University System of New Hampshire

Request for Proposal
RFP No. 2120271018

Offsite Signaling System Upgrade/Replacement for
UNH Campus Fire Alarm and Security Signal Transmission System
For the
University of New Hampshire

Issue Date: Friday, October 30, 2026

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1. INTRODUCTION

1.1. Purpose

The University System of New Hampshire (hereafter referred to as USNH or Owner) is seeking qualified contractors to provide proposals for the replacement and/or upgrade of the existing fire alarm and security monitoring infrastructure. The proposed system shall comply with the applicable requirements of NFPA 72 and may utilize any communication technology, or combination of technologies, capable of meeting the required performance and reliability requirements. USNH is requesting proposals from qualified Firms that can replace or upgrade the University of New Hampshire (UNH) campus fire alarm and security signal transmission system with a reliable, code-compliant solution capable of transmitting alarm, supervisory, trouble signals along with security and burglary signals to the UNH Dispatch Center.

The specification is based on the code requirements of NFPA 72 (2022 Edition) and is intentionally technology neutral. Contractors may propose any communication method including IP, cellular, radio, or hybrid systems, provided the system meets all required performance standards prescribed by NFPA 72 as well as any more stringent requirements prescribed by this performance specification.

The goal is to provide a campus wide communications infrastructure with no single points of failure. The proposed system shall ensure continuous supervision, appropriate redundancy, and accurate signal transmission.

The scope of this project includes the alarm system transmitting equipment located at the protected premises, associated infrastructure required for signal transmission between the protected premises and Dispatch Center, and the receiving equipment located at the Dispatch Center.

Contractors shall demonstrate compliance through system design documentation and supporting data as part of their proposal which may require engaging a registered design professional in responsible charge (RDP).

Existing System Description
The UNH campus currently monitors numerous building fire alarm systems via an existing Keltron LS NET9000 system. The existing Keltron system at the UNH Dispatch Center consists of servers, printers, and three operator workstations used to receive, process, and display incoming fire alarm and security related signals from campus buildings. Based on information provided by Keltron, the existing operator workstations are approximately 12 years old, while the servers are approximately 4 to 5 years old.

Fire alarm system signals, including alarm, supervisory, and trouble conditions, from University of New Hampshire (UNH) owned buildings are currently transmitted to the UNH Dispatch Center through a combination of Keltron LS NET9000 transceivers and associated dialer connections. Security related alarm signals are transmitted through separate dedicated dialers. In certain cases, a single dialer is utilized to transmit multiple signal types, including fire alarm, security, panic, and burglar alarm signals.

The existing monitoring accounts currently connected to the Dispatch Center are summarized below. A complete account list provided by the UNH Dispatch Center is included in the Appendix.
- Fire Alarm Monitoring: 95 accounts

- 90 accounts utilize existing Keltron LS NET9000 transceivers
- 5 accounts utilize dialers for transmission to the Dispatch Center

- Burglar Alarm Accounts: 15
- Panic Alarm Accounts: 26
- Door Alarm Accounts: 1
- Security Alarm Accounts: 8
- Combined Security and Fire Alarm Accounts: 1
- Combined Burglar and Fire Alarm Accounts: 1
- Combined Burglar and Security Accounts: 1

1.2. About the RFQ/P

Based upon the information presented in the qualifications submission per Section 2.5 below, the committee will develop a shortlist of the most highly qualified candidates. Short-listed firms will be notified of such and will then provide formal proposals and fee submissions as part of the Request for Proposal phase. Following which the committee will identify the successful firm as that which can provide the greatest overall benefit to the university/college.

1.3. About USNH

The University System of New Hampshire is the largest provider of postsecondary education in the Granite State. With approximately 32,000 enrolled students annually and more than 90,000 alumni living in state, the institutions of the University System - the University of New Hampshire - Durham, the University of New Hampshire School of Law, the University of New Hampshire at Manchester, Plymouth State University, and Keene State College - have a direct impact on hundreds of thousands of New Hampshire citizens every year.

In concert with our commitment to teaching, our community outreach and service programs expand knowledge and have a positive impact on the state, and our research efforts add insight and understanding to subjects as varied as air quality, economic development, family health, teacher training, and ocean mapping.

2.1. Key Event Dates

Key Milestones	Dates	Comments
Solicitation Release	**Friday 10/30/2026**	
Statement of Qualifications Due	**Friday 11/13/2026 by 12pm EST**	
Notification of Shortlist	**Tuesday 11/24/2026**	At latest
Mandatory Pre-proposal Walkthrough & Site Investigation Period	**Thursday 12/3/2023 @ 1pm EST**	
Deadline for Firm Questions	**Friday 12/11/2026 @ 12:00pm EST**	
Response to Questions	**Friday 12/18/2026**	
Submittals Due	**Monday 1/11/2027 @ 12:00pm EST**	
Interviews/Oral Presentations	**Thursday 1/21/2027**	If necessary

The University reserves the right to amend this schedule as it deems necessary.

2.2. General Instructions

- In order to participate in the Sourcing Event, suppliers must create an account and login credentials. Successful bidders will be invited to provide full company and tax profile information in order to complete the registration process, using the login credentials previously established.
- Questions and answers will be submitted on the Q&A Board under Tools. It is the Firm's responsibility to ensure that the entire solicitation package and links are reviewed prior to submittal of a response.
- Oral information provided by the evaluation committee or any other USNH personnel will not alter or change this solicitation. Changes to the solicitation will be documented by addendum.
- Revisions, Amendments, and Cancellation: The owner may extend the deadline date for submissions if, in the owner's opinion, any revisions or amendments to this solicitation make this necessary. The owner may also cancel this solicitation, in whole or in part, or reject all submissions when this action is deemed to be in the best interest of the owner.
- Submission packages shall include all required information and documents or will be considered non-conforming and subject to disqualification.
- Submission packages should be prepared simply and economically, providing a straightforward, concise description of the respondent's ability to fulfill the requirements of this solicitation.
- Submission documents should be uploaded as a single document in pdf format unless otherwise indicated.
- Responses shall be transmitted electronically through UShopNH. The Event will close automatically at the due date and time. Each respondent is solely responsible for the timely submission of its response. Late submittals will not be accepted. Responses submitted by any other method will not be accepted.
- Responses are not final upon completion of the fields and uploading documents. In order to finalize the response, it is critical for the respondent to Review and Submit the proposal or it will not be available in UShopNH for owner consideration.
- Each submission will be reviewed to determine its completeness prior to actual evaluation. Failure to provide or adequately address all categories of information requested, may result in rejection of the Firm's response.
- The owner reserves the right to accept or reject any or all submissions received as a result of this solicitation, to waive minor irregularities, or to negotiate with any respondent, in any manner necessary, to serve the best interests of the owner.
- USNH reserves the right to request clarification of any aspect of materials received or to request further information as might be required to adequately evaluate credentials and qualifications.
- Any costs incurred by the respondent in preparing and submitting a response to this solicitation will be the sole responsibility of the respondent and will not be reimbursed by the owner.
- USNH considers all terms and conditions, and insurance requirements, to be accepted unconditionally by a Firm unless written exceptions are made to specific clauses of this solicitation when submitting a response. Such exceptions may, however, be used as a basis for rejection of a response.
- For technical issues, contact JAGGAER Supplier Support at 1-800-233-1121 and select option 2.

2.3. Mandatory Pre-proposal Walkthrough & Site Investigation Period

After completion of the Request for Qualifications and Short-Listing process, UNH will hold a mandatory walkthrough & site investigation meeting on **Thursday December 3rd @ 1pm EST** on the UNH Durham campus. Exact location to be determined for meeting.

The Contractor shall be present for a pre-proposal site walkthrough located at the UNH Dispatch Center at a date and time determined by UNH.

Following the initial walkthrough, a site investigation period will be made available to all bidders. Bidders may set up individual site visits through UNH to visit buildings, IT infrastructure, and other pertinent areas / systems to provide an accurate bid.

2.4. Firm Questions

Questions and inquiries concerning this solicitation shall be submitted through the UShopNH Event Q&A Board. Oral questions or responses will not be recognized as confirmed information.

2.5. Proposal Format

All Firms should provide the information as specified in:

The Contractor shall include, as part of the submitted bid package, documentation describing the proposed system and implementation approach for the replacement of the existing fire alarm and security system signal transmission infrastructure.

Please ensure you read the attachment "Additional Technical Requirements for System" as it contains critical information to incorporate into your proposal.

Minium Bidder Qualifications
The Bidder must have completed projects of comparable scope and scale, where the monitoring system replacement or installation at a campus, multi-building institutional facility, or comparable scope. Examples of similar previous projects shall be provided for review.

At a minimum, the qualifications submission shall include the following:

- Bidder Qualifications and References
    - The Bidder must have completed projects of comparable scope and scale, where the monitoring system replacement or installation at a campus, multi-building institutional facility, or of comparable scope. Examples of similar previous projects shall be provided for review.
    - References – preferably other higher education institutions
    - Relevant credentials, qualifications and expertise of firm featuring the consultant team being proposed for this project.

At a minimum, the bid submission shall include the following:

- Section A: Cover Letter and Bidder Information
- Section B: Technical Proposal and System Description
    - Description of the proposed system type, redundancies, and methods of signal transmission.
    - Description of the expected alarm, supervisory, and trouble signal information provided at the UNH Dispatch Center, including level of detail and annunciation format.
    - Proposed implementation approach, including project phasing and methods for maintaining continuity of service during system migration and cutover.
    - Description of commissioning, testing, and acceptance procedures demonstrating compliance with applicable NFPA requirements and project performance criteria.
    - Warranty provisions for equipment, software, installation, and system performance.
    - Phasing Plan (explained below)
    - Cyber Security Requirements (explained below)
- Section C: Pricing
    - Lump sum price to upgrade all accounts currently monitored by UNH Dispatch
    - Estimated annual costs for inspection, testing, maintenance, monitoring, software licensing, subscriptions, and on-going service requirements.
- Section D: Statement of Inclusions and Exclusions
- Section E: Required Submittals and Supporting Documentation

Phasing Plan

The contractor shall provide a proposed phasing plan identifying the sequence and general approach for each phase of the work. The phasing plan shall be submitted to UNH for review and approval prior to the start of any system cutover activities.

The existing Keltron and dialer monitored accounts shall remain operational until the associated account has been successfully migrated, tested, and accepted on the new system. Existing accounts shall not be disconnected prior to the new system being fully commissioned for that account.

Cybersecurity Requirements
Bidders shall describe the cybersecurity offered by the proposed system. UNH shall determine compliance with their cyber security requirements.

Only information received in response to this RFP will be evaluated. Reference to information previously submitted to the University will not be considered. Failure to respond in full can be reason for rejecting the proposal in whole or in part at the discretion of the University.

In submitting a proposal, Firm agrees that the proposal remains valid for one hundred eighty (180) calendar days after the closing date of submission of proposals and may be extended beyond that time by mutual agreement.

Strict compliance with this proposal format is essential to facilitate the evaluation process. Accordingly, USNH reserves the right to reject any proposal which is either incomplete or does not conform to these instructions.

2.6. Addenda

All addenda will be posted in UShopNH under Buyer Attachments. It is the responsibility of the Firm to check UShopNH prior to the due date to verify receipt of all information and required documentation.

2.7. Bid Opening

Bid responses will be opened by USNH Procurement Services at the time and date indicated. Any bid may be withdrawn prior to the time established for the opening of bids by withdrawing through UShopNH.

The Owner will not accept any written requests to withdraw. Any bid withdrawn during the bid acceptance period shall result in forfeiture of the respective Bidder's bid security.

3. EVALUATION

3.1. Evaluation Committee

The evaluation committee expressly reserves the right to reject any and all proposals without penalty, to waive all technicalities and irregularities and deviations of proposals from this request for proposal, to decide whether a proposal does or does not substantially comply with the requirements of this request for proposal, to be the final judge as to which is the best overall proposal, and to award a contract to the Firm whose proposal it considers to be in the best interest to USNH.

In the event that a contract acceptable to the committee cannot be executed with the top Firm, the committee may eliminate that Firm from further consideration. The committee may then proceed to conduct negotiations and planning sessions with the Firm next preferred among the Firms who have not been eliminated. Such processes will be continued until either an acceptable contract is executed, or all proposals have been eliminated.

USNH reserves the right to negotiate simultaneously with more than one Firm.

