

SUPPLEMENTAL CONTRACT AWARD NOTIFICATION
Updated February 11, 2011

Title	:	Group 77201 Security Systems & Solutions (Statewide) Classification Code(s): 32, 43, 46, 92
Award Number	:	<u>20191</u> (Replaces Awards PGB-01057, PGB-19110, PGB-18735, PGB-3711, PGB-4509, 02204, PGB- 02360, PGB-02455, PGB-02456, C-4476)
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Bid Opening Date	:	September 21, 2010
Date of Issue	:	February 9, 2011
Specification Reference	:	As Incorporated In The RFP
Contractor Information	:	Appears on Page 2 of this Award

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**The Procurement Services Group values your input.
Complete and return "Contract Performance Report" at end of document.**

Description

SECURITY SYSTEMS AND SOLUTIONS

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The New York State Office of General Services (OGS), Procurement Services Group (PSG) established comprehensive catalog contracts for Security Systems and Solutions. Contract(s) are for Security Products, Installation, System Integration and Maintenance.

Contract(s) were awarded on the basis of best value to responsive, responsible, and compliant contractors within each LOT. Contracts were awarded both Statewide and by Region. The contracts will be issued for a term of up to five (5) years and may be renewed for an additional five (5) year term. Maintenance contracts associated with the purchase and installation of system/equipment purchased during the term of the Contract may extend beyond the contract expiration for a period of up to 3 years.

Maintenance Contract terms (i.e., those terms of the contract related to maintenance) can survive the original contract term or any extensions for a period of 3 years. This is meant to include preventive maintenance, remedial maintenance as well as ongoing moves, additions and changes of equipment and software upgrades to the basic system.

The contracts contain provisions for the addition of new products and emerging technologies. The State reserves the right to make additional awards utilizing the Periodic Recruitment provisions of RFP 20191. This will ensure that there are a variety of contractors represented, and that installation and service requirements are adequately addressed. The State reserves the right to award future contracts to the next best value qualified Bidder in the event of default or cancellation of a previously awarded contract.

These contracts will be for Authorized Users of New York State contracts, which include New York State Agencies and others authorized by law (see NON-STATE AGENCIES PARTICIPATION IN CENTRALIZED CONTRACTS section). Accordingly, references to the State and its Agencies as users under these contracts encompass and include other users such as these entities.

ALARM AND SIGNAL SYSTEMS
ALARM SYSTEMS – WIRELESS
BIOMETRIC ACCESS CONTROL
CAMERAS/LENSES
CCTV SYSTEMS
DVR'S
ELECTRONIC ACCESS CONTROL
ELECTRONIC ARTICLE SURVEILLANCE
FIRE PROTECTION/DETECTION/CONTROLS
GEOGRAPHIC POSITIONING SYSTEMS
GUARD TOUR SYSTEMS
ID CARD PRINTERS, READERS, CARDS, BADGES, ACCESSORIES
ID EQUIP. ELECTRONIC CARD ID SYSTEM
ID EQUIPMENT, ELECTRONIC
INTEGRATED SECURITY SYSTEMS
INTRUSION DETECTION/CONTROLS
LOCKING HARDWARE
MONITORING EQUIPMENT
OTHER PHYSICAL SECURITY (LIGHTING/SAFES/ETC.)
OUTDOOR PERIMETER (FENCES/GATES/ETC.)
PORTALS, TURNSTILES, ETC
RECORDING EQUIPMENT
SECURITY MANAGEMENT SOFTWARE
SECURITY OFFICE – PRODUCTS

LOTS:

Catalog contracts were awarded according to LOTS and Region or Statewide. The RFP has been divided into the following LOTS:

- LOT 1: Product Only
- LOT 2: Product & Maintenance
- LOT 3: Product, Installation, Integration & Maintenance
- LOT 4: Installation Only
- LOT 5: Integration Only [Actions required to join an existing and new system into an integrated application or to connect various components of new applications into a centralized system]

REGIONS:

The RFP covered the following counties in the nine regions listed below:

Regions	Areas	Counties
Region 1	Long Island	Nassau Suffolk
Region 2	New York	Bronx Kings New York Queens Richmond
Region 3	Westchester	Dutchess Putnam Westchester
Region 4	Ulster	Orange Rockland Sullivan Ulster
Region 5	Albany	Albany Columbia Delaware Fulton Greene Montgomery Otsego Rensselaer Schenectady Schoharie
Region 6	Adirondack	Clinton Essex Franklin Hamilton Saratoga Warren

		Washington
Region 7	Syracuse	Cayuga Herkimer Jefferson Lewis Madison Oneida Onondaga Oswego St. Lawrence
Region 8	Finger Lakes	Broome Chemung Chenango Cortland Livingston Monroe Ontario Schuyler Seneca Steuben Tioga Tompkins Wayne Yates
Region 9	Buffalo	Allegany Cattaraugus Chautauqua Erie Genesee Niagara Orleans Wyoming

APPENDIX A:

Appendix A, Standard Clauses For New York State Contracts, dated September 2004, attached hereto, is hereby expressly made a part of these Contracts as fully as if set forth at length herein

APPENDIX B:

Appendix B, Office of General Services General Specifications dated June 2006, attached hereto, is hereby expressly made a part of any Contracts awarded or amended (expanded to include new Lots and/pr Regions) on or after September 23, 2008 as fully as if set forth at length herein and shall govern any situations not covered by the following Contracts resulting from RFP 20191, dated 8/27/10 or Appendix A.

RFP 20191:

RFP 20191, Security Systems and Solutions, Issued 8/3/2010, Revised August 27, 2010 attached hereto, is hereby expressly made a part of any Contracts awarded or amended (expanded to include new Lots and/or Regions) on or after September 23, 2008 as fully as if set forth at length

herein and shall govern any situations not covered by this Contract resulting from Appendix B or Appendix A.

