

PROPOSAL FOR FIRE ALARM TEST & INSPECTION

Convergent Technologies is pleased to present this Customer Support Program (CSP) proposal to provide Fire Alarm Test & Inspection services as outlined below.

Date: November 15, 2017	DIR Contract: DIR-TSO-3537
To: Williamson County 3101 SE Inner Loop Road Georgetown, Texas 78626	Site Name: Wilco Animal Shelter Address: 1855 SE Inner Loop
Attn: Todd Imboden	City: Georgetown State: Texas Zip: 78626
From: Shannon Ritchie Fire Alarm & Life Safety shannon.ritchie@convergent.com	Contact: Todd Imboden Phone #: (512) 943-1610 Fax #: (512) 943-3313
Mobile: (512) 845-7333	

Services

Our Test & Inspection Customer Support Program includes the following services designed to maintain compliance with the Authorities Having Jurisdiction (AHJ), system manufacturer requirements, and NFPA72-2010 standards.

Test & Inspection Services

Testing of all devices and control functions will be performed in accordance with NFPA72-2010 (when applicable), and manufacturer's recommendations. All testing will be performed during normal work hours - Monday thru Friday, 8AM to 5PM. Notification appliance audibility testing will be coordinated with building personnel to mitigate occupant disruption. Inspection service will be provided while on-site during system testing. Inspection of the installed system is intended to identify changes or modifications to the facility or operating environment that could adversely affect equipment performance.

The scheduled frequency of visits during the annual agreement period will be:

- ☒ The system will be tested in a scheduled annual visit - 100% of devices
- ☐ The system will be tested in scheduled semi-annual visits - 50% of devices each visit
- ☐ The system will be tested in scheduled quarterly visits - 25% of the devices each visit
- ☐ Other:

Preventive Maintenance

Preventive maintenance will be performed and scheduled by Convergent to coincide with normal Test & Inspection visits. Preventive maintenance will also be performed in accordance with manufacturer's recommendations and depends upon the type of equipment installed and local ambient operating conditions.

Battery Testing

NFPA72-2010 includes guidelines for testing batteries, as well as a requirement that sealed lead-acid batteries be replaced at specified intervals from date of manufacture or in accordance with manufacturer requirements. Over a period of time, the batteries lose their ability to provide standby power required by the system in the event of primary power failure. The only way to be assured the batteries will work is through proper load testing. This testing will be performed annually during a scheduled Test & Inspection visit. Replacement of batteries is not included in this proposal.

Web Based Reporting

Convergent's web-based reporting starts with the application of barcodes to initiating devices, control equipment, batteries and other system devices. As the devices are tested, they are scanned and critical information for each device is documented. In addition, scanning the barcode automatically records the date and time of inspection.

Within 24 hours following the inspection, an on-line database and report of the system test is available for viewing, downloading, printing or emailing. This information can be retrieved from anywhere via a standard internet browser. Color coded status flags provide an immediate summary of the building test status; normal, discrepancies found or devices failed. Proposed solutions to resolve discrepancies or failed devices are included.

Convergent's web-based reporting system offers the only verified and authenticated test and inspection in the fire protection industry. This gives building owners and managers the confidence and knowledge that their fire alarm systems are being tested and inspected according to code or specific regulatory requirements and in a timely manner.

Value Added Features

In addition, our Customer Support Program includes a combination of value added features:

Multi-Year Program Commitment

Convergent is committed to establishing long-term agreements at mutually agreed pricing and escalation levels. When a customer agrees to purchase a multi-year support program from Convergent (3 years and above), the second year will automatically be secured at first year prices with no escalation.

Price Advantage

Predictable costs for system repairs and emergency service by means of lower labor rates and material costs in accordance with Convergent's published CSP rates and associated discounts at the time of service.

