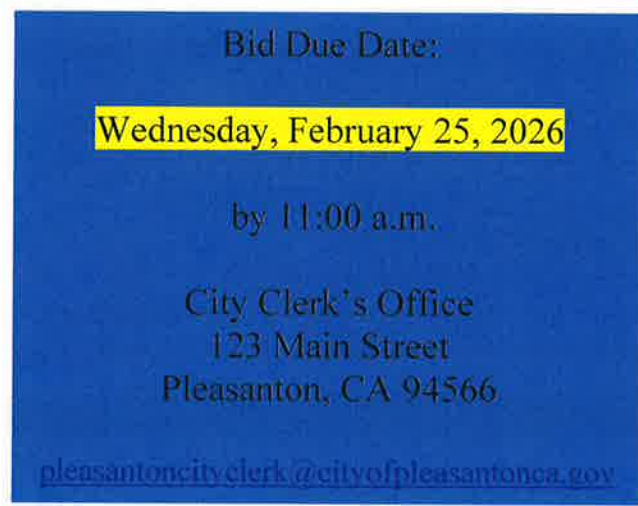


PUBLIC WORKS DEPARTMENT

**REQUEST FOR BIDS
#PWD – 26.401**

**FIRE ALARM MAINTENANCE, MONITORING,
INSPECTION/TESTING & REPAIR SERVICES**



BID MAY BE DISQUALIFIED IF BID PACKAGE DOES NOT INCLUDE ALL REQUESTED DOCUMENTS AND DOES NOT ADHERE TO ALL OF GUIDELINES IN THIS DOCUMENT

APPROVED

Siew-Chin Yeong
Director of Operations and Water Utilities

NOTICE TO BIDDERS

Introduction

The City of Pleasanton is seeking proposals from qualified contractors to provide inspection, testing, maintenance, monitoring and repair services for the City's fire alarm systems in accordance with the National Fire Alarm and Signaling Code (NFPA 72) and all other applicable local, state, and federal regulations. Services will include 24/7 monitoring, quarterly and annual inspections, scheduled maintenance, and emergency repairs as needed. The City's fire alarm network spans 31 municipal buildings citywide, including critical public safety and community facilities such as the Police Department, five Fire Stations, Senior Center, Veterans Memorial Building, Civic Center, Alviso Adobe Community Park, Operations Service Center (OSC), Firehouse Arts Center, and the Dolores Bengtson Aquatic Center (DBAC), among others. The City is currently implementing a new Fire Alarm System upgrade project that will include the complete replacement of systems at the Operations Service Center, Pleasanton Library, and Police Department. These upgraded systems will be integrated into the City's network upon installation and commissioning and will be included in this maintenance agreement once fully operational. The contractor selected through this Request for Bids (RFB) process will be responsible for ensuring all City fire alarm systems remain in proper working condition, code-compliant, and thoroughly documented. The City intends to enter into a three-year contract, with the option to extend for up to two additional one-year terms, for a total potential term of not more than five years.

Submittal Process

Submittals will be received by the City of Pleasanton City Clerk's office:

- In-person, Civic Center, at 123 Main Street, Pleasanton, CA 94566
- By Express Courier only, send to City Clerk's Office 123 Main Street Pleasanton CA 94566
- By Email to: pleasantoncityclerk@cityofpleasantonca.gov

Special Notes: If sending electronically:

Include a cc: dvillasenor@cityofpleasantonca.gov

Do not provide links or a zip file; it should be a PDF attachment(s) only

Recommend having an email delivery receipt set up to verify proof of submittal

Deadline: Wednesday, February 25, 2026 by 11 a.m.

Please reference the Title, Project Number, and *Contractor Name* for all Submittals

Fire Alarm Maintenance & Repairs

RFB No. PWD 26.401

Contractor Name

Qualifications and proposals shall include a completed Response Package with the following: Contractor Information, Implementation Plan, Work Experience, Bid Form, Personnel, Safety Training Plan, and any Supplemental Information deemed relevant by the Contractor.