Conflict of Terms:

Unless otherwise set forth in the procurement or contract documents, conflicts among documents shall be resolved in the following order of precedence:

- a. **Appendix A** (Standard Clauses for NYS Contracts)
- b. **Mini-Bid Project Definition** if applicable and in accordance with the terms and conditions of the Back-Drop Contract.
- c. **Contract and other writing(s)** setting forth the final agreements, clarifications and terms between the Bid Documents and Contractor's Bid. In the latter circumstance, clarifications must specifically note in writing what was offered by the Contractor and what was accepted by the State. If not, such clarifications shall be considered last in the order of precedence under this paragraph.
- d. **Bid Documents** (Other than Appendix A).
 - i. Bid Specifications prepared by the Authorized User.
 - ii. Appendix B (General Specifications).
 - iii. Incorporated Contract Appendices, if any, following the order of precedence as stated for Contract above.
- e. **Contractor's Bid or Mini-Bid Proposal**.
- f. **Unincorporated Appendices** (if any).

PARTICIPATION IN CENTRALIZED CONTRACTS:

NON-STATE AGENCIES PARTICIPATION IN CENTRALIZED CONTRACTS:

New York State political subdivisions and others authorized by New York State law may participate in contracts. These include, but are not limited to local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations. See "Participation in Centralized Contracts" in Appendix B-1/Appendix B clause 39. For purchase orders issued by the Port Authority of New York and New Jersey (or any other authorized entity that may have delivery locations adjacent to New York State), the terms of the "Price" clause shall be modified to include delivery to locations adjacent to New York State.

Upon request, all eligible non-State agencies must furnish contractors with the proper tax exemption certificates and documentation certifying eligibility to use State contracts. A list of categories of eligible entities is available on the OGS web site (www.ogs.state.ny.us). Questions regarding an organization's eligibility to purchase from New York State Contracts may also be directed to OGS Procurement Services Group's Customer Services at 518-474-6717.

EXTENSION OF USE:

Any contract awarded as a result of RPF 20191 may be extended to additional states or government jurisdictions upon mutual written agreement between New York State (the lead contract State) and the Contractor. Political subdivisions and other authorized entities within each participating State or governmental jurisdiction may also participate in any resultant contract if such State normally allows participation by such entities. New York State reserves the right to negotiate additional discounts based on any increased volume generated by such extension.

TERM OF CONTRACT:

The term of the Contract will commence upon approval by the Office of State Comptroller and issuance by the Office of General Services and will continue for a period of up to five (5) years, and may be extended for five (5) years. Maintenance contracts associated with the purchase and installation of system/equipment purchased during the term of the Contract may extend beyond the contract expiration for a period of up to 3 years. The Contractor's authority to sell Security Systems and Solutions shall expire upon the termination of the purchase portion of the Contract as indicated above even though authorized users will be able to have maintenance continue past the contract expiration date.

Maintenance Contract terms (i.e., those terms of the contract related to maintenance) can survive the original contract term or any extensions for a period of 3 years. This is meant to include preventive maintenance, remedial maintenance as well as ongoing moves, additions and changes of equipment and software upgrades to the basic system.

TERMINATION OF CONTRACT:

Please refer to Appendix B-1 Clause 59/ Appendix B Clause 60 for the circumstances permitting Termination for Cause and Termination for Convenience.

STOP WORK ORDER:

The Office of General Services reserves the right to stop the work covered by contract(s) resulting from RFP 20191 at any time that it is deemed the successful Contractor is unable or incapable of performing the work to their satisfaction. In the event of such stoppage, the Office of General Services shall have the right to arrange for the completion of the work in such manner as it may deem advisable and, if the resulting cost exceeds the amount of the bid, the successful Contractor shall be liable to the State of New York for any increase in cost.

CANCELLATION FOR CONVENIENCE:

In addition to rights afforded in Appendix B-1 Clause 59/Appendix B Clause 60, The State of New York retains the right to cancel this contract, in whole or in part without reason provided that the Contractor is given at least sixty (60) days notice of its intent to cancel. This provision should not be understood as waiving the State's right to terminate the contract for cause or stop work immediately for unsatisfactory work, but is supplementary to that provision. Any such cancellation shall have no effect on existing Agency agreements, which are subject to the same 60 day discretionary cancellation or cancellation for cause by the respective user Agencies.

NOTE TO CONTRACTOR:

Cash Discount, If Shown, Should be Given Special Attention.

INVOICES MUST BE SENT DIRECTLY TO THE ORDERING AGENCY FOR PAYMENT.
(See "Contract Payments" and "Electronic Payments" in this document.)

AGENCIES SHOULD NOTIFY THE PROCUREMENT SERVICES GROUP PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE

SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO THE PROCUREMENT SERVICES GROUP.

SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.

CONTRACTOR REQUIREMENTS AND PROCEDURES FOR EQUAL EMPLOYMENT AND BUSINESS PARTICIPATION OPPORTUNITIES FOR MINORITY GROUP MEMBERS AND NEW YORK STATE CERTIFIED MINORITY/WOMEN-OWNED BUSINESSES:

In accordance with Article 15-A of the New York State Executive Law (Participation by Minority Group Members and Women with Respect to State Contracts) and in conformance with the Regulations promulgated by the Minority and Women’s Business Development Division of the New York State Department of Economic Development set forth at 5 NYCRR Parts 140-144, the Offerer/Contractor agrees to be bound by the following to promote equality of economic opportunities for minority group members and women, and the facilitation of minority and women-owned business enterprise participation on all covered OGS contracts.

- a. **Equal Employment Opportunity Requirements**
By submission of a bid or proposal in response to this solicitation, the Offerer agrees with all of the terms and conditions of Appendix A including Clause 12 – Equal Employment Opportunities for Minorities and Women. The contractor is required to ensure that the provisions of Appendix A clause 12 – Equal Employment Opportunities for minorities and women, are included in every subcontract in such a manner that the requirements of these provisions will be binding upon each subcontractor as to work in connection with the State contract.
- b. **Participation Opportunities for New York State Certified Minorities and Women-Owned Businesses**
Authorized Users are encouraged to make every good faith effort to promote and assist the participation of New York State Certified Minority and Women-owned Business Enterprises (M/WBE) as subcontractors and suppliers on this contract for the provision of services and materials. To locate New York State Certified M/WBEs, the directory of Certified Businesses can be viewed at: http://www.empire.state.ny.us/Small_and_Growing_Businesses/mwbe.asp

RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS:

The Procurement Services Group supports and encourages the purchase of recycled, remanufactured, energy efficient and “energy star” products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

RS,RP,RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

EPA ENERGY STAR PROGRAM:

The Federal EPA, in cooperation with manufacturers, continues a program to foster the manufacture of energy efficient equipment. New York State fully supports this effort.

