

Request for Proposal (RFP)
Radio and Phone Recording
Management Solution



Responses Due: November 29, 2019 (4PM EST)

Town of Bedford, NH
Attn: Finance Director
24 North Amherst Road
Bedford, NH 03110
(603) 472-5242

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SECTION 1 – Introduction:

Background Information:

The Town of Bedford, New Hampshire, 50 miles from Boston and adjacent to the state's largest city, Manchester, is viewed as an upscale residential town with a population of approximately 23,000. The majority of Bedford is residentially zoned. Many major retailers such as Kohl's, Whole Foods, Trader Joe's, Target and Lowes are proud to be located in Bedford.

Boasting a highly-educated population with many employed in technical areas of endeavor, Bedford places a high degree of importance on education and has a highly regarded school system. Bedford is home to Segway and its inventor, Dean Kamen while Saint Anselm College, the University of New Hampshire at Manchester, Manchester Community Technical College, Southern New Hampshire University and Massachusetts College of Pharmacy of New Hampshire are all located within easy commuting distance from Bedford.

Manchester-Boston Regional Airport, with direct access from Bedford, allows convenient air travel to most any location in the US and Canada. I-93, I-293 and Route 3 allow easy auto travel to the Lakes Region and White Mountains to the north and to Boston, the I-495 and Route 128 corridors to the south.

A charter form of government, with a Town Council of seven (7) members to govern the Town and a Town Manager responsible for day to day operations and services, provides a traditional old-style New England form of government with the modern amenities of the 21st century. The state of New Hampshire has no broad base sales or income tax.

Close to build-out, Bedford offers a comfortable, stable community environment with the New England-style of living which attracts our residents to live here and our businesses to be located here. Bedford is proud to be a member of the Greater Manchester Chamber of Commerce and is always willing to help the growth of our existing businesses or to welcome a new company to our community.

The Town and its residents place significant emphasis on quality public safety services with progressive, full-service, police and fire departments. The Bedford Police Department is actively seeking national accreditation from CALEA and is comprised of 40 sworn members and 14 civilian employees. The Department is progressive and technologically advanced for a medium size police department in NH. The Bedford Police Department is also responsible for all first responder communications that serves police, fire and emergency medical services out of its modern communications center at the Bedford Public Safety Complex.

RFP Purpose and Scope:

The Town of Bedford (hereinafter "Town") is requesting proposals to upgrade or replace its current recording solution for all public safety land mobile radio (LMR), e-911 and business line communications. See product specifications section for requirements.

SECTION 2 – RFP INSTRUCTIONS, RESPONSE AND SUBMITTAL CHECKLIST:

Vendor shall submit a response in the following format:

1. Vendor shall create Three (3) original (hard copy) responses (labeled “original”) with original signature and one (1) digital PDF copy for a total of 4 responses.
2. The submission shall be sent to the contact at the address listed on the RFP, on or before the date shown.
3. The original submission shall be indexed with tabs as follows:

Section 1: RFP Cover Sheet (1page) & Summary Letter (1 page only)

Section 2: Scope of services

Section 3: Answers to Questions

Section 4: Pricing Schedule

Section 5: Additional Support Materials of Vendor

A proposal must be in writing, and must be delivered by mail or in person. Oral, telephonic, facsimile, telegraphic, or electronically transmitted Proposals are invalid and the Town will not accept or consider them.

Proposals may be filed in person at the Town Office or by mail, but in any case must be received in the Town Office by 4:00 p.m. (EST) on November 29, 2019. Late proposals or postmarks will not be accepted. All proposals received will be retained by the Town of Bedford.

Proposals should be submitted in a sealed envelope bearing the name “Request for Proposal for Communications Recording Solution” and be submitted to

Tammy Penny
Finance Director
24 North Amherst Road
Bedford, NH 03110

The Town reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities, if such would serve the best interest of the Town, as determined by the Town Council.

RFP Timeline: (all dates are tentative)

DATE	DESCRIPTION
November 4, 2019	RFPs available to vendors
November 15, 2019	Written questions from vendors due
November 19, 2019	Answers from Town of Bedford, NH
November 29, 2019	RFP submissions due to Town of Bedford by 4:00pm EST
On or after January 6, 2020	Awarding of RFP

RFP Contact:

All questions regarding the RFP shall be submitted to Lieutenant (LT) Michael R. Bernard, Operations Support Division, Bedford Police Department, by the date specified in the timeline.

Lieutenant Michael Bernard, (603) 792-1340

mbernard@bedfordnh.org

RFP Evaluation:

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to the Town of Bedford with price and other factors considered. These include, responses to the RFP questions; demonstrated technical ability and expertise; financial stability; reference calls and/or recommendations; memberships, licenses, ISO certifications or any other applicable membership or certifications; presentations to the evaluation team (if applicable); on-site visits at vendor's site (if applicable), product samples which the Town of Bedford may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by Town of Bedford which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.

The Town of Bedford may require all vendors to provide financial statements for the past two (2) years to determine each vendor's financial ability to provide long term service for the Town of Bedford. Proposals will become public record and those documents that are confidential or trade secrets must be marked accordingly.

Ongoing service agreements included with the RFP must include specific response times and financial penalties for the vendor if service level agreement commitments are not met.

Town of Bedford will require all vendors to provide cost estimates for required software upgrades and maintenance for the next five (5) years if these expenses are not included in an ongoing service agreement.

Evaluation Criteria:

1. Qualifications of Firm –

Strength and stability of the firm; strength, stability, experience and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.