The bidder is responsible for ensuring that the City Clerk's office receives the complete bid package by the deadline and time. All bid packages received after the deadline will be returned to the bidder and the bid will not be considered.

Procurement Schedule

EVENT	DATE/LOCATION	
RFB Advertised	Wednesday January 28, 2026	
Mandatory – Bidders Conference In-Person	Monday, February 9 th , 2026 – 10 a.m.	Location: OSC 3333 Busch Road, Pleasanton CA 94566 Remillard Room
Written Questions Due	Friday, February 13, 2026, C.O.B.	
Addendum Issued	AS NEEDED	
Bid Submittal Due Date	Wednesday, February 25, 2026 by 11 a.m.	Location/Email: pleaseantoncityclerk@cityofpleasantonca.gov Pleasanton City Clerk 123 Main Street Pleasanton, CA 94566
Council Consent Date	April 21, 2026	
Contract Start Date	May 2026	

Mandatory Pre-Bid Conference

A Mandatory pre-bid meeting will be held at **10 a.m. on Monday, February 9, 2026**, at 3333 Busch Road, Pleasanton. This will provide an opportunity for potential contractors to ask specific questions about the services and request clarification on any concerns.

Special Note: Prime bidders who fail to attend the pre-bid meeting are disqualified from submitting a proposal.

Scope of Services/Work:

The selected contractor shall provide full service for fire alarm systems in compliance with the National Fire Alarm and Signaling Code (NFPA 72) (most current adopted edition) and other applicable standards. The scope includes but is not limited to the following requirements:

- Perform quarterly inspections and tests, and annual system testing of all fire alarm devices and appliances (as required by NFPA 72 annual testing provisions)
- Conduct quarterly and yearly testing and inspection of associated wet-pipe fire sprinkler systems at locations where such systems are present
- Complete and submit all required forms and reports as mandated by NFPA and the Authority Having Jurisdiction (AHJ); provide copies to the City's Operations Services Division
- Maintain all fire alarm system components – including field devices, communications between panels and monitoring centers, batteries, notification appliances, and any auxiliary monitoring/electronic interface devices
- Provide Continuous Monitoring (24/7) with a **UL 827** Compliant Central Station monitoring service for Fire Alarm, supervisory, and trouble signals
- Install new or replace existing Fire Alarm Control Panels and associated field devices when

- equipment has reached end-of-life, is non-compliant, or as otherwise directed by the City.
- Provide design and plan preparation services for new or replacement system installations, upgrades, or code-compliance modifications – to meet current standards, including wireless notification/reporting systems if approved for fire alarm use
- Demonstrate ability to integrate and work with modern wireless reporting/notification systems and to provide proper documentation, programming, and system verification as part of the maintenance or replacement process

The City is currently in the process of getting a new Fire Alarm system for the City's Operation Services Center and updating the Police Department and the Library's systems. Depending on the timing of the installations there may be a couple of months that will require inspections of the new or updated systems instead of testing. Please refer to Exhibit A for more details.

Bids Received After Deadline

Bids received after the time established for receiving bids will not be considered.

Location of Bids/Proposals

This RFB has been posted on the City's website and at the following locations:

<https://www.cityofpleasantonca.gov/business/bids/>

<https://www.bidnetdirect.com/california/cityofpleasantonca>

It shall be the Contractor's responsibility to check the City's website to obtain any addenda that may be issued by City Staff. If an addendum is added, it must be submitted with the Bid Response Package, with a signature acknowledging any changes. Failure to do so will be deemed a non-responsive bid submittal.

It is the responsibility of each prospective bidder to download and print all bid documents, including any addenda, and to verify the completeness of their printed bid documents before submitting a bid. The City does not warrant, represent, or guarantee the accuracy or completeness of any bid documents and/or information retrieved from other sources. The City is not responsible for any loss or damage, including, but not limited to, time, money, or goodwill, arising from errors, inaccuracies, or omissions in any bid documents and/or information obtained from other sources. It is each prospective bidder's responsibility to check these sites through to the close of bids for any applicable addenda or updates.

