



REQUEST FOR PROPOSALS (RFP) FOR 911 PHONE AND RADIO RECORDER

RFP Title: Flathead Emergency Communication Center 911 Phone and Radio Recorder

RFP Response Due Date and Time:
12:00 P.M., Mountain Time/ November 27, 2017

Number of Pages
(including cover):

Issue Date:
October 31, 2017

ISSUING AGENCY INFORMATION

Flathead Emergency Communication Center
625 Timberwolf Parkway, Kalispell, MT 59901

Single Point of Contact (SPOC): Elizabeth Brooks
(406) 758-2494, ebrooks@flathead911.mt.gov
Website: <http://flathead911.com>

INSTRUCTIONS TO VENDORS

Return Sealed Proposals to:
Flathead Emergency Communication Center
625 Timberwolf Parkway
Kalispell, MT 59901

Mark Face of Envelope/Package with:
RFP Response-911/Radio Recorder

Special Instructions:

VENDORS MUST COMPLETE THE FOLLOWING

Vendor Name/Address:

(Name / Title of Vendor Principal)

(Signature of Vendor Principal)

Print name and title and sign in ink. By submitting a response to this RFP, offer or acknowledges the vendor understands and will comply with the RFP specifications and requirements.

Type of Entity (e.g., corporation, LLC, etc.)

Phone Number:

E-mail Address:

FAX Number:

VENDORS MUST RETURN THIS COVER SHEET WITH RFP PROPOSAL

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Flathead 911 is requesting proposals from vendors interested in providing reliable phone and radio recording solutions, along with ongoing maintenance and support, including monitoring and problem reporting. The proposed solution should be NG911 ready, capable of recording analog, digital, VOIP/ROIP, Radio, TDD/TTY, and be compatible with Motorola Version 7.11.

RFP Submittal Terms: The Single Point of Contact (SPOC) for this solicitation is:

Elizabeth Brooks, Flathead Emergency Communication Center
625 Timberwolf Parkway, Kalispell, MT 59901
(406) 758-2494, ebrooks@flathead911.mt.gov

- Questions about this RFP must be submitted via e-mail or in writing to Elizabeth Brooks, ebrooks@flathead911.mt.gov, 625 Timberwolf Parkway, Kalispell, MT 59901 by **5:00 p.m., November 16, 2017**. No additional project questions will be addressed after this date. A response addendum listing all questions received and Flathead 911's responses will be posted by 5:00 p.m., **November 21, 2017** on the Flathead 911 webpage at: <http://flathead911.com>
- **Proposals must be submitted to the 911 Center located at 625 Timberwolf Parkway, Kalispell, MT no later than 2:00 p.m. on November 27, 2017.**
- **Eight (8) copies** of the RFP proposal must be submitted as well as **one (1) electronic disk copy or USB drive.**
- Please label outside of proposal package envelope as: ***RFP Response-911/Radio Recorder.***
- Proposals are scheduled for opening by the FECC Operations Board at **12:00 p.m., November 27, 2017** at the 911 Center.
- The date for Notice of Award is intended for December 13, 2017.

TARGET SCHEDULE OF EVENTS

EVENT	DATE
Deadline for Receipt of Written Questions on RFP	November 16, 2017
RFP Question Responses Posted on Flathead 911 Website	November 21, 2017
RFP Proposals Due to 911 Center	November 27, 2017
Intended Date for Contract Award	December 13, 2017

BACKGROUND INFORMATION

Flathead Emergency Communication Center is a 911 center that started operating in the summer of 2010 when Flathead County and the Cities of Kalispell, Whitefish, and Columbia Falls consolidated operations. Flathead ECC dispatches Police, Fire, EMS, and other resources and answers both 911 and 10 digit phone lines. There are 8 dispatch stations inside the center and a

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mobile command vehicle that is used for special events and as a backup PSAP in the event the center ever has to be evacuated.

SCOPE OF WORK

Company will provide phone and radio recording services along with technical support for installation, maintenance, and training on use for Flathead Emergency Communication Center.

The following, at a minimum, will be required:

- Compatibility with Motorola Version 7.11;
- Training for staff on the use of the system;
- Motorola AIS license cost, if required;
- 5 years of maintenance;
- Capable of recording both analog and digital radio traffic and capturing associated metadata
- Ability to record both 911 and administrative phone lines;
- User-friendly recording management, clipping, redaction, etc;

The following additional features would be positive, if included:

- Screen recording
- Integrated QA program
- Search by spoken word/phrase

PROPOSAL CONTENT & EVALUATION CRITERIA

Proposal Submittal:

Vendors are solely responsible for all costs incurred in the preparation and submittal of the RFP. Respondents must submit eight full copies of their RFP proposal and one electronic disk copy or USB drive to the Flathead Emergency Communication Center located at 625 Timberwolf Parkway, Kalispell, MT by **12:00 p.m., November 27, 2017. No late, faxed, or email proposal**

REQUEST FOR PROPOSALS (RFP) FOR 911 Phone and Radio Recorder

submittals will be accepted. Questions about the RFP must be submitted via e-mail or in writing to Elizabeth Brooks, ebrooks@flathead911.mt.gov or at 625 Timberwolf Parkway, Kalispell, MT 59901 before 5:00 p.m., November 16, 2017. A Response Addendum listing all questions received and Flathead ECC's responses will be posted by 5:00 p.m., November 21, 2017 on the Flathead 911 webpage at: <http://flathead911.com>. It is the responsibility of each vendor to check the website if it is interested in the questions received and the responses provided by Flathead Emergency Communication Center.

