

STATE OF NEW HAMPSHIRE
NH DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY
25 CAPITOL STREET - ROOM 102
CONCORD NEW HAMPSHIRE 03301-6398

DATE: JUNE 30, 2016

NOTICE OF CONTRACT
EXTENDED

COMMODITY: BURGLAR ALARM & ACCESS CONTROL SYSTEM MAINTENANCE & ALARM MONITORING SERVICES

CONTRACT #: 8001395

NIGP CODE: 990-0500

CONTRACTOR: PELMAC INDUSTRIES VEND# 156279
12 COMMERCIAL CT.
AUBURN, NH 03032

TEL. 800 244-5916

FAX 603 647-7712

E-MAIL: service@pelmac.com

CONTACT PERSON: CONTACT BOB ADKINS FOR SERVICE ISSUES & DAN BOYCE FOR SALES ISSUES

CONTRACT PERIOD: APRIL 23, 2013 THROUGH JUNE 30, 2016

EXTENSION: JULY 1, 2016 THROUGH JUNE 30 2018

TERMS: SEE ATTACHED INFORMATION

PRICING: SEE ATTACHED INFORMATION

FOR FURTHER INFORMATION CONTACT: Robert Lawson, Purchasing Agent
TEL: (603) 271-3147
FAX: (603) 271-7564
EMAIL: bob.lawson@nh.gov

SCOPE OF SERVICES – GENERAL REQUIREMENTS

Contractor shall provide Burglar Alarm & Access Control System Maintenance and Alarm Monitoring Services.

Monitoring Services is meant to include Burglar Alarms, Fire Alarms and alarm systems for Boilers, Generators, Low/High Temperature Monitoring, and Panic/Duress Alarm Systems.

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

Locations may be deleted within thirty (30) days by notifying the Contractor in writing.

In cases where the pricing is greater than available funding for a particular facility, it may be necessary to reduce the level of services to be performed to remain within budget parameters or to remove any single location in its entirety from the Contract while retaining all remaining locations at the individually quoted pricing.

SUBCONTRACTORS

The Contractor shall be solely responsible for meeting all requirements and terms and conditions of this Contract.

Any subcontractor shall first be approved by the State. The primary Contractor shall remain wholly responsible for performance under the Contract and shall be considered the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from this Contract.

Any proposed subcontractor shall have a minimum of three (3) years of successful experience testing and maintaining the relevant alarm systems and/or providing similar Alarm Monitoring Services.

BURGLAR ALARM & ACCESS CONTROL SYSTEM MAINTENANCE

The burglar alarm access control system maintenance services to be performed are as follows:

This is a full maintenance contract including parts, labor and transportation and all system components including all back-up batteries and software. Each system shall be inspected and tested twice yearly, once during the months of September through November and again during the months of March through May of each year. 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 repair or replace at their expense any defective components to maintain the systems in proper operating condition. Contractor shall provide to the site contact person a written report of the devices tested and proof of results of testing.

This Contract is not for the purchase of equipment or for the installation of equipment other than as part of system maintenance or repair.

ALARM MONITORING SERVICES

Alarm monitoring services shall consist of twenty-four hour monitoring and dispatching services from a U.L. approved central station.

Monitoring Services shall include Burglar Alarms, Fire Alarms, and alarm systems for Boilers, Generators, Low/High Temperature Monitoring, Panic/Duress Alarm Systems and any other alarm system listed in the individual Agency requirements contained in this Contract.

The Contractor shall provide Burglar Alarm and Access Control System Maintenance and

Alarm Monitoring Services as described herein:

