

Collin County

Services, Electronic Fire Alarm / Fire and Sprinkler Alarm Inspections & Testing

Solicitation 10019-10 – Bid Per **TCPN Contract #: R4789**



Fire Alarm & Life Safety Customer Support Program

Date Submitted: 2/11/2010

By: Mike Ridgley

Dedicated professionals making a daily difference...

By saving lives...

By ensuring comfort...

By protecting people and assets...

By managing our customer's and nation's resources efficiently...



Customer Support Program (CSP) Outline

The following information is supplied as a summary of this service proposal. A complete description of services and scope of work can be found in subsequent pages.



Standard Service Offerings

Convergint Technologies Customer Support Program includes a combination of services tailored to meet your specific needs. Common features provided with all support programs include:

-  Price Advantage
-  Service Documentation
-  Multi-Year Program Commitment
-  Priority Response Time
-  Trained and Qualified Resources
-  Telephone Support and Consultation



Test and Inspection Services

All Fire Alarm Customer Support Programs services include the following Test and Inspection components designed to maintain compliance with manufacturer's requirements, Authorities Having Jurisdiction (AHJ) and NFPA72-2002 standards.

- System Testing and Inspection
- Preventive Maintenance
- Web-Based Inspection Reporting
- Battery Load Testing

Optional Services

Convergint offers an array of optional services to fulfill customer requirements for complete Fire Alarm and Life Safety service. Those included in this proposal are indicated below by a check. Though not included, all services can be added or performed at any time on a Time and Material or fixed-quote basis.

- UL Listed Monitoring
- EST Software Maintenance
- Smoke Detector Sensitivity Testing
- Smoke Control / Damper Testing
- Fire Extinguisher Inspection / Certification
- Sprinkler System Inspection and Testing
- Emergency Service and Repair Labor
- Replacement Parts
- EST Signature Detector Refurbishment
- Secondary Power Analysis
- ACAD / Record Drawing Maintenance
- Kitchen Hood Inspection

Service Start Date:	2-11-2010	Program Duration:	1 and 3 Year
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CSP Program Cost	Year 1	Year 2	Year 3	Year 4	Year 5
	\$32,950	\$32,950	\$32,950		

Overview and Introduction

Collin County, for reasons of compliance, experience and liability, outsource all service on their Fire Alarm systems. Therefore, facility staff requires a high level of support from their Fire Alarm and Life Safety vendor. This proposal is for the annual testing and inspection service for multiple buildings – Fire Alarm and Sprinkler Systems. Please see below a list of the facilities that will be inspected as part of this agreement.

Convergent Customer Support Program Goals

A properly planned Customer Support Program (CSP) will optimize the performance and integrity of the Fire Alarm and Notification systems and extend the life of the systems without compromise to occupant safety and AHJ compliance.

The goals of this Customer Support Program are:

1. Perform one 100% comprehensive test of the Fire Alarm & Life Safety system annually to ensure and validate system integrity.
2. Identify and list system deficiencies or facility modifications at the time of test and inspection that may impact equipment and system performance.
3. Retain the expertise and experience of NICET trained and/or factory certified technicians for the ongoing service of the Fire Alarm system.
4. Provide testing and service documentation to demonstrate compliance with AHJ and Joint Commission requirements.
5. Avoid false alarms, tenant interruption and business downtime.

GE/EST System Certified Technicians – Convergent Technologies is currently GE/EST's largest Strategic Partner - Nationwide. Our local office employees more than 10 technicians certified and to service and support any EST product on the market – including some of the older legacy systems (IRC-3, FCC, Etc...).

Certifications and Licenses are available upon request.

