

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: 11/2/15

NOTICE OF CONTRACT
(Updated)

COMMODITY: Desktop/LAN/WAN Repair Services

CONTRACT NO.: 8001899

NIGP: 920-3900

VENDOR: Absolute Computer Services **VENDOR # :** 269512
 92 Center Rd.
 PO Box 1
 Weare, NH 03281

CONTACT PERSON(S): Rick Pitts
Tel. No.: 603-486-8765
E-Mail: rick@abscomp.com

EFFECTIVE FROM: October 1, 2015 **Through:** September 30, 2018

TERMS: Net 30

PRODUCTS & PRICES:

A. DESKTOP COMPUTER ENGINEER	
Service Performed/ Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$50.00
Level 1 Emergency On-Site Support	\$90.00
Level 2 Normal Telephone Support	\$50.00
Level 2 Normal On-Site Support	\$70.00
B. PRINTER REPAIR TECHNICIAN	
Service Performed/ Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$50.00
Level 1 Emergency On-Site Support	\$90.00
Level 2 Normal Telephone Support	\$50.00
Level 2 Normal On-Site Support	\$70.00
C. LAN ENGINEER	
Service Performed/ Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$80.00
Level 1 Emergency On-Site Support	\$100.00
Level 2 Normal Telephone Support	\$75.00
Level 2 Normal On-Site Support	\$90.00
D. WAN ENGINEER	
Service Performed/ Hours	Hourly Rate
Level 1 Emergency Telephone Support	\$80.00
Level 1 Emergency On-Site Support	\$100.00
Level 2 Normal Telephone Support	\$75.00
Level 2 Normal On-Site Support	\$90.00

SCOPE OF WORK:

Desktop/LAN/WAN Technical Services shall be completed as mutually agreed upon with State and

Contractor. The Contractor shall submit a proposed schedule to the State agency requesting services in accordance with the specifications listed below for Level 1 and Level 2 service requests.

Contractors shall be engaged on an as needed basis for services provided under the Contract. There is no guaranteed minimum for this Contract. The Contractor shall respond to repair services as needed.

Contractors shall be on site within a maximum of four (4) hours from receipt of service call. Contractor shall have a permanent staff of personnel readily available for any repair/service call.

The Contractor shall guarantee to have the equipment being serviced operating within the time agreed upon per the Statements of Work (SOW) for each engagement. The SOW shall, at a minimum, define the nature of the project, the timeframe required for completion, the operational and functional tests required for success and the individual State employee who will act as project leader responsible for sign-off and with whom the Contractor shall focus its efforts. Should the Contractor fail to meet the conditions of the SOW, and the failure was not caused by the acts or omissions of the State, then the Contractor shall be liable for all additional costs to the State, or other parties, to assure that the equipment is operational. This includes the addition and replacement of equipment and/or additional personnel above the anticipated cost had the equipment been available and operating as planned.

- **Warranty Period on Services.**

The warranty on all services performed shall extend for thirty (30) days after the equipment has been serviced.

- **Warranty Problems.**

All problems reported during the warranty period shall be corrected by the Contractor within two (2) business days, at no additional cost to the State.

Services shall be required for various types of Information Technology (IT) desktop computer repair and network technical services on State hardware. Types of hardware shall include, but not be limited to, the following:

Hardware
Desktop computers
Laptops
Tablets
PDA's and Smartphones
Scanners
Printers and Multifunction Devices
Desktop Computers Software
Plotters
Desktop Software
LAN Hardware
LAN Software
WAN Hardware
WAN Software

SERVICES

1. Service Calls

Service calls are defined as the State calling the Contractor to repair, configure or install desktop, LAN or WAN hardware or software, which is not covered by a service agreement and is not supported by State Technical Support Service Division. The Contractor shall bill the State based upon the actual time spent on the repair, plus parts, with a 1.5 hour minimum charge.

Level 1 Service (emergency) – any service requested by an agency requiring vendor telephone support within one (1) hour and, upon agency request, on-site support within four (4) hours, 24/7.

Level 2 Normal Service – any service requested by an agency requiring vendor telephone support within one (1) hour during Normal Business Hours and, upon agency request, on-site

support within one (1) business day. Service Level 2 from Table 2 above.