Selection Process

Staff will review all qualified bid submittals and will select the **Best Value**, which is defined as: The best overall value to the City for goods and services based on all factors, including, but not limited to the following: (1) total cost; (2) the ability, capacity, and skill of the contractor to provide the desired goods and services; (3) the ability of the contractor to provide the desired goods and services promptly or within the time specified without delay or interference; (4) the character, integrity, reputation, judgment, experience, and efficiency of the contractor; (5) the quality of the contractor's performance on previous purchases or contracts with the City or requested references; and (6) the ability of the contractor to provide future maintenance, repair, parts, and services.

Staff will notify selected vendor and recommend their bid proposal to City Council and once approved an Agreement will be executed by both parties.

Rejection of Bids

The City reserves the right to reject any or all bids and to determine which bid is, in the City's judgment, the lowest responsive and responsible bid of a Bidder or group of Bidders. The City also reserves the right to waive any inconsequential omissions or discrepancies in any bid and to delete certain items listed in the bid as set forth therein. Costs for developing, submitting, and presenting bids are the sole responsibility of the Bidder and claims for reimbursement will not be accepted by the City.

Terms of this Agreement

The City is looking to enter into a three (3) year Maintenance and Trade Service Agreement with the Contractor with the option to extend this Agreement by Amendment, or additional two (2) one-year terms not to exceed five (5) years for the total Agreement. Proposals will be locked in for three (3) years based on the bid submittals; however if extended by Amendment, the cost of each one-year term may increase only by the change in the Consumer Price Index for the San Francisco-Oakland-San Jose Metropolitan Area (all items index; all urban consumers) for the twelve (12) month period ending in April each year as published by the Bureau of Labor Statistics, U.S. Department of Labor.

Maintenance and Trade Services Agreement

Within ten days of being notified by the City, the lowest responsible bidder shall submit to the City:

- A signed copy of the City's standard Maintenance and Trade Services Agreement (example attached);
- Certificates of Insurance, with an endorsement letter and naming the City as additional insurer;
- Evidence of a current business license to conduct business in the City of Pleasanton; and
- Completed W-9 Form

Insurance

Contractor and Sub-contractors must provide and maintain in full force for the duration of the Agreement General Liability and Bodily Injury Insurance, Automobile Insurance, Worker's Compensation Insurance and Certificates of Insurance with a supporting endorsement letter according to Agreement (**Attachment IV**).

City Standard Specifications

All work to be performed shall be in accordance with the [City of Pleasanton Standard Specifications and Details*](#) dated July 2024, and shall be overseen by the Operations and Maintenance Division Manager or his designee (all references hereafter to the Division Manager shall include his designee).

D.I.R.

Contractors will be subject to registration and annual renewal fee to the Department of Industrial Relations (DIR) per Senate Bill 854. The mandate applies to all contractors and sub-contractors who intend to bid or perform work on public works projects (as defined in the Labor Code).

Registration of Contractors with the Department of Industrial Relations

For bids submitted, the bidder and its subcontractors must be registered and qualified to perform public work pursuant to section 1725.5 of the Labor Code, subject to limited legal exceptions under Labor Code section 1771.1.(a). A contractor or subcontractor shall not be qualified to bid on, be listed in a bid proposal, or engage in the performance of any contract for public work unless currently registered and qualified to perform public work pursuant to Section 1725.5. A bid will not be accepted, nor any contract

entered into, without proof that the bidder and its subcontractors are registered with the California Department of Industrial Relations to perform public work pursuant to Labor Code Section 1725.5, subject to limited legal exceptions.

Certified Payroll Records

Contractor shall furnish the records specified in California Labor Code section 1776, including but not limited to the certified payrolls, directly to the Labor Commissioner. The Contractor shall furnish the records specified in California Labor Code section 1776 to the Labor Commissioner for all projects, whether new or ongoing. Copies of those certified payroll records shall also be submitted electronically to the City, upon request.