Standard Service Offerings

Convergint Technologies Customer Support Program includes a combination of services tailored to meet your specific needs. However, there are number of common features provided with all Convergint Customer Support Programs including:

- / Multi-Year Program Commitment** - Convergint is committed to establishing long-term agreements at mutually agreed pricing and escalation levels. When a customer agrees to purchase a multi-year support program from Convergint (3 years and above), the second year will automatically be secured at first year prices with no escalation.
- / Price Advantage** - Predictable costs by means of pre-established labor rates and material costs in accordance with Convergint's published rates and associated discounts.
- / Priority Response Time** - As a Convergint CSP customer, you will be given priority for emergency service calls. Specific response times are identified under the Customer Support Program Implementation section of this proposal.
- / Qualified Resources** - A professional team of NICET certified and/or factory trained and qualified personnel deliver services performed by Convergint. Field technical personnel are also equipped with the proper tools and information necessary to perform their job.
- / Service Documentation** - Each and every system testing and service call will be documented utilizing an inspection report and/or work order completed by our assigned Customer Support Specialist. The Specialist's job will not be complete until his/her testing and or service call is formally documented and presented to a designated customer representative.
- / Telephone Support and Consultation** - Telephone diagnostic support is available for all CSP Fire Alarm Customers. Our on-call technicians will provide "free" diagnostic / troubleshooting support to help reduce your costs by trying to resolve issues prior to our arrival.

Test and Inspection Services

System Testing and Inspection



Annual testing of all devices and control functions will be performed in accordance with NFPA72-2002 (when applicable), manufacturer’s recommendations, as appropriate for the ambient operating environment and sequence of operation (if available). Notification appliance audibility testing will be coordinated with building personnel to mitigate occupant disruption. All material shall be defined in the List of Covered Equipment in the Appendix of this proposal. This proposal INCLUDES the following list of facilities.

Visual inspection service will be provided while on-site for system testing. Inspection of the installed system is intended to identify changes or modifications to the facility or operating environment (construction, ambient conditions, etc.) that could adversely affect equipment performance. Actual operating performance will be provided under system testing.

Site Locations	Sprinkler Inspections	Fire Alarm Inspections
Central Plant	\$550.00	\$455.00
Justice Center Jail	\$4,000.00	\$6,950.00
Juvenile Probation	\$685.00	\$1,925.00
Minimum Security Jail	\$715.00	\$1,925.00
Animal Shelter	\$400.00	\$435.00
Collin County Courthouse	\$1,450.00	\$3,235.00
Public Works Service Center	\$545.00	\$435.00
Medical Examiners Office	\$400.00	\$435.00
University Drive Courts Facility (UDCF)	\$455.00	\$3,235.00
Health Care Annex	\$545.00	\$435.00
Collin County Administration Building	\$685.00	\$550.00
Plano 920 Building	\$400.00	\$435.00
Plano 900 Building	\$400.00	\$435.00
Myers Park	\$400.00	\$435.00
	\$11,630.00	\$21,320.00

Preventive Maintenance



Preventive Maintenance will be performed and scheduled by Convergent Technologies to coincide with normal Test and Inspection visits. Preventive Maintenance will be performed in accordance with manufacturer's recommendations and will depend upon the type of equipment and local ambient operating conditions. Preventive Maintenance will address the areas that can adversely affect device and appliance performance by means of cleaning and/or recalibration.

Battery Load Testing



NFPA72-2002 includes guidelines for testing batteries as well as a requirement that sealed lead-acid batteries be replaced at specified intervals (from date of manufacture). This is due to the nature of these types of batteries that, over a long period of time, they lose their ability to provide standby power required by the system in the event of primary power failure. The only way to be assured batteries will work, when required is through proper load testing. Replacement battery costs are not included.

Web-Based Inspection Reporting



Convergent's web-based reporting starts with the application of unique, registered barcodes to initiating devices, control equipment, batteries and other system devices. As the devices are tested, they are scanned and critical information for the devices is documented. In addition, scanning the barcode automatically records the date and time of inspection.



Within 24 hours following the inspection, an on-line database and report of the system test is available for viewing, downloading, printing or e-mailing. This information can be retrieved from anywhere via a standard internet browser. Color coded status flags provide an immediate summary of the building test status; normal, discrepancies found or devices failed.

Proposed solutions to resolve discrepancies or failed devices are always included.

Convergent's web-based reporting system offers the only verified and authenticated test and inspection in the fire protection industry. This gives building owners and managers the confidence and knowledge that their fire alarm systems are being tested and inspected according to code or specific regulatory requirements and in a timely manner.

Optional Services

UL Listed Monitoring Service



Convergent provides customers with UL listed monitoring services providing customers with 24/7 facility alarm protection. Utilizing Emergency24, Convergent provides customers with fully redundant monitoring services resulting in a fail-safe monitoring network. This monitoring service can provide you with monthly reports and the ability to administer account information from a secured internet connection. This means that Convergent or you can change emergency contact names and associated numbers directly from any internet connected personal computer.

EST Software Maintenance



EST Software Maintenance ensures that your investment in Convergent-provided EST systems is maintained by keeping the system(s) up-to-date. EST Software Maintenance includes the continued upgrade of electronic operating software (referred to as microcode or operating software) for the QuickStart, EST2, and EST3 systems which may enhance system performance, improve stability and/or add new features. Typical software updates include support for newly released hardware, expanded system capabilities, enhanced performance for existing system components, CPU microcode updates, addressable loop CPU microcode updates, improved peripheral interoperability and user command menu enhancements among others. EST Software Maintenance does not include the replacement of firmware, hardware modifications or application program modifications.

A Convergent technician will upgrade the operating software prior to the next scheduled system test. Testing will be performed following the successful update of operating software.

Emergency Service and Repair Labor



If Emergency Service and Repair Labor is requested and not inclusive in this agreement, it will be provided on a Time & Material basis according to the published rates provided in this proposal. Under the standard Customer Support Program, Convergent will respond to customer service calls (on-line or on-site) by the next business day Monday through Friday.

The Emergency Service and Repair Labor option includes labor for emergency service calls and component repairs. As a CSP customer, you may elect to have your service related calls prioritized as "Emergency." Emergency response means that Convergent will respond to your requests on-line or on-site within four hours of your service call request 24 hours a day, seven days a week.

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Replacement Parts



All material will be provided to replace EST field devices and control equipment that has failed. Replacement of failed components will be performed during normally scheduled testing or under Emergency Service and Repair Labor if included. Otherwise, labor to replace failed components will be provided on a Time and Material basis according to the published rates provided in this proposal.

Convergent only offers this service on the manufacturer's products it represents. This service does not extend to 3rd party material, equipment that is not integral to the fire alarm system or to UL Listed workstations.

Smoke Detector Sensitivity Testing



Smoke detector sensitivity testing will be performed in accordance with the manufacturer's recommendations and NFPA72-2002. Smoke detector sensitivity measurements will be taken using the manufacturer's recommended test method. Replacement detectors are not included in this service and are provided on a time and material basis.

EST Signature Detector Refurbishment



The Signature Series Detector Refurbishment Program is exclusively for EST Signature Series PS, IS, 3D and 4D detectors. This program is a cost-effective method for factory cleaning dirty detectors and also offers a facelift consisting of new plastics, firmware, sensing elements and date code. A new 2-year warranty is included with all refurbished detectors. Convergent will provide (insert quantity) detectors under the Detector Refurbishment program on an annual basis.

Sprinkler System Inspection and Testing



Semi-annual test, inspection and maintenance of the sprinkler alarm and supervisory devices will be performed in accordance with NFPA72-2002. Additional sprinkler system testing and maintenance services compliant with NFPA25 are available upon request. Repairs of all deficiencies will be provided on a Time and Material basis.

Smoke Control / Damper Testing



Verification Testing. Fans and dampers utilized for smoke control will be activated for verification of component performance. Dampers / actuators especially require periodic maintenance to ensure continued operability as they are typically not readily visible. Service includes functional tests of dampers and fans, verification of damper movement and smoke control panel testing in accordance with NFPA92A-96 (Recommended Practice for Smoke Control Systems).



