

## EXHIBIT A

### SCOPE OF SERVICES

#### FIRE ALARM PANEL MONITORING – STATEWIDE RFB MM205820137

1. **BACKGROUND.** The Department of Public Defense (Agency) is seeking a service provider (Contractor) to provide fire alarm monitoring for Iowa National Guard locations listed in **Exhibit B** to RFB MM205820137. Site details, including components (panel type, dialer type, etc.) are also listed by location in **Exhibit B**.
2. **SCOPE OF WORK.** Contractor shall provide monitoring on fire panels and system components outlined in **Exhibit B**. The Contractor is to provide monitoring on the Fire Alarm system and components, seven (7) days a week, twenty four (24) hours a day, including holidays.

The Contractor will be required to coordinate all activities with prior contractors as well as subsequent contractors in order to maintain a smooth transition of service.

3. **COMPLIANCE.** All services will comply with NFPA Standards and Agency's requirements depending on the type of system. All manufacturer recommendations and any State or local codes will be met.
4. **REQUIREMENTS and DELIVERABLES.** All fire alarm transmissions that are required by the Fire Code, shall be in accordance with the applicable National Fire Protection Association standards (NFPA 72 National Fire Alarm and Signaling Code).
  - a. Alarm signals that are required to be monitored shall terminate at Central Station listed by a nationally recognized listing agency UL for protective signaling service. Supervising station signal processing equipment shall comply with NFPA 72, 26.3, 26.2.8. Central Station operators must meet qualifications of NFPA 72, 10.5.4.
  - b. An approved constantly attended location. Monitored alarm systems shall be installed and approved under permit from the State Fire Marshal's Office.
  - c. Required method of transmitting alarms to the Central Station shall be by two redundant IFB phone lines or cellular redundant dialers. In all instances, equipment utilized for fire alarm service shall be listed for that service and installed and utilized according to its listing.
  - d. Programming costs for monitoring services shall be included in Contractor's Bid.
  - e. Fire alarm Central Station services are required to be "approved" by the State Fire Marshal's Office when serving systems required by the UBC or UFC to be monitored. Listed below are the criteria on which the Fire Marshal will base such approval:
    - i. The Fire Marshal must have on file a copy of the current UL or Factory Mutual listing.
    - ii. The Central Station must maintain a record of all communication tests, alarms, supervisory and trouble signals from each protected property. Such records involving alarms and interruption of service shall indicate the nature of the signal, time of occurrence, and time of restoration of service where applicable. A copy of such records shall be provided to the subscriber annually and to the Fire Marshal upon request.
    - iii. At time of start of service to a protected property, the designated contact numbers for re-transmittal of alarm signals and supervisory and trouble signals must be filed with the Fire Marshal.
    - iv. Digital alarm transmitters on the protected property must receive signals from a listed fire alarm control panel or fire supervisory module.
    - v. The Central Station must provide notice to the subscriber and the State Fire Marshal when monitoring of a premises has been discontinued or interrupted for more than 24 hours. The notice must include the nature of any trouble signal or other signals pertaining solely to matters of equipment maintenance of the fire alarm system, the time of occurrence and the name of subscriber notified. A second report must be provided when service is restored.
5. **CENTRAL STATION INSTRUCTION.** Instruction will be provided per site location to include phone numbers and call order.