2. Qualifications of Personnel –

Qualifications, education and experience of project staff; key personnel’s level of involvement in performing related work.

3. Related Experience –

Experience in providing services similar to those requested herein; experience working with public agencies; assessment by client references

4. Completeness of Response –

Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.

5. Reasonableness of Cost and Price –

Reasonableness of the individual firm-fixed prices and/or hourly rates, and Competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted.

False or Misleading Statements:

Vendors must take great care to ensure that sufficient information has been provided to allow the Town of Bedford to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendors understands that if, in the opinion of the Town of Bedford, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, the Town of Bedford reserves the right, in its sole discretion, to reject the proposal. Vendors also understands that if the information provided does not support a Function, attribute, capability or condition as proposed by the vendor, the Town of Bedford may reject the proposal. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

Acceptance of Proposal Content:

Vendor understands that the Town of Bedford reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the proposal by the Town of Bedford, the successful proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted proposal.

Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to the Town of Bedford.

No Obligation to Buy:

The Town of Bedford reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel the Town of Bedford to purchase.

Withdrawal of Proposals:

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals:

The Town of Bedford is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.

Damage Liability:

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Permits:

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to the Town of Bedford.

Insurance:

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and the Town of Bedford against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

The Town of Bedford will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company/(ies) authorized to do business in the State of New Hampshire. Certificates must name the Town of Bedford as an additional insured and shall provide that contractor's policy is primary over any insurance carried by the Town of Bedford and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to the Town of Bedford. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the Town of Bedford, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

Vendor Responsibility:

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

RFP Responses:

All materials submitted by the vendor in response to this RFP become the sole property of the Town of Bedford upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. The Town of Bedford shall not reimburse any vendor for the cost of responding to this RFP. Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of the Town of Bedford.

SECTION 3-SCOPE OF SERVICES:

Summary of Requirements:

The purpose of these specifications is to provide the Bedford, NH Police Department (hereinafter "Department") with a communications recording solution for Department use at the lowest possible price with respect to communication specialist use, quality, upgradeability,

and other considerations. These specifications are the MINIMUM standards allowed, and are to include mounting hardware, cables, and all necessary equipment for an installed and working system. In consideration of the specifications, this agency has taken into account court acceptance, staff involvement, storage, and hidden cost or lack thereof in setting the minimum standards.

Upon request of the Bedford Police Department, a working demonstration shall be provided by a representative of the bidder or by delivery of a sample unit to the agency within 15 working days of the written request. Any and all cost related to this demonstration shall be incurred by the bidder.

Quantity:

LMR Public Safety Radio and e-911 and Business Line Telephone Recording equipment to service three (3) telecommunicator stations in the Bedford Police Department Communications Center; one for each console in the Communications Center.

Administrative Access to the recordings: Ability to download, review/record and copy any recordings for court proceedings, RSA 91-A (Right to Know) requests, internal investigations, quality assurance reviews and any other occurrences as the agency deems necessary to ensure standards.

Specifications:

Item #	Specification	Meets Specification?	
		Yes	No
1	Multi Media Recording Platform - Includes software, equal or greater to a 8GB RAM, 2-1TB Drives – 1 TB RAID 1, Windows 10, Microsoft SQL Server, Monitor/Speaker Bar/CD/DVD/KB/Mouse at minimum.		
2	On Site Installation, Configuration and Update Training – Must provide set up and training for Communication Specialists, administration and support staff.		
3	Warranty and Support – HW/SW/NAS Warranty/Service Year 1 (Remote support- Essentials). Ext-Warranty Hardware & Software Support for years 2-6. Emergency/after hours support.		
4	Server - Equal or greater than a Dell T5810 Tower Workstation e/w Windows 10 and MS SQL Server 2014 std		
5	Single-Channel A/D SW License		
6	On Site Installation, Configuration and Update Training		

Item #	Specification	Meets Specification?	
		Yes	No
7	Remove and Replace existing System and to install a new recording system to include mounts, racks if needed.		
8	Record and Replay high quality (devoid of internal/system interference that degrades the quality of any audio recording) audio of all incoming and outgoing e-911 and business telephone lines, all LMR public safety radio channels/lines and all communications at the three (3) telecommunicator consoles in the Communications Center.		
9	Multiple User Configurations		
10	Ability for real-time playback, tag and notate recordings by Telecommunicators and system administrators without disruption to other telecommunicator activity.		
11	Ability to tag and notate recordings, ability to download tag and notated recordings by system administrators.		

Exceptions to Specifications

Bidder must provide detailed explanation for any specifications not fully met by the proposed product. Using the following format, indicate both the Item # and explanation for each exception taken.

If no exceptions are taken, state as such.

Line # Exception (use additional sheets if necessary)

[] Mark here if any additional pages of exceptions are to be attached as part of this bid.

SECTION 4- PRICING SCHEDULE:

Provide a pricing for all equipment and services. All prices on equipment must be itemized. The pricing must also reflect the cost of Taxes, Shipping and Handling or any other costs of implementation. Additionally, the Town of Bedford reserves the right to purchase all or some of the proposed solution. The Town of Bedford wishes to ascertain any/all maintenance costs and the length of the warranty on the system and any/all planned and or required system upgrade(s)/required service for five (5) years from the date of installation. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, the percentage of mark up on any materials.

Other Costs

Respondent must list any and all charges, expenses, and/or costs to be incurred by the Town of Bedford that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

[NOTHING FOLLOWS]