Prevailing Wage

In accordance with California Labor Code Section 1170 et seq., the Contractor shall pay the general prevailing rate of per diem wages to all workers employed under this contract.

Job Site Postings by Contractor

Contractors are required to post all job site notices prescribed by law or regulation. See 8 Calif. Code Reg. section 16451(d).

Self-Performance by Contractor

Any Contractor being awarded this contract must have Self-Performance at a 30% minimum of the total scope of services, excluding Specialty Items, if any, per the Bid Schedule.

Labor Nondiscrimination

The awarded Contractor shall comply with the requirements of the State of California's Standard Specification Code Section 7-1.01A(4) "Labor Nondiscrimination" under this contract.

Contractor's License Classification

In accordance with California Business and Professions Code Section 7028.15 (and related sections of the Code), the City of Pleasanton has determined that, at the time of bid submission, the Contractor must possess a valid California C-16 (Fire Protection) contractor's license. Failure to hold the specified license at the time of bid will render the Bid non-responsive and will prohibit award of the contract to any bidder not properly licensed, unless otherwise exempted by applicable federal or state law. All bidders must submit proof of their valid C-16 license with their submission. If a contractor fails to provide documentation of the license, the submission will be rejected and the contract will not be awarded to that bidder.

Permits

Contractor will be responsible for obtaining all necessary permits to perform work (encroachment, building, etc.), scheduling of inspections and any other permits required to perform the work identified in the agreement.

Identification

Contractor's crews shall be identified at all times either by a Company uniform, or by a safety vest worn outside other clothing with the Company name clearly displayed. Vehicles will have a Company sign clearly displayed.

Health and Safety

The Contractor shall perform all work in compliance with applicable federal, state, and local safety regulations, including all provisions of the California Occupational Safety and Health Administration (Cal/OSHA) and the City of Pleasanton's workplace safety standards. Safety shall be the highest priority throughout all phases of work, particularly given that this project will involve active and occupied City facilities.

1. General Safety Program

The Contractor must maintain a written and implemented Injury and Illness Prevention Program (IIPP) in accordance with Cal/OSHA Title 8, Section 3203. A copy of the IIPP table of contents and designation of a responsible Safety Officer shall be submitted to the City prior to Notice to Proceed. Activity-specific Job Hazard Analyses (JHAs) must be prepared for all work locations, identifying site-specific hazards and control measures.

2. Electrical Safety / Arc Flash

All work involving fire alarm control panels, devices, or electrical terminations must comply with NFPA 70E (Electrical Safety in the Workplace) and Cal/OSHA electrical safety standards. This includes performing arc-flash hazard assessments, using appropriate personal protective equipment (PPE), and obtaining energized work permits when required.

3. Lockout/Tagout (LOTO)

Contractors shall implement written Lockout/Tagout procedures to control hazardous energy during installation, servicing, and maintenance of fire alarm systems. All employees involved must be trained in LOTO procedures, and equipment must be properly isolated and verified before servicing in accordance with Cal/OSHA Title 8, Section 3314.

4. Fall Protection, Ladders, and Aerial Lifts

Work performed at heights must adhere to Cal/OSHA's fall protection requirements (Title 8, Section 1670). Portable ladders shall be inspected before each use and used in accordance with Section 3276. Aerial and scissor lift operators must be trained and authorized, with certification available for review upon request.

5. Hot Work & Fire Watch

Any soldering, brazing, grinding, or cutting conducted near combustible materials requires a Hot Work Permit and a designated fire watch in accordance with NFPA 51B. The Contractor shall ensure that all fire and life-safety systems are restored to full operation before leaving the site each day.

6. Site Control & Security

All work will take place at active City facilities such as the Police Department, Fire Stations, Library, Senior Center, Veterans Hall, Civic Center, Alviso Adobe, Firehouse Arts Center, and Operations Services Center. Contractors must coordinate access with City staff, adhere to badging and escort requirements, maintain clean and secure work areas, and ensure no disruption to normal City operations.

