

**REQUEST FOR PROPOSALS
FOR COMMUNICATIONS MAINTENANCE SERVICES**

Notice is hereby given that the Santa Rosa County Board of County Commissioners is calling for and requesting proposals for the maintenance of the Santa Rosa County BOCC and Sheriff's Communications systems, fixed communications equipment, dispatch consoles, portables, mobiles and programming of radio equipment.

All proposals must be in writing and delivered by hand, mail, or Fed EX to the Santa Rosa County Procurement Department, 6495 Caroline Street, Suite G, Milton, Florida 32570, and must be received by 10:00 a.m., April 14, 2009. Only proposals received by the aforesaid time and date will be considered. All proposals shall be clearly labeled, "**RFP – COMMUNICATIONS MAINTENANCE SERVICES**". Please provide the original proposal, labeled "ORIGINAL", and eleven (11) copies labeled "COPY" (12 total complete packages).

Specifications may be secured from the Santa Rosa County Website (www.santarosa.fl.gov/bids) or at the Santa Rosa County Procurement Department at the above address. Telephone (850) 983-1870.

Questions concerning this request should be directed to Brad Baker, at (850) 983-5360.

The Board of County Commissioners reserves the right to accept or reject any and all proposals in whole or in part, and to waive all informalities.

Santa Rosa County does not discriminate on the basis of race, color, national origin, sex, religion, age, or handicapped status in employment or provision of service.

By order of the Board of County Commissioners of Santa Rosa County, Florida.

Legal Notice

One Issue – March 14, 2009 - Press Gazette, March 19, 2009 - Navarre Press

Bill and Proof to Santa Rosa County Procurement Department, Attention: Orrin L. Smith, 6495 Caroline Street, Suite G, Milton, Florida 32570

March 14, 2009

MEMORANDUM

TO: Company Addressed

FROM: Santa Rosa County Procurement Department

SUBJECT: Request for Proposals for Communication Maintenance Services

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COMMUNICATIONS MAINTENANCE SERVICES

CRITERIA FOR SELECTION

1. Experience and qualifications
2. Management plan
3. Understanding the needs and local government questions
4. Schedule of services for Scope of Work
5. Proposed cost

I. SCOPE OF WORK

A. An annual contract for repair and maintenance of Santa Rosa County's communications system, fixed communications equipment, dispatch consoles, portables, mobiles and programming of radio equipment. Ensuring all frequency and tower licensing requirements are complete and current.

1. Remove, install and perform repairs on two-way radio equipment to include mobiles, portables and fixed equipment.
2. Install and maintain such systems as intercom, alarms, microwave systems, siren systems, generators, alarm systems, closed circuit television, Pronet system, standard grounding system, grid grounding systems, chemical grounding systems, paging systems, encoders and playbacks.
3. Remove, install, repair and maintain emergency vehicle equipment, including sirens (both electronic and mechanical) and emergency lights.

B. LOCATIONS AND SITES

The County operates fixed two-way radio equipment at the following sites:

1. Santa Rosa County Emergency Management – 4499 Pine Forest Rd. Milton, FL.
2. Santa Rosa County Sheriffs Office – 5755 East Milton Rd. Milton, FL.
3. Santa Rosa County Public Works – 6075 Old Bagdad Hwy. Milton, FL.
4. Santa Rosa County Public Services – 6051 Old Bagdad Hwy. Milton, FL.
5. Santa Rosa County Animal Services – 4451 Pine Forest Rd. Milton, FL.

6. EOC Tower – 4499 Pine Forest Rd. Milton, FL.
7. North Tower – 13477 Highway 87N Berrydale, FL.
8. Central Tower – 6000 Fairlands Rd. Milton, FL.
9. South Tower – 5817 Gulf Breeze Pkwy. Midway, FL.
10. Jay Receiver Site – Booker St. Jay, FL. (County / SRSO)
11. Harold Receiver Site – Miller Bluff Rd. Harold, FL. (County / SRSO)
12. Midway Receiver Site – Gulf Breeze Pkwy. Midway FL. (County / SRSO)
13. Whispering Pines Site – Whispering Pines Blvd. Navarre, FL. (County / SRSO)
14. Munson Receiver Site – Fleming Bridge Rd. Munson, FL. (County)
15. Munson Receiver Site – Hwy. 4 / Munson Hwy. Munson, FL. (SRSO)
16. Chumuckla Receiver Site – Apache Rd. Chumuckla, FL. (County / SRSO)
17. Chumuckla Receiver Site – Willard Norris Rd. Chumuckla, FL. (SRSO)
18. Quintette Receiver Site – Quintette Rd Pace, FL (County)
19. East Milton Water Tank – East Milton Rd. East Milton, FL (SRSO)

