



**NEW HAVEN PUBLIC SCHOOLS**

Baron Young, Executive Director  
NHPS Food Service  
P: (475) 220-1610  
F: (203) 946-7650

To: New Haven Board of Education Finance and Operations Committee  
From: Thomas Lamb, Chief Operating Officer  
Baron Young, Executive Director

CC: Michael Gormany, City Budget Director  
Date: September 28, 2023  
Re: Fiscal year 2023-24, Award of Contract for NHPS Food Service On- call  
Kitchen Suppression repair services.

**Executive Summary:** Approval is requested for an award of contract(s) under RFP# 21878 for the purchase of On-Call Kitchen Suppression Repair services, for fiscal year 2023-2024 for NHPS Food Service.

NHPS Food Service utilizes these services to ensure NHPS Kitchen’s Fire suppression systems are in good working order ensuring the safety of our students, staff, and community.

**Awarded Vendor:**

Vendor Number	Vendor Name	Vendor Address	City, State, Zip	Award Amount not to Exceed	Minority or Women Owned Small Business?	Renewal or Award of Contract/Agreement
47117	Encore Fire Protection	35 Philmack Drive	Middletown Ct 06457	\$50,000		Award

**Effective Date** 07/01/2023-06/30/2024  
**Contract or Agreement #:** TBD  
**Funding Source & Account #:** 25215200-56623  
**Previous Payment History**

Fiscal Year	Vendor	Payment Amount	Notes/Comments
2024 (Forecasted)	Encore	\$50,000.00	Primary Vendor
2023	Encore	\$22,268.00	Primary Vendor
2022	Encore	\$32,672.40	Primary Vendor
2021	Encore	\$29,396.30	Primary Vendor
2020	Encore	\$31,947.60	Primary Vendor
2019	Encore	\$21,747.81	Primary Vendor

**Key Questions:** (Please have someone ready to discuss the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education):



1. **How was the contractor selected? Quotes? RFP? Sealed Bid or Sole Source? Please describe the selection process including other sources considered and the rationale for selecting this method of selection**
  - a. Request for Proposal
  
2. **How Many Vendors Responded to this Bid/RFQ/RFP**
  - a. Zero (0) respondents
  - b. The Food Service Department will be utilizing Encore Fire protection based on past satisfactory service.
  
3. **If the vendor is not the lowest bidder or a State contract, please answer the following:**
  - a. **Please explain why the vendor was chosen.**
    - i. The vendor was chosen based on the criteria set forth in the RFP.
    - ii. As there were no respondents to the RFP vendor was chosen based on prior year(s) of service.
  - b. **Who were the members of the selection committee?**
    - i. Executive Director
    - iv. Food Service Staff
  
4. **What specific service will the contractor provide:**
  - a. The vendor(s) will provide Fire Suppression in spection and testing for NHPS Food Service Kitchens.
  
5. **If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?**
  - a. This is not applicable as this is a new award.
  
6. **If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?**
  - a. This is not applicable as this is a new award.
  
7. **If this Contractor is New has cost for service increased from previous years? If yes, by how much?**
  - a. Not Applicable. Contractor was used in prior years.
  
8. **Is this a service existing staff could provide? Why or why not?**
  - a. Staff could not perform these services as this is an RFP for Fire Suppression services.



## TEST AND INSPECTION AGREEMENT

Agreement made this **July 21, 2023** between **ENCORE FIRE PROTECTION** hereinafter called “ENCORE” and **(New Haven Public Schools Food Service)** hereinafter called “CUSTOMER” having its place of business at **(75 Barnes Ave, New Haven, CT 06513)** for testing and inspection services of the kitchen hood suppression systems hereinafter called “INSPECTED SYSTEM(S)” at **(multiple locations, defined in section 5.0** hereinafter referred to as “PREMISES”.

### **1.0 CONTRACTED SERVICES SCOPE OF WORK**

The scope of work for testing includes the systems, devices, equipment and test/inspection frequencies detailed below. In the event that additional systems or devices are found, or in the event that additional test/inspection frequencies are required, an additional scope of work with associated costs shall be provided. All work detailed below shall be performed during normal business hours, M-F 7AM – 4:00PM.

