

# Kenai Peninsula Borough Purchasing & Contracting

## MEMORANDUM

**TO:** Peter A. Micciche, Borough Mayor

**THRU:** John D. Hedges, Purchasing & Contracting Director *JH*

**THRU:** Brandi Harbaugh, Finance Director *BH*

**FROM:** Brenda Ahlberg, Emergency Manager *BA*

**DATE:** December 11, 2024

**RE:** Authorization to Award a Maintenance and Service Contract for RFP23-001 Mass Notification System

On August 2, 2022, the Kenai Peninsula Borough Purchasing & Contracting Department formally solicited proposals for RFP23-001 Mass Notification System. The request for proposals was advertised in the Peninsula Clarion and the Anchorage Daily News on August 2, 2022 and in the Homer News on August, 4, 2022.

As part of the Tsunami warning siren system replacement project the proposers were asked to included a cost for the annual maintenance fee and service requirements. This portion of the scope of services would start at the end of the one-year warranty period and continue for the useful life of the system.

On the due date of August 23, 2022, six (6) proposals were received and reviewed by a review committee. The Maintenance proposals were reviewed as part of the practical evaluation.

The highest-ranking proposal was submitted by HQE Systems, Inc. with an annual, reoccurring cost of \$51,926.38 for 10 years. A 10% discount was also negotiated and included in the price, provided that a 10-year agreement is accepted. This agreement would be contingent upon appropriation of funds on an annual basis. The proposal review committee recommends award of a contract to HQE Systems, Inc. of Temecula, California. Your approval for this award is hereby requested.

Funding of this contract will be charged to account number 100-11250-00000-43019.



Peter A. Micciche, Borough Mayor

12/17/2024

Date

NOTES: FY26 through FY35  
Contingent upon Assembly  
appropriation.

FINANCE DEPARTMENT FUNDS VERIFIED	
Acct. No.	<u>100-11250-00000-43019 - \$51,926.38 - FY25</u>
Amount.	<u>100-11250-00000-43019 \$51,926.38 - FY26 through FY35</u>
By: <i>CJ</i>	Date: <u>12/17/2024</u>

# BUMPER-TO-BUMPER NO HASSLE MAINTENANCE SERVICE PLAN

## Kenai Peninsula Borough

### SiRcom Mass Notification Systems Service Plan



Date Submitted : 02 JUNE, 2023



This proposal contains trade secrets and confidential business or financial information exempt from disclosure under the Freedom of Information Act. This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government’s right to use the information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in this proposal and all attachments. **All product names, logos, and brands are the property of their respective owners.** All company, product, and service names used in this proposal are for identification purposes only. Use of these names, logos, and brands does not imply endorsement.



# 1. Cover Letter

To the Kenai Peninsula Borough’s Procurement Board,

HQE Systems, Inc. is a Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) Certified, Minority-Owned, Service-Disabled Veteran-Owned Small Business (SDVOSB) with its global headquarters in Temecula, CA. HQE Systems is pleased to submit the Bumper-2-Bumper No Hassle Full Service Maintenance Plan to the Kenai Peninsula Borough for consideration. Since 2014, HQE Systems has been designing, engineering, installing, and maintaining Giant Voice System (Central Control Units, Speaker Arrays, Control Cabinets, Radios, Solar Chargers, and Subcomponents) solutions for a host of clients worldwide.

It is with great pleasure that we present you with the following response to provide the Kenai Peninsula Borough with the Bumper-2-Bumper No Hassle Full Service Maintenance Plan, to include:

- ❖ A support plan to be executed by a dedicated team of factory-certified engineers and technicians
- ❖ A fixed service plan that includes factory standard annual preventive maintenance
- ❖ A fixed service plan cost for all labor, equipment, and materials utilized in the service year
- ❖ Responsive repairs and corrective maintenance service to include remote and on-site support
- ❖ Upgrade to the latest version of the SiRcom SMART Alert Software (SiSA)
- ❖ Full turn-key solution

The Bumper-2-Bumper No Hassle Full Service Maintenance Plan being offered from HQE complies with all FARS, maintenance & operational scope, requirements, and instructions outlined in the previous.

If you have any questions or concerns, please contact our dedicated team for this project:

<b>Technical Issue POC:</b>	Mr. David Ditto BD@HQESystems.com	BD Director / <b>Giant Voice Expert</b> (800) 967-3036 Ext 1109
<b>Customer Support POC:</b>	Ms. Desiree Carr Contracts@HQESystems.com	Administrative & Contracts Support (800) 967-3036 Ext 1106

**Company Name:** HQE Systems, Inc.  
**Address:** 27419 Via Industria, Temecula, CA 92590  
**Phone/Fax:** 1 (800) 967-3036 / 1 (760) 645-7183  
**Classification:** Service-Disabled Veteran-Owned Small Business (SDVOSB)

