



# Forsyth County

## Request for Qualifications and Proposals

### Consulting Services for Public Safety Radio Communications

**Qualifications and Proposals Will Be Received Until**

**12:00 Noon, Thursday, April 5, 2018**

**at**

**City/County Purchasing Department  
City Hall Suite 324  
101 North Main Street  
Winston-Salem, NC 27101**

### **ADVERTISEMENT FOR BIDS**

#### **Consulting Services for Public Safety Radio Communications**

Sealed proposals endorsed **Consulting Services for Public Safety Radio Communications** to be furnished to Forsyth County will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, N.C. **until 12:00 Noon, Thursday, April 5, 2018**. To obtain the complete proposal document or receive instructions for submitting proposals contact Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org), phone 336-747-6939, or visit the Purchasing Department at same location from 8:00 A.M. to 5:00 P.M. Monday through Friday. The County reserves the right to reject any and/or all proposals, bids, to waive informalities in the bids, and to choose the bid that is in the best interests of the County.

Jerry Bates  
Purchasing Director

## Notice to Service Providers

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It is the policy of the County of Forsyth that an employee, officer, or agent of the County may not participate in any manner in the bidding, awarding, or administering of contracts or agreements in which they, or a member of their immediate family, their business partner, or any organization in which they serve as an officer, director, trustee, or employee, have a financial interest.

The selected Service Provider must comply with all provisions of the Americans with Disabilities Act (ADA) and all rules and regulations promulgated thereunder. By submitting Qualifications/Proposals, the selected Service Provider agrees to indemnify the County from and against all claims, suits, damages, costs, losses, and expenses in any manner arising out of, or connected with, the failure of the Company, its subcontractors, agents, successors, assigns, officers, or employees to comply with the provisions of the ADA or the rules and regulations promulgated thereunder.

No special inducements will be considered that are not a part of the original Qualifications/Proposal document.

### **County Rights and Options**

The County, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute or otherwise modify this RFQ/RFP at any time
- To cancel this RFQ/RFP with or without the substitution of another RFQ/RFP
- To take any action affecting this RFQ/RFP, this RFQ/RFP process, or the services subject to this RFQ/RFP that would be in the best interests of the County
- To issue additional requests for information or clarification from Service Providers 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 County to evaluate the Responses submitted
- To negotiate an agreement with a Service Provider based on the information provided in response to this RFQ/RFP.

### **Public Records**

Any material submitted in response to this RFQ/RFP will become a "public record" once the Service Provider's document(s) is opened and the Service Provider is determined to be a participant in the solicitation process and shall be subject to public disclosure consistent with Chapter 132, North Carolina Statutes. Service Providers must claim any applicable exemptions to disclosure provided by law in their response to this RFQ/RFP. Service Providers must identify materials to be protected, and must state the reasons why such exclusion from public disclosure is necessary and legal. The County reserves the right to make all final determination(s) of the applicability of North Carolina General Statutes § 132-1.2, Confidential Information.

### **Trade Secrets/Confidentiality**

Service Providers must claim any material which qualifies as "trade secret" information under N.C.G.S. 66-152(3) in their response to this RFQ/RFP and must state the reasons why such exclusion from public disclosure is necessary and legal.

To properly designate material as trade secret under these circumstances, each Service Provider must take the following precautions: (a) any trade secrets submitted by an Service Provider should be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Qualification/Proposal," and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope.

**Do not attempt to designate your entire submittal as a trade secret.** Doing so may result in your submittal being disqualified.

In submitting Qualifications/Proposals, each Service Provider agrees that the City/County may reveal any trade secret materials contained in such response to all City/County staff and City/County officials involved in the selection.

### **Familiarity with Laws and Ordinances**

The submission of Qualifications/Proposals for the services requested herein shall be considered as a representation that the prospective Franchise Holder is familiar with all federal, state, and local laws, ordinances, rules and regulations which affect those engaged or employed in the provision of such services, or equipment used in the provision of such services, or which in any way affects the conduct of the provision of such services; and no plea of misunderstanding will be considered on account of ignorance thereof. If the prospective Franchise Holder discovers any provisions in the RFQ/RFP documents that are contrary to or inconsistent with any law, ordinance, or regulation, it shall be reported to the County in writing without delay.