This proposal is based on information provided to Encore Fire Protection by CUSTOMER. While we understand that a best effort is made by CUSTOMER to provide all information necessary to allow Encore Fire Protection to develop a comprehensive proposal, the aforementioned information provided by CUSTOMER can potentially be incomplete and or inaccurate and therefore can result in additional systems, devices or equipment being found during a test/inspection. In that event, an additional proposal for those systems, devices and equipment shall be provided.

At Encore, our mission is providing the best possible experience for our customers. With the recent changes and increases across the global market, additional fees may apply and be billed as needed, including but not limited to fuel surcharges, material cost increases, or reporting fees. This will serve to help us ensure timely service while keeping your systems operating properly and in compliance.

#### **A. KITCHEN SUPPRESSION SYSTEM INSPECTION**

Using professionally trained technicians, ENCORE agrees to visually inspect and functionally test CUSTOMER’S accessible kitchen suppression system component(s) installed at the premises, at the frequency noted in section 4.0, in accordance with standard practices:

1. Identify hazards, verify coverage and compliance with standards, and evaluate safety performance
2. Verify that hazard areas are equipped with supplemental portable fire extinguisher as required
3. Visually inspect the system to determine whether it is in service and in satisfactory condition
4. Inspect and replace fusible links (material cost not included)
5. Visual Inspection to ensure proper installation, proper nozzle position and compliance with NFPA standards
6. Check the date of last hydrostatic test and other required routine maintenance
7. Document all results and complete test report, deficiency letter and suggest recommendations to improve the system

The following materials and services are excluded from the contracted price and will be billed separately at the time of service:

1. Pressure vessels requiring hydrostatic testing. These tests require impacted units to be emptied, tested, and refilled. This service will only be charged if due and necessary
2. Recharge and refill of discharged or partially discharged pressure vessels will be priced per unit as needed
3. Most systems require actuation cartridges be replaced annually; replacements will be priced as needed
4. Fusible Links are the detector component of the fire suppression system that sense fire and cause the system to discharge; NFPA requires they be replaced at least annually
5. Nozzle seals are required to remain in place at all times. Seals will be replaced if they are broken at the time of inspection
6. NFPA requires that all kitchen staff be trained on proper operation of equipment; training can be provided at OWNERS request at no additional charge at the time of inspection



**2.0 WORK NOT INCLUDED**

Certain additional services may be required by Authorities Having Jurisdiction (AHJ). AHJ or Internal organizational requirements may be more restrictive than NFPA and/or state and local requirements. It is the CUSTOMER’s responsibility to make themselves aware of applicable codes and references in order to ensure that contracted services are in compliance with these additional requirements.

Additionally, the testing and inspection provided under this agreement does not include:

1. Testing or inspection of any equipment on a city right of way
2. Testing or inspection of any device(s) in a concealed space or any area not accessible to ENCORE during any inspection
3. Annual price is based on device counts provided by CUSTOMER, devices not reflected in documentation provided are subject to incremental billing based on time needed to access and test them
4. Testing or inspection of any device(s) located in areas that meet confined space requirements as defined by OSHA
5. Fire Alarm disconnect/reconnect fees
6. Fire watch or watch fees from the fire department if required

**3.0 TERM**

The term of this agreement shall be one (1) year from the date of execution and shall be **automatically renewed** with mutual approval until the same shall be terminated by either party on at least (30) days written notice being given.

