

Enhanced 9-1-1 Phone Equipment

REQUEST FOR FORMAL BID

(RFB)

Morgan County 911 Emergency Communications

400 Warner Street

Fort Morgan, Colorado

80701

Morgan County 911 Emergency Telephone Authority is seeking sealed bids from qualified vendors to furnish and install equipment, accessories, hardware, software, labor, training and materials to update all the Customer Premises Equipment (CPE) Positron Life Line 100 and all of the Positron IAP Plus 9-1-1 telephone work stations in the Morgan County 911 Emergency Communications Center located at 400 Warner Street, Fort Morgan, Colorado.

Bids shall be submitted to Susan Bailey, Administrative Services Manager no later than 8:30 A.M. (MST), February 19, 2010. Bids should be submitted to:

Susan Bailey
Administrative Services Manager
218 W. Kiowa Avenue
P.O. Box 596
Fort Morgan, CO 80701
Phone: 970-542-3500
Email: sbailey@co.morgan.co.us

Any questions regarding this RFB should be directed in writing to:

Pamela Monsees
Communications Director
Morgan County 911 Emergency Communications
400 Warner Street
Fort Morgan, CO 80701
Email: pmonsees@co.morgan.co.us

Morgan County 911 Emergency Communications Authority reserves the right to reject any and all bids received and to waive any formalities as may be permitted by law.

Introduction

1. The County of Morgan, Colorado, is soliciting sealed bids from qualified Vendors to furnish and install equipment, accessories, hardware, software, labor, training and materials necessary to update all the Customer Premises Equipment (CPE) Positron Life Line 100 and four Positron IAP Plus 9-1-1 telephone work stations. The proposed system will be installed in the Morgan County 911 Emergency Communications Center located at 400 Warner Street, Fort Morgan, Colorado 80701.
2. The bids received shall be opened at a public bid opening on February 19, 2010. The contract shall be awarded to the company that submits the best overall proposal.
3. Bids shall be submitted to Susan Bailey, Administrative Services Manager no later than 8:30 a.m. on February 19, 2010. Any questions regarding this RFB should be directed in writing to Pamela Monsees, 400 Warner Street, Fort Morgan, Colorado. 80701 or via email to pmonsees@co.morgan.co.us.
4. Notwithstanding the details presented in these specifications, it is the responsibility of the vendor to verify that completeness of the materials and the suitability of the devices meet the intent of these specifications.
5. Morgan County 911 Emergency Communications is not liable for any costs incurred in replying to this Request for Formal Bid (RFB). The Board will not necessarily select the lowest cost bidder, but will make a full evaluation of the proposed solution in order to make its choice.
6. Submission of a bid shall be conclusive evidence that the bidder has investigated and is satisfied as to the conditions to be encountered in performing the work. Any additional materials/labor that the bidder deems necessary to insure a satisfactory installation for the purpose intended shall be noted in the bid and the cost included in the bid quotation.

General Information

Notwithstanding the details presented in these specifications, it is the responsibility of the vendor to verify the completeness of the materials and the suitability of the devices to meet the intent of these specifications.

The system should provide reliable, high quality telephone service with modern features for the PSAP users. These specifications do not include any proprietary items, components, circuits, or devices that would preclude any manufacturer from producing equipment to meet these specifications. All technical tolerances, ratings, power outputs or any technically specified criteria contained within these specifications are considered to be within the current state of the electronic art and are currently being met by commercially available equipment. The fact that a manufacturer chooses not to produce

equipment to meet these specifications, providing the above criteria are met, will not be sufficient cause to adjudge these specifications as restrictive.

In certain cases in this proposal, specifications and/or brand names of a certain manufacturer may be quoted. This is not to be construed as limiting the competition, as proposals are invited by manufacturers and distributors of other equipment which equals or exceeds the performance of the specified item, and will be given full consideration.

Any substantive interpretation, correction or change of the bid documents shall be made by addendum to bidders of record. Interpretation, corrections or changes of the bid documents made in any other manner shall not be binding, and bidders shall not rely upon such interpretations, corrections or changes. Any addendum shall be issued within a reasonable time prior to the bid deadline.

Exceptions to any part of the requirements stated in this request must be clearly identified as exceptions. Alternatives should be stated at that point in the response.

Morgan County is not liable for any costs incurred in replying to this Request for Formal Bid (RFB). The Board will not necessarily select the lowest cost bidder, but will make a full evaluation of the proposed solution in order to make its choice.

