



**SPECIFICATIONS:**

**East Tennessee Homes – Fire Alarm Cellular Monitoring and Maintenance  
ITB 34401-12638**

**Tennessee Department of Intellectual  
and Developmental Disabilities  
UBS Bldg. 8th Floor  
315 Deaderick Street  
Nashville, TN 37243-1403**

The State of Tennessee, Department of Intellectual and Developmental Disabilities hereinafter shall be referred to as the “State” or “Agency”.

The service provider hereinafter shall be referred to as the “Contractor.”

The contract technical specifications and/or equipment specifications were submitted by or have been reviewed and approved by the Agency.

The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.

The absence of detailed specification or description does not limit the quality of service rendered and shall be recognized as meaning that only the best commercial practices are to prevail and that only first-quality materials and workmanship are to be used and shall be acceptable. Work shall comply with all industry standards and guidelines.

**Agency Point of Contact:**

Eli Rousey | Contract Manager  
UBS Bldg. 8th Floor  
315 Deaderick Street, Nashville, TN 37243  
Phone: 615-804-2669  
Eli.T.Rousey@tn.gov

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**A.1. Definitions**

- a. Authorized User – Representative of the State or Agency.

- b. Contract Administrator – Contractor’s main point of contact for the Agency.
- c. Contract Year - A twelve (12) month period that begins on the effective date of the contract.
- d. Emergency Service - Service requiring immediate attention. Emergency status is determined by the Authorized User.
- e. Fire Alarm Systems - Any electrical components including but not limited to connections at any valves, components and devices used as a supervisory, alarm bells, smoke detectors, hood suppression systems and any other electrical devices connected to the Fire Alarm Panels.
- f. Fire Alarm Control Panel (“FACP”) - The FACP is commonly called the main fire alarm panel and is contained in a cabinet. The cabinet allows users to see the status of the fire alarm system without having to unlock or open the cabinet door.
- g. National Fire Protection Association (“NFPA”) - A global self-funded nonprofit organization, established in 1896, devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards.
- h. Normal Operating Hours - Monday through Friday 8:00 AM – 4:30 PM, excluding legal State holidays. A listing of State holidays can be found at <https://www.tn.gov/about-tn/state-holidays.html>. Any work conducted outside of the normal State operating hours shall have prior written approval from an Authorized User.
- i. Preventive Maintenance - The servicing of equipment for the purpose of maintaining said equipment while still functional to prevent failure or defect.
- j. Scheduled Service (Planned maintenance) – Service provided as per predetermined specifications, this service will have detailed written specifications and procedure, and will have a prearranged time frame for performance, and/or a regular schedule for completion. Scheduled Service may have a fixed cost and shall be invoiced at the unit price bid.
- k. Specialized Equipment - Equipment not considered industry standard that is needed to fulfill services within the Contract Scope of work. Specialized Equipment may require a license or qualified operator.
- l. State Building Commission (“SBC”) The commission which has the authority and powers, as detailed in Tenn. Code Ann. § 4-15-102 et. seq., over state property.

## **A.2. General Requirements**

- a. Time Verification: The Contractor shall be required to sign in and sign out on the Contractor/Vendor Log the actual time worked with an Authorized User, for all on-site services provided. All Facilities shall be required to utilize the Contractor/Vendor Log for the signing in and out of the Contractor. The Contractor/Vendor Log will be used as a tool to verify time worked. Sign-in instructions will be given as necessary if service will be provided at times other than Normal Operating Hours.
- b. The Contractor shall sign in and sign out on the Contractor/Vendor Log in the following situations (at a minimum):

