

EVENT 32801-11595 TWRA ACCESS CONTROL SYSTEM AND SUPPORT

SPECIFICATIONS

CONTRACTOR PERFORMANCE AND REQUIREMENTS:

1. 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.
2. The Contractor shall provide support of Open Option Access Control, and Avigilon Camera Systems and Avigilon Control Center (ACC™).
3. The Contractor shall provide support for product upgrades, maintenance releases, and/or software patches for Open Option Access Control, and Avigilon Camera Systems and Avigilon Control Center (ACC™).
4. The Contractor shall currently be certified at industry standard levels with Open Option Access Control and Avigilon Camera Systems and Avigilon Control Center (ACC™).
5. The Contractor shall be a certified dealer of the Platinum Elite Partner (open options).
6. The Contractor shall have an alarm contractor's license.
7. Before any service work can be performed, the State requires a written cost estimate by the contractor for any replacements, upgrades, additions, or retrofits. However, this provision may be waived by the State in case of emergency. No work will be started without approval from the Authorized Representative.
8. Standard System Support. The Contractor shall provide standard system support, Monday- Friday, 7:00 am to 5:00 pm CT, excluding State Holidays. Standard required response time in Nashville, Davidson County, TN is within two (2) hours
9. Emergency Support Response. The State shall determine what requires an Emergency Response. Emergency support response time in Nashville, Davidson County, TN is within one (1) hour. The Contractor shall return system to fully operational status within a maximum of eight (8) hours for critical items and twenty-four (24) hours for non-critical items. The State shall define what is considered critical and non-critical items.
 - a. If the system cannot be returned to fully operational status within stated hours, the vendor shall provide backup equipment to the State at no additional cost until the system is returned to fully operational status.
 - b. Emergency support response shall include equipment that meets current State building and security standards.
10. The Contractor shall have the skills, experience, equipment, materials, and access to parts and supplies necessary to make repairs, upgrades, or additions for security hardware components. Contractor service personnel may be a Technician and/or a Technician Helper. Both must possess the skills and experience level to complete a job. Technician refers to workers certified by software manufacturer. Technician Helper refers to someone who does not have specific certifications but will provide manual labor and assistance to technicians.

11. The Contractor shall be responsible for furnishing all labor, parts, supplies, and equipment necessary to provide the work required. All service work must be approved in writing by at least one (1) Authorized Representative.
12. All visits by Contractor service personnel shall be logged on site with date and time (I.e., time in and time out) by security personnel and/or an authorized individual. It is required that all service personnel sign-in and sign-out to verify their presence and length of stay at the facility. In some instances, the installation being serviced will be in the field. The service personnel shall work with the authorized representative to determine best method for logging date and time.

The technician hourly rate for work begins when he/she signs in at the job site and ends when they sign out.
13. The contractor shall have the ability to service all State locations in Attachment A. This list is subject to change.
14. Trip Charges are limited to a single trip charge per job. Trip Charge is a fixed rate or flat fee for a trip to service facility.
 - i. **Trip Charge Region 1 (West TN) includes:**
Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Shelby, Tipton, and Weakley
 - ii. **Trip Charge Region 2 (Middle TN) includes:**
Bedford, Cheatham, Davidson, Dickson, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Perry, Robertson, Rutherford, Smith, Stewart, Sumner, Trousdale, Wayne, Williamson, and Wilson
 - iii. **Trip Charge Region 3 (Chattanooga Area) includes:**
Bledsoe, Bradley, Cannon, Clay, Coffee, Cumberland, Dekalb, Fentress, Franklin, Grundy, Hamilton, Jackson, Marion, McMinn, Meigs, Overton, Pickett, Polk, Putnam, Rhea, Sequatchie, Van Buren, Warren, White
 - iv. **Trip Charge Region 4 (East TN) includes:**
Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Union, and Washington
15. The Contractor shall maintain a clean work area and upon completions of the work, shall remove all debris and trash from the job site. All work shall be performed in a professional manner.
16. Contractor shall be responsible for the removal of all waste materials generated as a result of work performed in accordance with all local and state laws.
17. Contractor shall have all tools and equipment considered necessary for performance of the scope of services.
 - a. When additional equipment or parts are required for service, a copy of the materials invoice must be attached to contract vendor's invoice when submitted for payment. A fifteen percent (15%) markup will be allowed to the invoice price. Please also refer to Terms and Conditions section 1.60.

18. The named Authorized Representatives are listed below. The state may assign other authorized representatives for "approval and review" in relation to this contract. Groups below are the only individuals authorized to request and approve quotes.

Authorized Representatives

1. Tennessee Wildlife Resources Agency
Deputy Director of Business Operations
Currently: Michael May
5107 Edmondson Pike
Nashville, TN 37211 Michael.May@tn.gov
615-781-6555

2. Tennessee Wildlife Resources Agency
Chief of Information Technology
Currently: Mark Ridings
5107 Edmondson Pike
Nashville, TN 37211
Mark.Ridings@tn.gov
Office: 615-781-6639
Mobile: 615-767-8611

b. Emergency Authorizations

Tennessee Wildlife Resources Agency
Chief of Information Technology
Currently: Mark Ridings
5107 Edmondson Pike
Nashville, TN 37211
Mark.Ridings@tn.gov
Office: 615-781-6639
Mobile: 615-767-8611

ATTACHMENT A

TWRA Office Locations:

Region 1 Regional Office – Madison County

Region 2,5 Regional Office – Davidson County

Region 3 Regional Office – Cumberland County

Region 4 Regional Office – Hamblen County

Knox County

Lake County