C. AGENCIES USING THE SYSTEM

The following agencies utilize the various county communications system:

Santa Rosa County Board of County Commission Departments
Santa Rosa County Fire Departments
Santa Rosa County Search and Rescue
Santa Rosa County EMS Provider
Santa Rosa County Sheriffs Office

D. EXAMINATION OF SITES AND SPECIFICATIONS

It is the responsibility of the vendor to become fully informed where the sites are located prior to submitting their proposal. The vendor is strongly encouraged to visit each of the sites of the proposed work and become familiar with existing equipment and any local condition that may in any manner affect the work to be done affect the equipment, materials, labor or services required. The failure of the vendor to do so shall not relieve them of their responsibility in carrying out any and all of their obligations concerning these specifications and any resulting contract thereof. The vendor is also required to carefully examine the specifications.

II. MAINTENANCE

A. Equipment maintenance shall occur at the sites of the equipment installations in Santa Rosa County when possible. The vendor will be required to assign at least one (1) employee, certified to maintain the equipment and associated fixed equipment, during normal service hours. A back-up employee will be assigned in the absence of the regular employee. 24 hour (on call) service is required for all equipment and associated fixed equipment to ensure minimal interruption of emergency communications. The vendor must meet the following requirements:

1. At least five (5) years experience in performing the above mentioned functions in law enforcement, local government, fire and EMS.
2. Familiarity with law enforcement, fire and EMS dispatch procedures.
3. Possession of a general Class FCC License and Ham / Amateur Radio License.
4. Full-service radio shop located in Santa Rosa County of adequate size to service vehicles during inclement weather.
5. Ability to provide installation and maintenance of radio and electronics equipment for a fleet of over 200 vehicles as well as watercraft, aircraft and heavy equipment.

B. Additional Requirements:

1. Possess familiarity with suppliers of parts and equipment to perform the job.
2. Be available on an "on-call" basis 24 hours a day, 7 days a week for emergency repairs.

3. Provide all necessary tools and test equipment to perform the job.
 4. Be able to pick up vehicles at their normal place of storage and return to the same location.
 5. Be experienced to perform work on Motorola Consoles or have a written contract with a certified Motorola service center to provide these services as needed.
 6. Perform limited tower climbing, repairs and maintenance as needed.
- C. Preventative maintenance on all equipment and associated fixed equipment shall be performed quarterly. The vendor shall set up a schedule for preventative maintenance on all radio equipment and provide the County a quarterly report of routines accomplished. If the vendor is unable to perform scheduled preventative maintenance, they will report this and the reason to the County.
- D. Preventative maintenance checks should include but not limited to:
1. Receivers:
 - a. Sensitivity
 - b. Selectivity
 - c. Frequency
 - d. Audio Output
 - e. Squelch
 - f. Wiring and Connectors.
 2. Transmitters:
 - a. RF Power Output
 - b. Frequency
 - c. Modulation
 - d. Alignment of Circuits
 - e. Loading of Unit to Antenna
 - f. Wiring and Connectors.
 3. Power Supplies:
 - a. Voltage in
 - b. Voltage out
 - c. Grounding
 - d. Wiring and Connectors.

4. Radio Consoles:
 - a. Audio Levels
 - b. Power Supply Voltages
 - c. Indicator Lamps
 - d. Switch Contacts
 - e. Encoders
 - f. Base Stations
 - g. Microphones and Headset Jacks.

5. Ancillary Equipment:
 - a. Antennas
 - b. Control Cables
 - c. Power Cables
 - d. Microphones
 - e. Speakers
 - f. Control Units
 - g. Lights
 - h. Electrical Connections.

6. Repeaters:

Check for degradation to operating specifications caused by transmitter noise or receiver desensitization. Repair or replace any component identified as a cause of degraded performance.