**4.0 SCHEDULE OF SERVICES**

Test and inspection services on INSPECTED SYSTEM(s) shall be completed at the following frequency in accordance with CUSTOMER requirements:

Kitchen (KS) – Semi-Annually

	January		April		July		October
	February		May		August		November
	March		June		September		December



**5.0 COST OF SERVICES**

The total cost for test and inspection services detailed herein is based upon the following devices:

<b>NHS Barack Obama School (Food Services)</b>	<b>Qty Req'd</b>	<b>Unit Price</b>
Ansul R-102 3gal Kitchen	2	\$195
<b>NHS Barnard Magnet School (Food Service)</b>		
Ansul R-102 3g Kitchen	2	\$195
<b>NHS Beecher School (Food Service)</b>		
Ansul R-102 3 gallon Room Behind hood	2	\$195
<b>NHS Betsy Ross Arts Magnet School (Food Service)</b>		
Ansul Piranha 7 Right of hood	2	
<b>NHS Bishop Woods School (Food Service)</b>		
Ansul R-102 1.5 Gallon Kitchen hood	2	\$195
<b>NHS Celentano Museum Academy (Food Service)</b>		
Ansul R-102 3 gallon Kitchen hood	2	\$195
<b>NHS Central Kitchen (Food Service)</b>		
Ansul Piranha P10 x 2 Kitchen	2	\$270
Ansul Piranha P7 Kitchen		
<b>NHS Clinton Ave School (Food Service)</b>		
Ansul R-102 3gal Kitchen	2	\$195
<b>NHS Columbus Family Academy (Food Service)</b>		
Ansul R-102 1.5 gallon Kitchen	2	\$195
<b>NHS Conte West Hills Magnet (Food Service)</b>		
Ansul R-102 3 gallon Kitchen hood	2	\$195
<b>NHS Coop Arts &amp; Humanities High School (Food Service)</b>		
Ansul R-102 4.5 gallon Right of hood	2	\$195
<b>NHS Davis Street Magnet School (Food Service)</b>		
Ansul R-102 1.5 gal Kitchen	2	\$195
<b>NHS Dr Reginald (Food Service)</b>		
Ansul R-102 3 Gallon Kitchen	2	\$195
<b>NHS East Rock Magnet School (Food Service)</b>		
Ansul R-102 1.5 gallon Kitchen	2	\$195
<b>NHS Engineering &amp; Science (Food Service)</b>		
Ansul R-102 3 Gallon Kitchen by loading dock	2	\$195
<b>NHS Fair Haven Middle School (Food Service)</b>		
Ansul R-102 3 Gallon Kitchen	2	\$195
<b>NHS High School in the Community (Food Service)</b>		
Ansul R-102 3gal Culinary kitchen	2	\$195
<b>NHS Hill Music Academy (Food Service)</b>		
Ansul R-102 3 gallon Kitchen hood	2	\$195
<b>NHS Hill Regional Career High School (Food Service)</b>		
Ansul R-102 9 gallon Behind hood on wall	2	\$275
<b>NHS James Hillhouse HS (Food Service)</b>		
Ansul R-102 3 Gallon Cafeteria Chain-Link Pizza Oven	2	\$765
Hood		
Ansul R-102 3 Gallon Cafeteria Grill Hood		
Ansul R-102 3 Gallon Cafeteria Main Hood		
Ansul R-102 6 Gallon Culinary Classroom Kitchen		



