

## Scope of Work

- I. Scope of Solicitation**
- II. Instructions to Offerors**
  - A. General Instructions**
  - B. Special Instructions**
- III. Scope of Work / Specifications**
- IV. Terms and Conditions**
  - A. General**
  - B. Special**
- V. Appendices to Scope of Work**
- VI. Bidding Schedule**

### **I. SCOPE OF SOLICITATION**

Clemson University is seeking an annual contract for service/maintenance, installation and replacement parts for the existing card access control system and security/surveillance cameras. Clemson University has a significant investment in a campus wide access control solution that was first installed in the residence halls in 1997 and has since expanded to academic and administrative buildings across campus to include:

- A. Access Control – Current access control products are UTC Picture Perfect. The system spans more than seventy one (71) buildings and includes one hundred five (105) Network Micros, Seven Hundred (700) Prox Readers consisting of UTC, HID, and L-1 Bio metric readers; Two Hundred Twenty Five (225) Terminal Workstations.
- B. Security/Surveillance – Current Security/Surveillance products are Pelco (replacement for Integral Technologies First Line DVi) Along with Genetec Omnicast/Security Center

### **AWARD**

Award will be made to one Offeror. Award will be made to the highest ranked, responsive and responsible Offeror whose offer is determined to be the most advantageous to the University.

### **MAXIMUM CONTRACT PERIOD - ESTIMATED**

Initial Contract Term: 05/30/2013 End date: 05/29/2014.

Maximum Contract Term: 05/30/2013 End date: 05/29/2018

Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

### **II. INSTRUCTIONS TO OFFERORS – A. GENERAL INSTRUCTIONS**

The Clemson University Standard Bidding Terms and Conditions (dtd. September 1, 2007) located at <http://www.clemson.edu/cfo/procurement/policies/CU-SBTC-RevB-10-1-2009.pdf> are incorporated herein by this reference.

### **II. INSTRUCTIONS TO OFFERORS – B. SPECIAL INSTRUCTIONS**

**EPROCUREMENT:** The Awarded Offeror agrees to work with the University and the University's third-party service provider, if the University so requests, to provide an electronic catalog of products contracted for under this procurement. This catalog will provide a way for you to more efficiently sell to and service Clemson University, while providing the University a mechanism to drive compliance and spend to this contract. Clemson incurs a cost of \$1,800 to integrate your catalog to our system that the Awarded Offeror will reimburse to Clemson when the integration is complete. This cost is completely outside of the scope of this bid and is in no way considered in bid evaluations.

**PRICE AS DISCOUNT (JAN 2006):** Your price must be in the form of a single percentage discount to apply to a catalog, price sheet, or price schedule as described.

### III. SCOPE OF WORK / SPECIFICATIONS

Clemson University is seeking to establish an annual contract with a qualified contractor to support the existing card access control system which has been given by manufacture an end of life scheduled for 2015 and security/surveillance cameras as described herein and in Section VI, Bidding Schedule.

#### **Purpose:**

The purpose of this contract is to provide Clemson University with maintenance, service, and technical support of existing hardware and software as they are currently configured. This will include maintenance, service and technical support of UTC products which include Picture Perfect access control, Secure Perfect 6.0 access control. Along with other products, Genetec as well as the Pelco replacement for Integral Technologies First Line DVi products based on an hourly labor rate. This hourly labor rate must include travel, meals, lodging and all expenses. The contract will also include replacement parts/supplies for the UTC Picture Perfect access control products, XCEED Transition readers, HID Smart card readers, L 1 Bio Metric readers as well as the Pelco replacement for Integral Technologies First Line DVX products based on Manufacturer's List Price less percentage off of list per Section VI, Bidding Schedule. The percentage off of Manufacturer's List Price will also apply to any UTC product such as Picture Perfect or Secure Perfect 6.0 access control, Genetec products such as Omnicast/Security Center CCTV and Pelco replacement for Integral Technologies First Line DVi products for equipment upgrades throughout the term of the contract.

Standard hardware authorized for use in Clemson University Facilities and Housing.