- E. The contractor shall have no liability under the contract for failure to provide or delay in providing service due to causes beyond their control and without fault or negligence of the vendor including but not restricted to, acts of God, acts of public enemy, acts of the United States, any State, or any political subdivision of the foregoing, acts of the County, it's agents, employees or contractors, fires, floods, lightning strikes and unusually severe weather conditions, or defaults of the contractor due to any such causes.
- F. This agreement does not include and does not cover the furnishing of fixed equipment antennas, transmission line, external wiring, towers, tower lighting, and installation of new equipment except where required during the course of maintenance or repair covered under the contract. **Installation of new equipment will be performed at the hourly rate quoted on the proposal.**
- G. The County, if necessary, will provide fixed equipment antennas and transmission line.

- H. Service manuals and parts lists of equipment shall be maintained by the vendor and become an integral part of this contract. All service manuals and parts lists owned or in use by the County will be given to the County or its agent upon termination of the contract at no cost.
- I. The vendor shall notify the County when malfunctions originate in equipment or systems related to communications even if not within their responsibility of service.
- J. Only parts of equal or better quality than that of the original equipment will be utilized for repairs or maintenance.
- K. The County realizes that certain defects take longer to repair than others. However, it is felt that 48 hours (16 working hours) is sufficient time to repair the majority of problems.

III. RESPONSE TO SERVICE REQUESTS

- A. The vendor will perform required maintenance and repair service under the contract during normal service hours as defined in Section B below. However, services covered under the contract shall be performed outside of normal service hours upon the request of the County when determined to be required. The County shall make such determination. The County agrees to provide reasonable means of access to all equipment.
- B. The vendor will not be required to perform normal service during holidays. Normal service shall be performed upon request during the period of 8:00 A.M. to 5:00 P.M., Monday through Friday.
- C. A list of holidays observed by the vendor will be provided to the County.
- D. County service calls shall be given a priority by the vendor.
- E. Response time to service calls for the radio system and associated fixed equipment shall be within one hour of notification. Special emergency service will be defined as a total failure of the radio system or associated fixed equipment that has rendered the Emergency Service agencies (EMS, Fire, Emergency Management, and Sheriff's Office) inoperable and unable to provide their normal function. Response time to special emergency service will be immediate.
- F. During a hurricane, civil disturbance, major disaster or emergency, the vendor will be required to provide at least one technician for continuous service at the Emergency Operations Center.

IV. PERSONNEL EMPLOYED BY THE VENDOR

- A. Personnel assigned to maintain the radio system and associated fixed equipment shall have formal training and experience installing and servicing all radio systems and associated equipment utilized by Santa Rosa County.
- B. Personnel employed by the vendor must be fully qualified to perform all service, maintenance and installation in a professional manner according to the standards established by the equipment manufacturers and in accordance with requirements of Santa Rosa County. Further, all county installations must meet or exceed the requirements of the Electronics Industry Association (EIA) and the Federal Communications Commission (FCC), which are current at the time of the installation.
- C. All technicians must be employees or sub-contractor of the vendor. Names of the technicians and their credential and assignments must be provided with this proposal.
- D. The vendor shall assign one individual to serve as Project Manager who will oversee and have complete and direct responsibility for the services defined under this agreement. This person shall coordinate all work between the various county agencies involved and provide immediate liaison between the vendor and the County. The Project Manager will provide emergency contact names and telephone numbers to ensure technicians can be contacted in an expedient manner for after-hours service.

V. QUALITY OF SERVICE

- A. The Santa Rosa County Communications System is used in response to life threatening situations, law enforcement calls, public services and public works and every effort must be made to keep the system in operation at all times. Repairs to County equipment will be in keeping with good engineering practices so as to extend the life of the equipment and ensure optimum performance.
- B. Modifications will not be made to the equipment unless approved by the manufacturer and the County. The County or its agent may inspect work at any time.
- C. The vendor shall provide a letter of manufacturer's support and commitment to the line of products being serviced upon request of the County. Any problems encountered in obtaining manufacturer's support shall be reported to the County immediately.

VI. SPARE PARTS AND EQUIPMENT

- A. The vendor shall maintain a secured storage area for used and spare County radio equipment and associated fixed equipment. An inventory of all equipment, listing model numbers, serial numbers and County property number will be maintained and provided to the County. Equipment will be available for periodic inspection and inventory by the County or its agent. The vendor shall also provide an exclusive and secure area within their facility for storage of used and surplus parts for other radio equipment and maintain an inventory record available to the County or its agent at anytime.
- B. The vendor shall maintain an adequate spare parts inventory for all radio and associated fixed equipment to allow immediate restoration of service. Provisions shall be made to obtain non-stocked parts within 24 hours to facilitate expedient repairs.
- C. The vendor shall be responsible for equipment and component parts in its possession.