<b>NHS Jepson Magnet School (Food Service)</b>		
Ansul R-102 3 Gallon Kitchen	2	\$195
<b>NHS John C. Daniels Magnet School (Food Service)</b>		
Ansul R-102 3g Cafeteria hood	2	\$195
<b>NHS John S. Martinez Magnet School (Food Service)</b>		
Ansul R-102 3 Gallon Kitchen	2	\$195
<b>NHS King/Robinson Magnet School (Food Service)</b>		
Ansul R-102 3 gallon Cafeteria	2	\$195
<b>NHS Lincoln Bassett School (Food Service)</b>		
Ansul R-102 6 gallon Kitchen	2	\$225
<b>NHS Mauro Sheridan Magnet School (Food Service)</b>		
Ansul R-102 3 gal Kitchen	2	\$195
<b>NHS Metropolitan Business Academy (Food Service)</b>		
Ansul R-102 3g Kitchen hood	2	\$195
<b>NHS Nathan Hale School (Food Service)</b>		
Ansul R-102 3 Gallon Kitchen	2	\$195
<b>NHS New Haven Academy (Food Service)</b>		
Ansul R-102 3 gallon Right side of hood	2	\$195
<b>NHS Roberto Clemente (Food Service)</b>		
Ansul R-102 1.5 gallon Kitchen	2	\$195
<b>NHS Ross/Woodward School (Food Service)</b>		
Ansul R-102 3 gallon Kitchen hood	2	\$195
<b>NHS Sound Schl-Anderson,Emerson,M (Food Service)</b>		
None		
<b>NHS Troup Magnet (Food Service)</b>		
Ansul R-102 3g Kitchen	2	\$195
<b>NHS Truman School/Truman Head Start (Food Service)</b>		
Ansul R-102 1.5 Kitchen	2	\$195
<b>NHS W. Hooker School (Elementary) (Food Service)</b>		
None		
<b>NHS W. Hooker School MS (Food Service)</b>		
Pyro Chem Kitchen Knight II Pcl 160 Kitchen	2	\$225
<b>NHS Wexler/Grant School (Food Service)</b>		
Ansul R-102 3gal Mainhood	2	\$195
<b>NHS Wilbur Cross Concession Stand (Food Service)</b>		
None		
<b>NHS Wilbur Cross High School (Food Service)</b>		
Ansul R-102 3 gallon Kitchen A - chain broiler	2	\$765
Ansul R-102 3 gallon Kitchen B, charbroiler		
Ansul R-102 4.5 gallon main kitchen hood		
Ansul R-102 6 gallon culinary kitchen		



**5.1 COST OF SERVICES**

The total cost for test and inspection services detailed herein is: **\$16,360.00** <<excluding applicable taxes >> for each year this contract is in effect. The total price can only be offered if combined services are accepted by CUSTOMER.

**6.0 PAYMENT TERMS**

Payment shall be due upon the completion of services; net 10 days. If the CUSTOMER fails to pay any amount when due, ENCORE may at its option, terminate this Agreement and will not be obligated to perform any work until payment of the amount past due has been received by ENCORE.

**DISCLOSURE:**

**Upon acceptance, CUSTOMER agrees to the terms and conditions on the following pages and any attachments, exhibits, or riders.** ENCORE and/or any of its affiliates will perform work and/or furnish materials for the install, repair, or other modification to your INSPECTED SYSTEM(s) at the PREMISES as referenced in this contract. This is a notice that ENCORE and/or any of its related affiliates who provide labor and/or materials for the install, repair, or other modification to your INSPECTED SYSTEM(s) for the scope of work referenced in this contract with the above-signed, may file a mechanic's lien on the PREMISES referenced throughout in the event of nonpayment by you to ENCORE and/or any of its affiliates.

**ENCORE FIRE PROTECTION**

**ACCEPTED BY  
CUSTOMER:**

<b>SIGNATURE</b>	
<hr/>	
<b>PRINT</b>	Dana Horrigan
<hr/>	
<b>TITLE</b>	Director of Sales
<hr/>	
<b>DATE</b>	
<hr/>	
<b>PHONE</b>	C: 860.575.8665
<hr/>	
<b>FAX</b>	401.365.1131 Attn: Dana H.
<hr/>	
<b>EMAIL</b>	dhorrigan@encorefireprotection.com
<hr/>	

<b>SIGNATURE</b>	
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<b>PRINT</b>	
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**ACCOUNT SCHEDULING CONTACT INFORMATION**

**NAME** \_\_\_\_\_

**EMAIL** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**FINANCIAL/AR CONTACT INFORMATION**

**NAME** \_\_\_\_\_

**EMAIL** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**COMPANY BILL-TO CONTACT INFORMATION**

**COMPANY NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

\_\_\_\_\_

**EMAIL** \_\_\_\_\_

**PHONE** \_\_\_\_\_





**TERMS AND CONDITIONS:**

**SCOPE OF WORK:**

Unless otherwise specified, Encore Fire Protection's, hereinafter "ENCORE," scope of work is limited to accessible devices and system components: those where access can be obtained without restriction at the scheduled time of visit, and does not exceed heights reachable with a 6' ladder.

