STATE OF UTAH "BEST VALUE" COOPERATIVE CONTRACT
CONTRACT NUMBER: MA2357

March 3, 2016

Revision number:        Purchasing Agent: Linda Crawford
Phone #:  801-538-3150
Email:  lindacrawford@utah.gov

Item: Security Monitoring Services

Vendor: 15822J        Fire Protection Services dba Mountain Alarm
3293 Harrison Blvd.
Ogden, Utah 84403-1226

Internet Homepage:    www.mountainalarm.com

General Contact:
Jerod Urry
Telephone: 801-395-8716
Fax number: 801-627-6272
Email: jurry@mountainalarm.com

Usage Report Contact:
Cody Sorensen
Telephone: 385-205-7340
Email: csorensen@mountainalarm.com

Reporting Type:    Item-Line

Brand/trade name:    See Below

Price:        See Price List
Terms:        Net 30
Effective dates:    April 1, 2016 thru March 31, 2021
Potential renewal options remaining:    1 Year
Days required for delivery:
Price guarantee period: 1 Year
Minimum order:

Other conditions:

This is a new contract.

Solicitation #: LC16043
Administrative Fee: The administrative fee for this contract is (0.5%) and is already included in the contract price.

This is a multiple award contract see MA2357, and MA2358

This contract covers only those procurement items listed. When placing orders, make sure to identify your organization as a government entity and provide the contract number. It is the responsibility of the ordering agency to ensure that the vendor is given the correct delivery and billing address. Agencies should return to the vendor any invoice which reflects incorrect pricing. Other items ordered that are not listed on the contract must be invoiced separately.

State agencies are to place orders directly with the vendor creating a PRC in Finet.
This contract information sheet is subject to change. State Purchasing doesn’t recommend that you print a copy due to the potential to change. Always view contract information online at www.purchasing.utah.gov

Please contact the Purchasing Agent listed above if you have questions or concerns.

SCOPE OF WORK

a. We have three customer service representatives that are cross trained to assist customers. In the event that someone is absent for sickness or vacation, as well as additional supervisors on staff that can cover for any absences.

Our central station is fully staffed 24 hours a day, 7 days a week, 365 days a year, including all holidays. Should a user need technical support after hours or during holiday hours, a central station operator can get them with a technician who is on-call 24 hours a day.

b. We have branches in Northern and Southern Utah with licensed technicians at both branches. We would dedicate 1-2 technicians to reprogram the panels, and schedule multiple locations per day based upon the geographical locations.

c. We have two fully redundant UL2050 &UL827 listed central stations located in Ogden, UT and Rexburg, ID. UL Certificates for both locations have been included.

d. All personnel employed by Mountain Alarm and our Central Station (AvantGuard Monitoring Centers) are required to pass a back ground check and drug screening. All Mountain Alarm and Central Station employees located in Utah are required to have a Burglar Alarm Company Agent license issued by the State of Utah Department of Commerce, Division of Occupational & Professional Licensing.

Our Customer Service agents go through a one week training where they are one on one with a trainer who teaches them all of the programs, scripts, and technical tools used to assist our customers. They then sit with the Service Manager and other Customer Service representatives for 2 days to observe their phone calls and further familiarize themselves with our processes. Once the new Agent demonstrates they are ready to take live phone calls, the Service Manager or trainer observes the Agent and listens in on the phone calls, offering assistance if needed. The total amount of initial training and live observation is two weeks.

The operators at our central station undergo a pre-employment State background check as well as a pre-employment drug screening, and then a FBI background check with fingerprints once they hit their 90th day of employment. The operators then enter into a three week training where they learn the proper way to handle a signal and all other process of the Stages software. All operators achieve high aptitude 5 Diamond Certified training.

Our Technicians are trained a minimum of 6 months, after which they are required to take and pass the ESA NBFAA Level 1 course for certification. They too are required to partake in a pre-employment back ground test and drug screening. Technicians are expected to take specific manufacture courses and become certified in them. We currently have 21 certified technicians between the two Utah branches.

e. When an alarm is triggered it causes the panel to send an alarm signal to our receivers. Once the signal has been received our automation system then generates an alarm based upon the information it received from the signal. That alarm is then entered into our alarm buffer and acted on by one of our central station operators.
f. Because the amount of signals fluctuates from day to day we have an Average response time of 10 seconds for Burglary signals, 7 seconds for Fire signals, and 8 seconds for Medical signals.

g. As UL Certified Central Stations, we are required to adhere to the rules & regulations on a daily bases and undergo yearly inspections for recertification.

h. The monitoring software used at our central station offers a web based portal so our customers can access their accounts to make data changes, such as call lists, and run reports for signal history. We have also created a customer web portal so that our customers can view their invoices and pay them online.

i. We currently have the ability to make remote changes to DMP, Radiones/Bosch, GE/Interlogic, DSC, and Ademco panels. We will continue to grow our remoting capabilities while updating our equipment.

j. We will create a specific installer code to supply the user with so not to compromise our other customers that are separate from this RFP.

k. We have customer service staff on hand Monday through Friday, from 8:00am to 5:00pm. We schedule our service technicians during those same hours. Should emergency service be necessary, operators at the central station can connect the user to a 24 hours on-call technician.

l. The Stages monitoring software has the ability to generate automated reports that are sent daily, weekly, or monthly. They can be customized to the users preferences.

m. As this RFP is for monitoring only, Mountain Alarm will not be performing the elevator tests. If a user is testing the elevator they should state "This is a test" when the operator asks if they need help.

**PRICING**

<table>
<thead>
<tr>
<th>Type</th>
<th>Unit Cost/Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevator Alarms</td>
<td>$5</td>
</tr>
<tr>
<td>Security Alarms</td>
<td>$15</td>
</tr>
<tr>
<td>Fire Alarms</td>
<td>$15</td>
</tr>
<tr>
<td>Combined Fire/Security Panels</td>
<td>$15</td>
</tr>
<tr>
<td>Panic Alarms</td>
<td>$15</td>
</tr>
<tr>
<td>On-Line Account Monitoring Per Location</td>
<td>Included</td>
</tr>
</tbody>
</table>

* At what quantity number could the State users expect a discount? N/A
FINET COMMODITY CODE(S):
990-39 - Emergency Systems Monitoring Service To Include Alarms and Operational Readiness Reporting

REVISION HISTORY: