

Collin County

Services, Electronic Fire Alarm / Maintenance and Repair Rates



Fire Alarm & Life Safety Customer Support Program

Date Submitted: 3/8/2010

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



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:

3-8-2010

Program Duration:

1 and 3 Year

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.

Optional Services

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.

Collin County Fire Alarm Rates:

Normal Business Hours – Monday – Friday 8AM – 5PM

Certified Service Rate: \$82.00 Per Hour

Helper Rate: \$82.00 Per Hour

After Business Hours – Monday – Friday 5PM – 8AM / Saturday – 12:00PM

Certified Service Rate: \$123.00 Per Hour

Helper Rate: \$123.00 Per Hour

Sunday and Holiday Hours

Certified Service Rate: \$164.00 Per Hour

Helper Rate: \$164.00 Per Hour

Collin County Sprinkler Rates:

Normal Business Hours – Monday – Friday 8AM – 5PM

Certified Service Rate: \$128.00 Per Hour

Helper Rate: \$128.00 Per Hour

After Business Hours – Monday – Friday 5PM – 8AM / Saturday – 12:00PM

Certified Service Rate: \$193.00 Per Hour

Helper Rate: \$193.00 Per Hour

Sunday and Holiday Hours

Certified Service Rate: \$257.00 Per Hour

Helper Rate: \$257.00 Per Hour

Material Markup:

Fire Alarm – 20%
Sprinkler – 25%

For all emergency service calls there will be a minimum 2 hour charge applied. All calls will include a \$40.00 truck charge.

Mileage charge is included up to 50 miles from point of dispatch. Mileage in excess of 50 miles from point of dispatch will be charged at \$0.50 per mile.

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. A lift (if required for device access) has not been included in the proposal price.

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) \$ 82	After-Hours (Monday-Saturday) \$ 123	Sunday & Holidays \$ 164
	⇒ 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 will be subject to a 2 hour minimum. ⇒ A truck charge of \$40 will be charged for all service calls.		

Agreement By and Between:

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

 _____ AUTHORIZED SIGNATURE	Mike Ridgley _____ PRINTED NAME AND TITLE
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By signing below, I accept this proposal and agree to the Terms and Conditions contained herein.

_____ CUSTOMER NAME _____ AUTHORIZED SIGNATURE	_____ DATE _____ PRINTED NAME AND TITLE
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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.