3.2. Evaluation Criteria

Evaluation criteria will be based on, but not necessarily limited to the following factors. Negative findings or judgments on the basis of any one of the criteria may result in elimination of a given response from further consideration.

- Response to Scope & Technical Specifications
    - Compliance with NFPA 72 (2022) is a requirement. If this requirement is not fulfilled, the proposal in its entirety will be disqualified.
- System Design and Reliability: Proposed system's overall design, reliability, redundancy, resilience, monitoring capabilities, ease of maintenance, scalability, and ability to provide dependable long-term performance across the UNH campus.
- Implementation and Project/Phasing Schedule: Approach to implementation, sequencing and phasing of work, ability to maintain uninterrupted system operation, coordination with UNH stakeholders, schedule feasibility, and plan to minimize disruption to campus operations.
- Cybersecurity: Proposed system's cybersecurity features, protection of network-connected devices and data, access controls, encryption, vulnerability management, software-update practices, and ability to meet UNH security requirements.
- Pricing and Lifecycle Cost: Factors may include installation, recurring service costs, required proprietary equipment or licensing, cellular/network fees, replacement/upgrade costs, warranty coverage, anticipated maintenance needs, system scalability, and costs associated with maintaining reliable performance.
- Qualifications and Experience: Demonstrated experience delivering and supporting comparable systems, qualifications of the proposed project team, and experience with the proposed technology.

3.3. Public Records: Applicability of the New Hampshire Right to Know Law, RSA 91-A

- Subject to the provisions of the New Hampshire Right to Know Law, RSA 91-A, prior to the issuance of an award the evaluation committee shall treat all proposals received as confidential. After the issuance of an award all proposals shall be public records. If no award is issued and the solicitation is cancelled without intention of reissuance, all proposals shall be public at the time of cancellation. If no award is issued and USNH intends to reissue the solicitation, all proposals shall be confidential until the award is issued, or the subsequent solicitation is cancelled without intention of reissuance.
- Also subject to the provisions of the New Hampshire Right to Know Law, RSA 91-A, the working papers and any other records of the discussions or deliberations of the evaluation committee or any of its members shall be treated as confidential and entitled to either or both of the specific exemptions from public access provided for in RSA 91-A:5, VIII and IX.
- If the Firm considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are "confidential." Use of any other term or method, such as stating that a document or portion thereof is "proprietary", "not for public use", or "for client's use only", is not acceptable. In addition, the Firm shall provide a letter which specifically states why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions may be rejected as not conforming to the requirements of the bid or proposal. USNH will generally assume that a bid or proposal submitted without an additional redacted copy contains no information which the bidder deems confidential. Applying labels to documents such as "confidential" may not keep them from becoming public records as described in the preceding paragraphs or otherwise affect the application and operation of the New Hampshire Right to Know Law, RSA 91-A.
- USNH shall have no obligation to maintain the confidentiality of any portion of a bid, proposal or related material, which is not marked in accordance with the foregoing provisions. It is specifically understood and agreed that the Firm waives any claim of confidentiality as to any portion of a response to this RFB or RFP that is not marked as indicated above.

3.4. Solicitation Results

Respondents list or bid summary are available on the USNH Procurement Services web page: Bid Results. Time frame may vary depending on the complexity and number of responses. Participants in the solicitation will also be able to track the status of the solicitation in UShopNH.

4. ADDITIONAL INFORMATION

4.1. Term

It is USNH's intent that any contract resulting from this solicitation will cover the project with the goal of having complete project completion by June 30, 2028.

4.2. Insurance Requirements

USNH insurance requirements are available on the USNH Procurement Services web page under Other Forms: USNH Insurance Requirements Within ten (10) business days after the Owner delivers a Notice of Acceptance, Agreement or Purchase Order, or prior to beginning work on campus, whichever is sooner, the successful Firm shall deliver to the Owner the Certificate of Insurance as specified in the USNH Insurance Requirements. Insurance requirements for construction related events can be found under USNH Insurance Requirements for Construction Contracts.

4.3. Agreement/University's Standard Terms and Conditions

Appendix C – USNH CD200 shall be used upon award. It is understood that the USNH CD200 shall be supplemented with exhibits containing special provisions as needed, potentially including, but not limited to, Technology Integration (software licensing terms), cyber security (USNH Data Security Addendum), performance guarantees, warranty and support, milestone based payments.