NOTE TO AUTHORIZED USERS:

When placing purchase orders under the contract(s), the authorized user should be familiar with and follow the terms and conditions governing all contracts awarded as a result of RFP 20191. The authorized user is accountable and responsible for compliance with the requirements of public procurement processes. The authorized user must periodically sample the results of its procurements to determine its compliance. In sampling its procurements, an authorized user should test for reasonableness of results to ensure that such results can withstand public scrutiny.

The authorized user, when purchasing from OGS contracts, should hold the contractor accountable for contract compliance and meeting the contract terms, conditions, specifications, and other requirements. Also, in the case of multiple awards for the same or similar equipment or systems, authorized users should contact multiple contract holders to ensure they receive the best possible prices. Contracts issued as a result of RFP 20191 contain “not to exceed pricing” and authorized users should always seek better pricing when issuing a purchase order. Authorized Users are encouraged to seek quotes from multiple contractors and/or negotiate for better pricing. Authorized Users should always follow their Internal Procurement Guidelines and Best Practices and maintain a detailed Procurement Record.

Authorized users have the responsibility to document their purchasing decisions, particularly when using OGS multiple award contracts for the same or similar product(s)/service(s), which should include:

- a statement of need and associated requirements,
- a summary of the contract alternatives considered for the purchase,
- the reason(s) supporting the resulting purchase (e.g., show the basis for the selection among multiple contracts at the time of purchase was the most practical and economical alternative and was in the best interests of the State).

PURCHASE ORDER PREPARATION:

See “Purchase Orders” in Appendix B-1/Appendix B, item 44 OGS General Specifications.

If there is a discrepancy between the purchase order and what is listed on contract, it is the contractor’s obligation as a condition of payment to clarify and resolve what is to be actually shipped by contacting ordering agency.

CONTRACT PAYMENTS:

Contract payments cannot be processed by New York State agencies and other authorized users until the contract products have been delivered and accepted. Invoices for such payment must contain sufficient data including, but not limited to, New York State’s Contract Number, description of product, quantity, unit and price per unit as well as federal identification number. See “Contract Billings” in Appendix B-1/Appendix, OGS General Specifications.

The Contractor will submit an invoice after Acceptance or, in the case of “drop-ship” Products, after the Authorized User receives all the Products listed on the Purchase Order. If the invoice is issued before either of these actions, it is the Authorized User’s responsibility to write a letter to the Contractor stipulating the requirement for Acceptance or receipt of Product to occur prior to invoicing. This will stop the clock for the application of State Finance Law Article XI-A, item 15.

After the receipt and/or Acceptance, all necessary Authorized User, OSC, etc. documents must be processed for payment of the invoice.

The voucher or invoice will contain the Contract ID number, the name of the Authorized User; the location where service was performed; and, either in its body or as an attachment will contain a copy of the report itemizing the Product received and/or the work completed during that time period.

ELECTRONIC PAYMENTS:

The Office of the State Comptroller (OSC) offers an “electronic payment” option in lieu of issuing checks. Contact OSC to obtain an information packet at 518-474-4032 or e-mail to epunit@osc.state.ny.us or visit their website at www.osc.state.ny.us.

NEW YORK STATE PROCUREMENT CARD:

See “Procurement Card” in Appendix B-1/Appendix B, OGS General Specifications.

The following Contractors will accept the New York State Procurement Card for orders up to \$15,000.00 with no additional discount:

MINIMUM ORDER:

Minimum order shall be \$100.00

Contractor may elect to honor orders for less than the minimum order.

PREVAILING WAGES:

A. “PUBLIC WORKS” AND “BUILDING SERVICES”

Bidders must refer to Appendix B, Clause 17 for a full description of these subjects.

B. PREVAILING WAGE RATE APPLICABLE TO BID SUBMISSIONS NYS DEPT. OF LABOR PREVAILING WAGE RATE SCHEDULES

ALL PUBLIC WORKS AND BUILDING SERVICE CONTRACTS, REGARDLESS OF DOLLAR VALUE, REQUIRE THE PAYMENT OF PREVAILING WAGES AND SUPPLEMENTS AS ESTABLISHED BY LAW BY THE DEPARTMENT OF LABOR. Information indicating that prevailing wages are not being paid on a public works project will be forwarded to the New York State Department of Labor for investigation. Willful violations of the prevailing wage provisions of the Labor Law may result in monetary fines or debarment from bidding and awarding of contracts.

NOTE: CONTRACTORS AND SUBCONTRACTORS ARE FURTHER REQUIRED TO POST THE PREVAILING WAGE RATES IN A PROMINENT AND ACCESSIBLE PLACE AT THE WORK SITE. Vendor is solely responsible for confirming subsequent changes to the posted rates and for paying the prevailing rates at all times during the contract term.

This is a Public Works project. The Bidder must use the labor rates and must adhere to Department of Labor rules and regulations in the payment to employees **Notice: Prevailing Labor Rates from the NYS Department of Labor are available on the web site.**

C. WAGE RATE PAYMENTS/CHANGES DURING CONTRACT TERM

The wages to be paid under any contract shall not be less than the prevailing rate of wages and supplements as set forth by law. It is required that the Contractor keep informed of all changes in the Prevailing Wage Rates during the contract term that apply to the classes of individuals supplied by the contractor on any projects which result from this contract which is subject to the provisions of this article. Contractor is solely liable for and must pay such required prevailing wage adjustments during the contract term as required by law.

D. DAY'S LABOR – DEFINED FOR ARTICLE 8, PUBLIC WORKS (FOR PURPOSES OF ARTICLE 8 OF THE LABOR LAW)

No laborer, workers or mechanic in the employ of the contractor, subcontractor or other person doing or contracting to do the whole or a part of the work contemplated by the contract shall be permitted or required to work more than eight hours in any one calendar day or more than five days in any one week except in cases of extraordinary emergency including fire, flood or danger to life or property. 'Extraordinary emergency' shall be deemed to include situations in which sufficient laborers, workers and mechanics cannot be employed to carry on public work expeditiously as a result of such restrictions upon the number of hours and days of labor and the immediate commencement or prosecution or completion without undue delay of the public work is necessary in the judgment of the industrial commissioner for the preservation of the contract site and for the protection of the life and limb of the persons using the contract site.