**RESPONSIBILITY OF THE CUSTOMER:**

It is the responsibility of the CUSTOMER (such term herein includes all employees, agents and representatives of CUSTOMER) to:

- Properly maintain all fire safety systems, hereinafter "FIRE SYSTEM(S)," including but not limited to fire sprinkler, fire alarm, fire suppression systems and/or fire extinguishers, by means of periodic inspections, testing and maintenance, which shall show the FIRE SYSTEM(S) to be in good operating condition and/or reveal any defects or impairments.
- Promptly correct or repair deficiencies noted, damaged parts, or impairments found while performing the inspection and testing of FIRE SYSTEM(S). Corrections and repairs shall be performed by qualified personnel.
- Know the location of all extinguishers and FIRE SYSTEM components including but not limited to: low points, valves including those above ceiling, and auxiliary drains in attics and/or crawl spaces.
- Notify all parties that may be affected by alarms initiated during inspection, repair, service, maintenance or installation including but not limited to employees, building occupants, the fire alarm monitoring service, and authorities having jurisdiction.
- Manage the disposal of any water released during tests.
- Insure the safety and security of the site or location where the FIRE SYSTEM(S) are located and at which ENCORE will provide services.
- Maintain the FIRE SYSTEM(S), including but not limited to checking and draining low points and drum drips, maintaining adequate heat, maintaining proper levels of lubricant, ensuring FIRE SYSTEM(S) are on-line and operating, and executing on regular maintenance and alterations, repairs or replacement of faulty system components as necessary. This agreement ("Agreement") is limited to inspection, testing and/or services performed at the time of the visit only.
- Have as-built system drawings available on site to assist the technician in identifying FIRE SYSTEM components so that they can be properly located. CUSTOMER is responsible for identifying FIRE SYSTEM(S) locations.
- Unless otherwise specified, pay all applicable local, state and federal taxes, license and permit fees, assessments, and other charges in connection with the FIRE SYSTEM(S).
- Unless otherwise specified, pay any additional costs associated with the inspection, repair, service, maintenance or installation by ENCORE, including costs associated with fire department or other authorities having jurisdiction, rental of lift trucks or other equipment required to gain access to inaccessible FIRE SYSTEM components, and/or maintenance of dedicated phone lines.

CUSTOMER shall be solely responsible for keeping the FIRE SYSTEM(S) in good operating condition at all times. Final responsibility for the condition and operation of the FIRE SYSTEM(S) is with the CUSTOMER. This includes compliance with all laws, codes and regulations pertaining to the FIRE SYSTEM(S) and/or scope of work provided by ENCORE.

**WARRANTY AND LIABILITY**

UNLESS OTHERWISE EXPRESSLY SET FORTH HEREIN, ENCORE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION,

WARRANTIES OF MERCHANTABILITY OR WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. No representations made by an employee, agent or representative of ENCORE shall constitute a warranty by ENCORE or give rise to any liability or obligation.

CUSTOMER AGREES THAT ENCORE IS NOT AN INSURER. ENCORE's liability to the CUSTOMER or any of their affiliates, representatives or assigns for personal injury, and/or property damage arising from the performance of any service, including repair, install or inspection, performed by ENCORE shall be limited to the amounts charged CUSTOMER for such service. In the event this Agreement relates to services provided at multiple CUSTOMER locations, ENCORE'S liability shall be limited to the amount of charges allocable to the location where the injury or damage occurred. In no event shall ENCORE be liable, and the CUSTOMER assumes all liability, for all special, indirect, incidental, consequential, or liquidated, penal or any economic loss, damages of any character including but not limited to loss of use of the property, lost profits or lost production, whether claimed by the CUSTOMER or by any third party, irrespective of whether claims or actions for such damages are based upon contract, warranty, negligence, tort, strict liability or otherwise.