Performance Testing. Fans and dampers utilized for smoke control will be activated for verification of component performance. Additional testing will be performed in accordance with NFPA92A-96 including the measuring of differential pressures by zone, stairwell pressurization and stairwell door opening force. Measurement of airflow pressure differentials will be conducted across smoke barriers at make-up air inlets and at exhaust openings.

ACAD / Record Drawing Maintenance



Electronic record drawings and floor plans will be maintained in most current version of AutoCAD format reflecting the current facility structure and installed system. Up-to-date information improves on-going facility operations and helps the planning process for fire alarm system expansions and retrofits. Where only hard-copy drawings can be obtained, they will be scanned and converted into ACAD electronic files.

Secondary Power Analysis



Once installed, a fire alarm system typically goes through several modifications as a result of building / tenant modifications and additions. When these changes occur, recalculating the battery requirements for secondary power is often overlooked and as time goes by, the batteries can become seriously undersized. If improperly sized, the batteries will not be able to maintain the system in supervisory or alarm conditions for the required timeframe resulting in an inoperative system.

In performing Secondary Power Analysis, Converjint will calculate the current system load and complete a battery calculation. This information will be documented in an automated spreadsheet and provided as part of our standard service documentation. Replacement battery costs are not included.

Fire Extinguisher Inspection and Certification



Annual inspection and certification of the portable fire extinguishers in accordance with NFPA10 will be performed. Hydrostatic testing (every 12 years for ABC dry chemical), recharging, maintenance (every 6 years), repair of deficiencies and replacements are available on a Time and Material basis.

Clarifications

Clarifications applicable to this Customer Support Program are provided below.

1. This proposal includes NO penalty for early cancellation on multi-year agreements.
2. Convergent shall be provided keys for access into all areas of the building or a customer representative will be assigned to work with Convergent.
3. If available, a copy of the system drawings shall be provided to Convergent prior to beginning the testing program.
4. Testing of the system does not include troubleshooting of pre-existing system conditions (ground faults, etc.).
5. A lift (if required for device access) has not been included in the proposal price.
6. All notification devices shall be tested outside normal business hours (normal business hours are 7AM and 5PM). All other testing shall occur during normal hours. This proposal does include after-hours testing as outlined in the Collin County RFP.
7. Waterflow and sprinkler supervisory testing are dynamic tests assuming inspector's test points are available and drains are installed. Otherwise, simulated tests shall be performed at the monitoring device.
8. Other non-EST-certified fire alarm vendors making changes and/or additions to the fire alarm system could cause warranty implications.

Implementation and Pricing Summary

CSP Start Date	Feb. 11, 2010	Adjusted Date		
Program Duration	<input checked="" type="checkbox"/> 1 Year	<input checked="" type="checkbox"/> 3 Year	<input type="checkbox"/> 5 Year	<input type="checkbox"/>
Scheduled Testing Visits	<input type="checkbox"/> Annual. The system will be tested annually as required to accommodate the NFPA72-2002 frequency of device testing. Testing will be scheduled Monday thru Friday during normal work hours of 7AM to 5PM.			
	<input type="checkbox"/> Semi-Annual. The system will be tested semi-annually as required to accommodate the NFPA72-2002 frequency of device testing. Testing will be scheduled Monday thru Friday during normal work hours of 7AM to 5PM.			
	<input type="checkbox"/> Quarterly. The system will be tested quarterly as required to accommodate the NFPA72-2002 frequency of device testing. Testing will be scheduled Monday thru Friday during normal work hours of 7AM to 5PM.			
	<input checked="" type="checkbox"/> Other. The system will be tested as follows: Per Customers Requested Schedule			
Emergency Response	4 hours on-site, within 30 minutes by telephone. Non-emergency calls as mutually agreed between the customer and Convergent Technologies will be handled the next business day.			
Time & Material Rates	Normal Hours (7:00 AM to 5:00 PM)	After-Hours (Monday-Saturday)	Sunday & Holidays	
TCPN Customers	\$ 92	\$ 138	\$ 184	
NON-TCPN Customers	\$ 112	\$ 168	\$ 224	
	⇒ No mileage or travel time charge if within a 50 mile radius of McKinney, TX. ⇒ Outside 50 mile radius, customer will be billed for travel time. ⇒ Emergency Service and T&M work will be subject to no minimum. ⇒ Service rates are subject to change without notice and applicable at the time of service. ⇒ A truck charge of \$40 will be charged for all service calls.			
Material Pricing	Equipment Manufacturer		Pricing	
	EST		List Price Less 30%	
	Other		Cost + 15% + 10%	

