

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: August 10, 2020

NOTICE OF CONTRACT

COMMODITY: Communication Systems Repairs, Maintenance, and Cabling Services

CONTRACT NO.: 8002741 **NIGP:** 939-7200

VENDOR: Connectivity Point Design and Installation, LLC **VENDOR # :** 203640
187 Washington Street
Auburn, ME 04210

CONTACT PERSON(S): Tony Foglia
Tel. No.: 207.782.0200 x 238
866.782.0200 x 238
Cell. No.: 207.376.6966
Fax No.: # 207.753.0200
E-Mail: tfoglia@connectivitypoint.com

EFFECTIVE FROM: August 5, 2020 through July 31, 2023

PRODUCTS & PRICING: See Pricing section on page 2

PAYMENT & TERMS: Payments shall be made via Procurement Card (P-Card –Credit Card) or ACH. Orders charged upon delivery/shipment.

INVOICING & PAYMENTS: Invoices shall be submitted after completion of work to the requesting agency. Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance of the work to the State’s satisfaction.

DELIVERY TIME: See Major and Minor Service Call sections

F.O.B.: F.O.B. Destination to any location within the State of New Hampshire

ORDERING: All services shall be requested by and coordinated directly through the Department of Information Technology (DoIT), Statewide Telecommunications. Contractor shall be responsible for performing all work requested through written Telecommunications Service Requests (TSRs) identifying the required actions. The Contractor shall accept only TSRs initiated from the Department of Information Technology Statewide Telecommunications. Work submissions from any other source shall not be honored by the Contractor under this Contract. The Contractor shall also provide emergency services upon receipt of a verbal telephone request from the Contracting Officer or his/her designee. The Contractor shall submit a verification of service request and schedule date to the Bureau of Statewide Telecommunications within three (3) business days of requested receipt of a Telecommunications Service Request (TSR) for each TSR forwarded to the Contractor.

QUESTIONS: Direct any questions to Jeff Haley, 603-271-2202 or Jeffrey.Haley@das.nh.gov

MINIMUM ORDERS: There is no minimum order required under this contract.

PRICING:

REGION 1	Technician Rate/Hr.
M-F 8-4:30PM	\$50.00
Emergency Services (All other times)	\$80.00
REGION 2	
M-F 8-4:30PM	\$52.50
Emergency Services (All other times)	\$82.50
REGION 3	
M-F 8-4:30PM	\$55.00
Emergency Services (All other times)	\$85.00

SCOPE OF SERVICES:

Contractor shall supply all labor, tools, transportation, materials, equipment and permits as necessary and required to perform services as described herein. The scope of work shall include communication cabling, system repair and maintenance services, as needed throughout geographic State of New Hampshire offices.

Telecommunications Service Requests

All services shall be requested by and coordinated directly through the Department of Information Technology (DoIT), Statewide Telecommunications. Contractor shall be responsible for performing all work requested through written Telecommunications Service Requests (TSRs) identifying the required actions. The Contractor shall accept only TSRs initiated from the Department of Information Technology Statewide Telecommunications. Work submissions from any other source shall not be honored by the Contractor under this Contract. The Contractor shall also provide emergency services upon receipt of a verbal telephone request from the Contracting Officer or his/her designee. The Contractor shall submit a verification of service request and schedule date to the Bureau of Statewide Telecommunications within three (3) business days of requested receipt of a Telecommunications Service Request (TSR) for each TSR forwarded to the Contractor.

Major Service Call

The Contractor shall respond on site to a Major Service Call within four (4) business hours (8:00 a.m. through 4:30 p.m.) of report of occurrence on State business days (typically 5 days per week). A Major Service Call is defined as a loss of twenty-five percent (25%) of trunks or stations, total system down, loss of service to a department, or loss of attendant console operation or associated Automated Attendant System. Contractor shall make every effort to complete major service orders prior to leaving service site. All such services may be requested via telephone call, e-mail or fax. Any minor service call may be upgraded to a Major Service Call at any time at the discretion of the Contracting Officer or his/her designee.

Minor Service Call

Contractor shall respond to a Minor Service Call within five (5) State business days (8:00 a.m. through 4:30 p.m., 5 days per week negating State holidays) of request for service. A Minor Service Call is defined as any service call not defined as a Major Service Call. All Minor Service Call requests for service shall be provided on a written Telephone Services Request (TSR) or a service trouble ticket e-mailed or faxed to the Vendor. TSRs or service trouble tickets shall define the scope of work, contact person, site location and associated details of the issues or services required. The State reserves the right to escalate any Minor Service Call to a Major Service Call at any time.

Emergency Services

Contractor shall provide emergency service twenty-four hours, seven days per week (24x7) including holidays upon emergency situations. Contractor shall maintain adequate (certified and experienced) staff and

materials to comply with all terms of service agreements stated under the Contract.

The State shall pay alternate rates for work required to complete service as specified under an emergency basis on non-standard business hours and business days. All requests shall be approved by the State Statewide Communications Office representative, Contracting Officer or his/her designee, prior to any Emergency Service work being performed. The Contractor shall record on the Daily Time and Material Work Completion Form the names and contact numbers of individuals approving any such work.

General Facilities Service Work

Contractor shall provide routine Move, Add and Change (MAC) services involving analog and digital communication lines, legacy key telephone and PBX equipment, and LAN/WAN passive hardware and facility installation or repair abiding by current applicable BICSI and TIA/EIA standards. Inclusive are equipment repair, hardware equipment card installations, IDC block installation (66, 110, Krone, etc.), copper and fiber cable installation, cross wire, software updates, local or remote programming and system software backup. The Contractor services may be expanded based upon additional Contractor capabilities.

Fiber Optic Cable Installation

Contractor shall supply, install, test and repair multi-mode and single-mode fiber optic cable as directed by the State. Installation shall include mechanical and fusion cable splicing, fiber termination and related equipment.

Ethernet LAN Cabling

Contractor shall install Ethernet LAN Cabling per current TIA/EIA standards.

Data Network Components

Contractor may be called upon to service or install data network components under the direction of the Office of Information Technology. Installation shall be limited to relay rack provisioning and installation, physical mounting of routers and/or switches, UPS mounting and pre-charging, and patching of station cable or carrier cable. Active data equipment shall be provided by the State.

Not to Exceed Quotations

The Contracting Officer or his/her authorized designee may, whenever he/she believes the size or complexity of a project so warrants, request a "not to exceed" dollar amount for the project. All quotes shall be completely itemized, including individual materials required to complete the specific job, individual item cost, labor hours, total cost of hours and timeframe to complete services. The quote and subsequent order shall contain a cost figure based upon a good faith estimate. The Contractor shall not exceed such estimate. Resulting service orders originating from "not to exceed" quotes do not relinquish the Contractor from providing the documentation as required for any other job. Charges shall be the lesser of the actual cost of service and materials, or the maximum "not to exceed" dollar cost.

Contractor shall provide "not to exceed" quotations for any extensive service when requested. Complete quotes including all associated costs shall be provided within five (5) business days of requests. Quotes shall be honored for a minimum of 90 days, unless there are special circumstances which have been disclosed in writing to and agreed in writing to by the Contracting Officer or his/her designee. Special exceptions shall be clearly noted as part of any quotation. All quotes are to be submitted on the Contractor's stationary/letterhead and sent electronically, via e-mail delivery.