7. Incident Reporting

All accidents, near misses, property damage, or impairments to the fire alarm system shall be reported to the City's Project Manager within 24 hours. The Contractor shall provide system impairment tags, establish a fire watch if necessary, and document corrective actions.

Travel Time

The City will **NOT** pay travel time. Any Contractor desiring to cover these costs will need to incorporate them in the applicable hourly rates.

Conflict of Interest

The City has established a policy concerning potential conflict of interest in maintenance services, program management, design and construction. This policy applies to all proposers and their proposed contractors/consultants/sub-consultants. See Standard Professional Services Contract for additional information.

Clarification Questions

Questions should be directed to the Management Analyst, Daniel Villasenor by email at dvillasenor@cityofpleasantonca.gov. If interpretation or change is deemed necessary to the original document, then the question(s) shall be addressed in writing, and an Addendum shall be posted to the City's website. To allow time for issuance of addenda, questions shall only be accepted prior to seven (7) calendar days before the bid opening date.

ATTACHMENTS/EXHIBITS:

ATTACHMENT I – BID RESPONSE PACKAGE

ATTACHMENT II – PHOTOS OF TYPICAL PANELS

ATTACHMENT III – SAMPLE OF AGREEMENT

EXHIBIT A – SCOPE OF SERVICES/WORK

EXHIBIT B – BID FORM/RATE SHEET

ATTACHMENT I BID RESPONSE PACKAGE

Required Documentation and Bid Submittals

All the specific documentation listed below is **required** to be submitted as part of the Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation, in the order listed below and clearly label each section with the appropriate title.

Submitted bid MUST contain the following or may be subjected to disqualification:

- ☐ 1. **CONTRACTOR INFORMATION:** name, address, year established, principals of company and professional status as applicable.
- ☐ 2. **IMPLEMENTATION PLAN:** Is a comprehensive plan that will be Implemented by the Contractor to show they have understanding and be able to perform and accomplish all tasks within the Scope of Services/Work.
- ☐ 3. **WORK EXPERIENCE:** 3 references for work or services that have been completed by your company in the last three years within the Bay Area, Alameda County, Contra Costa County or San Joaquin Valley.
- ☐ 4. **BID FORM/RATE SHEET:** Complete the tables with the dollar amount for each of the (3) years of service by completing both the quarterly and annual maintenance for each facility to give the annual cost per location. Also complete the chart for scheduled and as-needed maintenance on a time and material basis (**see EXHIBIT B**).
- ☐ 5. **PERSONNEL:** Bid responses shall include a complete list of all key personnel associated with the RFB, will be required for Prox card issuance. For each person on the list, the following information shall be included:
 - a. Name, including job title and years of employment with Bidder;
- ☐ 6. **SAFETY TRAINING PLAN:** The Contractor shall provide a comprehensive Safety Training Plan prior to the start of work. This plan must demonstrate compliance with all applicable Cal/OSHA, NFPA, and City of Pleasanton safety standards and must clearly outline the Contractor's procedures for ensuring worker safety while performing inspection, testing, and maintenance of fire alarm systems across all City facilities.
- ☐ 7. **SUPPLEMENTAL INFORMATION:** Any additional information deemed necessary by your company to assist the City in the selection process including any special project provisions or specifications that the contractor brings to the bid process and actual service work.

IMPORTANT NOTICE: If Contractor or other interested person is a corporation, provide legal name of corporation, state where incorporated, and names of the president and secretary thereof; if a partnership, give name of the company, also names of individuals co-partners composing company; if contractor or other interested person is an individual, give first and last names in full.

