



REQUEST for PROPOSALS

Analysis of Emergency Communications RFP# 18-19-23

Proposal Due Date: April 1, 2019

Location:

City of Greenville

Financial Services Department/Purchasing Division

Attention: Denisha Harris

201 West 5th Street

Greenville, NC 27858

Questions:

Denisha Harris

Financial Services Manager

252.329.4862

Email: dharris@greenvillenc.gov

Date: March 1, 2019

Dear Sir or Madam:

The City of Greenville, North Carolina, is now accepting Proposals for Analysis of Emergency Communications. The requirements for submitting a Proposal are stated in the attached Request for Proposals (the "RFP").

Sealed proposals endorsed "Analysis of Emergency Communications" to be furnished to the City of Greenville (the "City") will be received by the Financial Services Department, Purchasing Division at 201 West 5th Street, Greenville, NC until 4:00 pm, April 1, 2019. The City reserves the right to reject any or all proposals.

This RFP outlines a description of the services sought and the documents. Interested firms will be required to submit one (1) electronic copy of the Proposal on a CD or flash drive in PDF and one (1) original Proposal signed in ink by a company official authorized to make a legal and binding offer. The RFP must be submitted in a sealed box or opaque envelope plainly marked with the Proposal number and service description as follows:

Request for Proposals
Attention: Denisha Harris
[Name of Company Submitting Proposal]
Analysis of Emergency Communications
RFP # 18-19-23

It is the intent of the City to select a single firm to accomplish all the services outlined in this RFP. RFP questions must be directed to Denisha Harris, Financial Services Manager, Purchasing Division, per the enclosed instructions.

Sincerely,
Denisha Harris
Financial Services Manager

SECTION ONE: INSTRUCTIONS TO VENDORS

1.1 READ, REVIEW, AND COMPLY: It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this RFP document.

1.2 LATE PROPOSALS: Late proposals, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure delivery at the designated office by the designated time.

1.3 ACCEPTANCE AND REJECTION: The City reserves the right to reject any and all proposals, to waive any informality in proposals, and, unless otherwise specified by the Vendor, to accept any item in the proposal.

1.4 WITHDRAWAL OF PROPOSAL: No proposal may be changed or withdrawn after the time of the proposal due date. Any modifications or withdrawals requested before this time shall be acceptable only when such request is made in writing to the Financial Services Manager.

1.5 CONFLICT OF INTEREST: Each bidder shall affirm that no official or employee of the City of Greenville is directly or indirectly interested in this proposal for any reason of personal gain.

1.6 EQUAL EMPLOYMENT OPPORTUNITY: The City has adopted an Equal Employment Opportunity Clause, which is incorporated into all specifications, purchase orders, and contracts, whereby a vendor agrees not to discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or ancestry. A copy of this clause may be obtained at the City Clerk's Office, City Hall, Greenville, NC. By submitting a proposal, the firm is attesting that they are an Equal Opportunity Employer.

1.7 MINORITY AND WOMEN BUSINESS ENTERPRISE (MWBE) PROGRAM: It is the policy of the City of Greenville to provide minorities and women equal opportunity for participating in all aspects of the City's contracting and procurement programs, including but not limited to, construction projects, supplies and materials purchase, and professional and personal service contracts. In accordance with this policy, the City has adopted a Minority and Women Business Enterprise (MWBE) Plan and subsequent program, outlining verifiable goals.

The City has established a 4% Minority Business Enterprise (MBE) and 4% Women Business Enterprise (WBE) goal for the participation of MWBE firms in supplying goods and services for the completion of this project. All firms submitting bids agree to utilize minority and women-owned suppliers and service providers whenever possible. Questions regarding the City's MWBE Program should be directed to the MWBE Office at (252) 329-4462.

1.8 LOCAL PREFERENCE: The City of Greenville has adopted a Local Preference Policy, Resolution No. 056- 13, and a Professional and other Services Policy, Resolution No. 057-13, that may pertain to this project. For more information please see the City of Greenville’s webpage at www.greenvillenc.gov/financialservices/purchasingdivision.