<b>DUNS/UEI Number:</b>	079240822/YGCSL35ZWAD7	<b>CA SB/DVBE:</b>	2001433/ACTIVE
<b>CAGE Code:</b>	72W82	<b>SAM/WAWF:</b>	CERTIFIED/ACTIVE
<b>Federal EIN:</b>	46-4509670	<b>SDVOSB:</b>	CERTIFIED/ACTIVE
<b>VA VetsFirst:</b>	CERTIFIED/ACTIVE	<b>CONTRACTOR LIC:</b>	1087628/ACTIVE



## 2. Company Information

### 2.1 Why Our Customers Choose Us

HQE Systems, Inc. (HQE) is a FEMA Certified, Minority Owned-Service Disabled Veteran Owned Small Business (SDVOB) with its global headquarters in Temecula, California. HQE was founded by service-disabled veterans who wanted to continue to serve our communities after honorably serving in the military. For a short period, the founders of HQE worked as Subject Matter Expert (SME) Engineers and managers for our nation's most prominent Fortune 50 technology companies. With the work ethics sharpened in the military and the technical and project management knowledge gained from working for Fortune 50 companies, the founders of HQE decided to open its door officially in 2014. Since then, HQE has become an internationally recognized full-service technology company servicing significant clients worldwide.



The value of HQE goes beyond just our technically exceptional offer and price. Since 2014, we have continued solving problems for our clients through innovative software development and systems integration. Any company can offer a piece of equipment and install it. That's the easy part. But very few are capable of integrating legacy technologies with modern systems. Ultimately, our new customers always become our longtime customers due to our ability to solve problems others won't touch. We solve problems! But more importantly, we will **ALWAYS GO THE EXTRA MILE TO SERVE YOU AND YOUR TEAM!**

### 2.2 What We Offer

SURVEILLANCE CAMERAS	ACCESS CONTROLS	INTRUSION DETECTION	OUTDOOR GIANT VOICE	INDOOR PAGING	ELECTRONIC MASS ALERTS	SOFTWARE DEVELOPMENT	SYSTEMS INTEGRATIONS



### 3. Technical Capabilities & Proposed Modern Solution

#### 3.1 HQE’s Full Mass Notification Systems Capabilities

HQE provides complete turn-key solutions and services for all MNS capabilities. Our MNS engineering and technical teams have the experience and know-how to support projects of any size and scope successfully. HQE can provide solutions for systems design, planning, installation, upgrades, and sustainment services. We can provide the full spectrum of solutions as a turnkey service because all core capabilities are in-house. HQE can provide complete solutions for the capabilities listed below:



- ❖ **Design & Upgrade Consultation:** Full design services for new and existing systems.
- ❖ **Mass Notification C2 Software:** On-Premise or Cloud-Based C2 Software
- ❖ **Electronic Mass Notification System (EMNS):** Software mass notification solution
  - Emails Alerts                      Phone Calls                      SMS Text Alerts
  - Desktop Alerts                      Social Media Alerts                      Push Notifications
- ❖ **Indoor Notification:** Unified indoor alerting capabilities
  - Fire Alarm Integration      Cable TV Alerts                      Visual/Audio Beacons
  - Marquee Sign Alerts              VoIP Integration                      Paging Systems
  - Panic Buttons                      Workplace Violence                      Active Shooter Locator
- ❖ **Giant Voice Sirens:** All-weather intelligible audio outdoor warning system
- ❖ **Maintenance Services:** On Call & Scheduled PM & CM Services.

HQE is a subject matter expert in compliance requirements for the offered systems.





\* Note: HQE provides a solution and not a compliance service.



### 3.2 HQE’s Full In-House Giant Voice Maintenance Capabilities

High Quality OEM Standard Giant Voice No Hassle Full Maintenance Service

Factory Level Inspections	Preventive Maintenance (PM) Corrective Maintenance (CM)	Detailed & Timely Reporting
		

HQE’s in-house highly experienced giant voice maintenance teams are agile and highly efficient at ensuring the highest systems readiness for our client’s outdoor warning sirens. HQE’s Subject Matter Expert (SME) Maintenance Technicians are currently performing short and long-term maintenance support contracts worldwide. Working in every environment (humid, dry, extreme heat/cold, dusty/sandy, tropical jungles, unstable local power, tornado/hurricane susceptible areas) on all known significant brands. With real-world hands-on maintenance experience, HQE is capable of providing the following maintenance solutions:

Electrical Inspections	Mechanical Inspections	Driver Inspections	Driver Repairs	Verify Op Controls
Verify Proper Voltage	Check Charger(s)	Battery Inspections	Verify Wiring/Fuses	Verify Antennas
Verify Conduit Seals	Verify AC/Solar Power	Verify AC Connectors	Verify Battery Heaters	Verify Intrusion Switch
Inspect Sirens	Grease & Lube Service	Inspect All Surfaces	Software Updates	Software Patches
Clean Connectors	Clean All Surfaces	Rust Removal	Rust Prevention	Paint Surfaces
Verify All Radios	Verify Cellular/IP/WiFi	Inspect Amplifiers	Minor Clean	Major Clean

All services will be performed to factory standards. HQE’s engineers and technical staff are certified by SiRcom as Subject Matter Experts. This ensures that HQE’s customers receive the highest quality work and service from the dedicated maintenance service team.