CONTRACTOR INFORMATION

(Required)

CONTRACTOR: (Company Name)		Year Est.:
BUSINESS ADDRESS:		
WEBSITE:		
DIR REGISTRATION NUMBER:	*DIR # must match the Company Named mentioned above	
APPLICABLE LICENSE(S) C-16 #:		
SUBMITTED BY: (Name & Title)	Name: Title:	
TELEPHONE:	Office: Cell:	
EMAIL:	Email: Email:	

Questionnaire (please circle):

1. Has the contractor license been suspended in the past? (If Yes, please explain)
Yes No If, Yes _____
2. Do you have any contracts terminated by Owner in the past? (If Yes, please explain)
Yes No If, Yes _____
3. Has the company been debarred or suspended by Owner in the past? (If yes, please explain)
Yes No If, Yes _____

SIGNATURE:

DATE:

PRINT NAME:

TITLE:

I declare under penalty of perjury that I have the authority to execute this bid and that the foregoing is true and correct.

WORK EXPERIENCE/REFERENCES

(Required)

Years the Company has been in the Trade _____

Provide locations and contact information regarding three (3) projects or services that have been completed by your company in the last three (3) years within the Bay Area, Alameda County, Contra Costa County or San Joaquin Valley. Examples are to be of a similar type as type work you are bidding and with a public agency.

Please provide a list of references of (3) on a separate sheet of paper if different than the ones listed below.

PROJECT I

LOCATION AND FOR AGENCY PERFORMED:	
CONTACT PERSON AND PHONE NUMBER:	
YEAR PERFORMED:	
TYPE OF WORK PERFORMED:	
CONTRACT AMOUNT:	

PROJECT II

LOCATION AND FOR AGENCY PERFORMED:	
CONTACT PERSON AND PHONE NUMBER:	
YEAR PERFORMED:	
TYPE OF WORK PERFORMED:	
CONTRACT AMOUNT:	

PROJECT III

LOCATION AND FOR AGENCY PERFORMED:	
CONTACT PERSON AND PHONE NUMBER:	
YEAR PERFORMED:	
TYPE OF WORK PERFORMED:	
CONTRACT AMOUNT:	

EXHIBIT A - SCOPE OF SERVICES/WORK

All services shall be performed in accordance with the National Fire Protection Association (NFPA) 72 – National Fire Alarm and Signaling Code (most recently adopted edition), the California Fire Code, and all other applicable federal, state, and local regulations. The City owns and maintains 31 public facilities equipped with fire alarm panels and wet pipe fire suppression systems.

The City is currently upgrading several key facility systems—specifically at the OSC, Library, and Police Department—as part of a multi-phase modernization effort. These sites will receive new, fully integrated fire alarm systems once the installations are complete and operational.

Services/Work to Be Provided

The Contractor shall furnish all qualified personnel, supervision, tools, test instruments, transportation, and materials necessary to perform the following services:

1. Inspection, Testing, and Maintenance (Preventive Maintenance)
 - a. Conduct quarterly and annual inspections and testing of all fire alarm systems per NFPA 72 and manufacturer specifications.
 - b. Test fire alarm devices and appliances, including smoke detectors, heat detectors, duct detectors, horns, strobes, and interface relays.
 - c. Conduct annual testing of all wet pipe fire suppression systems in accordance with NFPA 25.
 - d. Complete all NFPA-required reports and submit to both the Authority Having Jurisdiction (AHJ) and the City's Operations Services Division.
2. Maintenance & Repairs
 - a. Provide routine maintenance, repairs, and adjustments to ensure reliable communication between panels, monitoring centers, and field devices.
 - b. Replace defective components including panels, batteries, devices, or communication modules as needed.
 - c. Provide 24-hour on-call emergency repair response when notified by the City.
 - d. Perform battery maintenance and system verification testing following any repairs.
3. System Upgrades & Installation
 - a. Install new or replacement fire alarm control panels as required to maintain compliance with current codes.
 - b. Be capable of working on wireless reporting and notification systems approved for fire alarm use.
 - c. Develop plans and documentation for approval by the Fire Marshal for new or replacement installations.
 - d. Provide final testing and certification after each system modification.
4. Continuous Monitoring 24/7
 - a. Provide Continuous Monitoring with UL 827 Compliant Central Station monitoring service for Fire Alarm, supervisory, and trouble signals.
 - b. Signal Reception with an ability to receive signals from various sources (IP, cellular, radio, traditional dialers).
 - c. Emergency response with an immediate verification of alarms and dispatch of emergency services to local fire and/or police.
 - d. System maintenance with testing of monitoring system (quarterly and annually) and repair services.
 - e. Provide reporting with detailed logs of faults, tests and event history.