E. ADJUSTMENTS TO THE PREVAILING WAGE RATE SCHEDULES

On or after the date of adjustments to Prevailing Wage Rates by the NYS Department of Labor, the Contractor shall be granted an increase or decrease in the contract wage rates dependent upon fluctuations in the latest published Prevailing Wage Rates published by the NYS Department of Labor.* The prevailing wage rates are available online at:

<http://wpp.labor.state.ny.us/wpp/doSearchWageSchedulePublic.do?method=doIt&schedule>

*The contractor has the sole responsibility to submit a request for a price adjustment to the Office of General Services on or after the applicable anniversary date (new prevailing wage rate schedule, PRC# 2010006433, issued by Department of Labor) and shall provide a copy of both the original and new wage rate schedules and other supporting documentation necessary to support the increase or decrease. See Contract Update procedures. The State reserves the right to make the appropriate adjustment determined in accordance with the above methodology.

F. ADJUSTMENTS TO LABOR RATES NOT COVERED BY PREVAILING WAGE RATE SCHEDULES

Requests for adjustments to labor rates for titles not covered by prevailing wage rate schedules issued by the Department of Labor (and GSA-based pricing schedules) may be submitted on or after the first anniversary of contract award (and on or after the subsequent anniversaries) utilizing the regular add process. These types of adjustments will be limited to the CPI or 5%, whichever is less.

PRICE SHEETS AND CATALOGS:

Upon request, Contractor(s) shall be required to furnish, without charge, catalog and price lists identical to those accepted with their bid, including any changes (additions, deletions, etc.) pursuant to the contract, to authorized users. Catalogs and price lists provided must reflect all products excluded from the resultant contract either through the omission of those portions or by obvious indications within the catalogs and price lists.

Catalogs and price lists may be furnished in either hard-copy or electronic format. If available in both formats, they shall be furnished in the format preferred by the requesting authorized user. Upon request the contractor shall assist authorized users in the use of catalogs and price lists.

INSTRUCTION MANUAL:

Simultaneous with delivery, the contractor(s) shall furnish to the authorized user a complete instruction manual for the product and for each component supplied. The manual shall include complete instructions for unpacking, inspecting, installing, adjusting, aligning, and operating the product, together with layout and interconnection diagrams, schematic and wiring diagrams, preventive and corrective maintenance procedures, and complete parts lists, manufacturer's catalog numbers, and ordering information, if applicable.

PRICING/LABOR RATES:

All net prices **INCLUDE** all applicable shipping and handling (F.O.B. Destination the dock/delivery location of the Authorized User, refer to Appendix B-1/Appendix B, item 47b Shipping/Receipt of Product and Clause 48 "Title and Risk of Loss"), insurance, customs duties and charges, and associated delivery charges and such charges are included in the discount.

All services rates include travel time and costs incurred for travel to the site. The rates and charges for the Product and for the installation and maintenance of the Product include all travel and costs associated with accessing the installation site.

The "not to exceed" rates for the Contractors are posted on the OGS website. There is a NYS Net Price Sheet for each Contractor and LOT/Region awarded. To view the NYS Net Price Sheets, go to www.ogs.state.ny.us, point on "Procurement Contracting Services," then click on "Contracts", then click on "Search Contracts", and enter the Group Number and Award Number on the front page of the Contract Award Notification into the search fields.

GENERAL MAINTENANCE PROVISIONS:

1. If the State and its Authorized Users elects to purchase any system or piece of equipment provided under any contract awarded as a result of RFP 20191, all required maintenance will be provided under the warranty provisions during the first year **subsequent to Acceptance of the system**. However, if at any time during the first year or any subsequent maintenance period, service is performed on the equipment by anyone other than the Contractor, without the Contractor's consent, or if the equipment is removed from the premises without the Contractor's supervision and consent, then at the option of the Contractor, the maintenance contract may become null and void for those items of equipment affected by the prohibitions. The Contractor shall notify the Authorized User and OGS Procurement Services Group of any such cancellation within 30 business days. PSG reserves the right to review the validity of such cancellation with the Contractor and Authorized User and take appropriate action.

2. The Contractor shall not be obligated to repair damage caused by fire or other casualty (except that caused by the Contractor), willful or grossly negligent operation or handling of the Equipment by the Authorized User's employees. Trained personnel from the Authorized User may, without the Contractor's prior written consent, make modifications in the Authorized User's database for station moves and changes. Should the Contractor's consent be required, it shall not be unreasonably withheld. The Authorized User shall be responsible for updating of all records associated with their modifications.
3. Following the first year of warranty service, authorized users will have the option to continue maintenance unless the Authorized User, upon notice to the Contractor, discontinues coverage. Maintenance shall be provided for all equipment acquired, including moves, additions, and changes that take place after installation. Maintenance costs must be set forth in the contract holder's NYS Net Pricing Pages. Maintenance contract terms may extend beyond the term of this contract.
4. The State will pay monthly in arrears for any services utilized for maintenance, service, and parts in accordance with the Contractor's established rates. Contract Holders may offer Prepaid Annual Maintenance with a minimum additional 10% or greater discount. The Authorized User has the right not to utilize the monthly maintenance contract and use Time and Materials Rates instead. Rates are to be adjusted monthly in arrears by Contractor for increases and decreases in equipment covered by maintenance.
5. The Authorized User shall not be required to purchase maintenance for use of product, and may discontinue maintenance at the end of any current maintenance term upon 30 days written notice to Contractor prior to the end of the term. In the event that the Authorized User has elected not to purchase monthly maintenance, or the Authorized User has discontinued such purchased maintenance, the Authorized User may acquire maintenance on a T&M basis only, at any time thereafter. The Authorized User may return to a monthly maintenance contract at any time subsequent to a previous discontinuous of maintenance. Authorized users may request a reinstatement of a previously cancelled monthly maintenance contract at any time. Actual reinstatement will occur after contractor's inspection of any equipment covered by said maintenance. Inspection must occur within 30 days of the Authorized Users request.
6. The Contract Holder shall provide per hour rates for maintenance provided during the course of providing equipment or implementing a complete and working system. Maintenance shall include items such as design and engineering, project management, training, acceptance testing, inspection, monitoring, and document generation. Current Contract Holders also offer Time and Material rates for emergency and non-emergency on-site/remote access maintenance during normal business hours, emergency and non-emergency on-site/remote maintenance outside of normal business hours.

