SECURITY ALARM SYSTEM MAINTENANCE & MONITORING

PUBLICATION

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SPECIFICATION

1. SCOPE: This specification describes the requirements to provide Security Alarm System Maintenance and Monitoring services for TxDOT.

2. PRE-BID INSPECTION: The bidders shall carefully examine these specifications and secure from TxDOT additional information, if necessary, that may be requisite to a clear and full understanding of the burglar alarm system and maintenance requirements for the various locations. Prior to submitting a bid, bidders are requested to inspect the buildings and review the specifications with the TxDOT representative. Bidders should contact the TxDOT representative shown on the Invitation for Bid to make arrangements for inspections.

3. TERM OF SERVICE: Service shall begin upon award of purchase order and continue for a period of 24 months. This service may be extended for an additional 24-month period at the same price or adjusted price per Consumer Price Index (CPI-W), terms and conditions as the original purchase order, or any changes deemed necessary providing both parties agree in writing within 60 calendar days prior to the original expiration.

3.1. Pricing for renewal of service shall be based on the Consumer Price Index (CPI-W). The State of Texas will permit "unit price" adjustments upwardly or downwardly when correlated with the CPI. Unless otherwise indicated, the price index shall be the specified index as published by the Bureau of Labor Statistics, Washington, DC 20212. The baseline index shall be the index announced for the month in which the bids opened. Unit prices may be adjusted for each renewal period in accordance with changes in index. The allowable percent change shall be calculated by subtracting the baseline index from the index announced for the month in which the renewal option is exercised and dividing the result by the baseline index. The allowable percent change shall be rounded to the nearest one-hundredth of one percent and shall be the maximum unit price adjustment permitted, except that the vendor may offer price decreases in excess of the allowable percent change.

4. LOCATION OF SERVICE: Location of security alarm maintenance service requirement(s) will be shown on the face of IFB or as an attachment showing the locations.

5. LEGAL REQUIREMENTS AND PERMITS: Vendor shall hold a valid license issued by and be in good standing with the Texas Board of Private Investigators and Private Security Agencies, Article 4413(29bb), V.A.C., Section 2, Item 5. License number(s) shall be indicated on the IFB. Failure to provide License Number on IFB may result in disqualification.

6. BIDDER QUALIFICATIONS: Bidder shall have been in the security alarm system inspection and maintenance and monitoring business for a minimum of three years and shall have available a minimum work force of three qualified technicians in good standing with and currently licensed by the Texas Board of Private Investigators and Private Security Agencies. Only technicians and technician trainees under the direct on-site supervision of the licensed technician shall perform maintenance services.

6.1. Bidder should submit a copy of their current state license with the bid package.

7. BIDDER REFERENCES: Bidder shall submit a minimum of three references for which they have provided or is currently performing similar requirements specified for this service. References shall be submitted with IFB. Any negative responses received from references may disqualify your IFB for further consideration.
8. SERVICE REQUIREMENTS

8.1. MAINTENANCE/REPAIR REQUIREMENTS: Remedial maintenance and repair shall be performed as required at the location(s) of the equipment to maintain the efficiency, safety, and operational status of all equipment within the limits of all applicable codes on an on-call basis 24 hours a day seven days a week including State and Federal holidays observed by TxDOT.

8.1.1. Vendor shall furnish all parts, labor, equipment, tools, transportation and mileage, and methods of communication needed in performance of this service.

8.1.2. Vendor shall provide a telephone(s) to a centralized location 24 hours per day seven days a week including State and Federal holidays observed by TxDOT.

8.1.3. Regular hours for performance of the services shall be in accordance with Part 1, paragraph 1.16, TxDOT Terms and Conditions. Overtime hours are those hours performed during hours other than TxDOT’s regular working hours. Service provided via an “authorized service call” shall be available twenty-four hours a day, seven days a week including State and Federal holidays observed by TxDOT.

8.1.4. The vendor shall contact the TxDOT representative within one hour of a service call, and arrive at location within eight working hours of the service call.

8.1.5. Time charges for authorized service call repair shall begin upon notification to TxDOT’s Representative of vendor’s arrival at the job site. Time charges shall terminate upon vendor’s departure from the job site. No travel time shall be charged.

8.1.6. Vendor shall provide all materials required to perform the necessary maintenance and repair of the security alarm system. All parts and materials provided in the execution of this service shall meet or exceed the original equipment manufacturers (OEM) specifications for the part or material being replaced.

8.1.6.1. Used shopworn, demonstrator, prototype, reconditioned or discontinued models, part or material are not acceptable.

8.1.6.2. Warranty period for vendor provided parts and materials shall be for a one-year period or in accordance with the manufacturer’s standard warranty periods, whichever is greater. The warranty period shall commence upon date of acceptance by the TxDOT representative.

8.1.6.3. All electrical parts provided by the vendor shall be Underwriters Laboratory (UL) listed and comply with UL standards in all cases where UL has published lists and standards applicable for the item required and the application for which its use has been assigned.

8.1.7. Vendor shall provide actual invoice for all parts purchased for repair of the security alarm system. Parts invoice shall be submitted simultaneously with the labor invoices when charging for the installation of parts. TxDOT will only pay for parts where cost to vendor can be verified. Failure to provide parts or labor invoice may result in late or non-payment to the vendor.