Schedule of Events

Request for Formal Bids Distributed to Qualified Vendors	01/08/10
Deadline for Requesting RFB Clarification	01/27/10
Response to Requests for RFB Clarification	02/08/10
Qualified Vendors Response to RFB due by 8:30 AM MST	02/19/10
Public Bid Opening 8:30 AM MST	02/19/10
Acceptance of Bid by Morgan County (estimated week of)	03/08/10
Project installation, testing, training complete and accepted by Morgan County	05/21/10
Warranty Period	One year from System Acceptance
Maintenance Period	TBD

Morgan County reserves the right to change the schedule of events

Insurance

Workers Compensation

The Bidder, performing as an independent contractor there under, shall be fully responsible for providing Worker's Compensation or other applicable insurance coverage for itself and its employees and Morgan County shall have no responsibility or liability for such insurance coverage.

General Liability Insurance

The successful Bidder shall provide Morgan County a copy of a policy, or a certification by an insurance carrier, showing the Bidder to have in effect during the term of any contract a General Liability Insurance Policy.

The insurance cover required by the above paragraph and listed with minimum coverages of at least **\$1,000,000** shall be provided by an insurance company authorized to transact business in **Morgan County, Colorado**.

Bidder must provide certification of insurance compliance within 15 calendar days after notification of award. Certification must include the following:

- a. Name and Address of Insurance Company
- b. Policy Number
- c. Liability coverage amounts and
- d. Contain the bidding document title from which award is made (i.e. RFP Title).

Bid Contents

The bidder shall submit three (3) copies of the response to the RFB as evidence of compliance with the specifications. The bid may be rejected if the responses to the requested specifications are incomplete or if the proposed system deviates from the specifications.

This RFB consists of two documents: the General Requirements (this document) and the Technical Specifications attached herein. The bidder is to respond to each paragraph of the General Requirements and to each requirement in the Technical Specifications document. Notes and/or explanations are to be provided in the space provided. If comprehensive explanations or descriptions are warranted, it is acceptable to provide a clear reference to another document (e.g., product description, executive summary, system overview, etc.) in this area.

A complete list of all equipment proposed must be provided, specifying manufacturer and individual model numbers. All equipment and component parts furnished shall be new, meet the minimum requirements stated herein, and be in operable condition at the time of delivery.

The bidder shall provide a detailed description of any special equipment required.

Cost Proposal

The bids submitted should specify a fixed cash purchase price for the equipment specified. The Bidder and Morgan County will mutually agree upon a payment schedule.

Bids must show as separate items the cost of:

1. Proposed Equipment.
2. Recommended Critical Spares.
3. Installation.
4. Training (see requirements below).
5. Project Management.
6. Yearly Maintenance.
7. All other costs incidental to the successful installation of the specified systems. Any additional costs not stated in the bid shall not be incurred by Morgan County, unless specifically agreed to in writing by Morgan County.

The Cost Proposal should include the cost for User Training for:

- 14** Calltakers and Supervisors
- 4** System Administrators

Bid Opening

Bids received prior to **February 19, 2010**, will be kept secure and unopened. Bids will be opened on Friday, February 19, 2010 at 8:30 a.m., location of opening shall be at the Morgan County Administration Building, 231 Ensign Street, Assembly Room, Fort Morgan, CO. The officer whose duty it is to open bids shall determine when the specified opening time has arrived. No bid received after the above-specified deadline will be considered and will be returned to the bidder unopened.

Bids may be withdrawn or resubmitted any time up to the deadline for bid closing. All bid responses must be labeled: E9-1-1 SYSTEM BID RESPONSE – **Morgan County**.

Unless otherwise specified, all formal bids submitted shall be binding for ninety (90) calendar days following the RFB Response Deadline.

No responsibility will attach to Morgan County for unintentional premature opening of a bid not properly addressed and identified. No bidder may withdraw a bid within 90 days after the actual date of the opening thereof. All requests to withdraw a bid must be made in writing.

Vendor Selection

Bids will be evaluated for conformance to the specification requirements. Preference will be given to those Bidders providing demonstrated capability and experience in the design and implementation of similar systems.

Selection of the successful vendor will be followed by contract negotiations. Final recommendations will be based upon an analysis of the offering, not just lowest price as indicated.

The terms and conditions for contract award imposed herein shall govern in all cases, and conflicting terms or conditions submitted by the bidder may constitute sufficient grounds for rejection of the bid.

Delivery and Installation

The equipment purchased by Morgan County hereunder, shall be delivered to its proper location and installed by the Bidder without additional cost or expense to Morgan County and at the convenience and direction of Morgan County. Morgan County shall not be deemed to have accepted any component or piece of equipment until such time as said equipment has been installed and operating in accordance with the specifications.

The telephone system and the installation thereof shall be accomplished with the minimum of interruption to the normal business operation.

