



COUNTY OF MARION, SOUTH CAROLINA

Marion County Detention Center Door
Systems

Request for Proposal
RFP 201902

Marion County Administration
2523 E Hwy 76
Marion, South Carolina 29571

June 7, 2019



MARION COUNTY SHERIFF'S OFFICE

J. Brian Wallace, Sheriff

2715 E. Hwy 76 • Suite C • Mullins, SC 29574 • Office: (843) 423-8216 • Office Fax: (843) 423-8386

REQUEST FOR PROPOSAL

1. GENERAL GUIDELINES:

- 1.1 This purpose of this request for proposal (RFP) is to provide the frame-work and identify what the Marion County Sheriff's Office Detention Center (hereafter known as MCDC) believes will be needed to maintain and repair the Detention Center's control, camera and door systems. The Contractor shall provide its solution and subject matter expertise on how best (cost effective, efficient) to accomplish what is required and needed in accordance with the guidelines of this document.
- 1.2 The Contractor shall provide a qualified and fully-trained staff of technicians capable of providing preventative maintenance for the Detention Center Systems as defined in this RFP. The Contractor shall also provide a qualified and fully-trained staff of technicians capable of responding to any routine call for service as well as a qualified and fully trained staff of technicians capable of responding to and repairing all emergency and critical system outages on a 24/7/365 basis.
- 1.3 The RFP is broken into two separate and distinct sections for bid; A) Hardline Maintenance and Repair and B) Electronics Maintenance and Repair. Contractors may bid on one part or both parts; however, a separate price must be given for each of the two parts. If a contractor bids on both parts, they may include an overall price bid per year for both sections; however, a separate bid for each section is still required.
- 1.4 Both the Hardline Maintenance and Repair and the Electronics Maintenance and Repair section for bid are to include all items listed as part of Section 2 Base Contract of this RFP.
- 1.5 The Contractor must address each item of the RFP in their proposal.
- 1.6 Contractors that bid on the Electronics Maintenance and Repair portion of the contract must provide documentation that they are certified by Montgomery Technology to service, maintain, and repair, the Montgomery Technology Electronic Systems located in the MCDC. Those systems will be available for inspection during the bid period for all contractors.

2. BASE CONTRACT:

- 2.1 Bid for one (1) year base contract with four (4) option years. Contract renewable on a year to year basis. Bid pricing to be shown for base contract year and each of the four (4) option years to include any cost increase for each option year.
- 2.2 Contract may be cancelled with 60 days written notice by either party.
- 2.3 24/7/356 support.
- 2.4 Response Time determined by customer for critical outages.
- 2.5 Telephone Technical Support with access to after-hours on call technician via 24-hour emergency service phone number.
- 2.6 Priority service over non-contract customers.
- 2.7 All parts sold/furnished to MCDC at contractor's cost.



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- 2.8 Reduced Labor Rates as compared with non-contract facilities. Proposal must show the difference between labor rates for contract vs non-contract facilities for both routine and emergency service calls if a difference between the two exists.
- 2.9 Any Presold Service or Emergency Hours does not include travel time to/from the MCDC. Usage of any presold service or emergency hours will start upon arrival on site at the MCDC.
- 2.10 Any unused presold service or emergency hours are to be reimbursed to Marion County or applied against the following year's contract at the listed contract cost per hour. Any unused presold service hours that may occur in the final year of the contract must be reimbursed to Marion County.
- 2.11 Contractor must provide a written report for all maintenance and service calls (regular or emergency) that detail work performed, issues found, repair status of each issue, and hours used. If an issue is found that is not repaired, report must include parts required to repair. Contractor is to automatically provide MCDC a quote for cost of parts to complete repair.
- 2.12 Contractor to identify and recommend critical spare components for the Customer to purchase and keep on site. In the event of system failure, the Contractor will utilize the Customer's spare parts for system restoral. If adequate parts are not available, Contractor will order and arrange for delivery of materials by the fastest means possible to affect timely repairs. Should Contractor utilize any Customer parts prior to expenditure of any parts or funds for parts that are the Contractor's responsibility under this proposal, the Contractor will replace those parts at no cost to MCDC.
- 2.13 Preventative Maintenance will be scheduled a minimum of 1 week (7 days) in advance with the MCDC.