### **By signing below the Service Provider agrees to the following:**

The Service Provider agrees that in carrying out this agreement, compliance will be maintained with all applicable federal, state, and local laws, specifically including, without limitations, the Occupational Safety and Health Act of 1970 and Section 1324A, the Immigration Reform and Control Act.

The prospective Franchise Holder certifies that the submission is made in good faith and without collusion with any person submitting a Qualification/Proposal in response to this RFQ/RFP or with any officer or employee of the County of Forsyth.

The undersigned further agrees, in connection with the performance of this agreement, not to discriminate against any employee or Service Provider for employment because of race, religion, color, gender, age, handicap, political affiliation or national origin.

The County reserves the right to hold submittals open for a period of ninety (90) calendar days after due date before making awards.

Submittals are to be signed by an officer of the company authorized to bind the submitter to its provisions. Failure to manually sign the appropriate form(s) will disqualify the prospective Franchise Holder and the submittal will not be considered.

### **E-Verify Compliance**

Per N.C.G.S. 143-133.3 “E-VERIFY. Provider shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. Further, if the Provider utilizes a subcontractor, the Provider shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes.”

### **Iran Divestment Act**

Provider hereby certifies that it is not on the North Carolina State Treasurer’s list of persons engaging in business activities in Iran, prepared pursuant to NCGS 147-86.58, nor will Provider utilize on this agreement any subcontractor on such list. This list, along with additional information about the Iran Divestment Act, is available on the Treasurer’s Office site: <https://www.nctreasurer.com/inside-the-department/OpenGovernment/Pages/Iran-Divestment-Act-Resources.aspx>.

# INSTRUCTIONS TO PROPOSERS

## INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed.

## RFP Response Submission

**All proposals should be returned in a sealed container or opaque envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) printed copies and one (1) digital copy of the complete proposal including the pricing structure, marked Consulting Services for Public Safety Radio Communications.** Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, Thursday, April 5, 2018.** **Late proposals will not be considered.** Submittals **will not be accepted by fax or electronic mail.**

The County will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the County or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the County. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the County will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The County reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other County employee or Forsyth County elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

## Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only** by **12:00 Noon, Thursday, March 22, 2018**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org) (**Email is preferred**), Fax: (336) 727-2443. The County will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the County may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

► All proposals must include a signed acknowledgement of any addendums issued.

## **Background**

The City of Winston-Salem and County of Forsyth, North Carolina, hereafter known in this document as City/County, are seeking professional services from a qualified consultant with expertise and extensive experience in public safety radio communications. The City and County are looking to replace their jointly owned current Motorola Astro 4.1 trunked simulcast radio system installed in 2004. The system is comprised of an 8 site, 15 channel, 800 Mhz simulcast voice and data delivery system that covers the City of Winston-Salem and County of Forsyth. Primary purpose of the system is to provide voice communication to our Public Safety partners while providing an alternate service of data delivery for our City/County Fire Department Alerting System. Primary radio system users include Winston-Salem Police Department, Winston-Salem Fire Department, Winston-Salem Governmental Non Public Safety Departments, Forsyth County Emergency Medical Services, Forsyth County Fire Department, Forsyth County Sheriff's Office, Forsyth County Governmental Non Public Safety Departments, Triad Municipal ABC Law enforcement, Winston-Salem State University Police Department and University of North Carolina School of the Arts Police Department. The Public Safety agencies for both the City and County also work in close association with the Town of Kernersville in an interoperable communications arrangement. Kernersville owns their own single site, 10 channel, 800 MHZ trunked radio system and are presently in the final stages of P25 conversion.

## **Objective**

The purpose of this Request for Proposal/Request for Qualifications is to select a consultant that will complete a study and deliver a plan that assesses current radio communications capabilities, identifies immediate needs including Fire Department Alerting solutions, provides recommendations for a system upgrade to the Project 25 technology platform, assist with vendor selection for procurement of a new communications system infrastructure and oversight of planning and all deliverables within the scope of a new system installation. The final objective of this project is to improve operational radio system features, enhance the performance of the system for our Public Safety users, procure a radio communication system that is serviceable with support from the OEM, and also increase interoperability with Triad Regional systems and state wide communication systems, such as the North Carolina Viper system.