Subject to exceptions provided by Montana Law, all information received in response to this RFP, including copyrighted material is public information. Proposals will be made available for public viewing and copying shortly after the proposal due date and time. The exceptions to this requirement are (1) bona fide trade secrets meeting the requirements of the Uniform Trade Secrets Act, title 30, chapter 14, part 4, MCA, that have been properly marked, separated, and documented; (2) matters involving individual safety as determined by the Center; (3) other constitutional protections. The Center will provide a hard copy of the RFP proposals for interested parties to review during regular business hours at the Flathead Emergency Communication Center, 625 Timberwolf Parkway, Kalispell, MT. If interested parties would like a copy of the RFP, one will be provided on a disk for a charge of \$1.00 per disk copy.

Proposal Content:

Proposals should demonstrate that the vendor has the professional capability and availability to satisfactorily and timely complete all the tasks as described in the Scope of Work section of this RFP. Proposals must include:

- Completed and signed RFP cover sheet;
- Vendor's legal name, address, telephone number and principal contact e-mail address;
- The experience, qualifications, and roles of any and all personnel to be assigned to the project;
- Experience of vendor in providing similar services/products to other 911 Centers;
- Recent or current work related to Flathead County;
- Proposed work plan and schedule for activities to be performed;
- Detailed description of vendor's proposed plan to provide services, program, and maintenance requested;
- A minimum of three references that are knowledgeable regarding the vendor's recent performance on projects, including the company name, location where services were provided, contact person(s), contact telephone number, contact e-mail address, and a complete description of services provided, including dates of service. These references may be contacted to verify a vendor's ability to perform the contract. The Center reserves the right to use any information or additional references deemed necessary to establish the ability of the vendor to

REQUEST FOR PROPOSALS (RFP) FOR 911 Phone and Radio Recorder

perform the contract. Negative references may be grounds for proposal disqualification.

- ❑ One Sealed Price Proposal Envelope – Vendors shall submit a lump sum price for the cost to complete installation, training, and maintenance. Vendors shall also submit their time and material basis Standard Schedule of Charges. The lump sum price and schedule of charges must be provided in a sealed envelope within the project proposal. Please label outside of envelope with Price Proposal – 911/Radio Recorder. The sealed price envelope will be opened after the proposal scoring process is complete. Price proposals will be used as the starting point for contract negotiations with the selected vendor.

Evaluation Criteria:

Proposals will be evaluated and scored according to the following factors:

- 1) Overall quality of the proposal – 10%
- 2) Ability to provide the listed minimum features required – 30%
- 3) Experience of vendor providing the proposal – 20%
- 4) Additional features offered – 20%
- 5) Speed at which recorder can be in place and ready to go – 20%

SELECTION PROCESS

Upon receipt of proposals, selection committee members will evaluate all proposals and assign scores based on the stated evaluation criteria provided. Flathead ECC may opt to open direct negotiations with the vendor that presents the most qualified, highest scoring proposal. Upon selection of the most qualified vendor based on the stated process, the 911 Director will open the Price Proposal envelope and commence contract negotiations with the highest-ranked vendor. If an appropriate agreement cannot be reached with the highest-ranked vendor, the second-ranked will be approached, and so on. Unsuccessful vendors will be notified as soon as possible. Flathead ECC intends to execute a five year agreement with the selected vendor.

This solicitation is being offered in accordance with federal and state statutes governing procurement of professional services. Accordingly, the Center reserves the right to negotiate an agreement based on fair and reasonable compensation for the scope of work and services proposed, as well as the right to reject any and all proposals deemed unqualified, unsatisfactory, or inappropriate.

The project involves purchase, installation, and maintenance of a recorder for the Flathead Emergency Communication Center and no future work is implied or guaranteed. Flathead ECC reserves the right to increase the scope of work with the selected vendor as long as the

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increase is within the vendor's ability. Payment and contract terms will be negotiated with the selected vendor. Vendors interested in contracting with Flathead ECC are minimally required to provide independent contractor's insurance showing at least \$1,000,000 worth of business liability insurance, \$1,000,000 worth of auto coverage, and proof of workers' compensation coverage (or an independent contractor's exemption certificate).

In no event shall any official, officer, employee or agent of Flathead Emergency Communication Center be in any way personally liable or responsible for any covenant or agreement herein contained whether expressed or implied, not for any statement, representation, or warranty made therein or in any connection with the agreement.

While Flathead Emergency Communication Center has every intention to award a contract resulting from this RFP, issuance of the RFP in no way constitutes a commitment by the Center to award and execute a contract. Upon a determination such actions would be in its best interest, the Center, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP;
- Reject any or all proposals received in response to this RFP;
- Waive any informalities or irregularities in the proposals;
- Determine at any time whether a proposal is unresponsive in any manner;
- Not award a contract, if it is in the Center's best interest not to proceed with contract execution.

Flathead Emergency Communication Center is an Equal Opportunity Employer.