3. HARDLINE MAINTENANCE AND REPAIR:

- 3.1 Pre-sold Service Hours:
 - 3.1.1 16 Presold Hours for regular or emergency service calls with rate identified.
- 3.2 Repair Parts:
 - 3.2.1 Contractor will furnish up to a maximum cost to the contractor of twelve hundred dollars (\$1,200.00) repair parts for maintenance and/or repair included in the contract for Hardline Maintenance and Repair.
 - 3.2.2 Contractor will show costs of any repair parts utilized and maintain balance against pre-paid repair parts total.
- 1.1.1 Contactor will notify MCDC in writing when pre-paid repair parts have been expended and provide invoice of parts utilized.
- 1.1.2 Parts in excess of included contract repair parts are the responsibility of the Customer. Contractor will automatically provide a quote for any repair parts needed in excess of included parts.
- 3.3 Hardline Preventative Maintenance:
 - 3.3.1 Contractor to Perform preventative maintenance on one hundred percent (100%) of all, Slider and Swing Doors and the Air Distribution System throughout facility one time per contract period as follows (MCDC estimates the required time to complete all



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hardline preventative maintenance as listed at a maximum of two (2) eight (8) hour days):

- 2.
- 3.
- 4.

4.2.2 Swing Door Devices:

- 4.2.2.1 Visual Inspection of all doors and locks for wear and tear.
- 4.2.2.2 Test functionality of all locking devices.
- 4.2.2.3 Clean and lubricate all swing doors.
- 4.2.2.4 Disassemble, clean, and lubricate all locking devices.
- 4.2.2.5 Test all lock and door position switches and adjust as necessary.
- 4.2.2.6 Clean and lubricate all door closers.
- 4.2.2.7 Test and adjust all door closer switches as necessary

4.2.3 Sliding Door Devices:

- 4.2.3.1 Clean and lubricate locking devices.
- 4.2.3.2 Check bottom guide wear pads.
- 4.2.3.3 Clean Roller Track.
- 4.2.3.4 Adjust lock bars, door drive brackets, and rollers as necessary.
- 4.2.3.5 Check and adjust limit switches as necessary.
- 4.2.3.6 Check and adjust drive pressure and speed as necessary.
- 4.2.3.7 Adjust all closer and door position switches as necessary.

4.3 Air Distribution System:

- 4.3.1 Check and adjust air pressure as required
- 4.3.2 Check, clean, or replace filter
- 4.3.3 Drain system and check auto drain system for functionality.
- 4.3.4 Check and / or fill compressor pump with oil.
- 4.3.5 Check the cross over redundancy of the backup system.
- 4.3.6 Inspect for any oil or air leaks.
- 4.3.7 Inspect and replace drive belts if necessary.

5. ELECTRONIC MAINTENANCE AND REPAIR:

5.1 Pre-sold Service Hours:

- 5.1.1 8 Presold Hours for regular or emergency service calls with rate identified.

5.2 Repair Parts:

- 5.2.1 Contractor will furnish up to a maximum cost to the contractor of twelve hundred dollars (\$1,200.00) repair parts for maintenance and/or repair included in the contract for Hardline Maintenance and Repair.
- 5.2.2 Contractor will show costs of any repair parts utilized and maintain balance against pre-paid repair parts total.
- 5.2.3 Contactor will notify MCDC in writing when pre-paid repair parts have been expended and provide invoice of parts utilized.
- 5.2.4 Parts in excess of included contract repair parts are the responsibility of the Customer. Contractor will automatically provide a quote for any repair parts needed in excess of included parts.