CUSTOMER shall hold ENCORE harmless from any and all claims by CUSTOMER and from any and all third-party claims for personal injury, and/or property damage arising from the CUSTOMER's failure to maintain FIRE SYSTEM(S) and to keep such in operative condition, whether such claims are based upon contract, warranty, tort, strict liability, or otherwise. It is the sole responsibility of the CUSTOMER to notify their property insurance carrier of any suspension and/or shutdown in service of any FIRE SYSTEM(S). The CUSTOMER agrees to hold ENCORE harmless from any and all losses excluded by any Protective Safeguards Endorsement in CUSTOMER'S insurance policy.

**STATE CODES/INDUSTRY STANDARDS**

CUSTOMER is ultimately responsible for the operation and maintenance of all FIRE SYSTEM(S) in compliance with the applicable Federal, State and/or Local standards and codes. ENCORE has made the CUSTOMER aware of the existence of such requirements as set forth by NFPA, and/or state codes, and/or local regulations where applicable. CUSTOMER acknowledges that it has selected and authorized only the services and service level set forth in the Agreement, regardless of whether such services or service level meets or does not meet applicable requirements. CUSTOMER shall advise ENCORE prior to the time of the scheduled appointment of the presence or possible presence of any hazardous materials at the site or location at which ENCORE is to provide any services.

**PERFORMANCE OF WORK AND ACCESS**

Unless otherwise specified, work performed by ENCORE will be completed Monday through Friday between 7:00am – 4:00pm, excluding holidays. Any work that is required to be done outside the hours noted above may result in additional cost to the CUSTOMER. CUSTOMER shall provide ENCORE with full and free access to the FIRE SYSTEM(S) to perform necessary work. If the nature of the work requires, CUSTOMER shall provide ENCORE with access to all spaces containing FIRE SYSTEM(S) equipment and one (1) qualified person to assist ENCORE when the FIRE SYSTEM(S) interface with other building systems.

IF ENCORE IS NOT PROVIDED FULL AND FREE ACCESS TO THE FIRE SYSTEM(S) AFTER CONFIRMATION OF APPOINTMENT, VERIFIED WITH CUSTOMER THROUGH TELEPHONE OR E-MAIL, AN ADDITIONAL FEE EQUAL TO 1 HOUR MINIMUM UP TO 4 HOURS MAXIMUM WILL BE CHARGED TO COMPENSATE FOR DELAYS IN ENCORE'S ABILITY TO START AND/OR COMPLETE THE INSPECTION, REPAIR, SERVICE, MAINTENANCE OR INSTALLATION WORK TO BE PERFORMED. THE LABOR RATE WILL BE CHARGED AT ENCORE'S THEN CURRENT SERVICE RATE, UNLESS OTHERWISE SPECIFIED.



**MAINTENANCE, REPAIRS, ALTERATIONS, AND REPLACEMENTS**

The scope of work and related pricing provided for in the Agreement, unless specifically noted otherwise, does not include any maintenance, repairs, alterations, and replacement of parts or any field adjustments. Should any repairs, alterations, replacement of parts or field adjustments be requested by CUSTOMER there will be an additional charge. **ENCORE shall furnish the CUSTOMER with an estimate before any additional work is performed except minor repairs not exceeding \$500. To gain synergies in pricing related to travel and access, CUSTOMER authorizes ENCORE to complete minor repairs discovered while on site, not to exceed \$500, to maintain integrity of the FIRE SYSTEM(S) and to minimize cost of a return trip. CUSTOMER hereby acknowledges its authorization for such repairs with the initials of its authorized representative \_\_\_\_\_ (yes) \_\_\_\_\_ (no)**

ENCORE shall not be responsible or liable to CUSTOMER or any third party in any manner in the event that CUSTOMER declines ENCORE's recommendations for alterations, repairs or replacement of faulty system components.

**REPORTS**

The inspection and/or test shall be completed on ENCORE's then current Report form which shall be given to the CUSTOMER, with a copy, if required, to the authority having jurisdiction.

The report and recommendations by ENCORE are only advisory in nature and are intended to assist CUSTOMER in reducing the possibility of loss to property by indicating obvious defects or impairments noted to the

FIRE SYSTEM(S) which require prompt consideration. They are not intended to imply that all other defects or hazards have been identified or that no others exist, or that all aspects of the FIRE SYSTEM(S) and equipment are in operating condition at the time of inspection. Final responsibility for the condition and operation of the FIRE SYSTEM(S) lies with the CUSTOMER.