Please review and provide your Firm's redlines to the agreement template for our consideration.

Terms and conditions are available on the USNH Procurement Services web page: USNH Terms and Conditions. Supplier understands that payments under any resulting Agreement may be subject to the withholding requirements of Section 3402(t) of the Internal Revenue Code.

4.4. UNH's Rights and Responsibilities

USNH reserves the right to audit those financial records of the Firm, which pertain to the contract.

USNH reserves the right not to enter into a contract if, after reviewing all responses received, it is determined such a contract would not be in the best interest of USNH.

USNH intends to meet contractual obligations and to treat all Firms fairly.

USNH reserves the right to extend contracts for supplies to all USNH institutions.

4.5. Firm's Rights and Responsibilities

The Firm agrees to maintain records arising from the operation of this contract for a period of two (2) years following its termination or expiration date, unless permission to the contrary is given by USNH in writing. The Supplier agrees to provide access to its accounting information pertaining to this USNH contract in the event an audit is requested.

The Firm will be responsible for purchasing merchandise and services and executing contracts in its own name and at its own cost and expense and on its own credit.

4.6. Rights Afforded to Both Parties

Awarded Firm shall indemnify and hold harmless the USNH and its affiliates, trustees, officers, directors, employees and agents from and against any and all liabilities, claims, damages, awards, judgments, costs and expenses (including reasonable attorneys' fees) arising out of its negligent acts or omissions of the negligent acts or omissions of its employees, agents, s or affiliates. This section shall survive termination of the contract.

If, because of riots, war, pandemic, public emergency or calamity, fire, earthquake, Acts of God, government restriction, labor disturbance or strike, or any cause beyond the Owner's reasonable control, the business operations at the University System of New Hampshire shall be interrupted or stopped, performance of this contract, with the exception of moneys already due and owing shall be suspended and excused to the extent commensurate with such interfering occurrence, and the expiration date of the contract may be extended for a period of time equal to the time that such default in performance is excused.

The contract shall be governed by and construed in accordance with the laws of the State of New Hampshire. In the event any provision of these terms and conditions shall be declared illegal or unenforceable by a competent court within this jurisdiction the remaining provisions shall remain in full force and effect. Any litigation related to this agreement will be brought and maintained in courts within the State of New Hampshire.

Neither party may assign this contract without the written consent of the other party; and any assignment attempted without such consent shall give the other party the immediate right to cancel this contract except that the Firm may assign this contract with the consent of Owner to any subsidiary or affiliate of the Firm or any corporation into which the Firm or its successor may be merged, converted or consolidated, or which may otherwise succeed to substantially all of its assets; but the Firm shall during the term hereof remain liable for its obligation hereunder.

4.7. Mediation

In the event the parties are unable to resolve a dispute, controversy or claim arising under this agreement, then either party may give written notice to the other party of its intention to mediate. Any dispute arising under this Agreement may be settled by mediation in the State of New Hampshire in accord with such procedures as may be acceptable to the parties.

If the dispute has not been resolved through mediation within thirty (30) days after the written notice beginning the mediation process (or a longer period, if the parties agree to extend the mediation), the mediation shall terminate and the parties shall be free to litigate the matter.

In the event of any mediation or litigation arising under this Agreement, each party shall be responsible for its own costs and expenses arising therefrom, including any and all attorney's fees. Neither party shall seek reimbursement from the other party.

4.8. Sustainability Statement

USNH strives to conduct business in a sustainable manner that balances economic priorities with environmental health and social impact and prefers do business with companies that share our commitment to sustainability and will partner with us to further sustainability objectives. USNH endeavors to minimize the adverse life cycle effects of the products and services it utilizes, preferring to purchase items with recognized certifications and/or attributes, e.g. Energy Star™, FSC, Safer Choice and Fair Trade. Please include as part of your proposal, pertinent information in reference to any sustainable practices and products. These programs or policies can be, but are not limited to, reducing, reusing and recycling resources, disposal of organic and other solid waste, conservation efforts regarding transportation, energy and water, disposal of hazardous waste, and/or giving back to the community.