



# Township of Union Public Schools

Office of Information and Technology  
Donna Restivo, IT

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July 14, 2016

Please include a Board resolution for awarding the RFP for Video Surveillance System Maintenance to Service Works Inc for the 2016-2017 School Year. All required documentation for award is provided.

Haig Service Corporation also provided a proposal, but at higher costs. All bids were also reviewed against available comparatives on Ed-Data and Middlesex Regional Educational Services Commission bids.

**Award:**

Annual Maintenance: \$17,042.50 of districts security system(s)

Hourly rate services for issues of cameras or system through school year:

Critical Call Regular Rate: \$120.00 / Overtime \$180.00 / Holiday \$240.00

Non-Critical Call Regular Rate: \$90.00 / Overtime: \$135.00 / Holiday \$180.00

Estimated hours 150, maximum hours 250 hours.

If you have any questions or concerns, please contact me.

Thank you.

Donna Restivo

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2350 NORTH 3<sup>RD</sup> STREET, UNION, NEW JERSEY 07083-5085 •

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**Board of Education of the Township of Union  
2369 Morris Avenue  
Union, NJ 07083**

**Request for Proposal:**

**Video Surveillance System Maintenance**

**July 7, 2016**

**Service Works Inc.  
95 Megill Road  
Farmingdale, NJ 07727**

*NJ Burglar Alarm Lic. # 34BX00010400 · Licensed by the N.Y.S. Department of State # 12000284041*

*95 Megill Road, Farmingdale, NJ 07727 · Phone: 1-888-SWI-CCTV (888-794-2288) · Fax: 732-919-3950  
70 West 40<sup>th</sup> Street, 8<sup>th</sup> Floor, New York, New York 10018 · Phone: 212-661-3514 · Fax: 212-768-0312  
[www.serviceworksmc.com](http://www.serviceworksmc.com)*



July 1, 2016

Board of Education of the Township of Union  
2369 Morris Avenue  
Union, NJ 07083

To whom it may concern:

Service Works Inc. would like to present the following response to the Board of Education of the Township of Union for the Video Surveillance System Maintenance RFP. Enclosed in this package you will find all requested documentation along with our capabilities brochure.

SWI is a leader in security integration in the tri-state area. We are well respected by all major vendors and customers alike. Service is at the center of our business. We are proud to present you with the following proposal and appreciate the opportunity to serve you in the future.

If you have any questions, please contact me directly at 732-919-7900. We look forward to hearing from you.

Yours sincerely,

Emily Govel  
Service Works Inc.

**REQUEST FOR PROPOSALS**  
**MAINTENANCE AGREEMENT and Security Assessment**  
**For VIDEO SURVEILLANCE SYSTEM**

Union Township Board of Education  
2369 Morris Avenue  
Union, NJ 07083

**TECHNICAL REQUIREMENTS**

Any maintenance or repair work on the video surveillance system must not impact any other system on the UTBOE system. The selected proposer will be responsible for any cost UTBOE incurs if the integration is lost or impacted by maintenance and/or repair work to the video surveillance system.

1. The selected proposer must be in possession and provide proof of a current certification as both service provider and solutions provider for the duration of the Maintenance contract with UTBOE. Provider must have NJ BRC.
2. The selected proposer must be capable of working with the existing surveillance system in full, including servers, POE switches, cameras and wiring.
3. The selected proposer must be able to diagnose all camera problems for the duration of the support contract. All camera issues must be reported, documented, diagnosed, fix applied or identified that no fix is available and that replacement is recommended and signed off by the Security Supervisor of UTBOE.
4. The selected proposer must provide the ability to remotely access / support the CCTV network within UTBOE.
5. The selected proposer must demonstrate complete understanding in writing of the existing system(s) including but not limited to any and all third party interfaces as well as the system design and specifications or recommendations.
6. The selected proposer must perform Preventative Maintenance Inspections (PMI) to be undertaken on a bi-annual basis. It will include cleaning, lubricating, and adjustments to equipment as per manufacturer documentation. It is also applicable to software patches, and any other upgrades pertaining to the CCTV hardware if needed.
7. The selected proposer must provide 24x7x365 call center with the ability to dispatch a service technician with call verification during regular business days (M-F).
8. The selected proposer must guarantee the following response times based on the severity of the service call:
  - 8.1. **Critical call** - The call must be responded to within 3 hours on same business day as the service call was placed.
  - 8.2. **Non-critical** - The call must be responded to within 2 business days of the service call being placed.
9. The selected proposer must maintain an onsite inventory of each building infrastructure layout and camera inventory at each location that is on the UTBOE surveillance system.
10. Selected proposer is to also act as a consultant and be able to make recommendations or propose ways to correct ongoing issues if they exist.
11. The selected proposer must have the ability to identify any replacement parts including but not limited to POE switches, swiring, camera power supplies, camera domes and cameras in excess of

the on hand inventory delivered to the site and installed within three (3) business days of a service call that requires replacement of said parts being replaced.