**ADDITIONAL EQUIPMENT**

In the event additional equipment is installed after the date of the Agreement, the annual inspection charge shall be increased in accordance with ENCORE's prevailing rates as of the first inspection of such additional equipment.

**WATER SUPPLY**

ENCORE shall not be liable or responsible for the adequacy or condition of the water supply post inspection.

**ASSIGNMENT**

This Agreement and any terms hereof are not assignable by CUSTOMER without the written consent of ENCORE. ENCORE may assign this Agreement or any terms hereof without CUSTOMER consent.

\_\_\_\_\_  
CUSTOMER INITIAL

\_\_\_\_\_  
DATE



**EXHIBIT A  
REPAIR AND EMERGENCY SERVICE RATES**

If any repair or emergency service is requested by the CUSTOMER then the CUSTOMER agrees to pay ENCORE at the then current hourly rate and to reimburse ENCORE for expenses incurred and materials supplied in connection with such additional service. CUSTOMER shall also pay for travel time to and from CUSTOMER’S property at ENCORE’S then current hourly rate.

All repair and emergency work required after 4:00 pm or on Saturday will be paid by CUSTOMER at the ENCORE’S then current hourly rate multiplied by 1.5 (time and a half). All repair and emergency work required on Sundays or Holidays will be paid by the CUSTOMER at the ENCORE’S current hourly rate multiplied by 2 (double time).

All repair or emergency service performed during **normal working hours, are billed and paid to ENCORE by CUSTOMER based on a three-hour minimum** regardless of actual time incurred on such service call by ENCORE. Repair or emergency service performed **after 4:00 pm on weekdays, on Saturdays, on Sundays or on Holidays are billed and paid to ENCORE by CUSTOMER based on a four-hour minimum** regardless of actual time incurred on such service call by ENCORE.

Below please find the current hourly rates for ENCORE FIRE PROTECTION.

<b>SERVICE RATES [ALL PRODUCT LINES]</b>	<b>CT</b>
Monday thru Friday –Normal Working Hours (8:00 – 4:00 PM)	\$117.00 per hour
Monday thru Friday – Overtime Hours	\$175.50 per hour
Saturday	\$175.50 per hour
Sunday & Holidays	\$234.00 per hour

*\*Please note that these rates are subject to change during the course of the contract for labor and/or overhead escalation.*

\_\_\_\_\_                      \_\_\_\_\_  
CUSTOMER INITIAL                      DATE



## Connecticut Service Contact List

24/7 Emergency Repairs/Service

**After Hours Emergency Service** 800-966-0000 [ServiceLocation5@encorefireprotection.com](mailto:ServiceLocation5@encorefireprotection.com)

### Account Management & Escalation:

<b>VP of Sales</b>	<b>Michael Johnson</b>	<b>mjohnson@encorefireprotection.com</b>	<b>401.602.0250</b>
<b>Director of Sales</b>	Dana Horrigan	<a href="mailto:dhorrigan@encorefireprotection.com">dhorrigan@encorefireprotection.com</a>	860.575.8665
<b>Direction of Operations</b>	Stephen Jaquith	sjaquith@encorefireprotection.com	860.377.2458

### Test & Inspection

#### Scheduling of Inspection Services:

#### *Inspection Coordinators*

<b>Suppression Test &amp; Inspections</b>	Beth Lovely	elovely@encorefireprotection.com	860.970.0997
<b>Suppression Test &amp; Inspections</b>	Ashley Perez	aperez@encorefireprotection.com	860.785.9944
<b>Suppression Test &amp; Inspections</b>	Emily Quinlan	equinlan@encorefireprotection.com	401.318.7386

#### Documentation, Invoices & Customer Service Issues for Test and Inspection:

<b>Fire Alarm &amp; Sprinkler</b>	Claudia Monaco	cmonaco@encorefireprotection.com	860.541.5125
<b>Extinguishers, Suppression, E-Lights</b>	Phyllis Bauer	pbauer@encorefireprotection.com	860.347.2189