Current Labor Rates	Normal Hours (7:00AM to 5:00PM)	After Hours (Monday-Saturday)	Sunday & Holidays
Standard Service Rate	\$125.00-	\$187.50-	\$250.00-
DIR Discounted Rate	\$97.50	\$146.25	\$195.00
⇒ DIR Discounted Rate is based on a 22% discount off our standard service rate. If the standard rate increases, the DIR Discounted Rate will subsequently increase as well. ⇒ No mileage or travel time charge if within a 50 mile radius of Austin. ⇒ Outside 50 mile radius, Customer will be billed for travel time. ⇒ Emergency Service and T&M work will be subject to a two hour minimum. ⇒ Same day emergency request are subject to the after-hours rates. ⇒ Service rates are subject to change without notice and applicable at the time of service.			
EST Material Discount: List Less 36% - Per DIR-TSO-3537			

Priority Response Time

As a Convergent CSP customer, you will be given priority for emergency service calls: 8 hours on-site. Non-emergency calls, as mutually agreed between the customer and Convergent, will be serviced on the next business day.

Qualified Resources

A professional team of NICET certified and/or factory trained and qualified personnel deliver services performed by Convergent.

Service Documentation

Every system test and service call will be documented utilizing an inspection report and/or work order completed by our Service Specialist.

Telephone Support and Consultation

Telephone diagnostic support is available for all CSP Fire Alarm customers. Our on-call technicians will provide "free" diagnostic / troubleshooting support to help reduce your costs by trying to resolve issues prior to our arrival.

Clarifications

Clarifications applicable to this proposal are:

- ⇒ Convergent shall be provided unobstructed access to all fire alarm devices in the building during the system test and inspection.
- ⇒ Convergent reserves the right to propose an annual adjustment to the CSP program cost if additional devices or appliances are added to the system during the term of the agreement.
- ⇒ Testing of the system does not include troubleshooting of pre-existing system conditions (ground faults, etc.).
- ⇒ The customer agrees to provide any necessary equipment to reach inaccessible or limited access equipment.
- ⇒ This agreement is for a 5 year plan. The Customer or Convergent can cancel this plan at any time with 30 days written notice and no charge to either party. All outstanding invoices will remain.

CSP Start Date:	TBD				
Program Duration:	☐ 1 Year	☐ 3 Year	☒ 5 Year	☐	
Standard CSP Program Cost:	Year 1	Year 2	Year 3	Year 4	Year 5
	\$ 1,307.95	\$ 1,307.95	\$ 1,307.95	\$ 1,307.95	\$ 1,307.95
DIR Discount (18%)	\$ 235.43	\$ 235.43	\$ 235.43	\$ 235.43	\$ 235.43
DIR Discounted Cost	\$ 1,072.52	\$ 1,072.52	\$ 1,072.52	\$ 1,072.52	\$ 1,072.52
Payment Schedule:	The CSP will be invoiced annually in the first month of the agreement period unless mutually agreed otherwise.				

This pricing is valid for 60 calendar days from the date of this proposal. To accept this proposal, please sign and date below and return to Convergent Technologies.

By signing below, I accept this proposal and agree to the Terms and Conditions of the DIR Contract referenced herein.

Customer Name

Date

Authorized Signature

Printed Name and Title

List of Covered Equipment

Line		Qty.	Model No.	Manufacturer	Description	Frequency
1		2		Notifier	Smoke Detector	Annual
2		9		Notifier	Duct Detector	Annual
3		16		Notifier	Manual Pull Station	Annual
4		2		Notifier	Waterflow Alarm Input	Annual
5		2		Notifier	Sprinkler/Tamper Supervisory Input	Annual
6		2		Notifier	Relay Control Output	Annual
7		16		Notifier	Strobe	Annual
8		32		Notifier	Combination Unit	Annual
9		2		Notifier	Control Panels (main/ remote)	Annual
10		1		Notifier	NAC Panel Power Supply	Annual
11		4		n/a	Batteries	Annual

Customers may be required to augment this CSP to assure insurance company and AHJ compliance (including but not limited to fire pump testing, sprinkler testing, etc.).