REMEDIAL MAINTENANCE

Whether the Authorized User elects to subscribe to monthly maintenance or Time and Materials (T&M), remedial maintenance shall be performed after the Authorized User notifies the Contractor that the equipment is inoperable or unsuitable for operation. The Maintenance Center will be responsible for insuring that service for each request is provided in accordance with the following:

- A. Priority Emergency Service - A "Priority Emergency" is a situation involving a major malfunction of the security products or system service, which is defined as the inability

of 10% or more of the security products or systems (including, but not limited to: security cameras, fire alarms and the software for the same) to not operate correctly. The Contractor shall respond* in Priority Emergencies within two (2) continuous hours following notification by the Authorized User. Authorized Users reserve the right to require a more stringent definition of a Priority Emergency at time of purchase.

- B. Emergency Service - An "Emergency" is a situation involving a "critical" System failure in the opinion of the Authorized User. The Contractor shall respond* in Emergencies within three (3) continuous business hours after Authorized User notifies Contractor of the emergency.
- C. Non-Emergency Service - A "Non-Emergency" is a situation involving a System failure of a scope less than that described for an Emergency. The Contractor shall respond* in Non-Emergencies within six (6) continuous business hours after Authorized User notifies Contractor of the malfunction.

***"Respond" (for II.9.4 of RFP 20191 - REMEDIAL MAINTENANCE)** shall be when the contract holder commences performing remedial maintenance. "Commence Performing" is when a qualified and prepared technician is actually working on, examining, or in some way servicing the system with a malfunction to attempt to correct the problem. **Scheduling, simply returning a phone call, having an untrained representative/unprepared technician arrive on site, etc. do not constitute meeting the Response Time Requirements.**

The above response limitation includes travel time. Remedial maintenance must be available twenty-four hours per day, seven days per week, including New York State legal holidays. Details of how the supplier will meet this level of responsiveness, and how any exception will be dealt with must be described in the Bidder's proposal in Appendix C.

Contractors must provide a local telephone number for the facility. If a service or maintenance call to the service center would result in the requesting Authorized User incurring toll charges, the Contractor must provide a toll free telephone number (i.e. 800 or 888 number, Collect Call). This excludes local message units. A national toll-free number for service and dispatch of local technicians is acceptable.

If the Contractor does not perform according to the contract, the Authorized User reserves the right to contract with another maintenance company. The difference in cost, if any, between the two will be borne by the Contractor named in this contract. If the Contractor subcontracts any portion of the service, the subcontractor must be approved by OGS.

MAINTENANCE SERVICES FOR PRODUCTS PURCHASED OUTSIDE AWARD 20191:

In addition, maintenance services for systems/equipment not purchased from contracts established for Security Systems and Solutions as a result of RFP 20191 may be purchased from contract holders awarded contracts for LOTS 2 and 3 under the following conditions:

1. Authorized Users are allowed to purchase replacement parts and monthly maintenance for systems/equipment purchased outside of the Award 20191, if the replacement parts and monthly maintenance rates for the systems/equipment are on the Contractor's NYS Net Price sheets. See bullet # 3.

2. Authorized Users would be allowed to purchase Time and Material maintenance for any products offered by a contractor (requiring a Manufacturer's Guarantee for all products not manufactured by the contractor), even if the specific product is not on the Contractor's NYS Net Price Sheets. See bullet #3.
3. The Contractor would be required to establish maintenance rates at or below the rates listed on their NYS Net Price Sheets and add to the contract prior to sale via the contract update procedures.
4. Contractors are not obligated to provide the Authorized Users maintenance service for systems/equipment not purchased from the NYS Security Systems and Solutions Contracts.
5. The Contractor will inspect the system/equipment to make a determination as to whether or not they wish to provide the Authorized User maintenance. *Any rates for the inspection service will be at or below the hourly or per inspection rates listed on the Contractors' NYS Net Price Sheets.* Contractors may refuse to offer maintenance on previously purchased equipment, *due to age, condition, availability of parts, etc.*
6. The availability of maintenance services for systems/equipment not purchased from contracts for Security Systems and Solutions established as a result of RFP 20191 will end at the same time as the maintenance contracts for systems/equipment purchased under Award 20191. (see Section 1.1 above)

EXAMINATION OF SITES AND SPECIFICATIONS:

At the discretion of the Authorized User and prior to the issuance of the Cost Quote, Contractors **may be required to perform a site visit at the associated installation location** to become familiar with any local condition, which may in any manner affect the work to be done, as well as equipment, materials, labor, or services required. Contractors are required to examine carefully the specifications and to familiarize themselves thoroughly concerning any conditions and requirements that may in any manner affect the work to be performed under the contract. During the site visit, the Authorized User will indicate placement of all equipment. In addition, Contractors should specify if there are any required modifications or additions to the site, which are required to insure proper operation of the equipment. If changes are required, they must be included in the Cost Quote.

No allowances will be made because of lack of knowledge of these conditions. Ignorance of the requirements will not relieve the Contractors of their liability and obligations under the contract. Contractors shall provide drawings of typical equipment room layouts, specifying floor space and electrical outlet requirements for each system, assuming maximum system capacities are ordered.

AUTHORIZED USER COMPLIANCE WITH LEGAL REQUIREMENTS:

Authorized users must comply with the following requirements under New York State Law:

- a. Identification of legal authority for system installation (i.e.: construction work is regulated by statute and not all agencies are authorized to perform such work).
- b. Payment of applicable Department of Labor Prevailing Wage Rates under Article 8 Labor Law.
- c. Compliance with state and local building codes. For each project undertaken, State Agencies must obtain a Construction Permit and an eventual Code Compliance Certificate from a Construction Permitting Agency. In accordance with NYCRR Title 19 Part 448, such agencies are so designated by the Department of State. Authorized Users, other than State Agencies, must obtain Construction Permits and Certificates of Code Compliance from the local building department having jurisdiction.