1. Panic hardware
  - a. Von-Duprin 98/99 panic hardware
  - b. Von-Duprin 33 panic hardware
  - c. Von-Duprin 55 panic hardware
  - d. Von-Duprin 77 panic hardware
2. Electrified Panic Hardware approved for use in Clemson University Facilities
  - a. Von-Duprin 98-99
  - b. Advantex/Detex
3. Lock Bodies (**Numbering change only**)
  - a. **Facilities:** Best - is the approved lock body standard for Clemson university Facility. Best is used for all replacement hardware as required.
  - b. **Housing:** Medico, Best and Corbin-Russwin is the approved lock body standard for Clemson university Housing.
4. Door Closures approved for use in Clemson University Facilities
  - a. LCN both 40&41 series right and left handed
  - b. Ryobi – universal mounts fits right and left handed
5. Card readers systems approved for use in Clemson University Facilities
  - a. UTC **Transition Series Multi-technology Card Readers** (for example part # 430210002)
6. All locks installed in Facilities Structures must accept Best interchangeable cores and all panic hardware with exception of card systems shall use hex key lockdown.

Although Clemson University anticipates replacing the current card access control solution in the near future, this will be based upon budgetary requirements. Prior to replacement of the current access control solution, individual needs may arise throughout the contract term for new access control based on current configuration(s). If a need arises, the contractor will be required to submit a proposal for the new installation based on the percentage off Manufacturer's List Price and hourly labor rates specified in Section VI, Bidding Schedule. The proposal must then be forwarded to Clemson University's Access Control Department for approval prior to issuance of a purchase order. Billing/Charges for service will be sent directly to department requesting services.

Once funding is approved, a work order request will be initiated by Access Control Department with either University Facilities or University Housing and a Purchase Oder will be issued by University Facilities or University Housing as is appropriate.

All Physical security modification must be In Accordance With (IAW) the Clemson University Physical Security Lock SOP and Clemson University Facilities Lock Shop SOP and Guidelines and the Green Book.

1. Additional contractor responsibilities:

- a. The contractor will be responsible for securing a construction/renovation permit from the University Facilities Permitting Office for work performed in University facilities structures.
- b. For task greater than one week in duration the contractor will be required to submit a CPM/Gant Chart at the same time the permit request is submitted.
- c. Upon presentation of the appropriate permit to the appropriate agency (University Housing or University Facilities a Purchase Order will be issued to the contractor to begin his work.
- d. At critical points in the project Quality Assurance inspections will be conducted by the appropriate University agency. These critical points will be identified by the University agency and scheduled in advance.
- e. Upon completion of the Work Order the contractor will be responsible for scheduling a check out Quality Assurance inspection with the appropriate University agency.
- f. Upon acceptance of the work by University agency and the Tennant the appropriate University agency will approve for payment the contractors invoice.
- g. All contractor invoices under this contract will be submitted to Clemson University Agency that issued the Purchase Order, for payment. No payment will be made in part or in full until an acceptable quality assurance inspection has been performed and passed.

2. General instruction to the contractor:

- a. At no time shall the contractor agree to do any work for a tenant that has not been approved by Access Control Department and had a Purchase Order issued by University Facilities Lock Shop.
- b. Any work performed by the contractor without a Purchase Order from University Facilities is done at the contractors own risk. The contractor may not be reimbursed for this work.

**Prices:**

Prices under this contract are “not to exceed” prices. Clemson University is not authorized to pay more than the contracted price. Clemson University will receive all cost savings offered by manufacturers on all hardware and software related items covered by this contract. It will be the contractor's responsibility to immediately inform the University in writing of manufacturers offering cost savings on all hardware and software related items covered by this contract and then to pass the cost savings on to the University. Contract holder will report price updates to Clemson University Procurement Services as soon as possible. Price updates MUST be provided in electronic format to CLEMSON UNIVERSITY. An electronic format will be emailed to Tammy Crooks, CPPB – duncant@clemson.edu. CLEMSON UNIVERSITY requires this information to be submitted in a Microsoft Excel 97 or higher format. Price increases will not become effective until the contract update has been approved by Procurement Services. FAILURE TO COMPLY WITH THIS REQUIREMENT MAY RESULT IN TERMINATION OF THE CONTRACT.

It is Clemson University’s desire and goal to have each Manufacturer's establish a specific web site for Clemson University to provide the pricing and update processes. Clemson University will be working with the manufacturers to establish the web site during the term of this contract. See the e-procurement Section IIB, Page 1 for more detail.

**Software:**

Contractor will provide Clemson University with yearly software maintenance, patches, upgrades and operator licensing from UTC, and Pelco replacement for Integral Technologies (if available) at the appropriate usage level.

**Unavailable Replacement Parts:**

When a part is unavailable to Contractor for use in repairing contract equipment, loaner equipment must be provided by the Contractor for all Card Access and DVR Camera programs which are critical in nature. This will entail any item that will impede or affect the safety of all University student, faculty, or staff personnel.