1. The Contractor shall be responsible to provide a proposed schedule for semi-annual testing to the State a minimum of two (2) weeks after commencement of this Contract.
2. The Contractor shall be responsible to establish appointments and schedules with each individual Agency and they shall arrive on time and as scheduled. Contractor shall contact the Agency a minimum of two (2) weeks (10 working days) in advance to confirm their scheduled Periodic Maintenance visits.
3. The Contractor shall employ a sufficient number of trained technicians so that the semi-annual maintenance and inspections are completed on time as scheduled. Contractor shall respond within fifteen (15) minutes of any scheduled appointment. If the Contractor fails to respond within fifteen (15) minutes to the first scheduled appointment, the State reserves the right to charge the Contractor \$20.00 per hour in increments of fifteen (15) minutes if the Contractor does not respond as detailed above. These charges shall be deducted from quarterly payments that are due the Contractor.
4. Any equipment found to be defective as a result of these semi-annual inspections as described above, shall be reported immediately to the site contact person, and shall be repaired and or replaced within five (5) working days.
5. The Contractor shall make emergency services available twenty-four (24) hours per day, seven (7) days per week. Normal system maintenance shall occur on Monday through Friday between 8:00 am and 5:00 pm.
6. Contractor is required to repair or replace, at their expense, defective components to maintain the systems in proper operating condition including all batteries and software.
7. The Contractor shall perform all the services contained within this Contract. Subcontractors shall only be allowed upon written approval in advance from the site contact person.
8. 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.
9. After completion of an inspection the Contractor shall inform the appropriate site contact person when equipment needs repairs to ensure systems are 100% functional.
10. The Contractor shall conduct his work so as to interfere as little as possible with State business, normal working conditions and activities in progress.
11. The Contractor shall secure and pay for all permits, inspections and licenses necessary for the execution of his work.
12. The Contractor shall do all the work and furnish all the materials, tools, equipment, transportation and safety devices necessary to perform in the manner and within the time specified. The Contractor shall complete their work to the satisfaction of the State and in accordance with the specifications herein mentioned, at the price herein agreed upon and fixed therefore. All the work, labor, and equipment to be done and furnished under this Contract, shall be done and finished strictly pursuant to, and in conformity with the specifications described herein and any directions of the State representatives as given from time to time during the progress of the work, under the terms of this Contract.
13. 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.

14. The Contractor shall bear all losses resulting to him or to the Owner on account of the amount or character of the work, or because of the nature of the area in or on which the work being done is different from what was estimated or expected, or on account of the weather, elements or other causes.
15. The Contractor agrees that any damage or injury to buildings, materials, and equipment or to other property during the performance of this service shall be repaired at their own expense.
16. Unsatisfactory response to any or all of the listed services or requirements shall be a basis for default.
17. 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. Any fees for obtaining background checks shall be the responsibility of the Contractor.
18. All buildings under this Contract that shall need security systems upgrade over the course of the Contract shall be the responsibility of the Contractor to maintain the existing equipment in working order and satisfactory condition until the upgrade is complete. After the upgrade is completed the contractor may continue service for the subject facility at the rates specified in Exhibit B below, or if the upgrade is significant enough as to necessitate an increase in fee the contractor shall submit a quote for the increase to the Contract Administrator at the Bureau of Purchase and Property. If approved the contract shall be amended.
19. 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.
20. 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 employ a sufficient number of trained technicians so that all service calls are answered promptly. The Contractor shall respond to the State by telephone to all service calls within fifteen (15) minutes of the report of occurrence. The Contractor shall physically respond to the site within three (3) hours after report of the occurrence except for locations in Coos County. For facilities in Coos County the acceptable on-site response time shall be five (5) hours.
21. 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.
22. The Contractor shall provide monthly trouble reports to each Agency summarizing activities for the previous month's reports. The Contractor shall meet with the Agency either in person or via telephone conference call regarding corrective actions and trouble resolution upon request.
23. 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 authorization of the site contact person.
24. 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.

25. 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) which comes to the State's attention.
26. 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 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.
27. The Contractor shall provide employee picture identification badges identifying the company name and each employee servicing the State account. All contract employees while servicing the State shall wear the identification badge.
28. Monitoring/Dispatching shall be 24/7/365 and shall be provided by a U.L. 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 consecutive U.L. inspections. Said central station shall be staffed in accordance with UL requirements, 24 hours per day, 365 days per year.
29. The central station shall supervise opening and closing signals from burglar alarm systems, provide opening and closing tracking, scheduled weekly reports and provide daily reports of any alarm signals consisting of the time of alarm, name of the person notified and the cause of the alarm if known. Monitoring services shall include twenty-four hour dialer test signals to each location.
30. The central station monitoring services shall comply with all current local and national codes including but not limited to NFPA 71, commonly referred to as the "central station standard", NFPA 72 and as detailed in the Fire Alarm Signaling Systems Handbook published by the National Fire Protection Association, Quincy, MA 1987.
31. The central station shall be capable of issuing an unlimited amount of pass codes within 24 hours of their request and have the ability to delete security pass codes immediately upon request.
32. 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.
33. The Contractor shall be responsible to coordinate 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. Contractors shall not be allowed to program new dialers with lockout codes without the prior approval of the State.
34. When it is required the central station shall be capable of calling several State contact personnel when alarms occur. Contractor shall work with each Facility 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 be provided with a default number to call for all accounts. Failure to comply with this requirement shall be grounds for default.
35. The central station shall be capable of providing radio or cellular backup.

INVOICING

Invoices for Maintenance only Contracts and combined services Contracts shall be submitted on a quarterly basis (October 1, January 1, April 1, and July 1) for the previous 3 months. Payment shall be due within thirty (30) days after receipt of properly documented invoices.