Types of service may include Level 1 Emergency or Level 2 Normal:

Type of Request	Telephone Support	On-site Support
Level 1 Emergency	One (1) hour (24/7)	Four (4) hours (24/7)
Level 2 Normal	One (1) Business Hour (8/5)	One (1) Business Day

2. Service Agreement

A service agreement is defined as arrangement between an agency within the State and the Contractor. The agreement shall take the form of a purchase order and will include a Statement of Work which will be specific as to the covered hardware and the time period. The Statement of Work shall also include the terms of the agreement which may vary according to needs of the agency owning the equipment.

Normal Business Hours – 8:00 AM to 4:30 PM EST Monday through Friday, excluding State of New Hampshire Holidays.

PERSONNEL QUALIFICATIONS

In addition, desktop and network engineers and network administrators are required, with qualifications as described below. Vendors may propose additional personnel.

Key Personnel	Minimum Qualifications
Desktop computer engineer*	3 yrs installing, servicing, and configuring desktop computers, A+ certified
Printer repair technician	2 yrs installing, servicing, and configuring printers
LAN engineer*	5 yrs installing, servicing, and configuring LAN equipment, CCNA certified preferable CCNE
WAN engineer	5 yrs installing, servicing, and configuring WAN equipment, CCNP-certified (CCIE preferred)

PRE-ENGAGEMENT CHECKLIST

Hourly services and fixed price deliverables under the contract resulting are to be based upon a complete understanding by the Contractor of the expectations the agency has and the details surrounding the task which must be performed. To the greatest extent possible the Contractor must prepare itself to be able to begin work upon arrival at the State. All questions which require answers by State personnel who will not be on site while the task is being performed, must be answered prior to the Contractor submitting a pricing quotation and/or arriving on site to perform the task.

The Department of Information Technology has developed a pre-engagement checklist which is attached as APPENDIX 1. Contractor shall use this checklist and add items as required such that when the Contractor arrives on site all questions necessary to begin work have been answered. This checklist must be attached to new Statements of Work and if they do not have sufficient information to allow the Contractor to begin work the Contractor must seek clarification from the State.

PRICING QUOTATIONS

Agencies shall request quotations by providing a Statement of Work (SOW) describing the services required as well as the Pre-Engagement Checklist. Contractor may also add questions to the Pre-Engagement Checklist. Contractor shall return pricing quotations within three (3) business days. Quotes shall be honored for sixty (60) days unless otherwise specified in the SOW. The quoted hourly rates shall not exceed the rates listed in Exhibit B.

ORDERING PROCEDURE FOR SERVICES

The State shall contact Contractor directly for emergency service requests. Requests shall be processed and purchase orders issued after the fact for emergencies performed during non-business hours.

In the case of equipment which is still usable, or for which there is a work-around, and the repair does not constitute an emergency, agencies shall process purchase orders complete with attached quote

and DoIT approval for Maintenance Contracts and Scheduled Project Services. The Bureau of Purchase and Property shall issue purchase orders to the Contractor on behalf of the State agencies. Any changes to these Purchase Orders must be authorized by the Bureau of Purchase and Property.

REPAIR PARTS

Parts may be purchased only for repair of equipment covered by the Contract. Parts shall be incidental to the services provided under the Contract. The Contractor shall only supply parts to facilitate the repair. The normal channel for purchasing parts which are replaced periodically in the normal course of business (such as toner cartridges) shall be purchased using standard State purchasing procedures and shall not be purchased under this Contract. The Contractor shall only charge actual incurred costs for obtaining the parts and shall not add any additional markup. Delivery is to be made FOB destination for any order.

PERFORMING SERVICES

Any deviation in work hours shall be pre-approved by the State prior to any work being done. The State requires ten (10) day advance knowledge of said work schedules to provide security and access to respective work areas.

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 shall be arranged by the requesting agency (State).

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

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 s/he 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 or the State.

The Contractor or its personnel shall not represent themselves as employees or agents of the State.

While on State property, Contractor's employees (and Contractor's sub-contractors if applicable) 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 Contractor personnel (and Contractor's sub-contractors if applicable) shall observe all regulations or special restrictions in effect at the State Agency.

The Contractor's personnel (and Contractor's sub-contractors if applicable) 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, please include 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. The use of any sub-contractor must be approved in advance by the State.

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 Vendor shall not commence work until a conference is held with each agency, at which representatives of the Vendor 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 Vendor's employees, equipment or supplies. The Vendor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Vendor 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 Vendor.

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QUESTIONS: Direct any questions to Paul Rhodes, 603-271-3350 or paul.rhodes@nh.gov