**Definitions:**

**Normal Business Hours** is defined as Monday through Friday, 8:00am to 4:30pm ET.

**After Hours** are defined as anytime after 4:30pm ET on Monday through Friday and Weekends.

**Response Time** is defined as the time allowed for the Contractor to respond to a call.

**Next Business Day** is defined as the next normal working business day.

**Emergency** is defined as any problem that requires immediate attention.

**Non-emergency** is defined as any problem that can be resolved on the next business day.

**Timely Manner** is defined as problem resolution within the time frame specified.

**Certified Technician** is defined as an employee for whom the Vendor can provide manufacturer's documentation of successfully completed course(s) qualifying that individual to service manufacturer's equipment.

**Anniversary Date** is defined as the yearly date on which contract commences.

**Technical Support and Training:**

The Contractor is expected to provide the appropriate level of support necessary to resolve all reported problems in a timely manner as defined by University needs, unless otherwise agreed to by the University.

1. Normal Business Hours (non-emergency). Contractor must respond by no later than Next Business Day and provide appropriate action to correct problem within twenty-four (24) hours from the time a call is placed.
2. Normal Business Hours (emergency). Contractor must respond within one (1) hour after a call is placed and provide appropriate action to correct problem (and work until the problem is resolved).
3. After Hours (emergency). Contractor must respond to after-hours calls within one (1) hour from the time a call is placed and provide appropriate action to correct problem (and work until the problem is resolved).
4. After Hours (non-emergency). Contractor must respond to after- hours calls within two (2) hours from the time a call is placed and provide appropriate action to correct problem (and work until the problem is resolved). If it is determined by the University that it is not an emergency, Contractor must address problem (provide appropriate action) on Next Business Day from the time a call is placed.
5. Phone Support. Contractor must provide twenty-four (24) hour phone support for both hardware and software related issues at no cost to the University. The Contractor must offer a toll-free number for the University to use for phone support.
6. Contractor must be able to remotely dial into the University's Access Control and CCTV Surveillance Program system for the purpose of offering technical support to the University.
7. Contractor must submit detailed proposals upon request for performing new installations and/or upgrades at no expense or obligation to purchase to the University to purchase proposed services.
8. Contractor will provide assistance to University facilities Construction Services department for all new building and renovation projects.
9. Contractor will provide a minimum of four (4) hours of Basic Training once a year at the discretion of the access control administrator on all new equipment (hardware, software) purchased during the term of the contract. Basic training will be conducted on University campus.
10. During the term of the contract, Contractor will provide a minimum of four (4) hours of Training/Demo Introductions once a year for the purpose of reviewing any current equipment or new technology available. Training or demo products will be conducted on University campus.

**Warranty:**

1. Contractor will provide warranties or pick up (assume responsibility for) existing warranties on all current items purchased by the University within the past year and continue with said warranties during the term of the contract.
2. Clemson University will receive all manufacturer warranties.
3. Contractor will provide the University with a one-year warranty on all new parts used, labor and services performed by Contractor in the troubleshooting and resolution of all reported problems by the University during the term of the contract.

**Authorities:**

Compliance with Laws and Regulations: The Contractor performance of the work shall comply with applicable federal, state, and local laws, rules, and regulations. The Contractor shall give required notices, shall procure necessary governmental licenses and inspections, and shall pay without burden to Clemson University, all fees and charges in connection therewith unless specifically provided otherwise. In the event of violation, the Contractor shall pay all fines and penalties, including attorney's fees and other defense costs and expenses in connection therewith.

Federal Communications Commission: Equipment requiring FCC registration or approval shall have received such approval and shall be appropriately identified.

All work performed and materials used shall conform in every detail to the current rules and requirements of the National Fire Protection Association (NFPA), the Occupational Safety and Health Administration (OSHA), the National Electrical Code (NEC), and all other applicable national, state, and local authorities.

The following TIA/EIA Telecommunications Building Wiring Standards are included by reference:

1. TIA-568-B1-5 - Commercial Building Telecommunications Cabling Standard - Part 1: General Requirements
2. TIA-569-B - Commercial Building Standard for Telecommunications Pathways and Spaces
3. TIA-862 - Building Automation Systems Cabling
4. BICSI – Telecommunications Distribution Methods Manual

**General:**

The CONTRACTOR shall install all materials, apparatus, and devices to complete the repair/installations herein specified, and provide to the University all associated records which shall meet the standards as detailed in this document. It is the intent of all specifications regarding each project to cause the equipment to be completely installed and fully functional in every respect.

The CONTRACTOR provided tools shall include, but not be limited to, manual and electrical hand tools, vehicles, safety equipment needed to comply with OSHA regulations for working in manholes and other confined spaces, forced air ventilation equipment, portable generators, and any heavy equipment required to complete the projects assigned to the vendor.