1.9 REHABILITATION ACT AND ADA: Federal law prohibits handicapped discrimination by all governmental units. By submitting a proposal, the vendor is attesting to its policy of nondiscrimination regarding the handicapped.

1.10 TAXES: Sales tax may be listed on the proposal, but as a separate item. No charge will be allowed for Federal Excise and Transportation tax from which the City is exempt.

1.11 CITY RIGHTS AND OPTIONS: The City, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute, or otherwise modify this RFP at any time.
- To cancel this RFP with or without the substitution of another RFP.
- To take any action affecting this RFP, this RFP process, or the Services subject to this RFP that would be in the best interests of the City.
- To issue additional requests for information or clarification from Offerors or to allow corrections of errors or omissions.
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the City to evaluate the Responses submitted.
- To negotiate a contract with a Service Provider based on the information provided in response to this RFP.

1.12 PUBLIC RECORDS: Any material submitted in response to this RFP will become a “public record.” Proposers must claim any applicable exemptions to disclosure provided by law in their response to this RFP. Proposers must identify materials to be protected, and must state the reasons why such exclusion from public disclosure is necessary and legal. The City reserves the right to make all final determination(s) of the applicability of North Carolina General Statutes § 132-1.2, Confidential Information.

1.13 ACCURACY OF RFP AND RELATED DOCUMENTS: Each Company must independently evaluate all information provided by the City. The City makes no representations or warranties regarding any information presented in this RFP, or otherwise made available during this procurement process, and assumes no responsibility for conclusions or interpretations derived from such information. In addition, the City will not be bound by or be responsible for any explanation or conclusions regarding this RFP or any related documents other than those provided by an addendum issued by the City. Companies may not rely on any oral statement by the City or its agents, advisors, or consultants.

If a Company identifies potential errors or omissions in this RFP or any other related documents, the Company should immediately notify the City of such potential discrepancy in writing. The City may issue a written addendum if the City determines clarification necessary. Each Company

requesting an interpretation will be responsible for delivering such requests to the City's designated representative as directed in RFP Section Three.

1.14 EXPENSE OF SUBMITTAL PREPARATION: The City accepts no liability, and Companies will have no actionable claims, for reimbursement of any costs or expenses incurred in participating in this solicitation process. This includes expenses and costs related to Proposal submission, submission of written questions, attendance at pre-proposal meetings or evaluation interviews, contract negotiations, or activities required for contract execution.

1.15 PROPOSAL BINDING: This proposal is binding for a period of ninety (90) days.

SECTION TWO: GENERAL TERMS AND CONDITIONS

2.1 NON-DISCRIMINATION: The City of Greenville does not discriminate on the basis of race, color, sex, national origin, religion, age, or disability. Any contractors or vendors who provide services, programs, or goods to the City are expected to fully comply with the City's non-discrimination policy.

2.2 NON-COLLUSION: Respondents, by submitting a signed proposal, certify that the accompanying submission is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under North Carolina or United States law.

2.3 PAYMENT TERMS: The City agrees to pay all approved invoices Net Thirty (30) days from the date received and approved. The City does not agree to the payment of late charges or finance charges assessed by the seller or vendor for any reason. Invoices are payable in US funds.

2.4 GOVERNING LAW: Any agreement, contract or purchase order resulting from this invitation to bid, request for proposals, or request for qualifications or quotes, shall be governed by the laws of the State of North Carolina.

2.5 SERVICES PERFORMED: All services rendered under this agreement will be performed at the Seller's own risk and the Seller expressly agrees to indemnify and hold harmless the City of Greenville, its officers, agents, and employees from any and all liability, loss or damage that they may suffer as a result of claims, demands, actions, damages, or injuries of any kind or nature whatsoever by or to any and all persons or property.

2.6 INDEPENDENT CONTRACTOR: It is mutually understood and agreed the Seller is an independent contractor and not an agent of the City of Greenville, and as such, the Seller, his or her agents, and employees shall not be entitled to any City employment benefits, such as, but not limited to, vacation, sick leave, insurance, worker's compensation, pension, or retirement benefits.