VII. MOBILE SHOP

- A. The vendor shall have a mobile shop (service vehicle) available and equipped with the appropriate FCC approved test equipment. The vehicle shall be dedicated to repair the radio system and associated fixed equipment and be adequately equipped and stocked with spare parts to facilitate immediate repair if necessary.

VIII. FIXED SHOP FACILITIES

- A. The vendor shall maintain a fully equipped, permanent shop facility in Santa Rosa County within six months of the contract award.
- B. The vendor must provide a description of the facility at the time of proposal:
 - 1. Complete inventory of test equipment.
 - 2. New test equipment to be added due to securing this contract.
 - 3. Number of mobile service vehicles to be utilized on this contract.
 - 4. Number of technicians currently employed.
 - 5. Number of technicians to be added as a result of securing this contract.
- C. Representatives of the County may choose to visit the vendor's facility.

IX. DISPUTES

- A. In case of any disputes or differences of opinions to the items to be furnished, all disputes or differences should be resolved through good faith negotiations and cooperation between the parties. However, should these efforts fail; either party should have the ability to submit a claim to a court of competent jurisdiction.

X. PROGRAMMING FEATURE UPDATES

- A. The vendor shall remain current about any new programming features or types produced by manufacturer(s), which should be provided to the County by equipment manufacturer(s) as part of a procurement package. County approval must be obtained before the installation of any programming feature updates.

XI. COUNTY RADIO INVENTORY

- A. A listing of County radio equipment is attached. However, the successful vendor hereby agrees to cover any and all fixed radio equipment, of any manufacturer, owned by the County, the Sheriff's Office, Emergency Management or Emergency Management Communications Center.
- B. New equipment purchased or added by the County will be covered under this contract with no increase in costs during the term of the contract unless the total number of items purchased exceeds 20% of the total number of items covered at the commencement of the term.

XII. RECORDS AND RECORD KEEPING

- A. Records shall be maintained by the vendor in an orderly manner. Records of calls for service and maintenance must list the location, labor time and parts used. Invoices shall be properly prepared in accordance with County instructions and requirements.
- B. Applications and statements of fact, when required by the FCC, must be subscribed and sworn to by the County and the County is responsible for meeting all FCC requirements. However, the vendor will provide, at no cost to the County, any forms, advice and technical assistance, including frequency, modulation and power measurements, to aid in meeting those requirements. A copy of each such frequency and modulation check shall be filed with the license of equipment to which it pertains and the vendor shall retain a copy.

- C. All work performed that is not covered under the regular maintenance agreement shall be charged, by invoice, to the Department to which the radio equipment is issued.
- D. Mark up on all parts and materials shall not exceed 10%.
- E. Invoices shall be accumulated and submitted to the appropriate department at the end of each month. Invoices shall be identified by the purchase order number, person who authorized the purchase or work, and must itemize the total labor performed and all parts and materials used in the repair with unit prices and totals.
- F. Parts and materials price support documents must be on file at the vendor's office for not less than one year after the date of invoice. Such records are to be made available to the County if officially requested to be audited by a designated auditor. If such audits reveal overcharges or undercharges, such will be adjusted and compensation made by either party to correct the charges.

XIII. SYSTEM ENGINEERING ASSISTANCE

- A. In the event of system expansion, new system requirements or multi-system frequency capability, system engineering assistance shall be provided at no charge to the County.

XIV. AMENDMENT

- A. No revision of this agreement shall be valid unless made in writing and signed by those authorized by the County.

XV. VENDOR'S RESPONSIBILITY AND QUALIFICATIONS

- A. It is understood that the vendor hereby agrees that they are solely responsible for all maintenance and services proposed.
- B. The vendor shall be an authorized representative of a major manufacturer of radio communications equipment.

ADDATIVE ALTERNATE NO. 1

Provide separate pricing for the following:

Removal, installation, repair and maintenance of police vehicle restraint cages (including necessary modifications such as cutting and welding), mobile data terminals, police radar units, directional traffic advisors, K-9 vehicle sensors, and GPS equipment.

(Note: CAD welding certification and Radar endorsement is required for this option. Provide copies of certification with proposal.)