The computer systems associated with this work will not be taken off-line or removed from service during normal working hours. Arrangements must be made by the Contractor to coordinate any such activities. The Contractor will be required to work around all of the conditions listed above, as well as working with Clemson University staff to minimize disruptions to normal Clemson University operations.

The following University departments will provide as a group Technical Representatives who will provide planning, consulting, and general oversight of the access control and security/surveillance product repair/maintenance/installation projects: Access Control Department, CUPD, CCIT, Athletics, Facilities and Housing..

The contractor shall maintain Clemson University's facility in a neat and orderly manner during the maintenance/repair/service/installation of the access control or security/surveillance products. Clemson University's facilities shall be maintained in broom clean condition at the completion of work each day. At the completion of work in each area, the contractor will perform a final cleaning of debris prior to moving the installation crew to the next work area.

It is the intent of all specifications regarding each project to cause the equipment to be completely installed and fully functional in every respect.

The Contractor is expected to be able to perform the work with minimal supervision and should not rely on Clemson University to augment their resources.

Travel, meals, lodging and all expenses must be included in Contractor's hourly rates. Overhead must be included in Contractor's hourly rates.

Contractor will be required to purchase vendor parking permits for their service vehicles.

Identification Cards: Contractor must purchase ID badges for their staff at current university price and be responsible for replacement cost. Personnel must wear Clemson University ID badge issued by Tiger One Card Office or Access Control Department at all times while they are on the premises of Clemson University.

**Qualifications:**

1. Bidder must be a UTC business partner that has been selected and approved by UTC.
2. Bidder must supply Clemson University with documented proof of its current status as a UTC business partner for no less than 10 years and in good standing with UTC. Bidders MUST obtain a Letter of Authorization from the manufacturer and MUST include the letter with their bid response attached under the "Response Attachments" tab of the online bidding system. The Letter of Authorization MUST be on the Manufacturer's Letterhead stationery and signed by the Manufacturer's account executive responsible for Clemson University. The Letter of Authorization MUST certify that the bidder is an authorized manufacturer's representative and that an agreement exists between the Bidder and manufacturer to supply the manufacturer's line of products to Clemson University. The Letter of Authorization MUST reference this specific solicitation number found on each page in the upper right-hand corner.
3. Bidder must be able to supply, service, and support server software and system hardware for all UTC products. Upon demand, Bidder must supply Clemson University with documented proof of this ability.
4. Bidder must be a Pelco replacement for Integral Technologies First Line Digital Surveillance distributor. Bidder must supply Clemson University with documented proof of its current status as a Pelco replacement for Integral Technologies First Line Digital Surveillance distributor. Bidders MUST obtain a Letter of Authorization from the manufacturer and MUST include the letter with their bid response attached under the "Response Attachments" tab of the online bidding system. The Letter of Authorization MUST be on the Manufacturer's Letterhead stationery and signed by the Manufacturer's account executive responsible for Clemson University. The Letter of Authorization MUST certify that the bidder is an authorized manufacturer's representative and that an agreement exists between the Bidder and manufacturer to supply the manufacturer's line of products to Clemson University. The Letter of Authorization MUST reference this specific solicitation number found on each page in the upper right-hand corner.
5. Bidder must be able to supply, service and support Pelco replacement for Integral Technologies First Line Digital Surveillance hardware and software equipment. Bidder must supply Clemson University with documented proof of this ability in bid response attached under the "Response Attachments" tab of the online bidding system.
6. Bidder must supply documentation to Clemson University showing that a minimum of one (1) support technician currently employed by the bidder is certified by UTC for both Picture Perfect and Lenel On-Guard, Pelco replacement for Integral Technologies to service its equipment and include documentation in bid response attached under the "Response Attachments" tab of the online bidding system.
7. Bidder must be a certified Genetec distributor and have minimum of one (1) support Technician currently employed by the bidder who is certified to install, service and provide software support for Genetec products. Must be attached under the "Response Attachments" tab of the online bidding system.
8. Bidder must have a current South Carolina Alarm License and provide proof of such licensing. Must be attached under the "Response Attachments" tab of the online bidding system.

**References:**

Each BIDDER shall submit at least three references with the bid attached under the "Response Attachments" tab of online bidding system. These references should be customers for which the BIDDER has previously performed work within the last 2 years that was similar in nature and scope to the work described in this bid. Each reference should include a customer name, contact name, title, telephone number, address and email address. The BIDDER shall provide documented examples showing details of the projects installed for these references regarding the type of project and their involvement in providing equipment and systems. Clemson University reserves the right to visit any or all of the references provided.