2.7 VERBAL AGREEMENT: The City will not be bound by any verbal agreements.

2.8 INSURANCE REQUIREMENTS: The contractor shall maintain at its own expense (a) Commercial General Liability Insurance in an amount not less than \$1,000,000 per occurrence for bodily injury or property damage; the City of Greenville, 200 W. Fifth St., Greenville, NC 27834 shall be named as additional insured; (b) Professional Liability insurance in an amount not less than \$1,000,000 per occurrence if providing professional services; (c) Workers Compensation Insurance as required by the general statutes of the State of North Carolina and Employer's Liability Insurance not less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit; (d) Commercial Automobile Insurance applicable to bodily injury and property damage, covering all owned, non-owned, and hired vehicles, in an amount not less than \$1,000,000 per occurrence as applicable. Certificates of Insurance shall be furnished prior to the commencement of Services.

2.9 E-VERIFY COMPLIANCE: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. Further, if the Contractor utilizes a Subcontractor, the Contractor shall require the Subcontractor to comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. By submitting a proposal, The Proposer represents that their firm and its Subcontractors are in compliance with the requirements of Article 2 Chapter 64 of the North Carolina General Statutes.

2.10 IRAN DIVESTMENT ACT: By submitting a proposal, the Vendor certifies that: (i) it is not on the Iran Final Divestment list created by the NC State Treasurer pursuant to N.C.G.S. 147-86.58, (ii) it will not take any actions causing it to appear on said list during the term of any contract with the City, and (iii) it will not utilize any subcontractor to provide goods and services hereunder that is identified on said list.

SECTION THREE: PROCUREMENT PROCESS

3.1 Schedule and Process

The following chart shows the schedule of events for the conduct of this RFP. The key events and deadlines for this process are as follows:

Event	Date and Time
Issuance of RFP	March 1, 2019
Deadline to submit questions	March 18, 2019
Answers to questions provided	March 21, 2019
Proposal Due	April 1, 2019

Upon review of the RFP documents, firms may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the above due date.

Written questions shall be emailed to dharris@greenvillenc.gov by the date and time specified above. Vendors should enter "Analysis of Emergency Communications # 18-19-23 Questions" as the subject for the email.

Responses will be posted in the form of an addendum to the RFP on the City's website at <https://www.greenvillenc.gov/government/financial-services/current-bid-opportunities> and on the State's IPS website www.ips.state.nc.us. No information, instruction, or advice provided orally or informally, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding.

No contact regarding this RFP will be allowed between Bidders or potential Bidders and employees of the City staff after issuance of the RFP with the exception of the City contact person named on the cover page. Any such contact may disqualify a firm from further consideration. Requests for clarification from Bidders will be allowed provided that such requests are made through the Financial Services Manager in writing.

3.2 PROPOSAL SUBMITTAL:

One (1) signed, executed copy and one (1) digital copy of the Proposal on a flash drive or CD in PDF format submitted in a sealed envelope shall be received as shown on the schedule above.

Mailing & Hand Delivery Address:
Denisha Harris
Financial Services Manager
City of Greenville, Purchasing Division
201 West 5th Street
Greenville, NC 27858

All proposals should be clearly marked on the outside of the package with the Vendor's name, Attention: Denisha Harris, and the title, Analysis of Emergency Communications #18-19-23.

PLEASE NOTE: IT IS THE PROPOSER'S RESPONSIBILITY TO ENSURE THAT PROPOSALS ARE RECEIVED BY THE PURCHASING DEPARTMENT BY THE STATED DAY and TIME. No late proposals will be accepted.

All proposals must be signed by an authorized official of the firm. The vendor shall insert the required responses and supply all the information, as requested, on the enclosed forms. The

prices inserted shall be net and shall be the full cost, including all factors whatsoever. Any information not submitted on the forms provided will be considered unresponsive.

No proposals may be changed or withdrawn after the time of the bid opening. Any modifications or withdrawals requested before this time shall be acceptable only when such request is made in writing to the Financial Services Manager.