- d. Plans and specifications that are certified and stamped by a NYS licensed architect or engineer.
- e. In OGS Buildings, obtain an approval from the appropriate Building Manager.

NYS FIRE ALARM SECURITY SYSTEMS INSTALLER LICENSE:

Section 69-M of the General Business Law and Title 19 NYCRR Reg. 195.2 provide that any person engaging in the business of installing, servicing or maintaining security or fire alarm systems must be licensed to do so.

Additional information regarding these requirements may be obtained from the New York State Department of State at:

<http://www.dos.state.ny.us/lcns/professions/sec-fireinstallers/install1.htm>

Contract holders awarded Lots 2-5 must provide proof of compliance with these requirements with the bid submission.

GENERAL REQUIREMENTS:

The following requirements are applicable for all contracts under award 20191.

- A. Neither drug use of any type, nor consumption of alcoholic beverages by the Contractor or its personnel shall be permitted on the premises.
- B. The Authorized User will not be liable for any expense incurred by the Contractor as a consequence of any traffic infraction or parking violations attributable to employees of the Contractor.
- C. It is the Contractor's responsibility to maintain the equipment and materials provided for the work consistent with applicable safety and health codes.
- D. The Contractor shall be completely responsible for their work, including any damages or breakdowns caused by their failure to take appropriate action.
- E. Trained technicians are required to do all servicing. All technicians shall have at least two (2) years' experience on any systems being serviced (all labor).

CONTRACTOR AND SUBCONTRACTOR RESPONSIBILITIES:

Procurement Services Group considers the prime contractor to be the sole contact with regard to all provisions of the contract(s) resulting from RFP 20191, to include payment of all charges resulting from the procurement and installation of the entire equipment and/or software configuration. In the event the contract includes hardware and/or software manufactured by another manufacturer or supplier, the Prime Contractor has assumed full responsibility for delivery, installation, maintenance, and support services for such items offered in the proposal. The Prime Contractor shall ensure that there is no interruption of service during implementation and shall assume responsibility for any related negotiations with local service providers.

SOFTWARE LICENSE AGREEMENTS:

Authorized Users are not permitted to sign, or agree to any Software License Agreement for the purchase, maintenance, installation, or systems integration of software for any contract issued under Group 77201-20191 unless it has been reviewed and/or approved by OGS and/or OSC and posted to the OGS Website. Agreeing to any non-approved Software License Agreement would violate Appendix B (Reference Page 6).

REFERENCES:

All contract holders **may be required** to provide references from its customers who have purchased products similar to those represented by on their contracts. References may be commercial or governmental accounts. If requested by the State or Authorized contract users the references shall include:

- a. Name, address, telephone number and fax number for the contact person.
- b. Number of years the bidder has supplied product(s) to the reference.
- c. The yearly sales volume the bidder has had with the reference.

If required, Authorized Users may utilize the forms on Pages 47 and 48 of this document.

NYS WORKER'S COMPENSATION/DISABILITIES BENEFITS INSURANCE REQUIREMENTS:

Please see below the following information regarding the NYS Worker's Compensation and Disability Benefits Insurance Requirements of NYS Law.

Effective September 9, 2007, all out-of-state employers with employees working in NYS are required to carry a full, statutory NYS workers' compensation insurance policy. An employer has a full, statutory NYS workers' compensation insurance policy when New York is listed in Item "3A" on the Information Page of the employer's workers' compensation insurance policy.

Accordingly, if an out-of-state employer is getting a permit, license or contract from a government agency in NYS, then that employer must fulfill requirements effective September, 2007 under Workers' Compensation Law Section 57. Also, every out-of-state employer doing any construction related activity in New York State is required to carry a full, statutory NYS workers' compensation insurance policy.

An out-of-state employer needs a New York State disability benefits insurance policy if the employer employs one or more individuals on each of at least 30 days in a calendar year in New York State.

If an out-of-state employer meets this criterion, the employer is required to carry a New York State disability benefits policy (The employer has four weeks from the completion of the 30th day of work by one or more individuals to obtain the disability benefits policy.) (Independent contractors are not considered to be employees under the Disability Benefits Law.)

The link below can be used for additional information:

http://www.wcb.state.ny.us/content/main/DisabilityBenefits/Employer/outOfStateEmp_DB.jsp
Also, questions regarding coverage requirements may be directed to the WCB Compliance Unit at 1-866-298-7830.

The links below are to the applicable forms on the NYS Worker's Compensation Board website:

Workers Compensation - <http://www.wcb.state.ny.us/content/onlineforms/obtainC105.jsp>

Disability Benefits - <http://www.wcb.state.ny.us/content/onlineforms/obtainDB120-1.jsp>

Please Note: When issuing Purchase Orders against any of the following NYS Centralized Contracts, Authorized Users should use the following link to verify that the contractor has the required NYS Worker's Compensation and Disability Benefits Insurance:

<http://www.wcb.state.ny.us/icpocinq/icpocdisclaimer.jsp>

In particular, if an employee of a contractor or subcontractor performs any work (e.g. installing, integration, or maintaining equipment) physically inside New York State, they are required to obtain a NYS Worker's Compensation Policy.

If a contractor/subcontractor performs work inside New York for a cumulative total of 30 days per year, they are required to obtain NYS Disability Benefits Insurance.