Invoices for Alarm Monitoring Services only Contracts shall be submitted on a monthly basis on the last day of each month in which the services have been performed. Payment shall be due within thirty (30) days after receipt of properly documented invoices and acceptance of the work to the State's satisfaction.

Invoices shall be submitted for each individual facility or for a group of facilities according to the schedule included in this document.

Pricing is FOB Destination and shall include all materials, equipment, labor and transportation necessary for the successful completion of the work required.

No reimbursement by the State for travel time or mileage shall be allowed.

PAYMENTS

Invoices shall be paid within thirty (30) days after receipt of invoice(s) and acceptance of work to the State's satisfaction. Payments shall be sent to the "Remit To" address on the invoice.

CONDITIONAL LABOR RATE

CONDITIONAL LABOR RATE

The **CONDITIONAL LABOR RATE** is the rate to be charged for maintenance work performed outside of the service hours any facility has contracted for.

CONDITIONAL HOURLY LABOR RATE

Monday thru Friday 5:01 PM to 7:59 AM \$ _40.00_ per hour/per person

Saturday Work: \$ _40.00_ per hour/per person

Sunday & Holiday* Work: \$ _40.00_ per hour/per person

*Holidays shall be based on State designated holidays

PROPRIETARY LOCATIONS

LOCATION #	AGENCY NAME	ADDRESS	MAINTENANCE SERVICE INCLUDED (YES OR NO)	MONITORING SERVICE INCLUDED (YES OR NO)	COST PER YEAR 7/1/2013 THRU 6/30/2014	COST PER YEAR 7/1/2014 THRU 6/30/2015	COST PER YEAR 7/1/2015 THRU 6/30/2016	EXTENDED PRICE
31	DHHS	115 PLEASANT STREET CONCORD, NH 03301	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
32	DHHS	650 MAIN STREET BERLIN, NH 03570	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
33	DHHS	129 PLEASANT STREET CONCORD, NH 03301	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
34	DHHS	40 TERRILL PARK DRIVE CONCORD, NH 03301	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
35	DHHS	71 HOBBS STREET CONWAY, NH 03818	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
36	DHHS	7 EAGLE SQUARE CONCORD, NH 03301	YES	NO	\$ 480.00	\$ 480.00	\$ 480.00	\$ 1,440.00
37	DHHS	809 COURT STREET KEENE, NH 03431	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
		LOCATION DELETED PER AMENDMENT 2 - BLDG CLOSED REPLACED BY LOCATION 147						
38	DHHS	65 BEACON STREET LACONIA, NH 03246	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
39	DHHS	80 NORTH LITTLETON ROAD LITTLETON, NH 03561	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
40	DHHS	105 PLEASANT STREET CONCORD, NH 03301	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
41	DHHS	195 McGREGOR STREET MANCHESTER, NH 03103	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
		CHANGE ADDRESS PER AMENDMENT 4 TO: 1234 RIVER ROAD, MANCHESTER, NH 03103						
42	DHHS	3 PINE STREET EXT. SUITE Q NASHUA, NH 03060	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
43	DHHS	50 INTERNATIONAL DRIVE PORTSMOUTH, NH 03801	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
44	DHHS	97 PLEASANT STREET CONCORD, NH 03301	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
		LOCATION DELETED PER AMENDMENT 1 / ADDED AGAIN PER AMENDMENT 2						
68	Administrative Services	Materials&Research, 5 Hazen Dr., Concord, NH	yes	yes	\$ 1,046.00	\$ 1,046.00	\$ 1,046.00	\$ 3,138.00
69	Administrative Services	Mechanical Services, 33 Smokey Bear Blvd, Concord, NH	yes	yes	\$ 1,046.00	\$ 1,046.00	\$ 1,046.00	\$ 3,138.00
70	Administrative Services	John O. Morton Bldg, 7 Hazen Dr, Concord, NH	yes	yes	\$ 1,046.00	\$ 1,046.00	\$ 1,046.00	\$ 3,138.00
79	Administrative Services	Walker Building, 17 S. Fruit St.,	yes	yes	\$ 1,046.00	\$ 1,046.00	\$ 1,046.00	\$ 3,138.00

		Concord, NH						
81	Administrative Services	Dept. of Revenue, 109 Pleasant St., Concord, NH	yes	yes	\$ 1,046.00	\$ 1,046.00	\$ 1,046.00	\$ 3,138.00