SECTION FOUR: SCOPE OF ANALYSIS OF EMERGENCY COMMUNICATIONS

The City of Greenville requires an analysis of the future needs of emergency communications for public safety. The City's Fire/Rescue Department is searching for a firm to complete an analysis of the existing communication system and recommendations for future needs and operations. The Company shall work under the direction of the Fire/Rescue Department.

The Company will evaluate and make recommendations in several key areas including, but not limited to, the following:

- Interoperability with Automatic Aid and Mutual Aid agencies;
- Mobile Data Terminals in response vehicles;
- Equipment and software requirements for present and future;
- Automatic Vehicle Locating for response vehicles;
- Individual and specific unit alerting and notification;
- Integration with Records Management System (RMS);
- Integration with Computer Aided Dispatch System (CAD);
- Evaluate benefits of interoperability between Fire/Rescue and Police, radio and CAD communications;
- Quantity, assignment and recording of on-scene operational talk groups;
- Ability to share real-time data with first responders;
- Type of dispatch center needed for the City;
- Resource management and oversight;
- Type and number of communications personnel needed for current and future demand;
- Costs associated with redundant communications center;
- Assess budget options including grant funding.

SECTION FIVE: PROPOSAL CONTENT AND FORMAT

The City desires all Proposals to be identical in format in order to facilitate comparison. While the City's format may represent departure from the Company's preference, the City requires strict adherence to the format. The Proposal will be in the format described below:

- A. Cover letter;
- B. Approach to providing an analysis of emergency communications and accomplishing the required scope of work;
- C. Qualifications including background and experience;
- D. Past and current clients;
- E. Pricing

Companies are required to organize the information requested in this RFP in accordance with the format and instructions outlined above and detailed below. Failure to do so may result in the City, at its sole discretion, deeming the Proposal non-responsive.

All Proposals must be:

- No greater than twenty (20) pages, single-sided, single spaced;
- Printed on 8 1/2" x 11" paper with standard text no smaller than eleven (11) points;
- Unless necessary, all Proposal originals should minimize or eliminate use of non-recyclable or non-reusable materials such as 3 ring binders, plastic report covers, plastic dividers, and vinyl sleeves.

5.1 Proposal Content:

A. Cover letter

The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents. The cover letter shall provide the name, address, telephone, and facsimile numbers of the Company along with the name, title, address, email address, telephone, and facsimile numbers of the executive that has the authority to contract with the City. The cover letter shall present the Company's understanding of the Project and a summary of the approach to perform the Services. The Company must also identify if it is certified as a Historically Underutilized Business (HUB) through the State of NC. All addenda must be acknowledged in this letter.

- B. *Approach to providing analysis of emergency communications and accomplishing the required scope of work.* For each component of the Scope of Work described in Section Four, state how your company plans to provide the best approach to meeting stated goals. Describe the key individuals along with their qualifications, professional certifications, and experience that would comprise your company's team for providing the analysis. Identify any sub-consultants who would be retained to provide services, the percentage of work assigned, and whether or not they are HUB certified. State how many analysts would be assigned to the City?

C. Qualifications including background and experience

At a minimum, provide the following information: How many years has your company been in business? Provide a brief overview and history of your company. Describe your experience analyzing emergency communications, particularly those issues listed in the Scope of Services.

D. Past and current clients

Provide a listing of current and past public sector (cities or counties) clients and the general services provided. Identify clients that are similar to the City of Greenville (e.g.: in size, complexity, location). Provide contact information (i.e. name, phone number, email address) for those that will serve as a reference.

E. Cost

Provide a lump sum total of the cost required to complete the project. Include all related expenses such as travel and any administrative costs.

SECTION SIX: EVALUATION CRITERIA

Proposals will be assessed to determine the most comprehensive, competitive and best value solution for the City based on, but not limited to, the criteria below. The City reserves the right to modify the evaluation criteria or waive portions thereof.

Proposals will be evaluated on the following major categories:

- 1. Project Approach/Proposed Solution – 60%**
- 2. Qualifications and Experience – 30%**
- 3. Cost Effectiveness and Value – 10%**