1. For a lunch period when taken during a workday;
  2. When going to obtain parts; or
  3. Leaving the facility for any reason.
- c. The Authorized User will pay the established hourly rate for actual time worked on-site. Labor rates begin upon sign in and end upon sign out at the facility.
- d. Time verification is required for hourly rate payment for all jobs.
- e. Once work has commenced on a job it shall continue uninterrupted during Normal Operating Hours until the job is completed satisfactorily, unless otherwise approved by Authorized User.
- f. Time off-site cannot be charged to the State without prior written approval from the Authorized User (e.g., preparation of materials for use on the job anywhere off-site). If off-site work is required, the Contractor shall identify it on the Not to Exceed Estimate. Off-site work shall be charged at the same, or lower, hourly rate as set in the Not to Exceed Estimate.
- g. Work Reports: A written or emailed work report must be completed and left with the Authorized User at the time service is completed. The work report shall be itemized and contain the following information at a minimum:
1. Description of work performed;
  2. Labor time (time-in/time-out);
  3. List of parts used, when applicable;
  4. All findings, which concern the Authorized User or operation of the equipment or system under contract; and
  5. Any recommendation for repair or additional service.
- h. Upon inspection of a job, the Authorized User may identify discrepancies in the service specifications or identify areas or work that has not been completed satisfactorily.
- i. Identified problems or service discrepancies shall be corrected before payment are made.
- j. Contractor Response Time: Non-Emergency Jobs: The Contractor shall have a maximum of two (2) hours response time during Normal Operating Hours. Response time begins when the Contractor receives authorization from the Authorized User via phone or email to perform service and ends when the Contractor arrives on-site. It is up to the discretion of the Authorized User to schedule a time outside of this response time. (This excludes emergency jobs)
- k. Emergency Jobs: The Contractor shall have fifteen (15) minutes of initial contact to respond and a two (2) hour on-site response time. Response time begins when the Contractor receives authorization from the Authorized User via phone or email to perform service and ends when the Contractor arrives on-site. It is up to the discretion of the Authorized User to schedule a time outside

of this response time.

- l. Quotes shall be provided to the Authorized User within five (5) business days after the initial request is made by the Authorized User unless otherwise specified by the Authorized User.
- m. Invoices shall be provided to the Authorized User no later than thirty (30) calendar days after goods or services have been provided.
- n. Contractor Service Personnel: The Contractor shall follow all applicable federal, State, local, environmental, and security standards and regulations. Contractor shall adhere to all Federal codes as required for federal facilities serviced under the Contract.
- o. As required, the Contractor shall hold all current licenses or permits necessary to perform the Contract tasks and shall provide copies of licenses for each employee assigned to work under this contract.
  - 1. Fire Alarm Systems- Alarm Contractor & Alarm Qualified Agent
  - 2. Monitoring- Alarm Qualified Agent & Alarm Registered Employee
- p. The Contractor servicing fire related systems under the Contract shall be certified by the International Code Council (“ICC”), NFPA and shall be licensed by the appropriate State of Tennessee licensing board. National Institute for Certification in Engineering Technologies (“NICET”) Level III Certification is required for Contractors handling special hazard suppression systems.
- q. All technicians working for the Contractor shall be fully trained and certified with at least two (2) years’ experience for the duties they perform.
- r. At the Authorized User’s request, the Contractor shall be required to furnish evidence of training.
- s. The Contractor shall have sufficient personnel to provide uninterrupted service.
- t. The Contractor shall have access to, and bring all equipment, materials, supplies, and tools necessary to perform the responsibilities of the Contract.
- u. The Contractor shall use personnel who are trained to work on the equipment or system(s) as described or as listed to perform the services as requested. The trained personnel can be the Contractor’s Subcontractor personnel.
- v. The Authorized User retains the right to request Contractor service personnel with current certifications to work on specific equipment.
- w. At the Authorized User’s request, the Contractor may be required to furnish evidence of training or certification.
- x. The Contractor shall have personnel to receive and act on service calls twenty-four (24) hours a day, seven (7) days a week and on holidays. An automated answering system will not be acceptable as a contact. Service calls may include:

1. Dispatching service technicians
2. Providing technical assistance via telephone or email

**A.3. Alarm Monitoring:**

- a. The Contractor shall perform twenty-four (24) hour **cellular** monitoring of the Fire Alarm Systems at the various East Tennessee Home locations.
- b. Locations and Equipment: Contractor shall be capable of **cellular** monitoring and programming all existing and newly added devices for the Fire Alarm Systems listed. (*See Equipment List*)

