

RFP Addendum # 2

Request for Proposals for
Burglar, Fire and Water Detection Alarm Monitoring Services
(Solicitation # 5279)

Date of Addendum # 2: October 4, 2019

The Request for Proposals (RFP) for the above named project is amended as noted in this Addendum. This Addendum consists of 5 pages.

This Addendum lists questions received and SHA's responses (see below).

Question 1. In Section C - Scope of Work in the RFP, the language states (see *bulleted items below*):

- "...which must be completed within 90 days of contract execution." What is the anticipated timeline between RFP opening and contract execution?

Response: The RFP opened on 09/03/19. The contract must be signed for work to begin on January 01, 2020.

- "...co-ordination of removal of current service provider equipment." We want to make sure there is no cost associated by the current service provider for equipment removal: i.e., we are required to use them for the removal of equipment.

Response: The current service provider will need to remove their equipment prior to the new provider installing their own equipment. Coordination between the current prior and a new one would need to take place.

- "... maintain all service provider equipment and making repairs including replacing batteries." What is the prevailing wage that applies to this RFP?

Response: No prevailing wage requirements for the monitoring services. Replacing batteries will be considered incidental and should not require prevailing wage requirements. If future work is required by Change Order to the Contract, prevailing wages will be determined at that time.

- "...SHA reserves the right to hire a consultant and language used throughout the RFP as 'consultant'" We're assuming SHA may hire a 3rd party, at their expense, to

ensure selected vendor is capable whereas word 'consultant' on any other part of the RFP refers to vendor.

Response: Yes, SHA reserves the right to hire a 3rd party at SHA's expense to ensure the contracted vendor is capable of meeting the requirements of the Contract.

- '... service provider shall possess the most recent and corresponding software that will integrate with the security system in each facility" Please clarify the intent: are we talking about central station monitoring and related software on the central station or security system's software to make changes? If system software, please specify each security panels brand and model number (some of them are listed as 'panel' under manufacturer.)

Response: Yes, it is central station software. SHA will work with the selected vendor to identify any missing brand and/or model numbers prior to signing the Contract.

- "...and possess current operation passwords" Are we talking about security user codes? Only SHA would have these codes. Please confirm they would be made available to technician.

Response: This is a passcode for central station uses to identify their authorization/authority to view, make changes or discuss each account.

- "...provide on-line reporting as required by SHA. (also see reporting capabilities... but not limited to trouble history...) Please clarify what other reports can be required by SHA?

Response: Open / Close Reports, Trouble History Reports, and Alarm Event History Reports are all potential reports SHA could request.

- On same sentence as above, "SHA desires at least 25 user codes." Term 'user codes', in the industry, used for a person authorized to arm/disarm a system. Please clarify why this item is under reporting capabilities.

Response: This is referring to the Central Station passcodes. Also, see Response to the previous bulleted question.

- "...any repairs and replacement of this equipment, including batteries, shall be the service provider's responsibility." Please confirm this statement excludes any act of god, or 3rd party causes IE: water leak in room where communicator is located.

Response: No, this does include any act of god or 3rd party causes.

Question 2. Please clarify the intent: If a central station is UL-listed, CSAA, 5-Diamond, etc. certified, we do not think providing hiring practices or training of field supervisor etc. is relevant information. Confirm the requirement or clarify.

Response: SHA believes that this is important and is a requirement. This is relevant to assure that the operators and their managers are responding to the signals in a manner that SHA deems appropriate.

Question 3. In Section C - Scope of Work, the last paragraph (see page 7 of the RFP), the language states in part: “The technician will contact SHA if any components owned by SHA are not operating within its correct parameters.” Any components owned by SHA would be the entire fire alarm system. This RFP is for monitoring only, and not for service or inspections of the alarm systems. Please confirm the intent is to have the technician notify SHA if alarm panel is in alarm condition upon arrival as by just servicing the communicator, we wouldn’t know if SHA side of equipment is operating within correct parameters.

Response: The intent is to have the technician verify that the failure or trouble condition is not the communicator and if it is the alarm panel, the technician must communicate the specific trouble condition to SHA.

Question 4. In Attachment A, SHA’s list of properties:

- Is it the intent of SHA to have the winning contractor provide new monitoring to buildings that are on the list but marked as ‘N’ under ‘Currently Monitored’?

Response: It is SHA’s intent to eventually have the properties listed with a N on the list setup with Alarm Monitoring, however, they are not part of the required 90 day equipment change out/service take over. They will be upgraded or provided for at SHA’s discretion.

- If so, will the contractor be responsible for anything beyond the communicator? (i.e., If there is no smoke detector above the fire panel and communicator to be located in the same room, one is required by code. If this is the case, contractor needs to know if:
 - there is an existing smoke detector above the panel and
 - panel manufacturer and model number (list doesn’t have it for all items: way this becomes an important factor; if a panel is proprietary, in some instances, 3rd party needs to be hired to change the programming to add a smoke)

Response: SHA is responsible for the equipment at our sites, aside from the communicator which will be part of this monitoring Contract.

Question 5. Is opening / closing, etc. reporting on burglar alarm system required?

Response: This may be required, but will be treated on a case-by-case basis.

- If so, are they currently programmed on panels as such?

Response: Any of the properties currently requesting this reporting, does have panels setup to do so.

Question 6. Do all fire panels use a “slave dialer or communicator” or are there any panels that use built-in dialers? If so, which locations?

Response: If this cannot be determined by panel make and model listed in Attachment A to the RFP, or if no panel make and model is listed, SHA will work with the selected vendor prior to finalizing a Contract to make this determination.

Question 7. For the purposes of this RFP, are we to assume all the fire panels are currently on dedicated 120vac circuit? If not, identify which locations don't have dedicated power to fire panel.

Response: Yes, all fire panels are currently on dedicated 120vac circuit.

Question 8. Does SHA have all the required software / programming codes for all the panels? (i.e., If panel is locked for programming, and SHA doesn't have them, we will not be able to reprogram.)

Response: Yes, SHA has the software codes.

Question 9. Please confirm monitoring is to be as-is when it comes to zones and vendor will not be required to change any zone descriptions on panel side.

Response: Yes, monitoring is to as-is and zones will not change.

Question 10. Please confirm SHA will be providing a current zone list for each panel.

Response: Yes, this will be provided to the selected vendor.

Question 11. Please confirm tax is to be excluded from the proposal amounts.

Response: SHA is a government entity and services are tax exempt.

Question 12. Based on initial expense the winning bidder has to go through in order to switch monitoring, please confirm this is in-fact a one-year agreement that can be cancelled at the end of the first year.

Response: This is a one-year contract with the potential to extend for up to five years.

Question 13. Please confirm there is (1) monitoring account for each line item listed on Attachment A to the RFP.

Response: Yes, there is one account for each line item listed

Question 14. Please provide current account numbers for each monitored property.

Response: Account numbers will be provided to the selected vendor.

Question 15. Please provide which buildings have Radio Mesh Network and frequency that they are on.

Response: It is safe to assume that all buildings have AES. The frequency is specific to the current vendor and will be for the selected vendor as well. All current communication will be returned to the current vendor if they are not selected for this contract.

Question 16. Is it the intent of this RFP to replace all existing **slave** dialer or communicators in fire alarm systems and keep the communication method as-is on security systems?

Response: The selected vendor is responsible for replacing the existing provider's communicators. It is the intent to keep the communication as-is.

AS A REMINDER, PROPOSALS ARE DUE BY 2:00 pm ON MONDAY, OCTOBER 14, 2019.

END OF RFP ADDENDUM # 2