



TOWN OF NEW BOSTON

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October 6, 2014

Peter R. Flynn, Town Administrator
Board of Selectmen

Re: Alarm System Monitoring & Maintenance RFP

The goal of the Alarm system monitoring RFP was to identify potential alternative vendors the Town might engage to replace the current vendor, Capital Alarm Company. There have been a number of complaints made by Department Managers pertaining to the quality of service Capital provides.

A RFP was developed that represented the requirements and service areas to be bid on by perspective vendors. RFP assessment criteria was also identified to ensure evaluation of the RFP responses was consistent and fair. The two primary assessment areas were quality of service and a vendor's ability to deliver it, and price.

Six vendors were invited to participate in the bid process; these vendors were selected based on recommendations from other end users, research by the Town and/or location in New Hampshire.

Of the six vendors proposals were received from three of the vendors, One Source, Capital and Electronic Security Protection.

An in-depth evaluation was conducted on each proposal, and references were contacted.

The following is a summary of the evaluation:

Costs – see attached

One of the considerations we looked at was staffing. Adequate staffing will ensure that we get the support we need in a timely fashion. ESP has just five full time and three part time employees, while One Source employs 23 people with six office staff.

Both ESP and One Source utilize Centra-larm Monitoring out of Manchester, while Capital Alarm using Rapid Response

After reviewing the information provided the recommendation of the team is One Source. Cost is similar to what we pay now, and they are well organized, have a sufficient staff and come highly recommended.

Regards,

Alarm RFP Team:

Laura Bernard
Dan MacDonald

ALARM COMPANIES COMPARISON SPREADSHEET

	Electronic Security Protection		One Source Security		Capital Alarm	
	Annual Monitoring	Annual Test/Inspection	Annual Monitoring	Annual Test/Inspection	Annual Monitoring	Annual Test/Inspection
Town Hall	240		384			700
Fire Station	240		342			300
Old Engine House	-		-			-
Library	240		384			
Police Station	240		384			500
Highway Shed	240		384			300
Transfer Station	240		240			300
Wason Bldg	240		384			250
Subtotals	1,680	1,440	2,502	1,200	1,368	2,350
Totals	\$3,120.00		\$3,702.00		\$3,718.00	

*1-time cost to reprogram

ESP = \$640

One Source = \$960

Hourly Rates: Busn Hours After Hours

ESP =	\$89/hr (office to job site)	\$133.50
One Source =	\$95/hr (plus 1 hr. travel fee unless tech is w/in 1/2 hr of site)	\$142.50
Capital =	\$80/hr (port to port + 0.30/mile)	\$120.00