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- 5.3 Electronic Preventative Maintenance:
 - 5.3.1 Contractor to Perform preventative maintenance on the Control System and Camera System throughout facility at the rate of one eight (8) hour day every six (6) months for a total of two (2) eight (8) hour days per contract period as follows:
- 5.4 Intercom System
 - 5.4.1 Conduct Input voltage check at each system.
 - 5.4.2 Check equipment ambient temperature.
 - 5.4.3 Conduct general sound level and quality testing in each area.
 - 5.4.4 Clean dust and contamination accumulation.
 - 5.4.5 Conduct test of all intercom units with Central Control to ensure proper working order.
- 5.5 Control and Camera Systems:
 - 5.5.1 Clean and inspect camera and control computers and servers to include keyboards, mice, monitors, and computer towers.
 - 5.5.2 Clean, inspect, and test voltage for camera, control system, and camera server UPS.
 - 5.5.3 Conduct virus, adware, and spyware scans.
 - 5.5.4 Perform maintenance and functionality tests on hard drive, motherboard, video controller, and memory to identify any potential system problems to include read/write testing and hard drive defragmentation.
 - 5.5.5 Perform operating system and software updates on control and camera computers as required.
 - 5.5.6 Uninstall any unused programs and delete unnecessary cookies.
 - 5.5.7 Check all board connections.
 - 5.5.8 Inspect and clean camera server and network switches.
 - 5.5.9 Perform operating system and software updates on camera server.
 - 5.5.10 Update camera workstation software as required to match camera server software updates.
 - 5.5.11 Clean and service all Cameras.

6. ADDITIONAL PROPOSAL INFORMATION:

- 6.1 If one Contractor is awarded both parts of this RFP, the pre-sold service hours from Section 3 Hardline Maintenance and Repair and Section 4 Electronic Maintenance and Repair will be combined to provide a total of twenty-four (24) presold hours for regular or emergency service calls.
- 6.2 If one Contractor is awarded both parts of this RFP, the repair parts from Section 3 Hardline Maintenance and Repair and Section 4 Electronic Maintenance and Repair will be combined to provide a total of total of two thousand dollars (\$2000.00) repair parts included in the contract. All other requirements regarding repair parts from sections 3.2 and 4.2 and applicable sub-sections will remain in effect.
- 6.3 MCDC reserves the right to request adjusted pricing by increasing or decreasing the number of presold hours and included repair parts each contract year but will not decrease the presold hours below eight (8) hours total per contract year. Adjustment of presold hours and pricing update will be requested a minimum of thirty (30) days prior to the end of the current contract year.



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- 6.4 At the conclusion of the base contract and all option years, the MCDC reserves the right to request extension of the contract for additional contract years and will give the Contractor twenty (20) business days to price additional years requested.
 - 6.5 The contractor will have a five (5) business day question and answer period starting the day after the RFP is delivered to the contractor. All questions requesting additional information or clarification of any items in the RFP must be submitted in writing via e-mail to Director James Floyd at Jfloyd@marionsc.org. The contractor will have fifteen (15) business days after the conclusion of the Q and A period to complete and submit their proposal.
 - 6.6 Contractors will be notified within twenty (20) business days after close of the submission period of the contract award.
 - 6.7 The winning contractor will be required to prepare and submit a service contract to MCDC for execution that includes all items from the proposal and pricing documents.
 - 6.8 The service contract between the winning contractor and MCDC will run from the date of execution by Marion County for one calendar year or dates agreed upon by both parties.
 - 6.9 All Bids must be returned to Director James Floyd at 2715 E. Highway 76 Suite D Mullins SC 29574.
7. END OF REQUEST FOR PROPOSAL.

REQUEST FOR PROPOSAL BID FORM

FOR

INVITATION-TO-BID RFP NO. 201902

Ladies and Gentlemen:

The undersigned, as bidder, hereby declares that this bid is made without connection with any other persons, companies or parties making a similar bid. It is in all respects in good faith without collusion or fraud. The bidder has carefully examined the preceding documents and hereby states that he/she will furnish the materials listed on the previous pages.

Price: _____

Date: _____

Name of Bidder

Bidders Address

Bidders Telephone No.

Signature