

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

Date: July 22, 2020

NOTICE OF CONTRACT

COMMODITY: Alarm and Access Control System Maintenance & Monitoring Services

CONTRACT NO.: 8002429 NIGP: 990-0500

CONTRACTOR: Total Security VENDOR #: 169806  
172 Lily Pond Road  
Gilford, NH 03249  
OR  
146 Londonderry Tpke, Suite 17  
Hooksett, NH 03106

CONTACT PERSON(S): Tammy Heath  
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EFFECTIVE FROM: January 1, 2019 Through December 31, 2021

INVOICING & PAYMENTS: Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction.

The invoice shall be sent to the address of the using agency under agreement.

Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

QUESTIONS: Direct any questions to Erica Brisson, 603-271-7272 or [Erica.Brisson@das.nh.gov](mailto:Erica.Brisson@das.nh.gov)

## **SCOPE OF WORK:**

The term "alarm and access control maintenance and monitoring services", shall include: providing all materials, equipment, labor, and transportation as necessary for the successful completion of the work under the terms and conditions contained herein. Monitoring service is meant to include burglar alarms, boiler alarms, generator alarms, low/high temperature monitoring, and panic/duress alarm systems.

Prior to any work commencing on the alarm systems that are part of any awarded contract, the Contractor shall contact the agency contact to arrange a site visit. Site visits will not be allowed without prior notification to the agency contact person or designee.

## **Monthly Reporting**

The Contractor shall provide monthly reports summarizing the previous month's maintenance activities (e.g. inspection failures, service calls, repairs). Monthly reports shall be submitted electronically to the purchasing agent assigned to the contract and the agency. The Contractor shall also provide capital improvement plans regarding the equipment, including items like obsolesce and upgrade options. These reports are to be submitted to the purchasing agent assigned to the contract.

## **Repair Reports**

Upon the completion of each scheduled repair service or emergency repair and prior to leaving the serviced location, the Contractor shall present a written summary of the work performed and obtain the State's signature thereon.

## **Replacement Parts**

The Contractor shall maintain, or have readily available, replacement parts that are new and of the same quality and brand name as that which is being replaced. Substitutions shall be permitted only with prior written authorization of the agency.

## **Service & General Requirements**

The Contractor shall make service available twenty-four (24) hours per day, seven (7) days per week. Normal (regular) system maintenance shall occur between the hours indicated in Exhibit B Section 2. The Contractor shall be paid for service that is required on weekday evenings after regular hours, weekends, and on State Holidays at the repair rates established in any awarded contract.

The Contractor shall respond to service calls within one (1) hour for emergency calls and for non-emergency calls. If on-site service is required on an emergency basis Contractor shall arrive on-site anywhere in the state within two (2) hours, except for Coos County. For on-site service for emergency calls in Coos County, Contractor shall be on-site within four (4) hours. If on-site service is required for a non-emergency call, Contractor shall arrive on-site anywhere in the State within one (1) business day. The agency placing the service call shall determine whether the situation constitutes an emergency or a non-emergency.

If the Contractor cannot complete emergency repairs or replace the part(s) within twenty-four (24) hours, the Contractor shall contact the agency contact and indicate why the repair or replacing the part(s) cannot be completed and when the equipment shall be returned to normal use.

The Contractor shall ensure 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.

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

The Contractor shall be responsible for coordinating with the existing monitoring service providers to provide a seamless transition. The State shall be responsible to provide lockout codes for system dialers or new alarm panels as required. The Contractor shall not be allowed to program new dialers without lockout codes without the prior written approval of the State.

The Contractor shall do all the work and furnish all the materials, tools, equipment, transportation, and safety devices necessary to perform the work in the manner and time specified.

All buildings under any awarded contract(s) that shall need security systems upgraded over the term of the contract shall be the responsibility of the Contractor to maintain until the upgrade is complete. After the upgrade is completed the Contractor may continue service for the subject facility at the rates specified in the contract or if the upgrade is significant enough as to necessitate an increase in fees, the Contractor shall submit a quote for the increase to the purchasing agent at the Bureau of Purchase of Property. If approved, the contract shall be amended. The State reserves the right to competitively bid any upgraded systems.

The State shall be responsible to provide reasonable means of access to all equipment covered by this agreement and promptly notify the Contractor of any malfunction in the system(s) that comes to the State's attention.

