



BID # CHA21-05

ADDENDUM NUMBER 01

REQUEST FOR PROPOSALS FOR:

Security Infrastructure Upgrades (Part A)

&

Alarm, Access Control & CCTV System Maintenance & Monitoring Services (Part B)

Statewide for the Community College System of New Hampshire

26 College Drive, Concord, NH 03301

July 6, 2021

TO: ALL CONTRACT BIDDERS OF RECORD

This Addendum forms a part of the Contract Documents and modifies the Request for Proposals dated June 28, 2021 with amendments and additions noted below. This Addendum consists of a total of Two (2) pages.

BIDDER'S QUESTIONS

QUESTION #1: "I'm unable to locate the floorplans to match the work shown in Exhibit C on your website and I also looked at Blue Book. Are these going to be available on your website?"

ANSWER #1: Yes: this link on our website with our colleges floor plans

<https://ccsnhmaps.college-tour.com/maps/dollhouse.php?ID=15>

QUESTION #2: What version of CCure9000 is the College running? Where does the head-end reside?

ANSWER #2: C-Cure 900 version 2.716

QUESTION #3: Does the College have an Software House SSA (phone support) Allows for patches and updates.

ANSWER #3: CCSNH does have a current SSA.

QUESTION #4: Does the College have a B.O.M. (Bill of Materials) that provides the equipment, access & video, part numbers and age? This being the most important component in pricing a service & maintenance agreement.

ANSWER #4: ANSWER #4: Each college location could provide a list if camera make/models. One has not been compiled at this stage.

QUESTION #5: The recommendations listed, which are many, does the College want pricing separately for those stated? If yes, a site walk would be necessary.

ANSWER #5: A site walk is mandatory. Separate pricing would be great to supply but is not required as part of the bid package.

QUESTION #6: What are the parameters for service? Many companies, like ours, have different rates for service after-hours, weekends and holidays.

Examples -

A. Service coverage, normal business hours, Monday - Friday 8am-5pm, excluding weekends & holidays. Labor only, product replacement is not included. Emergency service - 4 hours; normal service within 3 business days.

B. Same as above, but product replacement is included.

C. Same as A but includes one Preventative maintenance inspection per year. Clean, lubricate, adjust, test, & much more.



ANSWER #6: Page 75 of the RFP breaks rates out as follows:

Repair Rates (Repair Work/Emergency Service Calls) Monday through Friday 8 AM to 5 PM \$ per hour/per person Monday through Friday 5:01 PM to 7:59 AM \$ per hour/per person Saturday \$ per hour/per person Sunday & Holidays \$ per hour/per person Travel to Coos county \$ per trip Travel to Belknap county \$ per trip Travel to Merrimack county \$ per trip Travel to Cheshire county \$ per trip Travel to Sullivan county \$ per trip Travel to Hillsborough county \$ per trip Travel to Rockingham county \$ per trip Travel to Strafford county \$ per trip Annual software update \$ per year Notes: Service call hourly rate must be inclusive of any/all fees other than travel charges (if applicable) Service call minimum charge not to exceed 2 hour

QUESTION #7: We are very interested in participating in the RFP, however we won't be able to meet the requirement for 7 days of site surveying. We have sub-contractors and our local managers who would be able to be on site. Is there any way we could all surveying between 7/12-7/14?

ANSWER #7: No, you must participate in all walkthroughs at the scheduled times.

QUESTION #8: There are links provided in the RFP to access the drawings but from what we can see, there aren't any drawings. Can you provide the link to access them so we can print hard copies for our survey/ engineering.

ANSWER #8: See #1 above

**Acknowledge receipt of this Addendum with the Proposal Form.
Failure to do so may disqualify the Bidder.**

NOTE: IN THE EVENT THAT YOUR BID HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN THE ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

Bidder _____

By _____ Date _____

(This Document Must Be Signed)

Name _____

(Please Print or Type Name)

Matthew Moore, P.E.
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