8.1.8. TxDOT reserves the right to repair or replace any portion of the security alarm system as needed.

8.1.9. Service technicians performing work shall remain on-site until the problem is resolved or until authorized to leave by the TxDOT representative.

8.1.10. TxDOT owns all installed security alarm systems and equipment. Any repairs or maintenance work performed on equipment shall remain the property of TxDOT.

8.2. MONITORING REQUIREMENTS: Vendor shall furnish all parts, labor, equipment, tools, transportation and mileage, methods of communication in performance of this service. This service shall include, but not limited to the following requirements:

8.2.1. Monitoring will be at any time the alarm is set.

8.2.2. Sounding devices shall be activated at the same time silent alarms shall be transmitted to the Central Station. Central station personnel shall initiate contact with local law enforcement agencies and TxDOT representative(s) within three minutes after alarm signal is transmitted to the Central Station. The name(s) and phone numbers of TxDOT authorized representative(s), and local law enforcement will be furnished to vendor upon award of contract.
8.2.3. The vendor shall be responsible for any false alarms that are incurred due to equipment malfunction or acts of nature.

8.2.4. A monthly log Response Sheet shall be maintained by the vendor to record all openings/closings, and a copy of same shall accompany the vendor invoice at the end of the month for payment. This information shall be sent to TxDOT representative.

8.2.5. Monitoring at all locations shall be on a 24 hours basis with capability to receive data and alert authorized TxDOT personnel.

8.2.6. Systems use local telephone lines for reporting.

8.3. HOU RLY RATES FOR SERVICE: Any equipment malfunctions which require replacement of major components not routinely covered under the maintenance requirements will be purchased by TxDOT and installed by the vendor using the hourly rate charge quoted in the IFB.

8.3.1. Vendor shall provide all labor for preventative and remedial maintenance. Labor rate will be paid by the hour.

8.3.2. All service calls necessary to maintain monitoring systems operational shall be charged as indicated in the monthly monitoring/maintenance rate quoted on IFB.

8.3.3. Any new security alarm systems purchased by TxDOT and installed by the vendor shall use the hourly rate quoted in the IFB. System changes that TxDOT deems necessary shall be at the sole discretion of TxDOT.

9. ADDITIONS/DELETIONS OF LOCATIONS: TxDOT reserves the right to add/delete location(s) during the term of the purchase order. Prices quoted on IFB for monthly monitoring shall be used for adding/deleting locations shown on face of IFB.

10. QUANTITY AND INCREASE

10.1. Hourly rates for service will be used on an as-needed basis. Hourly quantities shown are estimated. TxDOT does not guarantee to purchase any minimum quantities. The vendor shall be notified in writing by a purchase order change notice of any additional quantities.

11. SUBCONTRACTING: Subcontracting is allowed under the following circumstances:

11.1. Subcontracting shall be at the vendor's expense. Only prices stated on IFB shall be used for invoicing purposes.

11.2. All subcontracting shall be provided with the original equipment manufacturer (OEM) or OEM representative and using the same standards and requirements of these specifications.

11.3. Vendor shall state if any service will be subcontracted.

12. TxDOT INSPECTION OF VENDOR PERFORMANCE:

12.1. Consistent failure by the vendor to respond to service calls within the allowed response time may, at TxDOT’s option, place the vendor in default and subject to cancellation of the purchase order in accordance with the items stated in Paragraph 3 of the General Terms and Conditions for Services. Consistent failure is defined as not responding within the allowed response time at any or all locations on three out of five consecutive occurrences.

12.2. TxDOT reserves the right to perform tests to ascertain that the requirements of this purchase order are being fulfilled. In the event the security alarm system is not being satisfactorily maintained, TxDOT will immediately require the vendor correct the problem, returning the security alarm system to optimum working condition within two calendar days. If the vendor does not meet these requirements, TxDOT may terminate the purchase order, obtain a separate agreement with another vendor to have the required work performed, charge to and recover the total cost from the vendor for non-compliance of the specifications of the purchase order.

12.3. All work performed under the specifications of the purchase is subject to inspection by TxDOT or a specialist designated by TxDOT, at any time, to ensure compliance with all terms and conditions of the purchase order.

12.4. Before the termination date of the purchase order TxDOT will perform an inspection to determine whether the vendor has complied with all specifications of the purchase order.

13. PAYMENT: Payment will be made in accordance with section 11.0 of the General Terms and Conditions for Services and as follows:
13.1. Payment for authorized service call labor will be paid monthly when used as bid on IFB.

13.2. Payment shall require the submittal of a monthly-itemized invoice, which shall include, but not be limited to the following information. This information may be provided as an attachment(s) to the invoice.

13.2.1. Copies of the service tickets.

13.2.2. Itemized work time with the labor charges spent at each building at each location.

13.2.3. Itemized list of vendor supplied material.

13.2.4. Copies of manufacturer/supplier invoices for parts/material used in maintenance repairs.

14. **AWARD:** TxDOT reserves the right to “SPLIT” the award of the IFB to best serve the interest of TxDOT. This award will be evaluated on the basis of estimated 100 hours x hourly rate provided on IFB.