All work shall comply with the applicable national, state and local codes and regulations.

The Bidder shall assume full responsibility for supervision of the work irrespective of the amount of work sublet, and shall give the work the constant attention necessary to facilitate satisfactory progress and to assure completion in accordance with the terms of the Contract.

The Bidder shall keep fully informed of all Federal and State laws; all regulations pertaining to the Occupational and Safety Hazards Act (OSHA); all local laws, ordinances and regulations; and all orders and decrees of bodies and tribunals having any jurisdiction or authority, which in any manner affect the conduct of work. The Bidder at all times shall observe and comply with all applicable laws, ordinances, regulations, orders and decrees.

Upon discovering any provisions in the contract that are contrary to or inconsistent with any law, ordinance, regulation, order or decree, the Bidder shall immediately report it to Morgan County in writing.

Warranty

Bidder shall warrant that all equipment performs in accordance with equipment specifications. The warranty shall remain valid for twelve (12) months from the date of equipment **installation**. The warranty shall fully cover workmanship, materials, and labor on repairs. Under this warranty, the Bidder shall remedy at his own expense any such defect.

Bidder shall guarantee the availability of service assistance, repairs, and spare parts for a minimum of seven (7) years after equipment delivery.

Equipment of Current Production

Only new equipment of the latest design in current production will be considered and in no case will used, reconditioned or obsolete parts be accepted. Only equipment that meets current industry standards will be considered.

Documentation

The proposed system shall include complete printed and bound system and user documentation. In addition, all documentation shall also be provided in electronic format (Adobe Acrobat PDF) on CD.

Training

Bidders shall include with their bid course outlines for the proposed training.

Maintenance Agreement

Maintenance Program

Maintenance of all equipment installed as a result of this RFB shall be performed in two phases. Phase One: a one (1) year warranty maintenance program starting upon final acceptance of the entire system; Phase Two: an annual renewable maintenance contract to begin at the date and time of the expiration of the initial warranty period.

Support Access

Both warranty and contract maintenance shall be provided on a seven days a week, twenty-four (24) hours a day basis, to include weekends and holidays. In addition, the Bidder shall provide 1-800- number phone access to Bidder's own technical support on a twenty-four (24)-hours a day basis, to include weekends and holidays.

Critical Maintenance

Critical Maintenance Requirement is defined as any problem that jeopardizes or degrades the overall performance of the system. The Bidder shall provide in their technical bid their response times to the PSAP in any Critical Maintenance Requirement.

Normal Maintenance

Normal Maintenance Requirements are defined as those problems that do not affect the overall performance of the system, but still require attention. The Bidder shall provide in their technical proposal their response times to the PSAP under the Normal Maintenance Requirement.

Warranty, Spare Parts

During the First Year New System Warranty Period following the date of final acceptance, the Bidder shall, upon notification by the PSAP Agency of any malfunction, make the necessary repairs, including labor and materials, at the Bidder's expense.

Replacement and spare parts will be available for at least seven (7) years after final acceptance of the system.

Service

Service Facility

The Bidder shall identify the location of, or establish by the date of equipment delivery, a factory-trained and certified service facility equipped with the instrumentation necessary to provide service on the proposed system.

Service Report

The successful Bidder shall furnish a service report to Morgan County Communications upon completion of each maintenance call and maintain a service record for each piece of equipment serviced. A copy of this record shall be kept at the PSAP. The report as a minimum shall include the following:

- A. Date and time notified (verified and initialed by PSAP Supervisor on Duty).
- B. Date and time of arrival (verified and initialed by PSAP Supervisor on duty.).
- C. Type and model number(s) of equipment serviced.
- D. Time spent for repair.
- E. Time the repair was completed.
- F. Service that was completed.
- G. Description of the malfunction.
- H. List of parts replaced.
- I. Action taken to prevent reoccurrence.

Evaluation Criteria

General

The Evaluation of all responses received will consist of an initial and final (detailed) review as follows:

Initial Review

The initial review will evaluate all submissions for conformance to stated guidelines, to eliminate all responses which would deviate substantially from the basic intent of the request.

Final Review

The final review will consist of the following:

- Evaluate the technical content of the offering to determine which total configuration will best satisfy successful development and implementation of an Enhanced 9-1-1 Emergency Response System. The Bidder may be requested to give an oral presentation of their submission at their expense.
- The Bidder's level of experience and financial stability in telecommunications.
- Prices quoted for the system.
- The Bidder's performance and service record with similar projects.

Technical Specifications

The Bidder shall respond to each clause in the accompanying tables outlining the level of compliance of the Bidder's solution to the specifications.