CSP Program Cost	Year 1	Year 2	Year 3	Year 4	Year 5
	\$32,950	\$32,950	\$32,950		
Option 1 No Options Selected	NA				<input type="checkbox"/> Option Accepted
	Add \$ _____ to the Annual Cost				<input type="checkbox"/> Option Accepted
Payment Schedule	The CSP will be invoiced annually in the first month of the agreement period unless mutually agreed otherwise.				

Agreement By and Between:

Collin County Purchasing *and* Convergent Technologies LLC

Building Name:	Collin County Purchasing	Convergent Technologies Chicago	
Address:	4600 Community Ave. McKinney, TX 75071	Address:	2855 Trinity Square Drive, # 110 Carrollton, Texas 75006-2347
Phone:	(972) 548-4124	Phone:	(469) 568-7900
Contact:	Rachael Warren	Contact:	Mike Ridgley
Billing Information (if different than above)		Web-Based Reporting Customer Information	
Name:		User ID:	
Address:		Password:	
Phone:		Email Address:	
Attn:			

Pricing for this Customer Support Program is valid for 60 days from the date of the proposal. If accepted, please sign and date below and return to Convergent Technologies with the appropriate purchase order information.

Respectfully submitted by Convergent Technologies LLC

Mike Ridgley
Mike Ridgley

AUTHORIZED SIGNATURE
PRINTED NAME AND TITLE

By signing below, I accept this proposal and agree to the Terms and Conditions contained herein.

CUSTOMER NAME
DATE

AUTHORIZED SIGNATURE
PRINTED NAME AND TITLE

Suggested Minimum Test Frequencies (consult NFPA72-2002, AHJ and manufacturer requirements)

- Quarterly: Supervisory Signal Devices, Off-premise Transmission and Control Equipment as required.
- Semi-annual: Flame detectors, Waterflow Devices, Valve Tamper Switches and Control Equipment as required.
- Annual: Duct, Heat and Smoke Detectors, Pull Stations, Notification Appliances, Fire Door Releasing, Voice Evacuation System and Emergency Communications System Control Equipment as required.

Customers may be required to augment this CSP to assure insurance company and AHJ compliance (including but not limited to fire pump testing, sprinkler testing, etc.).