All personal shall observe all check-in procedures, escort procedures, and regulations or special restrictions in effect at the State agencies. 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 provide employee picture identification badges identifying the company name and each employee servicing the State account. All employees while servicing the State shall wear the identification badge.

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.

All work shall be performed in such a manner as not to inconvenience building occupants. The Contractor shall determine the State's normal working conditions and activities in progress and shall conduct the work in the least disruptive manner.

Upon request, the Contractor shall meet with the State either in person or via telephone conference call regarding corrective actions and/or resolution.

Locations may be added by requesting the Contractor(s) to provide a quotation for that new location. Pricing quotations submitted for new locations shall be in line with the pricing established in this Contract.

Locations may be deleted with thirty (30) days written notification.

Per Bid # 2070-18

## **Regular Maintenance & Monitoring**

Maintenance pricing shall include labor, transportation, and all system components including all back-up batteries. Each system shall be inspected and tested twice (2) yearly. These inspections shall include the cleaning and adjusting of all system components, 50% sensor activation, and communication to central station verification. Said tests and inspections shall be conducted on weekdays outside of normal business hours (5:01 PM – 7:59 AM) in order to minimize inconvenience to inhabitants.

The Contractor shall promptly report all deficiencies to the Agency Contact Person. Request to repair and/or replace parts shall be approved in advance by the Agency Contact Person prior to any actual work being performed by the Contractor. Parts and materials shall be invoiced not to exceed 10% above Contractor's cost. The State reserves the right to request the Contractor supply the State with invoices from suppliers documenting the Contractor's cost.

Alarm monitoring services shall consist of twenty-four (24) hour monitoring and dispatching services from an Underwriters Laboratories ("UL") approved central station. The central station shall have been in business for a minimum of five (5) years and shall have passed a minimum of two (2) consecutive UL inspections. The central station shall be staffed in accordance with UL requirements.

The central station shall supervise opening and closing signals from burglar alarms, provide opening, and closing tracking, scheduled weekly reports and provide daily reports of any alarm signals consisting of time of alarm, name of person notified, and the cause of the alarm if known. Monitoring services shall include twenty-four (24) hour dialer test signals to each location. The central station shall comply with all current local and national codes.

The Contractor shall be responsible to program the communication equipment to ensure that the various digital signals are communicated and received properly at the central station. The central station shall be capable of issuing an unlimited amount of passcodes within twenty-four (24) hours of the request and have the ability to delete security passcodes immediately upon request.

When it is required, the central station shall be capable of calling several State contact personnel when alarms occur. The Contractor shall work with each agency to establish a comprehensive call list that shall ensure a person to person alert. It is not acceptable to leave messages; specific individuals shall be contacted and provided a person to person alert. If for whatever reason the specific individuals cannot be reached after a significant effort, the Contractor shall provide a default number to call for all accounts.

The Contractor shall be responsible to establish appointments and schedules with each individual agency. Contractor shall contact the agency a minimum of two (2) weeks in advance to confirm the scheduled regular maintenance visits.

The Contractor is required to repair and/or replace, at their expense, any defective components to main the systems in proper operating condition.

After completion of inspection the Contractor shall inform the appropriate site contact person when equipment need repairs to ensure systems are functional. The Contractor shall present after each visit a written summary of the work performed and obtain the State's signature thereon.

## Semi-Annual Testing

The Contractor shall be responsible to provide a proposed schedule for semi-annual testing to the State a minimum of two (2) weeks after the commencement of any awarded contract.

Any equipment found to be defective as a result of the semi-annual inspection, shall be reported immediately to the site contact person, and shall be repaired and/or replaced within five (5) working days.

The Contractor shall present after each visit a written summary of the work performed and obtain the State's signature thereon.

All services performed under this Contract(s) shall be performed between the hours of 8:00 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:** Please see attachment for pricing and locations

Per Bid # 2070-18

**PRICING QUOTATIONS FOR INDIVIDUAL PROJECTS:**

State will request quotations by providing a SOW describing the services required and the applicable technical qualifications. Contractor must return quotes within three (3) business days. The quoted hourly rates shall not exceed the rates established under this contract. The SOW shall be issued to all Contractors under this contract for a quote. The project engagement will be based upon the lowest cost qualified quote.