### 3.3 Advantages of The Bumper-2-Bumper No Hassle Service Plan

HQE provides a Bumper-To-Bumper service plan developed to provide our customers with a true solution that alleviates all of the headaches associated with installing a new early warning system while gaining all of the benefits of working with an honest and trustworthy service provider.

The advantages of the Bumper-To-Bumper program are:

- Alleviates the old “sell the systems for a low cost” and “overcharge the customers with repair parts and upgrades.” HQE is offering a fixed firm price for a full-service agreement. No matter the requirements, everything will be fixed, serviced, and upgraded under the annual fixed firm price.
- Alleviates administrative requirements for our customers to continue to submit for micro-budgets throughout the year if the early warning system requires minor or major repairs. Under the annual fixed firm price, any materials, equipment, and software issues will be fixed at no cost to the customer.
- Alleviates any upgrade charges associated with new features rollout. SiRcom is continuously upgrading and improving the SiRcom SMART Alert Software (SiSA). While under the Bumper-To-Bumper service agreement, all the upgraded features will be automatically provided to the customer at no additional cost. New features approved for the rollout are tested and accredited before being released. This ensures that our customers benefit from HQE and SiRcom’s 3rd Party accreditation and testing requirements set by the Federal Government.
- Alleviates our customers from attempting to perform preventive or corrective maintenance on equipment that is not standard for general maintenance technicians. This ensures that the burden for our customer maintenance departments is minimized as HQE’s staff will perform all preventive maintenance throughout the service year.
- Alleviates any long delays in repair parts availability that plagues the rest of the industry. HQE has two central warehouses that stock up to 10+% of repair parts for all of our clients. This means that HQE can source its internal inventory anytime to mitigate any repair issues found during a preventive maintenance visit or inspection.
- Alleviates our customers from having to replace or perform major mid-life upgrades at year ten. With HQE’s Bumper-To-Bumper service plan, at the end of the 10th year, our customers would practically have a 99.99% new system with all of the OEM standard maintenance and servicing performed on the system. This ensures that our customers can be confident that the company that installed the system, maintains the system, and is ready to support any other requirements in the future.
- Significant monetary discounts are provided to the customers for long-term sustainment plans. This ensures that the customer receives the best service from a certified company that knows the system's ins and outs. This ensures that the giant voice system has detailed continuity to alleviate any gaps in service, which can ultimately lead to a degraded system.



## The Bumper-To-Bumper Service Tasks

- Preventative Maintenance
  - Annually Inspected and Serviced (Quarterly inspections can be offered depending on the environment and conditions found during the initial inspection and servicing).
- Corrective Maintenance
  - Remote Support (24/7/365)
  - On-Site Support (Within 72 hours of completed remote support)
- Software Upgrades
  - Integrate all new features of the SiRcom SMART Alert Software (SiSA)
  - Minor changes to SiSA to improve customer experience
- Software Patches
  - Provide all security and operating systems patches and servicing to ensure proper functionality of the software and the hardware
- Systems Integration
  - Provide systems integrations of new systems procured or deployed by the customers that require interfacing with the early warning system if capable

## The Bumper-To-Bumper Service Plan Cost For Kenai Peninsula Borough

#	Bumper-To-Bumper Service Plan (Years)	Fixed Firm Cost (Yearly Rate)	Discount Rate	Annual Discount Amount	Total Saved During Service Plan Period	Final Fixed Firm Cost (Discounted Yearly Rate)
1	1	\$57,695.97	0%	\$0.00	\$0.00	\$57,695.97
2	3	\$57,695.97	2%	\$1,153.92	\$3,461.76	\$56,542.05
3	5	\$57,695.97	4%	\$2,307.84	\$11,539.19	\$55,388.14
4	7	\$57,695.97	7%	\$4,038.72	\$28,271.03	\$53,657.26
5	10	\$57,695.97	10%	\$5,769.60	\$57,695.97	\$51,926.38

### Considerations For Pricing:

- The above pricing does not include barge transportation of a lift across the bay. Instead, Preventive Maintenance for this area will be conducted using ground-level test equipment. Any repairs that require a lift will incur additional cost for the barge transportation of the lift to the sites across the bay.





## End of Proposal

*“It is our goal at HQE to continue to serve our veterans through our ‘Hire Veterans Policy HQE-2015-2025’. We appreciate all of our current and past customers who have helped us meet our goals of hiring veterans throughout the years. Your support in HQE is directly impacting the support of our amazing veterans. Thank you for your consideration and support of Minority Business Enterprise (MBE), Disadvantaged Business Enterprise (DBE), and Service Disabled Veteran Owned Small Business (SDVOSB)!.”*

***Thank You from the team of HQE Systems Inc.***

*Qais Alkurdi*

CEO, Disabled Veteran / Retired