INSTALLATION/ON SITE LABOR: Contractor shall install all items acquired pursuant to this contract and/or shall be required to conduct work at Clemson as part of this contract. The contractor awarded this contract is required to submit an ACORD 25 form prior to commencement of work per Clemson Standard Terms of Purchase

(<http://media.clemson.edu/procurement/purchaseterms4.1.2011.pdf>). Failure to submit this form to University Procurement may result in termination of contract for failing to comply with this requirement.

QUALITY – NEW (JAN 2006): All items must be new.

#### **IV. TERMS AND CONDITIONS – A. GENERAL**

The Clemson University Standard Terms of Purchase (dtd. April 11, 2011) located at <http://media.clemson.edu/procurement/purchaseterms4.1.2011.pdf> are incorporated herein by this reference.

#### **IV. TERMS AND CONDITIONS – B. SPECIAL**

DISPOSAL OF PACKAGING (JAN 2006): Contractor shall dispose of all wrappings, crating, and other disposable materials pertaining to this contract at the end of each working day and upon completion of installation.

ESTIMATED QUANTITY - UNKNOWN (JANUARY 2006): The total quantity of purchases of any individual item on the contract is not known. The State does not guarantee that the State will buy any specified item or total amount. The omission of an estimated purchase quantity does not indicate a lack of need but rather a lack of historical information.

WARRANTY: Contractor warrants all items acquired shall conform to all contractors' representations, the requirements of this contract, and all published documentation.

#### **V. APPENDICES TO SCOPE OF WORK**

SECTION VI, BIDDING SCHEDULE – All Offerors must complete Section VI, Bidding Schedule, Excel Spreadsheet under “Attachments” tab of online bidding system and re-attach to online bidding system under “Response Attachments”. Failure to do so will result in rejection of offer.

Please transfer “Total” from Section VI, Bidding Schedule to Line Item 001, Unit Price, in online bidding system for evaluation purposes.

# VI. Bidding Schedule

Freight/Shipping costs must be included in bid price below. Freight/Shipping cannot be added at a later date.

Mfg/Bidder's Product Description	Bidder's Discount/Labor Rate (Unit Prices) Bidder's Percentage (%) Off Mfg's List Price	Quantity* (List Price)	** Extended Price	Indicate one only (SC or US)	
				SC* Made, Mfg, or Grown per regulations at bottom of page below (indicate SC by selecting from dropdown for each item applicable)	US* Made, Mfg or Grown per regulations at bottom of page below (indicate US by selecting from dropdown for each item applicable)
UTC Products	0%	\$150.00	\$150.00		
UTC Software & Software Maintenance	0%	\$780.00	\$780.00		
Clemson Approved Door Hardware	0%	\$150.00	\$150.00		
Pelco Replacement for Integral Technologies Fist Line DVX Security/Surveillance Products	0%	\$100.00	\$100.00		
Genetec Security/Surveillance Software & Licensing	0%	\$300.00	\$300.00		
Genetec Security/Surveillance Products	0%	\$150.00	\$150.00		
HID Products	0%	\$150.00	\$150.00		
Hourly Labor Rate for maintenance, service, technical support and new installs	<b>Bidder's Hourly Labor Rate</b>	<b>Quantity (hours)</b>			
	\$0.00	24	\$0.00		
After Hours Labor Rate (Note: This rate will not be used for evaluation purposes.)	\$0.00	0			

**TOTAL                    \$1,780.00**

Enter the Total Amount above in Line 001 in online bidding system for evaluation purposes.

\* Quantities above are used only to establish total extended prices for evaluation purposes. Unit prices will be used on contract.

\*\* Extended Price must equal List Price less Bidder's Percentage off. Extended Price for hourly rate must equal Bidder's hourly labor rate for 24 total hours.

**\* End Product Preference (SC or US)**

Section 11-35-1524 provides a preference to vendors offering South Carolina end-products or US end-products, if those products are made, manufactured, or grown in SC or the US, respectively. An end-product is the tangible project identified for acquisition in this solicitation, including all component parts in final form and ready for the use intended. The terms "made," "manufactured," and "grown" are defined by Section 11-35-1524(A). By signing your offer and checking the appropriate space(s) provided and identified on the bid schedule, you certify that the end-product(s) is either made, manufactured or grown in South Carolina, or other states of the United States, as applicable. Preference will be applied as required by law. Post award substitutions are prohibited. See "Substitutions Prohibited - End Product Preferences" provision. Please indicate any preference above per individual item.