LIST OF CONTRACT HOLDERS:**NOTE: See individual contract items to determine actual awardees.**

<u>CONTRACT #</u>	<u>CONTRACTOR & ADDRESS</u>	<u>TELEPHONE #</u>	<u>FED.IDENT.#</u>
PT65342 SBE NYS	275 Technology Solutions d/b/a FJC Technology Solutions 271 Jericho Turnpike Floral Park, NY 11001	2/08/2011 – 8/26/2012	26-5669900
PT64058 SBE NYS	Adirondack Cabling, Inc. 10 Petra Lane Albany, NY 12205	1/04/2008 – 8/26/2015 Supp. Award – 1/26/2011	14-1686851
PT65343	Biometrics4ALL, Inc. 14511 Myford Road, Suite 260 Tustin, CA 92780	2/08/2011 – 8/26/2015	20-2609462
PT64059 SBE NYS	Day Automation Systems, Inc. 7931 Rae Boulevard Victor NY 14564	9/29/2008 – 8/26/2015 Supp. Award – 1/26/2011	16-1576146
PT65344 SBE NYS	Digital Surveillance Solutions, Inc. 2727 Broadway Street Buffalo, NY 14227	2/08/2011 – 8/26/2015	20-0886315
PT64317 SBE NYS	EIA Datacom, Inc. 19 Union Square West New York, NY 10003	2/10/2009 – 8/26/2012 Supp. Award – 1/26/2011	02-0561875
PT64381	Henry Brothers Electronics, Inc. 17-01 Pollitt Drive Fair Lawn, NJ 07410	5/12/2009– 8/26/2015 Supp. Award – 2/09/2011	22-3000080
PT65345 SBE NYS	Hoefler Communications, Inc. 5894 East Seneca Turnpike Jamesville, NY 13078	2/08/2011 – 8/26/2015	16-1541666
PT63299	Honeywell International One Executive Centre Drive Albany, NY 12203	10/26/2007 – 8/26/2015 Supp. Award – 2/08/2011	22-2640650
PT64345 SBE NYS	Intralogic Solutions 504 Hicksville Rd Massapequa, NY 11758	2/12/2009 – 8/26/2015 Supp. Award – 1/26/2011	20-1681666
PT65346 SBE NYS	JSE Industries, Inc. d/b/a IC25 1555 Brooks Avenue Rochester, NY 14624	2/08/2011 – 8/26/2015	16-1247495
PT63106 WBE SBE NYS	Linstar, Inc. 430 Lawrence Bell Dr. Buffalo NY 14221	8/27/2007 – 8/26/2015 Supp. Award – 9/23/2008 Supp. Award – 1/26/2011	16-1559780

Award # 20191**Procurement Services Group**

PT65347 WBE SBE NYS	Mason Technologies, Inc. 33 Ranick Road Hauppauge, NY 11788	2/08/2011 – 8/26/2012	38-3665918
PT65348	Open Systems Integrators, Inc.* 207D Woodward Road Manalapan, NJ 07726	2/08/2011 – 8/26/2012	22-3692843
PT64380 SBE NYS	Protective Management Systems, Inc.** 840 Lincoln Avenue Bohemia, NY 11716	3/6/2009– 8/26/2012 Supp. Award – 1/26/2011	11-2373565
PT63304 SBE NYS	Total Recall Corp. 17 Washington Ave. Suffern, NY 10901	09/12/2007 – 8/26/2012 Supp. Award – 1/26/2011	13-3433563
PT65349	The Stahura-Brenner Group, Inc. 5405 Alton Parkway #5A-359 Irvine, CA 92604	2/08/2011 – 8/26/2012	33-0234303

*Note 1: Open Systems Integrators withdrew the following product lines from its proposal:

1. Bogen
2. Notifier
3. Siemens

INDEX OF AWARDS (LOTS & REGIONS) HOW TO USE CONTRACTS:

Notes:

1. See the PDF Document titled "Pricing Information" for complete contactor contact information.

Please see below a chart of the LOTS and Regions awarded to each contractor for Security Systems and Solutions. Please use the following link to go directly to the pricing information pages. At the beginning of each price list tab is a summary of the products and/or services available.

PLEASE NOTE: products and/or services not listed on a contractor's pricing tab MAY NOT BE awarded to that contractor and MAY NOT BE on contract. Please contact the OGS Contract Administrator listed on Page One of this document for any questions.

<http://www.ogs.state.ny.us/purchase/snt/awardnotes/7720120191Prices.pdf>

<u>Contractor</u>	Contract #	Lot I	Lot II	Lot III	Lot IV	Lot V
275 Technology Solutions, Inc.	PT65342	Statewide				
Adirondack Cabling, Inc.	PT64058			Regions 3, 4, 6		
Biometrics4ALL, Inc.	PT65343			Statewide		
Day Automation Systems, Inc.	PT64058			Regions 3-8		
Digital Surveillance Solutions, Inc.	PT65344	Regions 1-3		Regions 4-9		
EIA Datacom, Inc.	PT64317			Regions 5-8		
Henry Brothers Electronics, Inc.	PT64381		Regions 5 and 6			
Hoefler Communications, Inc.	PT65345				Regions 5-9	
Honeywell International, Inc. d/b/a Honeywell Building Solutions	PT63299		Regions 6 and 9		Regions 5-9	
Intrallogic Solutions	PT6434					
JSE Industries, Inc. d/b/a IC25	PT65346	Statewide	Statewide	Statewide	Statewide	Statewide
Linstar, Inc.	PT63106			Regions 1-4		
Mason Technologies, Inc.	PT65347			Regions 1-4		
Open Systems Integrators, Inc.	PT65348			Statewide		
Protective Management Systems, Inc.	PT64380			Region 1		
Total Recall Corp.	PT63304			Regions 2 and 3		
The Stahura-Brenner Group, Inc.	PT65349					Statewide

LIST OF SUBCONTRACTORS:

Please see below the following link to the Pricing and Contract Information Page:

<http://www.ogs.state.ny.us/purchase/snt/awardnotes/7720120191Prices.pdf>

HOW TO USE DAY AUTOMATION SYSTEMS, INC.'s SUBCONTRACTORS:

From time to time, Day Automation Systems is required to use Subcontractors to perform work outside our core business functionality.

Examples of these services include but are not limited to:

1. Electrical Line and low voltage installation services
2. Air Conditioning Installation Service
3. Elevator Control Modifications
4. Door Hardware Implementations

Day Automation Systems will provide these services as parts of the total solution at a total Sub-Contract Cost Plus 25% markup on the Subcontractor invoice.

Day Automation Systems will select from our approved list of subcontractors, (see following page) and if asked, select from the Authorized User's list of approved subcontractors to perform the Installation or specialty work required when providing turnkey solutions.