ADD THE FOLLOWING LOCATIONS PER AMENDMENT 1

LOCATION #	AGENCY NAME	ADDRESS	MAINTENANCE SERVICE INCLUDED (YES OR NO)	MONITORING SERVICE INCLUDED (YES OR NO)	COST PER YEAR 7/1/2013 THRU 6/30/2014	COST PER YEAR 7/1/2014 THRU 6/30/2015	COST PER YEAR 7/1/2015 THRU 6/30/2016	EXTENDED PRICE
107	Department of Safety	Troop F 549 Rt. 301 Twin Mt NH	yes	no	\$892.00	\$892.00	\$892.00	\$2,676.00
108	Department of Safety	Troop E Rt. 16 Tamworth NH	yes	no	\$892.00	\$892.00	\$892.00	\$2,676.00
110	Department of Safety	15 Asbrook Court Keene NH	yes	no	\$892.00	\$892.00	\$892.00	\$2,676.00
112	Department of Safety	Troop A 315 Calef Hwy Epping, NH 03042	yes	no	\$892.00	\$892.00	\$892.00	\$2,676.00
113	DRED Forests and Lands	629 B Main street Lancaster, NH 03584	YES	YES	\$1,132.00	\$1,132.00	\$1,132.00	\$3,396.00
119	DHHS	150 WAKEFIELD STREET ROCHESTER, NH 03867	YES	YES	\$892.00	\$892.00	\$892.00	\$2,676.00
120	DHHS	36 CLINTON STREET CONCORD, NH 03301	YES	YES	\$652.00	\$652.00	\$652.00	\$1,956.00

ADD THE FOLLOWING LOCATIONS PER AMENDMENT 2

LOCATION #	AGENCY NAME	ADDRESS	MAINTENANCE SERVICE INCLUDED (YES OR NO)	MONITORING SERVICE INCLUDED (YES OR NO)	COST PER YEAR 7/1/2013 THRU 6/30/2014	COST PER YEAR 7/1/2014 THRU 6/30/2015	COST PER YEAR 7/1/2015 THRU 6/30/2016	EXTENDED PRICE
44 Deleted in Amendment #1 in error	DHHS	97 PLEASANT STREET CONCORD, NH 03301	YES	NO	\$200.00	\$480.00	\$480.00	\$1,160.00
147 (Location 37 relocated to Key Rd.)	DHHS	KEENE DISTRICT OFFICE 111 KEY ROAD KEENE, NH 03431	YES	YES	\$ 148.66	\$ 892.00	\$ 892.00	\$1,932.66

ADD THE FOLLOWING LOCATIONS PER AMENDMENT 3

LOCATION #	AGENCY NAME	ADDRESS	MAINTENANCE SERVICE INCLUDED (YES OR NO)	MONITORING SERVICE INCLUDED (YES OR NO)	COST PER YEAR 7/1/2013 THRU 6/30/2014	COST PER YEAR 7/1/2014 THRU 6/30/2015	COST PER YEAR 7/1/2015 THRU 6/30/2016	EXTENDED PRICE
55 Transferred from Total Security per Lottery Request	NH Lottery Commission	14 Integra Drive, Concord, NH 03301	YES	YES		\$600.00 Beginning 10/1/14	\$800.00	\$1,400.00

DELETE THE FOLLOWING LOCATIONS PER AMENDMENT 1

LOCATION #	AGENCY NAME	ADDRESS	MAINTENANCE SERVICE INCLUDED (YES OR NO)	MONITORING SERVICE INCLUDED (YES OR NO)	COST PER YEAR 7/1/2013 THRU 6/30/2014	COST PER YEAR 7/1/2014 THRU 6/30/2015	COST PER YEAR 7/1/2015 THRU 6/30/2016	EXTENDED PRICE
44	DHHS	97 PLEASANT STREET CONCORD, NH 03301	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00

DELETE THE FOLLOWING LOCATIONS PER AMENDMENT 2

LOCATION #	AGENCY NAME	ADDRESS	MAINTENANCE SERVICE INCLUDED (YES OR NO)	MONITORING SERVICE INCLUDED (YES OR NO)	COST PER YEAR 7/1/2013 THRU 6/30/2014	COST PER YEAR 7/1/2014 THRU 6/30/2015	COST PER YEAR 7/1/2015 THRU 6/30/2016	EXTENDED PRICE
37 (Replaced by Location 147, Relocation)	DHHS	809 COURT STREET KEENE, NH 03431	YES	YES	\$ 148.66	\$ 892.00	\$ 892.00	\$1,932.66

CHANGE THE FOLLOWING LOCATION PER AMENDMENT 4

41	DHHS	195 McGREGOR STREET MANCHESTER, NH 03103 CHANGE ADDRESS PER AMENDMENT 4 TO: 1234 RIVER ROAD, MANCHESTER, NH 03103	YES	YES	\$ 892.00	\$ 892.00	\$ 892.00	\$ 2,676.00
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