**A.4. Annual Inspections:**

- a. The Contractor shall perform an inspection of the Authorized User's equipment/systems in accordance with applicable codes. Inspections shall cover 100% of all equipment, devices, wiring, etc., as defined in the specifications. Each inspection shall include testing all components and initiating any necessary maintenance or repairs needed to ensure the system is in proper operating condition in accordance with NFPA 72, National Fire Alarm Code. Necessary maintenance or repair discovered during performance of the Scheduled Service tasks shall be thoroughly discussed with, and approved by, the Authorized User prior to performance of the work.
- b. The Contractor shall conduct the inspection of systems in accordance with the highest standards of workmanship and shall leave all systems in good working order following testing. Any equipment taken out of service for testing shall be restored and returned to normal condition after completion of tests. Any failures shall be reported to the Authorized User and noted in documentation. Inspections shall take place over a period of consecutive days continuously until inspections are complete.
- c. Scheduled service shall be provided at the frequency and during the time period(s) specified for each service. Note: The service schedule may be altered due to prevailing circumstances by the Authorized User. If service cannot be fulfilled at the time stated, service shall be provided at a mutually agreeable alternate time. All efforts shall be made to not interrupt the preventive maintenance schedule.
- d. Locations and Equipment: Contractor shall be capable of inspecting and certifying all existing and newly added devices for the Fire Alarm Systems listed. (*See Equipment List*)
- e. In addition to the listed locations, the East Tennessee Regional Office shall also require an annual inspection.

**A.5. Repairs and Maintenance:**

- a. All services shall be coordinated with Authorized User and scheduled at such a time that is mutually agreed upon by the Contractor and the Authorized User.

- b. No work shall commence without prior written approval by Authorized User.
- c. All services and repairs shall be performed in accordance with the equipment manufacturer's recommended procedure when applicable or as detailed in the Scope of Work for each individual job. If available and requested, maintenance manuals shall be provided to the Authorized User at no additional cost.
- d. Once provided with authorization from the Authorized User to complete the job, the Contractor is required to arrive on-site at the facility with all the proper equipment, parts, and materials needed to complete the job. It is the Contractor's responsibility to ensure that this occurs; Contractor shall request an on-site visit prior to providing a Not to Exceed Estimate to know what materials are required, if needed. The Contractor will not be allowed to charge for time away from the site to obtain parts.
- e. The Contractor shall comply with the NFPA Codes, as adopted by the Tennessee State Fire Marshall's Office and Unified Facilities Criteria 3- 601-02, as may be amended.
- f. All new installations shall be non-proprietary systems unless a proprietary system is requested by the Authorized User and approved by the CPO. Each service group is inclusive of Scheduled Service, Preventative Maintenance, repairs, retrofit, equipment and parts, testing, and inspection.
- g. Programing: The Contractor shall be responsible for programming and shall have access to repair and replacement parts, as per the brands listed in the Location and Equipment List There shall be no additional charge for programming.
- h. At the request of the State, during or at the conclusion of the Contract term, the Contractor shall relinquish the pass codes to the State's systems or set the pass codes to default at no cost to the State or its Authorized Users.
- i. Non-Emergency Job: Quotes shall be provided *free of charge* to the Authorized User. The Contractor shall not charge for any time on-site, or travel costs associated with putting together and providing a quote of job estimate.
- j. The Authorized User shall not accept a verbal field quote and shall receive a written quote or estimate.
- k. When applicable, a line item estimating the overall parts and materials cost shall be included on the quote. Parts and materials shall be broken out per each item on the Contractor's invoice and submitted with the proof of cost. The Contractor's invoice shall reflect an adjustment to the cost of the parts and materials if lower than estimated.
- l. The repair cost shall not exceed the quote without justification from the Contractor and prior written approval from Authorized User. If the repair cost is lower than the amount quoted, the Contractor shall only charge the Authorized User for the cost of the repair. Note: the invoice shall reflect actual time worked, as verified by the Contractor/Vendor Log, on-site which may be less than that of the estimated number of hours. Note: if the Contractor has to work over the estimated number of hours to complete the job, the Contractor shall obtain prior written approval from the Authorized User.