Materials and Disposal Requirements

The Contractor shall furnish, as part of this agreement, all necessary materials, equipment, and supplies required for the inspection, testing, and maintenance of fire alarm systems.

- All construction debris, defective parts, or waste materials shall be removed daily and disposed of in accordance with all applicable federal, state, and local laws
- There shall be no additional charge to the City for waste removal or disposal
- Work sites shall be kept clean and free of hazards at all times

Fire Sprinkler Discharge Water

Prevent discharge of water from fire sprinkler system maintenance and testing activities to the storm drain system. AFS water is from a potable water source and therefore contains chloramines, which are toxic to aquatic organisms. To comply with Pleasanton Municipal **Revised** Code §9.14.120 – *Reduction of Pollutants in Storm Water*, use the following guidelines:

- Do NOT discharge water from fire sprinkler testing or maintenance activities into a storm drain or into an area that will discharge into a storm drain
- Discharge all fire sprinkler discharge water to the sanitary sewer system

If it is not practical or feasible to discharge to the sanitary sewer, AFS water may be discharged to a landscaped area, using all of the following controls:

- To the greatest extent possible, a landscape area shall be found with sufficient capacity to contain the AFS discharge without eroding the surface and discharging sediment across pedestrian areas
- The AFS discharge water shall flow through a mat containing sodium thiosulfate tablets (or equivalent) before flowing to a landscaped area in case some of the water overflows to the storm drain or MS4. Discharges to the storm drain or MS4 are not allowed if the AFS water contains visible amounts of suspended material/dirt/oxidation.
- An energy dissipation device shall be employed as needed to prevent harm to the landscape and resulting in sediment loss and runoff to storm drain.
- If AFS water contains visible amounts of suspended solids (oxidized materials/dirt/etc.), fire system discharge must be contained and discharged to sanitary sewer - All AFS water must be contained appropriately via tank or tanker truck. Collected AFS discharge water shall be lawfully discharged in the sanitary sewer at a rate to not exceed hydraulic capacity or causing a sanitary sewer overflow.
- Fire sprinkler discharge water may be released into a vegetated area under the following conditions:
 - Infiltrate flows into a suitable landscape area without causing erosion or runoff
 - All storm drain drop inlets (SDDI) in the immediate area must be covered/protected with filter device to prevent sediment runoff from entering SDDI
 - If runoff occurs with visible amounts of suspended solids (oxidized material/dirt/etc.) all water must be captured and returned to vegetated area
 - All debris carried by the runoff must be recovered

Corrective Maintenance Services (As Needed)

- Corrective maintenance includes any repairs or adjustments identified during inspections or reported by City staff
- Work shall be performed on a time-and-materials basis

- Minor corrective actions should be completed the same day while on site
- For major repairs requiring parts orders, the Contractor shall provide an estimated completion date and communicate progress updates until resolved
- All new components shall include owner manuals and warranty documentation

Hours of Service

Work shall be scheduled to minimize disruption to City operations, events, or public activities.

Contractor must coordinate scheduling with the City's Facilities representative prior to performing any work at occupied sites.

Addition or Removal of Facilities

The City reserves the right to add or remove facilities and associated systems from this agreement with a 30-day written notice. Adjustments will be made according to the Contractor's approved rate schedule. Any scope additions beyond standard maintenance shall require a written proposal and authorization by the City.