Terms and Conditions

1. This agreement assumes the system covered is in maintainable condition. If repairs are found necessary upon initial inspection, a proposal for repair will be submitted for approval. Should these proposals be declined, those non-maintainable items will be removed from the service agreement and the contract amount adjusted accordingly.
2. It is mutually understood that in providing the services included in this agreement, Convergent Technologies LLC is not an insurer and does not guarantee any damage to property or injury to person will not occur.
3. No representations of any kind have been made by Convergent Technologies LLC to the customer except as set forth herein. This document contains the entire agreement between the parties.
4. This agreement is in full force for the agreed period effective on the date it is accepted by Convergent Technologies LLC. The agreement is renewable according to the terms included herein and is between Convergent Technologies LLC and the customer.
5. This agreement shall be governed and construed in accordance with the laws of the state of Texas. Both parties agree to submit to the exclusive venue and jurisdiction of the courts of Texas for any litigation pertaining to this agreement.
6. In the event that the system, equipment or component included in the List of Covered Equipment is modified, repaired or adjusted (hardware or software) by someone other than a Convergent Technologies LLC representative, this agreement may be immediately terminated at Convergent Technologies' option. Convergent reserves the right to perform a reacceptance test at customer expense.
7. Breach of this agreement will result, if, in Convergent Technologies judgment, any peripheral device is attached to the system interferes with proper operation of the system and the customer fails to remove or replace such system components upon notice from Convergent Technologies.
8. It is understood that repair, replacement and emergency service provisions apply only to the systems and equipment covered by this agreement and identified in the List of Covered Equipment. Repair or replacement of non-maintainable parts of the system such as, but not limited to, unit cabinets, insulating materials, electrical wiring, structural supports and other non-moving parts, is not included in this agreement.
9. Service Exclusions (including Emergency Service). This agreement does not include travel expense, material and labor charges for repairs to, or replacement of, the equipment included in the List of Covered Equipment, if such repairs are required as a result of accident, fire, storm, water, flooding, negligence, misuse, vandalism, power failure, source current fluctuations, lightning, installation of incompatible equipment, improper operating procedures, failure due to non-Convergent Technologies installation (parts, service, attachments or devices) or any other cause external to the equipment or cause beyond the control of Convergent Technologies LLC. Emergency Service will be provided in accordance with the description provided in the description of services.
10. Customer agrees:
 - a. to provide free access to all areas of the facility for the equipment identified in and/or relating to the List of Covered Equipment;
 - b. to provide the necessary equipment to reach limited access equipment and peripherals;
 - c. to supply suitable electrical service;
 - d. that Convergent Technologies LLC shall be promptly notified of any malfunction in the system(s) that comes to the customer's attention, and;
 - e. that in the event of any emergency or system failure, reasonable safety precautions will be taken to protect life and property (including fire watch) during the period of time from when Convergent Technologies is first notified of the emergency or failure and until such time that Convergent Technologies LLC notifies the customer that the system is operational or that the emergency has cleared.
11. Convergent Technologies agrees:
 - a. that Convergent will maintain the system in working order in accordance with good workman-like standards.
12. Payment will be made in accordance with V.T.C.A., Government Code, Title 10, Subtitle F, Chapter 2251
13. Customer agrees to pay all taxes including state or local sales or excise taxes however designated, levied or based on the service charges pursuant to this agreement. Collin County is Tax Exempt and will provide documentation upon project award.
14. The term of this agreement will begin on the date indicated for a term of one year (unless specified otherwise) and automatically renew from year to year until terminated. The contract amount may be adjusted annually based on Convergent's proposal or on written notification by Convergent within 30 days of the anniversary date. Either party may terminate this agreement by giving written notice 30 days prior to the anniversary date. Funding for payment for Collin County expenditures have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current fiscal year shall be subject to budget approval.
15. If UL Listed Monitoring is purchased, Purchaser shall be required to provide the account setup information contained in the Convergent Monitoring Service Agreement. Customer will also be required to execute the Monitoring Service Agreement prior to the implementation of monitoring service.
16. Neither Convergent Technologies LLC or its representative shall be liable to the purchaser or anyone else for any liability, claim, loss, damage or expense of any kind, or for any direct, consequential, collateral or incidental damages, relative to or arising from or caused directly by the equipment, its installation, its service, or the use thereof or any deficiency, defect or inadequacy of the equipment. It is expressly agreed that purchaser's exclusive remedy for any cause of action relating to the purchase, installation, service and/or use of equipment shall be for damages and Convergent Technologies liability for any and all losses or damages resulting from any cause whatsoever, including negligence, shall in no event exceed the price of the service agreement for the equipment in respect to which the claim is made or, at the election of Convergent Technologies, the restoration or replacement or repair of such equipment.

Site Specific Details

Site Locations	Sprinkler Inspections	Fire Alarm Inspections
Central Plant	\$550.00	\$455.00
Justice Center Jail	\$4,000.00	\$6,950.00
Juvenile Probation	\$685.00	\$1,925.00
Minimum Security Jail	\$715.00	\$1,925.00
Animal Shelter	\$400.00	\$435.00
Collin County Courthouse	\$1,450.00	\$3,235.00
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