- m. The Contractor shall perform the services as described in the quote, upon request from the Authorized User.
- n. Quotes shall be provided to the Authorized User no later than five (5) business days after the initial request is made by the Authorized User unless otherwise specified by the Authorized User.
- o. Usage of Specialized Equipment shall be contemplated in the quote for the job and shall not be added as an additional charge at a later date without prior written approval from the Authorized User.
- p. Once the Authorized User has accepted a quote for a job, authorized the work, and issued a purchase order, the Contractor shall coordinate completion of the job with the Authorized User.
- q. Emergency Jobs: The Contractor shall provide "Emergency Service" 24 hours per day, 365 days per year. The Contractor shall provide telephone numbers of the personnel to contact on an as needed basis for Emergency Service calls. An automated answering system shall not be acceptable as a contact for emergency situations.
  - 1. Emergency Jobs are failure of Fire Alarm Control Panels, Pull Stations, Smoke Detectors, Dialers, Supervisors, Alarm Bells, Kitchen Hood Suppression Systems, and any other electrical devices connected to the Fire Alarm Control Panel.
- r. Job Scope Changes: The Authorized User shall notify the Contractor immediately if there is a job scope change, schedule change, or any other change that impacts the job.
- s. In the event the initially awarded Contractor has already performed some services, and a change to the date or job scope prevents said Contractor from being able to complete the job, the Authorized User may pay the initially awarded Contractor for costs incurred. The Contractor shall provide detailed written documentation of the services provided, costs incurred, and reason for inability to complete the job.
- t. In the event a job scope change puts the cost of the project over one hundred thousand dollars (\$100,000), the Authorized User shall immediately contact the Contract Administrator.

#### **A.6. Parts Requirements and Parts Cost**

- a. All parts, materials, and supplies used in the performance of contract work shall be new unless the Authorized User provides the Contractor with written approval to use certified reconditioned replacement parts for systems whose parts are not still in production.
- b. The Contractor shall have a supply of stock replacement parts available for immediate use.
- c. The Contractor shall have access to non-stock replacement parts.
- d. Manufacturer parts, manufacturer-approved parts, or equal shall be used to maintain the integrity of the equipment/system(s) under contract. Use of any parts that would void any manufacturer's warranty shall not be permitted unless pre-approved in writing by the Authorized User.

- e. When parts, supplies or materials are utilized from the Contractor's stock, a copy of the original purchase invoice shall be included as backup documentation with the invoice for payment. If no original purchase invoice is available, the Authorized User may elect to verify current fair market value and if necessary, alter the invoice to reflect market prices. If the Contractor received a discount, including a prompt payment discount, from its supplier(s) for the parts, supplies, or materials, then the invoice to the Authorized User shall reflect that discount.
- f. In the event the Contractor incurs shipping and handling costs for ordered parts, supplies or materials, that are not regularly stocked items, to service the Authorized User's systems or equipment, Contractor may include the shipping and handling expense with the proof of purchase document. Contractor shall not include shipping and handling costs in the parts, supplies or materials mark-up.

#### **A.7. Warranty Period and Coverage**

- a. Services requiring the Contractor to return to the job site due to equipment/system failure relating to services previously provided by the Contractor, shall be at no charge to the Authorized User.
- b. The Contractor shall give any manufacturer warranty agreements for equipment, parts, and materials used by the Contractor on the equipment/system(s) under contract to the Authorized User.
- c. Contractor shall honor warranties for equipment, parts, or materials that are under warranty of the manufacturer.
- d. There may be instances whereby the Contractor will require manufacturer's technical assistance and may be permitted with prior approval from Authorized User.
- e. Charges incurred because of technical assistance from a manufacturer shall be at the Contractor's expense.
- f. The Contractor shall guarantee or warrant against defects, all workmanship, and parts. This warranty shall be for one (1) year from the time the service was performed, or parts were installed.
- g. The Contractor shall absorb all cost incurred for replacement, repair, or corrections made to Authorized User equipment/system(s) due to:
  - 1. Faulty equipment or parts that were installed by the Contractor.
  - 2. Equipment/system(s) failure due to the Contractor's poor workmanship.

