

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: February 21, 2020

NOTICE OF CONTRACT
(REVISION)

COMMODITY: CLOSED CIRCUIT TELEVISION MAINTENANCE AND REPAIR SERVICES

CONTRACT NO.: 8002341

NIGP: 939-8454

VENDOR: HEI Security, LLC **VENDOR#:** 286820
2948 South Redwood Road, Suite 280
Salt Lake City, UT 84119

CONTACT PERSON: George Tavares, Senior Project Manager
Tel. No.: 801-675-4347
E-Mail: George.tavares@Heisecurity.com

EFFECTIVE FROM: August 1, 2018 through July 31, 2021

TERMS: Net 30

PRICING:

Repair Rates (Repair Work/Emergency Service Calls):

M-F 7 AM to 4 PM	\$86.00	Per hour/per person
M-F 4:01 PM to 6:59 AM	\$129.00	Per hour/per person
Saturday	\$129.00	Per hour/per person
Sunday & Holiday* Work *Holidays shall be based on State Designated Holidays	\$129.00	Per hour/per person

Individual Location Pricing				
Location Description	Physical Address	2018-2019 Pricing	2019-2020 Pricing	2020-2021 Pricing
Department of Transportation				
NH DOT - District 1	641 Main Street Lancaster	\$ 328.90	\$ 338.77	\$ 348.93
Department of Transportation - Bureau of Turnpikes				
Hooksett Ramp Toll Plaza	Hooksett Ramp Toss Plaza I-93 Main Toll Plaza	\$178.75	\$184.11	\$ 189.64
Hooksett Tamp Main Toll Plaza	Hooksett Ramp Toll Plaza I-93 Main Toll Plaza	\$457.60	\$471.33	\$ 485.47
Merrimack Industrial	Merrimack Industrial Exit 10 Toll Everett North	\$328.90	\$338.77	\$ 348.93
Rochester Toll	Rochester Toll Spaulding Turnpike North	\$ 328.90	\$ 338.77	\$ 348.93
Bedford Toll Plaza	Bedford Toll Plaza F.E Everett North	\$ 393.25	\$ 405.05	\$ 417.20
Dover Toll	Dover Toll Spaulding Turnpike North	\$ 358.93	\$ 369.70	\$ 380.79
Exit 11 Toll	Exit 11 Toll Merrimack F.E. Everett Turnpike	\$ 337.48	\$ 347.60	REMOVED 2/20
NH Department of Justice				
NH DOJ	33 Capitol Street	\$ 869.44	\$ 895.52	\$ 922.32

QUESTIONS:

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

All repair work to existing equipment/systems shall be completed by the contracted Vendor; repair work shall not be bid out to other Vendors, *unless* deemed in the best interest of the State. All new installations (i.e. new buildings) shall be bid accordingly.

SCOPE OF WORK

Maintenance Services shall include but not be limited to:

- As needed Break/Fix Repairs
- As needed Testing/Inspection and Cleaning
- Annual Maintenance/Cleaning
- Required response time is twenty-four (24) hours from initial call
- Onsite within forty-eight (48) hours.

Emergency request services performed under this Contract(s) shall consider **7:00 A.M. through 4:00 P.M.** as the standard work hours. Any work performed outside this time frame shall be considered overtime hours.

24/7 Emergency Repairs

- Contractor shall quote standard hour rate, 8:00 AM through 4:00 PM, and overtime/weekend/holiday rate. All labor rates shall start when personnel arrives at the work site and end when personnel leaves the work site.
- There shall be no Mileage charges allowed.
- Contractor shall provide one (1) dispatch phone number that shall be available 24/7.
- Contractor acknowledgement of emergency request shall not exceed twenty (20) minutes from initial phone request.
- Maximum emergency response time shall not exceed four (4) hours for arrival to requesting location.
- Equipment shall be repaired within 48 hours, unless otherwise noted by the agency.

All repair parts shall not exceed 20% markup of Contractor's cost, and shall be itemized as specified on the Invoicing section of this RFB.

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

The Contractor agrees that any damage or injury to buildings, materials, equipment or to other property during the performance of this service shall be repaired at their own expense.

The State shall require correction of defective work or damages to any part of the building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall place 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 deemed to be contrary to the public interest or inconsistent with the best interest of security.

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 shall furnish all personnel with uniforms, which shall be neat and clean in appearance with picture identification that is visible at all times.

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

The Contractor shall employ a sufficient number of trained technicians to provide the services requested by the State and to complete them on time as scheduled.

Any equipment found to be defective as a result of inspections, shall be reported immediately to the site contact person.

Replacement equipment shall be approved by the agency site contact. Only replacement of existing equipment shall be allowed, no new/additional equipment may be purchased against any awarded contract.

Replacement equipment shall have a minimum warranty of one (1) year.

The Contractor shall make emergency services available twenty-four (24) hours per day, seven (7) days per week.

The Contractor shall see that all system testing and maintenance service shall be accomplished in accordance with the applicable codes, manufacturer recommendations and any State or Local codes and regulations.

After completion of an inspection the Contractor shall inform the appropriate site contact person when equipment needs repairs to ensure systems are 100% functional.

The Contractor shall secure and pay for all permits, inspections and licenses necessary for the execution of his work.

The Contractor shall at his own expense, wherever necessary or required, furnish safety devices and take such other precautions as may be necessary to protect life and property.

Each individual agency may request the Contractor to provide security clearance and/or background checks for any and all Contractor representatives that may work in their facilities.

The Contractor shall maintain or have readily available spare parts and properly trained personnel to support the equipment at the Contractor's cost throughout the duration of the contract.

The Contractor shall, in performing the services as described herein, utilize technicians skilled in the service of the described systems. The Contractor shall have in his/her employment a sufficient number of trained technicians so that all service calls are answered promptly.

The Contractor shall present after each scheduled or emergency call and before leaving the job site, a written summary of the work performed and obtain the State's signature thereon.

The Contractor shall provide only replacement parts that are new and of the same quality and brand name as that being replaced. Substitutions shall be permitted only with prior written authorization of the site contact person.

All repair services shall be conducted in full compliance with all specified standards in a manner equal to or better than the normal safety and security procedures and standards established by the State, and at no time shall state facilities or its occupants be placed in jeopardy.

The State shall be responsible to provide reasonable means of access to all equipment covered by any contract resulting from this bid.

The State reserves the right to require the Contractor to train, counsel or reassign any employee whose actions or appearance are not consistent with the standards of the State and in the best interest of the customers utilizing the Contractor services.

The Contractor shall perform as requested inspections, testing, cleaning and adjusting of system components including video recording equipment. If requested as part of these services a test recording shall be made on each piece of recording equipment and shall be left with the Facility Contact person. Contractor shall provide to the site contact person a listing of the devices tested and proof of testing.