## **Scope of Work**

### **Project Overview**

The project shall consist of four phases:

**Phase I** Assessment of subscriber communication needs equipment inventory and assessment of other technologies if applicable. Assess current system layout and tower sites for P25 suitability. Assess the application of Fire Alerting.

**Phase II** Assessment of P25 solution(s) and recommendation of most effective radio system solution in either FDMA or TDMA configuration, based upon initial capital expense, suitability of needs and 10 year total cost of operation.

**Phase III** Statement of work and development of a replacement radio system RFP for new infrastructure and subscriber equipment.

**Phase IV** Assess vendor proposals and assist the City/County with selection of radio system vendor. Oversee installation and acceptance tests of all new infrastructure equipment.

## **Phase I**

This phase involves working with all public safety agencies within the City of Winston-Salem and Forsyth County, as well as the governmental non public safety agencies, to gather information needed to complete a formal assessment of subscriber needs. This includes, if necessary, any sub-departments that are presently using radios or express a need to use radios.

Assessment items to be included but not limited to:

1. Define each agency's individual radio communications needs.
2. Number of radio users in each agency
3. Overview of Communications Infrastructure
4. Total number of subscriber units needed with an upgraded P25 system
5. Number of radio repeaters
6. Sites and locations
7. Frequencies available and identify non trunked needs as appropriate
8. Catalog list of FCC licenses and assess their current status
9. Detailed analysis of all frequencies to identify opportunities or shortcomings
10. Site Survey to assess facilities, capacity, power and tower equipment
11. Analysis and mapping of current system coverage, Identify coverage gaps including in building deficiencies
12. Establish Bi-Directional amplifier needs with recommendations
13. Analysis of PSAP/Dispatch center equipment, applications and operations
14. Provide suggestions for a Fire Alerting System supported by either the P25 system or another technology

Phase I should be completed within 3 months from Notice to Proceed and Project Plan unless otherwise agreed upon by mutual parties.

## **Phase II**

The consultant shall provide a formal report of solutions available that will enable the City of Winston-Salem and Forsyth County to decide on a system upgrade path along with a recommendation of both cost effectiveness and performance enhancement criteria. This will involve the completion and delivery of a conceptual design, engineering, and operational considerations for a City/County wide radio communications system and fire station alerting. Design should include, support of a standalone new system or intersystem relationship with P25 core in the Town of Kernersville. All infrastructure needed including site equipment, facilities upfit, radio repeaters, microwave radio, antennas, dispatch equipment, mobile and portable radios and accessories as needed, licensed frequencies needed, all peripheral and ancillary equipment needed to build, install and operate a City/County wide communication system. The Consultant shall establish a measure of the anticipated costs of the project that can be used by the City and County in preparing for the acquisition of equipment and evaluation of vendor proposals. Should a Fire Alerting System be recommended to function in association with the new P25 radio system, suitable solutions should be identified along with associated costs for that portion of the project.

Phase II should be completed within 3 months or per Project Plan, unless otherwise agreed upon by mutual parties.

### **Phase III**

If the City/ County approves the Consultant's conceptual design and recommendations, the project will progress to the vendor solicitation phase of the project. Responsibilities will include, but not be limited to:

1. The consultant shall develop all the relevant content necessary to define the solicitation scope of work and provide this to the City/County Purchasing office for incorporation into a Request for Proposal.
2. The consultant shall provide technical support to the Office of Interagency Communications and the City/County management team in evaluating responses to the RFP solicitation. Technical support shall include but not be limited to developing proposal comparison matrices for all respondent responses to effectively facilitate the ability of each evaluation group team member to independently evaluate all responses. At the request of the evaluation group the consultant shall provide technical interpretations and clarifications and educate the group so its members can understand the intricacies of each technical proposal, to ensure the individual members of the group are equipped to arrive at their own conclusions and make individual informed decisions.
3. The consultant shall provide support to the City/County management team during contract negotiations and award, to insure the final contract reflects the commitments made by the respondent in the proposal and subsequent negotiations for all equipment, services and implementation deliverables.