Current camera list:

(401 cameras are currently on inventory)

**Advidia:** A-44

**Arecont:** AV8365, AV5155

**Axis:** P3346, M7001

**Sony:** SNC-DF40, SNC-DF70

**Vivotek:** FD8161, FD8162, FD8361, FE8172, FD8361, IP8361, FE8171V, 7000 Series

Current CCTV software: Video Insight

Current Servers: Dell PowerEdge servers

*Example Check List:*

1. Check whether the customer has experienced any problems with the system
2. Carry out a visual inspection of all major components (including cabling and connection where accessible) for signs of deterioration or damage
3. Examine supporting brackets for signs of corrosion and damage
4. Check physical condition of cameras and housings for signs of deterioration due to rain, dust and dirt
5. Check camera focus, operation of auto-iris lenses and that field of view is correct
6. Clean camera lenses / housings as necessary
7. Check condition of pan/tilt unit, adjusting position of end stops and presets where applicable
8. Check operation of infra-red lamps where applicable
9. Check operation of monitor controls and adjust for best picture
10. Check operation of switchers, multiplexers and any telemetry controllers where applicable, including external alarm interfaces where fitted
11. Check time/date settings on controls and adjust where necessary
12. Check time/date and time lapse settings on Digital Video Recorders and adjust if necessary
13. Check hours run indicator on DVR and recommend removal for service where appropriate
14. Check the CCTV system is fully operational
15. Carry out minor adjustments
16. Resolve customer questions and queries, suggest recommendations if no resolve

The following are all the locations that work may performed:

Union High School  
2400 North Third Street

Hannah Caldwell School  
1120 Commerce Avenue

Burnet Middle School  
1000 Caldwell Avenue

Livingston School  
900 Midland Boulevard

Kawameeh Middle School  
500 David Terrace

Washington School  
310 Washington Avenue

Battle Hill School  
2600 Killian Place

Jefferson School  
155 Hilton Avenue

Connecticut Farms School  
875 Stuyvesant Avenue

Administration Building  
2369 Morris Avenue

Franklin School  
1500 Lindy Terrace

Hamilton School  
1231 Burnet Avenue

The undersigned proposes to furnish the time and material for professional technical services – network technician – from date of award to June 30, 2016

**Vendor Proposal:**

Cost of Maintenance Contract: (one year term) \$ 17,042.50  
This covers overall general maintenance of camera system – bi-annual check and consultation services

Cost of Critical Call – 3 hour response  
(Regular Hourly Rate): \$ 120 (Overtime Hourly Rate): \$ 180  
(Holiday Hourly Rate): \$ 240

Cost of Non-Critical Call – within 2 business days of service call  
(Regular Hourly Rate): \$ 90 (Overtime Hourly Rate): \$ 135  
(Holiday Hourly Rate): \$ 180

Hourly rates will be invoiced and billed to the purchase order monthly

**Estimated Hours: 150**

**Maximum Hours: 250**

All repairs shall be unconditionally guaranteed for a period of sixty (60) days from the date of repair and shall include all necessary labor and other applicable costs.

Cost of replacement hardware (cameras, switches, wiring fixes, etc.): \$ TBD

This estimated cost will be billed against the purchase order as needed for replacement of hardware.

Bids shall be compared for award purpose based upon a total of extended prices. Estimated quantities are estimates only. The Board of Education reserves the right to award amounts and quantities in its best interest less than the estimated quantity or up to the maximum quantity stated above.

Comparison of bids and awards shall be based upon the sum of the regular time rate times 100 hours, the overtime rate times 50 hours and the holiday rate times 50 hours.

COMPANY NAME/ADDRESS:

Service Works Inc.

95 Merrill Road

Farmingdale, NJ 07727

TELEPHONE NUMBER

732-919-7900

AUTHORIZED SIGNATURE

E. J. K. [Signature]

DATED:

7/1/2016

**Regular time** is defined as 7:00 a.m. to 5:00 p.m.

**Overtime** is defined as all other hours, including Saturdays and Sundays, excluding National Holidays.

**Holidays** shall be defined as National Holidays.

# CERTIFICATE OF EMPLOYEE INFORMATION REPORT

## RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of

15-AUG-2012

to

15-AUG-2019

SERVICE WORKS, INC.  
95 MEGILL ROAD  
FARMINGDALE

NJ 07727



A handwritten signature in black ink, appearing to read 'Andrew P. Sidamon-Eristoff'.

Andrew P. Sidamon-Eristoff  
State Treasurer



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE FOR STATE AGENCY AND CASINO SERVICE CONTRACTORS		DEPARTMENT OF TREASURY/ DIVISION OF REVENUE PO BOX 252 TRENTON, N.J. 08646-0252
TAXPAYER NAME: SERVICE WORKS, INC.	TRADE NAME:	
TAXPAYER IDENTIFICATION#: 223-285-562/000	SEQUENCE NUMBER: 0082474	
ADDRESS: 95 MEGILL RD. FARMINGDALE NJ 07727	ISSUANCE DATE: 07/25/03	
EFFECTIVE DATE: 03/01/94	<i>J.P. &amp; Tully</i> Acting Director	
FORM-BRC(08-01)	This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.	