### Quoted Repairs & Service Calls

#### Scheduling

#### Service Coordinators

<b>Fire Alarm</b>	Chris Tardiff	ctardiff@encorefireprotection.com	401.302.1993
<b>Fire Alarm</b>	Dan Nazaruk	dnazaruk@encorefireprotection.com	860.946.3815
<b>Sprinkler</b>	Theo Bartkoski	tbartkoski@encorefireprotection.com	401.340.0780
<b>Sprinkler</b>	Alyssa Fredericksen	afredericksen@encorefireprotection.com	401.291.7482
<b>Suppression</b>	Beth Lovely	elovely@encorefireprotection.com	860.970.0997
<b>Suppression</b>	Ashley Perez	aperez@encorefireprotection.com	860.785.9944
<b>Suppression</b>	Emily Quinlan	equinlan@encorefireprotection.com	401.318.7386

#### Documentation, Invoices & Customer Service Issues:





<b>Fire Alarm</b>	John Verissimo	jverissimo@encorefireprotection.com	401.258.7952
<b>Sprinkler</b>	Jason Collins	jcollins@encorefireprotection.com	860.969.0182
<b>Extinguishers &amp; Suppression</b>	Phyllis Bauer	pbauer@encorefireprotection.com	860.347.2189

#### Sales/Product line specialists:

<b>Fire Alarm-Adds/moves/changes/service &amp; repairs</b>	Mark Ribera	mribera@encorefireprotection.com	860.206.3753
<b>Fire Alarm-Large Contract</b>	Dave Pontbriand	dpontbriand@encorefireprotection.com	475.223.8000
<b>Sprinkler</b>	Nick McNally	nmcnally@encorefireprotection.com	860.818.3275
<b>Sprinkler</b>	Dave Blanchard	dblanchard@encorefireprotection.com	860.978.7282
<b>Sprinkler</b>	Ian Lemley	ilemley@encorefireprotection.com	401.533.3602
<b>Extinguishers &amp; Suppression</b>	Ashleigh Burger	aburger@encorefireprotection.com	401.302.5862

**CREDIT CARD AUTHORIZATION INFORMATION**

In an effort to better serve our clients and simplify your billing experience, our firm offers credit card acceptance. Charge card information is filed with your confidential client information and kept secure.

<b>OPTIONS</b>	<p>_____ (initial) I hereby authorize Encore Fire Protection to charge the total annual inspection price (excluding monitoring). Services will be paid in full, annually on this ___ day of _____ for each year the contract is in effect.</p> <p>_____ (initial) I hereby authorize Encore Fire Protection to charge for services rendered 10-days from date of completion.</p>
<b>PAYMENT INFORMATION</b>	<p>Client Name: _____</p> <p>Client Billing Address: _____</p> <p>_____</p> <p>Type of Card:    <input type="checkbox"/>     <input type="checkbox"/>     <input type="checkbox"/>     <input type="checkbox"/> </p> <p>Card Number: _____</p> <p>Expiration Date: _____ Security Code: _____  <span style="margin-left: 150px;">(last three digits on card, last four on AMEX)</span></p> <p>The undersigned guarantees performance of the financial provisions of this agreement.</p> <p>Card Holder Name: _____</p> <p>Signature of Card Holder: _____ Date: _____</p>
<b>CHARGE POLICY</b>	<p>_____ (initial) Being the authorized cardholder or the Corporate Officer, by signing above I understand and agree to the terms set forth in this agreement, agree to pay, and specifically authorize to charge my credit card for the services provided. I further agree that in the event my credit card becomes invalid, I will provide a new valid credit card upon request, to be charged for the payment of any outstanding balances owed. I furthermore confirm that I have received all services and goods to satisfactory conditions.</p> <p>_____ (initial) Charges made for actual services performed by our office are non-refundable. In the event of pre-payment any unused funds will be refunded within <u>30</u> days.</p>