QUESTIONS & ANSWERS:

SECURITY SYSTEM & FIRE PANEL MONITORING, MAINTENANCE AND SERVICE RFB:

Question #1: Which locations have the fire alarm systems?

Answer #1: HQ/Administration (50 Storrs Street, Concord, NH); #15- Keene; #23- Conway; #25- Stratham; #34- Salem; #38- Portsmouth; #49- Plaistow; #68- North Hampton; #69- Nashua; #73- Hampton- South & #76- Hampton- North.

Question #2: Which locations have the Keri Door systems (3)?

Answer #2: HQ/Administration (50 Storrs Street, Concord, NH); Bureau of Enforcement (57 Regional Drive, Concord, NH), and Store #76- Hampton, NH.

Question #3: Is there a device check list for each location (security/fire/access)?

Answer #3: A general equipment list is provided on page 10 of the RFB. Please see the amendment at http://www.nh.gov/liquor/public_notices.shtml

Question #4: On the 11 fire alarm systems that you would like covered under this RFB can you tell me the make and model number of the panel(s)?

Answer #4:
HQ/Admin (Concord, NH): EST2 (P/N 270186)
#15- Keene: Notifier by Honeywell AFP 200 w/CBC
#23- Conway: Fire-lite MS-5UD-3
#25- Stratham: Mircom Technologies Ltd. System 100. Model #FA-104/8U
#34- Salem: Notifier by Honeywell AFP- 200
#38- Portsmouth: MIRCOM FX-2000
#49- Plaistow: Fire-lite Alarms by Honeywell MS-5UD
#68- North Hampton: Fireworx FX3RD
#69- Nashua: Notifier by Honeywell NFW2-100
#73- Hampton- South: Norris, Inc.
#76- Hampton- North: To be replaced

Question #5: The Fire panel that needs to be changed out at Hampton-N is it just "the panel" or the devices as well? If your intention was to use the existing devices can you provide a list of the make and model #'s of the devices so the fire panel we quote will be compatible?

Answer #5: Given the age of the equipment at Store 76, you may anticipate that some additional equipment may have to be replaced. However, this should be part of your pre-bid visit to this store to view the equipment and determine compatibility and serviceability of the various components. Site visitation is strongly suggested.

Question #6: On the 11 fire alarm panels for the purpose of providing monitoring figures is it a safe bet to assume that all 11 fire panels have a back up? (Two lines of communication) (AES radio, Uplink etc).

Answer #6: We currently do not have back up.

Question #7: On the 78 Napco systems that are in each location what are the model number(s)?

Answer #7: Gemini 3200 or compatible

Question #8: On the 78 Intrusion panels are they only communicating to the current monitoring station via a standard phone line? (no back up of any kind)

Answer #8: Currently our intrusion panels are only communicating with the monitoring station via a standard phone line.

Question #9: You mention that NHLC has to have the ability to remote into the Napco systems to add/delete/change user codes etc, do you currently have this software to do so? Do you have the modem etc to call up each panel? If not how are you expecting to accomplish this? Would the winning bidder provide you a price to accomplish this?

Answer #9: We currently do not have the ability do this remotely from our office, nor do we have the software or hardware to accomplish this task. We are looking for bidders to give us a price to accomplish this.

Question #10: You are asking for pricing to add 3-5 contacts at the warehouse location for "IT Rooms" is this going to be tied into the Keri system or the Napco system?

Answer #10: This will be tied into the Keri System.

Question #11: (follow up to question #10) Do you have the points available to add these contacts to the system you do want them added to? How far of a distance is it from this room to the system panel you do want to add it to? Is it possible to do a site visit prior to the bid due date?

Answer #11: Three to Five contacts are requested to be installed on IT Server doors. Server is located within secure IT room, approximately 50 feet from system panel. This will be tied into existing Keri System. Site visits are possible prior to bid date, by checking in at the reception desk at HQ/Admin Office, 50 Storrs Street.

Question #12: It appears that the RFB is for monitoring and maintenance, the fire panel change out at Hampton-N and the 3-5 door contacts and any repairs under $250.00 will be billed accordingly and anything over $250.00 a quoted price will need to be given to NHLC for approval? Is that correct? Basically what I am asking is the PM price we are providing in the RFB does not include replacement parts/repairs/labor etc we would bill for those separately, correct?

Answer #12: Your preventative maintenance price should include what is required to fulfill what is requested under RFB: "The Contractor shall provide preventative maintenance to include all parts and labor on system components. The Contractor is required to repair or replace any defective components to maintain the system in proper operating condition". Any work above and beyond routine preventative maintenance would be billed for separately. Any work over $250.00 requires written estimate prior to scheduling the work.

Question #13: Will the NH State Liquor Commission sign the required agreements holding the monitoring station and/or contractor harmless of all liability?

Answer #13: The Commission will consider signing a third-party agreement with an alarm monitoring service assuming its provisions are acceptable to the NH Attorney General's Office.

Question #14: Is this a hard cap rule that the service contractor must be onsite within 2 hours or less from receiving the initial request for service? From where our office is located it is generally a minimum of a 2 hour drive to at least half your locations. Is this time frame negotiable?

Answer #14: Each bidder should submit their best estimate to be on site for different parts of the state per the RFP.

Question #15: As the RFB states "The Contractor shall maintain or have readily available spare parts and properly trained personnel to support the equipment throughout the duration of the contract." Does this mean that the service technician who responds to the service call should have replacement control panels on their vehicle in addition to general items such as detectors or batteries? If no, can the service contractor bill for the return trip time including travel?

Answer #15: Generally we will assume the Contractor will keep in stock, at a minimum, common parts needed when going out on a service call (i.e. smoke detectors; panic buttons; strobes; motions; contacts, etc). In extraordinary circumstances, i.e. replacement of an entire service panel (fire or burg), the contractor would be able to bill for return trip, including travel, as noted on page 24 Section C of the RFB.

Question #16: Once the requested fire panel at Store #76- Hampton has been replaced and, if additional problems have been discovered beyond the panel replacement, can this time to further troubleshoot be billed above and beyond the initial estimate?

Answer #16: Given the age of the equipment at Store #76, you may anticipate that some additional equipment may have to be replaced. However, this should be part of your pre-bid visit to this store to view the equipment and determine compatibility and serviceability of the various components. Site visitation is strongly suggested. Please include all anticipated replacement equipment in your bid price.

Question #17: How may fire alarm systems will need test and inspections? Will this be annual, semi-annual, or quarterly? What about sprinkler systems and will they need to be inspected as well?

Answer #17: We have a total of eleven (11) fire systems that will need to be tested, annually. Sprinkler Systems are covered under another contract.

Question #18: How many pass code changes could be requested on an average monthly basis:

Answer #18: On average we have between 6 - 8 stores requiring changes on a monthly basis.

Question #19: Please clarify the timeframe which pass codes must be added or deleted. RFB states: "must accommodate requests within 24-hours or delete immediately upon request". In the event the contractor's business office is closed, etc.

Answer #19: Our Administrative business hours are Monday – Friday, 8:00 AM – 4:30 PM, most remote change requests will come through our Store Operations office, during these business hours. After hours changes can be made by designated NHCL staff on site at the panels, as needed, and access must be allowed for such. Any onsite changes will then be followed up with an email to the Contractor for accurate record keeping.