Under the program set forth above, Day Automation Systems shall be the single point of contact for the Authorized User, providing all required scope of work, supervision and equipment to the subcontractors as required so as to derive a first quality implementation. Also under the program set forth above, Day Automation Systems shall, among other things, develop a scope of work, procure subcontracting services including walkthroughs as necessary, manage project documentation and oversee all aspects of the installation to ensure that all projects are completed in a timely manner. Day Automation Systems shall guarantee the project as required by the contract and shall be the single point of contact for all guarantee issues.

Subcontractors shall provide a single fixed price to Day Automation Systems for their respective scopes of work. The work scope, Subcontractor quotation and Day Automation Systems markup shall be provided to the Authorized User as the documentation that defines the value of that component in the total project. The Authorized User shall provide approval for the scope and cost of the work proposed.

The Subcontractor shall provide certified payroll demonstrating compliance with NYS DOL prevailing wage rate laws for the installation or repair services provided to Day Automation Systems, Inc. Day Automation Systems shall provide the certified payroll to the Authorized User per the terms of the contract.

HOW TO USE HONEYWELL BUILDING SOLUTIONS, INC.'s SUBCONTRACTORS:

As a Security Systems & Solutions provider, Honeywell is often responsible for a complete turnkey solution. Integral to a successful outcome, Honeywell will perform, in conjunction with subcontractors, all aspects of the integration, installation and/or service offering as required by the customer's scope of work. Work would include but is not limited to the following examples:

- Heating, ventilating, air conditioning (HVAC) specialists to install, modify, and/or furnish material for HVAC systems including, but not limited to, building management controls, access, digital video management & access systems, fan control, smoke control, smoke/fire dampers, ductwork, etc. as necessary.
- Mechanical & electrical contractors to install, modify, and/or furnish material for electrical & mechanical systems including, but not limited to, raceway, cabling (fiber), line voltage supply, control wiring, trenching, duct banks, water meters, steam meters, natural gas (utility) meters, variable frequency drives, etc. as necessary.
- General contractor specialists to install, modify, and/or furnish material for structural changes, soffits, painting, patching, etc. as necessary.
- Locksmiths to install, modify, and/or furnish material including, but not limited to, door strikes, door closures, etc. as necessary.
- Providing Split Air Conditioning or localized AC systems to keep equipment running at proper operating temperature.

Honeywell is permitted under the Security Systems & Solutions procurement contract (Group 77201, Contract PT63299) to utilize subcontracting services as defined above. As the single point of contact, Honeywell will work in conjunction with the authorized user to ensure the utilization of qualified subcontractors is of best value, and to ensure the highest quality and best services when providing a turn-key solution. Additionally, Honeywell take have full responsibility of the installation including the warranty provisions as set forth in the contract. Honeywell will offer these services at a fee not to exceed cost plus 25% of the subcontractors invoice. Subcontractors will provide services on a fixed price/lump sum basis, and will be required to meet current prevailing wage mandates for their respective trade.

Honeywell will demonstrate the cost of these services by submitting the original subcontractors' quote to the authorized user for review prior to the commencement of work. In addition, Honeywell will attach a copy of the subcontractors' invoice, with our fee clearly noted, when applying for payment.

This fee includes direct expenses to manage the subcontractor including, but not limited to:

- Developing a scope of work.
- Procuring subcontracting services including walkthrough's as necessary.
- Managing project documents - (time sheets, certified payroll, as-built documentation, etc.)
- Coordinating project activity between trades.
- Ensuring project plans & specifications are met.
- Overseeing all aspects of the installation to ensure projects are completed in a timely manner.

Over the course of providing emergency service, maintenance, repair, inspection, and testing to life safety and integrated systems under the Honeywell Contract PT63299 (NYS Contract), Honeywell will at times utilize the services of a subcontractor or employ technical services to augment it's own. Honeywell will offer these services at a fee not to exceed cost plus 25% of the subcontractors invoice. Subcontractors will provide services on a "fixed price/lump sum" or "Time & Material" basis. The subcontractor will be required to meet current prevailing wage mandates for their respective trade.

1. All LABOR shall be charged as per the Regional rates posted on the current contract.
2. All REPLACEMENT of "ON CONTRACT PARTS" shall be charged as per the current NYS Contract posted rate.

NOTE: DCJS and FBI Certified Specifications

Authorized Users:

OGS incorporated DCJS and FBI Certified Specifications into RFP 20191 (See Section I.3.8, pages 11-18). For any additional information regarding these specifications, Authorized Users should contact the following DCJS employee:

Jerry Nimick.
Phone: 1-800-262-3257
E-Mail: Jerry.Nimick@dcjs.state.ny.us

The telephone number listed above is to the DCJS Customer Contact Center (CCC). Authorized Contract Users can call the CCC and dial by last name to reach Mr. Nimick.

ATTACHMENT 1: REFERENCE FORMS FOR USE BY AUTHORIZED USERS

PROJECT REFERENCES / CLIENT INFORMATION
ONLY REQUIRED IF REQUESTED
REFERENCE FORM
(Submit one form per reference)
BIDDERS INFORMATION

Bidding Company / Contact Person: _____ / _____

Contact Person Telephone Number: _____

PROJECT REFERENCE / CUSTOMER'S INFORMATION

Customer Name _____

Customer Address _____

Contact Person _____

Telephone Number _____

Facsimile Number _____

E-Mail Address _____

Date Range of Service _____ thru _____

Dollar Value of Project / Contract _____

Description of Equipment/Solution provided: _____

ATTACHMENT TWO: OGS CONTRACT PERFORMANCE REPORT:

State of New York
 Office of General Services
PROCUREMENT SERVICES GROUP
Contract Performance Report

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. **Comments should include those of the product's end user.**

Contract No.: _____ **Contractor:** _____

Describe Product* Provided (Include Item No., if available): _____

***Note:** "Product" is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term "Product" includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

CONTRACTOR

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments: _____

 _____ (over)

Agency: _____ Prepared by: _____
 Address: _____ Title: _____
 _____ Date: _____
 _____ Phone: _____
 _____ E-mail: _____

Please detach or photocopy this form & return by FAX to 518/474-2437 or mail to:

OGS PROCUREMENT SERVICES GROUP
 Customer Services, 37th Floor
 Corning Tower - Empire State Plaza
 Albany, New York 12242
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