#### **A.8. Security and Safety Requirements**

- a. Security and Authorized User Policy and Procedure: All visits to Authorized Users facilities or grounds require proper sign-in and sign-out. Under no circumstances shall service be provided by Contractor without proper contact with the Authorized User or designated authority as instructed.
- b. Contractor Service Personnel may be required to provide picture identification for inspection upon entering the Authorized User facilities.



- c. Contractor Service Personnel shall be required to wear an identification badge while on the Authorized User's property.
- d. Contractor Service Personnel may be subject to background checks by the Tennessee Bureau of Investigation ("TBI"). Upon request by the State for background check(s), the Contractor shall absorb all costs to obtain the requested TBI background check(s).
- e. The Contractor shall ensure that all vehicles, equipment, fuel, tools, chemicals, and supplies used at the Authorized User's locations are appropriately accounted for at all times, including while vehicles are in parking areas or on campus roads and drives.
  - 1. No equipment, tools, supplies or materials shall be left open or unattended.
  - 2. Equipment and supplies shall be secured when not in use.
  - 3. Vehicles shall be turned off, keys shall be removed from the ignition, and doors shall be locked when left unattended.
- f. Security and safety requirements and State and Authorized User regulations and policies shall be adhered to while on-site. This shall include, but is not limited to; key control, tool control, compliance with prohibitory contraband items, and smoking policies.
- g. In the event the Contractor feels unsafe in the Authorized User's work environment, the Contractor shall notify the Authorized User immediately to rectify the situation. If the Authorized User does not make improvements in a timely manner, the Contractor shall contact the Contract Administrator for assistance.
- h. Site Safety and Clean-Up: Some facilities for which service will be rendered have patients in areas where work will be performed, which may create unique safety situations. The Contractor shall have adequate personnel to meet all situations, e.g., two Contractor staff shall be present when ladders are used in patient or common areas where patients are present, etc.
- i. The Contractor shall ensure all fire or emergency exits are free of obstruction.
- j. If new emergency exit routes are needed, they shall be established and coordinated with the Authorized User.
- k. While performing work, the Contractor shall maintain a clean and safe work area.
- l. Tools shall be controlled and inventoried on a regular basis by the Contractor. Missing tools shall be reported immediately to the Authorized User.
- m. The Contractor shall clean a work area of any unsafe materials, dangerous objects or debris, and remove or secure all tools and equipment, when the Contractor leaves a work area unattended, unless otherwise allowed by the Authorized User.
- n. The Contractor shall clean the work area of all equipment, waste, or debris generated by the Contractor during the performance of a job; leaving the work site clean at the end of each workday,

unless otherwise allowed by the Authorized User.

- o. All materials used or generated by the Contractor while performing the tasks of this Contract shall be the total responsibility of the Contractor. This includes waste or debris generated by the Contractor.
- p. Waste, excess, and debris generated by the Contractor, shall be removed from the work site by the Contractor.
- q. Use, removal and disposal of materials shall be done in accordance with any and all federal, State and local laws and regulations.

#### **A.9. Exclusions**

- a. The following shall be excluded from this contract, unless otherwise specified:  
Jobs over \$100,000
- b. Jobs that are estimated to be over one hundred thousand dollars (\$100,000) shall be excluded from being conducted under this contract without the prior approval of the State Building Commission ("SBC") per By-Laws, Policy, and Procedure of the State Building Commission of Tennessee, Item 2. Agencies should maintain SBC approval documentation in accordance with applicable Records Disposition Authorization ("RDA"). Agencies and Authorized Users should contact the Contract Administrator to determine the proper approval procedures.

