Suite 14  
Hinsdale, IL 60521

**VENDOR #:** 168908

**CONTACT PERSON(S):** Tania Martinez  
**Tel. No.:** (630) 325-9500  
**E-Mail:** [Solutions@JandSpower.com](mailto:Solutions@JandSpower.com)

**EFFECTIVE FROM:** June 11, 2018 **Through:** April 30, 2021

**QUESTIONS:** Direct any questions to Ryan Aubert, 603-271-0580 or  
[Ryan.Aubert@das.NH.Gov](mailto: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**

<b>Requirements</b>
<b>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.</b>
<b>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):</b>
<ul style="list-style-type: none"><li>• Review of customer UPS maintenance logs and make entries into customer logs.</li></ul> <ol style="list-style-type: none"><li>1. Review customer UPS maintenance logs and make entries into customer logs.</li><li>2. Review alarm history and operation of the system with customer.</li><li>3. Review environmental conditions and room cleanliness with customer.</li><li>4. Record as found conditions.</li><li>5. Perform thermal scan and visual inspection of all breakers, power connections, wiring harnesses, contactors, cables, fans, and major components.</li><li>6. Clean/replace air filters as needed.</li><li>7. Record input, output, battery voltages, currents, and frequency from display/meter panel.</li><li>8. Measure and record input/output batter volates, currents, and frequency.<ol style="list-style-type: none"><li>a. Calibrate display/meters as necessary, where possible.</li></ol></li></ol>

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.
  - a. Full testing includes customer bringing 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:**

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.
  - 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.

- 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**.

- All parts provided by the Contractor shall be new from original equipment manufacturer (OEM).

- Parts replacement should be completed within two (2) business days unless other arrangements have been made with the State.

- Annual maintenance pricing will also include **all labor and travel expenses** necessary to perform any and all services.

- 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.

- 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.

- Contractor capabilities shall include:
  - 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.

- 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.

Warranty Terms

<ul style="list-style-type: none"> <li>• Parts – 90 days, OR manufacturer’s standard warranty, whichever is greater</li> <li>• Services – 90 days</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>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.</b></p>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>In the event that the State wishes to cover additional UPS units under an annual maintenance agreement:</b></p> <ul style="list-style-type: none"> <li>• The Contractor shall perform an inspection of the UPS and provide a “health check” assessment of the unit.</li> <li>• 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.</li> <li>• 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.</li> </ul>

**Service Category 2 – Break-Fix Services**

<p><b>Requirements</b></p>
<p><b>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.</b></p>
<p><b>Contractor must offer break-fix services on units not covered by an annual maintenance agreement. Services shall include:</b></p>
<ul style="list-style-type: none"> <li>• The Contractor shall provide a 7x24x365 toll-free telephone support number for problem intake and assessment with a two (2) hour call back response.</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• Parts replacement should be completed within two (2) business days unless other arrangements have been made with the State.</li> </ul>
<ul style="list-style-type: none"> <li>• Non-emergency scheduled repairs may be arranged at the convenience of the parties.</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• Break-fix services shall cover the replacement of defective parts, as required.</li> </ul>
<ul style="list-style-type: none"> <li>• No travel, shipping or disposal charges may be added to the price of UPS replacement parts.</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• 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</li> </ul>

additional cost.
<ul style="list-style-type: none"> <li>Contractor must dispose of all UPS parts that have been determined to be un-repairable in accordance with industry standards, at no additional cost.</li> </ul>
Warranty Terms: <ul style="list-style-type: none"> <li>Parts – 90 days, OR manufacturer’s standard warranty, whichever is greater</li> <li>Services – 90 days</li> </ul>
<ul style="list-style-type: none"> <li>Contractor must have the capability to perform full UPS load testing, via computerized supplied power, and visual QC checks, should it become necessary.</li> </ul>
<ul style="list-style-type: none"> <li>Hourly rates shall be calculated based solely upon on-site time. No travel time or expenses shall be billed to the State.</li> </ul>

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
281 N State St Concord, NH	Eaton	9155	FA233FBB11	10	Rick Lees	603-271-1896	\$650.00	N/A	N/A	\$1,540.00
281 N State St Concord, NH	Eaton	9155	BJ455FBB14	10	Rick Lees	603-271-1896	\$650.00	N/A	N/A	\$1,540.00
281 N State St Concord, NH	Eaton	9155	FA233FBB15	15	Rick Lees	603-271-1896	\$650.00	N/A	N/A	\$1,540.00
281 N State St Concord, NH	Eaton	9155	BE273FBB03	10	Rick Lees	603-271-1896	\$650.00	N/A	N/A	\$1,540.00
281 N State St Concord, NH	Eaton	9155	FA233FBB07	10	Rick Lees	603-271-1896	\$650.00	N/A	N/A	\$1,540.00
25 Capital St Concord, NH	Eaton	9355	BH222KXX13	20	Rebecca Bolton	603-230-3461	\$600.00	\$850.00	\$1,495.00	\$1,540.00
110 Smokey Bear Blvd/29 Hazen Dr. Concord, NH (DOS)	APC	VAC Silicon - Model #SL240KG	WE0605110154	240kw-480	Peter Denutte	603-271-6911	\$900.00	\$1,900.00	\$2,885.00	\$2,970.00
45 South Fruit St. Concord, NH	APC	SURT20KRMXL T	IS1210002772	20	Ken Dunn	603-223-5738	\$600.00	\$850.00	\$1,495.00	\$1,540.00
45 South Fruit St. Concord, NH	APC	SURT20KRMXL T	AS1728170416	20	Ken Dunn	603-223-5738	\$600.00	\$850.00	\$1,495.00	\$1,540.00
45 South Fruit St. Concord, NH	APC	SURT15KRMXL T	IS1209004591	15	Ken Dunn	603-223-5738	\$500.00	\$800.00	\$1,340.00	\$1,380.00

45 South Fruit St. Concord, NH	APC	SURT15KRMXL T	IS1209004594	15	Ken Dunn	603- 223- 5738	\$500.00	\$800.00	\$1,340.00	\$1,380.00
300 Hanover St, Manchester, NH	APC	SYAF8KRMT	QD134326040 5 001343268495	8	Rocky Carter	603- 419- 9362	\$300.00	\$600.00	\$927.00	\$955.00

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
6 Townsend West Nashua, NH	APC	SURTF30B4F	SPS0648140283	30	Rocky Carter	603-419- 9362	\$700.00	\$900.00	\$1,650.00	\$1,700.00

<b>SECTION B: BREAK-FIX SERVICES</b>	
Service Hours	Hourly Rate
Service Hours 7:00am through 6:00PM	\$140.00
Service Hours 6:01PM through 6:59AM	\$190.00