Contractor's Employees

- All employees must be properly licensed, certified, and identifiable by company uniform, badge, and vehicle signage
- Employees must carry valid identification and maintain a professional appearance at all times
- Only authorized employees shall perform services under this contract

Work at the Police Department

Due to the sensitive nature of operations at the Pleasanton Police Department (PPD):

- All personnel assigned to this facility must complete background checks through the Department of Justice and Department of Homeland Security
- Fingerprinting appointments must be scheduled at least two weeks before work begins
- Unauthorized personnel are strictly prohibited from entering secured areas

Proximity ID Cards & Keys

Most buildings are fitted with a City Proximity (Prox) card system that allows access without the use of keys. Internal doors will require a key for individual rooms access.

An alarm access code and photo ID Prox Card will be issued to each employee. These are issued to the individual and **MUST NOT BE SHARED**. Sharing of alarm codes or prox cards are grounds for immediate termination of the contract.

The Contractor shall be responsible to complete a Prox Card Request form for each employee (form provided by the City) to ensure that each employee be photographed and a prox ID card issued before their work in the city can begin. The Contractor shall also notice the City immediately when an employee is terminated and submit the prox ID card to be destroyed. The Contractor shall provide an annual staff roster to ensure only those currently employed by the Contractor have access to city facilities.

Non-employees or family members will NOT be allowed in any City facility at any time. Only authorize Contractor employees may be present during hours of service.

Non-Employee Access

Non-employees, subcontractors not pre-approved by the City, and family members are not permitted within City facilities at any time. Only authorized Contractor employees actively performing work under

this agreement may be present on site.

SAFETY TRAINING/PROCEDURES

Prior to commencing any work under this Agreement, the Contractor shall submit a comprehensive written Safety Training and Procedures Program for review and acceptance by the City of Pleasanton. The program shall demonstrate compliance with all applicable federal, state, and local safety regulations, including but not limited to the California Occupational Safety and Health Act (Cal/OSHA), Title 8 of the California Code of Regulations, and applicable federal OSHA standards.

At a minimum, the Contractor's safety program shall address training, policies, and procedures applicable to the scope of work described in this RFP, including fire alarm inspection, testing, maintenance, repair, system installation, and interaction with building systems in occupied City facilities.

The safety program shall include, but not be limited to, the following elements:

General Safety Compliance

- A written Injury and Illness Prevention Program (IIPP) compliant with Cal/OSHA requirements
- Employee safety orientation and job-specific training documentation
- Hazard identification, mitigation, and reporting procedures
- Emergency response and incident reporting protocols

Electrical & Life-Safety System Work

- Electrical safety training applicable to low-voltage and associated electrical systems
- Lockout/Tagout (LOTO) procedures when working on energized or potentially energized systems
- Safe work practices for fire alarm control panels, devices, power supplies, and interface equipment

Confined Space & Elevated Work

- Confined space awareness and entry procedures where applicable
- Ladder safety, lift safety, and fall protection training
- Safe access and egress procedures for work above ceilings and in mechanical or electrical rooms

Fire & Building Occupant Safety

- Procedures to prevent false alarms and unintentional system activation
- Coordination protocols with City staff prior to system testing or impairment
- Measures to ensure continuity of fire protection during maintenance and repair activities

Personal Protective Equipment (PPE)

- Identification and use of appropriate PPE for all work activities
- Training on PPE selection, inspection, and maintenance

Worksite Conduct & Public Facility Safety

- Safe work practices in occupied facilities, including Police Department and other secure locations
- Housekeeping standards to prevent trip hazards and maintain clear egress paths
- Traffic and pedestrian safety controls where work occurs near public access areas

The Contractor shall maintain all safety training records and make them available to the City upon request. No work shall begin until the City has received and accepted the Contractor's safety training documentation. The Contractor shall ensure all employees and subcontractors performing work under this Agreement are properly trained and remain in compliance with safety requirements for the duration of the contract.

Failure to comply with safety requirements may result in suspension of work, corrective action, or termination of the Agreement.