#### **A.10. Billing:**

Invoice Requirements. The Contractor shall invoice the State only for goods delivered and accepted by the State or services satisfactorily provided. Contractor shall submit invoices and necessary supporting documentation, no more frequently than once a month, and no later than thirty (30) days after goods or services have been provided to the following address:

Tennessee Department of Intellectual and Developmental Disabilities  
Fiscal Services  
UBS Tower, 8th Floor  
315 Deaderick St., Nashville, TN 37243  
DIDD.invoicing@tn.gov

- a. Each invoice, on Contractor's letterhead, shall clearly and accurately detail all of the following information (calculations shall be extended and totaled correctly):
  - (1) Invoice number (assigned by the Contractor);
  - (2) Invoice date;
  - (3) Contract number (assigned by the State);
  - (4) Customer account name: Tennessee Department of Intellectual and Developmental Disabilities, East Tennessee Homes / East Tennessee Regional Office
  - (5) Customer account number (assigned by the Contractor to the above-referenced Customer);
  - (6) Contractor name;
  - (7) Contractor Tennessee Edison registration ID number;
  - (8) Contractor contact for invoice questions (name, phone, or email);
  - (9) Contractor remittance address;

- (10) Description of delivered goods or services provided and invoiced, including identifying information as applicable;
- (11) Number of delivered or completed units, increments, hours, or days as applicable, of each good or service invoiced;
- (12) Amount due for each compensable unit of good or service; and
- (13) Total amount due for the invoice period.

b. Contractor's invoices shall:

- (1) Only include charges for goods delivered or services provided;
- (2) Only be submitted for goods delivered or services completed and shall not include any charge for future goods shall be delivered or services shall be performed;
- (3) Not include Contractor's taxes, which includes without limitation Contractor's sales and use tax, excise taxes, franchise taxes, real or personal property taxes, or income taxes; and
- (4) Include shipping or delivery charges only as authorized in this Contract.

c. The timeframe for payment (or any discounts) begins only when the State is in receipt of an invoice that meets the minimum requirements of this Section.

**A.11. Equipment List:**

Fire Alarm Systems locations, manufactures and models shall be **monitored, inspected, and serviced** are as follows:

Address	FACP Manufacturer	FACP Model
855 Meadowbrook Road Afton TN 37616	Notifier	NFS-320
744 Stone Dam Rd. Chuckey TN 37641	Notifier	NFS-320
590 Stone Dam Rd. Chuckey TN 37641	Notifier	NFS-320
3960 Chuckey Pike Chuckey TN 37641	Notifier	NFS-320
143 Delzie Randolph Rd. Chuckey TN 37641	Notifier	NFS-320
633 Amity Rd. Greeneville TN 37743	GE Security	GE EST i064
2156 Asheville Hwy. Greeneville TN 37743	GE Security	GE EST i064
2105 Susong Rd. Greeneville TN 37743	GE Security	GE EST i064
2107 Susong Rd. Greeneville TN 37743	Honeywell	Fire-Lite ANN-80
2495 Buckingham Rd. Greeneville TN 37745	GE Security	GE EST i064
2497 Buckingham Rd. Greeneville TN 37745	GE Security	GE EST i064
2499 Buckingham Rd. Greeneville TN 37745	GE Security	GE EST i064
102 Dyer St. Greeneville TN 37745	GE Security	GE EST i064
2324 Asheville Hwy. Greeneville TN 37743	GE Security	GE EST i064
803 Redbud Dr. Greeneville TN 37743	GE Security	GE EST i064
645 Rambo Rd Greeneville TN 37743	GE Security	GE EST i064

Fire Alarm Systems locations, manufactures and models shall be **inspected and serviced** are as follows:

Address	FACP Manufacturer	FACP Model
ETRO Greeneville Campus, Dogwood 4850 E. Andrew Johnson Hwy., Greeneville, TN 37745	Simplex	4007ES
ETRO Greeneville Campus, Alder 4850 E. Andrew Johnson Hwy., Greeneville, TN 37745	Securtron	MR-2605
ETRO Greeneville Campus, S&P 4850 E. Andrew Johnson Hwy., Greeneville, TN 37745	GE Security	GE EST i0500