### **Phase IV**

Upon selection and project purchase, the consultant will be tasked with management of the installation portion of the project, including but not limited to final system acceptance testing and evaluation.

1. The consultant shall assist with the implementation planning, final system design. project management and installation support, document and manage the project scope as necessary
2. The consultant shall develop a detailed project plan with key milestones and timelines describing the work to be accomplished in accordance with vendor input and Winston-Salem/Forsyth County timelines. The project plan shall have resource assignments, dependencies, actual costs compared to budgets and all other related activities. The project plan shall track all progress and shall be updated regularly as changes occur or at the request of Winston-Salem/Forsyth County.
3. The consultant shall develop system acceptance criteria and shall ensure that each deliverable has been adequately installed or delivered in operational order. The consultant shall evaluate the performance testing criteria and monitor the performance tests for accuracy and consistency. The consultant shall provide full support and project management until the system is fully installed, operating and delivering the expected functionality for final system acceptance.

## **CONSULTANT MINIMUM QUALIFICATIONS**

### **Primary Requirements:**

The Consultant is required to have recent experience working on and successfully completing similar projects. At minimum, the consultant shall have completed the following for three or more government entities of similar size or larger than the City of Winston and County of Forsyth.

1. Comprehensive public safety radio communications assessment.
2. Conceptual design of P25 700/800 trunked radio system.
3. Managed all phases from RFP to final system acceptance of a P25 trunked radio system for public safety.
4. Demonstrate an understanding of current design, technical, construction to operating practices, methods and material relating to public safety radio projects and systems. Including knowledge of Federal P25 standards and ability to review proposals for the implementation of compliant systems.

The consultant will be required to provide documentation and references to satisfy its claims of experience and knowledge, including personal description noting years of service and/or experience within their current position and employment. Preference will be made to those who have completed similar work in the region within the past 3 years.

**The respondent and/or subcontractor, if any, shall have no hardware or software manufacturer or vendor affiliation in this solution domain within the 24 month period preceding the solicitation submission due date.**

### **Secondary requirement:**

The consultant shall assign a project manager (PM) that has adequate technical experience and project management experience to complete a detailed project plan that includes all tasking, resources, timeframes and costs associated with completing this request. The project will be overseen by the City/County office of INTERAGENCY COMMUNICATIONS to assure that all expectations are being met in accordance with the agreement. Interagency Communications personnel contact names and information will be identified at the initial kick-off meeting. An alternate project manager from the consultant firm must be identified and selected and present at the first kick-off meeting. The alternate project manager must be available for contact during any absence of the project manager. The project manager and/or the alternate shall be available during normal office hours (Monday through Friday, 8:00 am to 5:00 pm EST). The PM or alternate PM shall also be available for special circumstances to accommodate the City or County while this project is being conducted. The assigned project manager and alternate project manager cannot be substituted at any time during the period of the contract without the consent of The City of Winston-Salem and County of Forsyth. The City and County reserves the right to select, approve or reject the project manager and/or assistant project manager at any time.

## **PROPOSAL REQUIREMENTS**

### **Qualification Statement and Proposal**

Respondents are requested to submit a Qualification Statement and Proposal for each phase of the project. The Qualification Statement and Proposal for each phase shall be typed, single sided, 8 ½ x 11 "sheets in length. The Qualification Statement and Proposal must contain all requirements of the RFP along with the following information.

1. A statement that your firm is interested in performing the work described in the RFP



2. The address of the office in which the work will be performed
3. The name and title of the individuals who will be assigned to the project
4. A narrative demonstrating your understanding of all work necessary. The narrative must detail your firm's particular ability to perform this type of work. The narrative must indicate the experience of your firm/staff for the type of work involved for the phases your firm is preparing a response. The narrative should address the ability of your firm to complete the required work in a professional and cost effective manner. Resumes of key personnel must be submitted along with your firm's proposal. Each resume shall be a maximum of two, single sided, 8 ½ " sheets in length and must highlight education, professional credentials, and work performance on projects similar to that described in the RFP. A resume of the primary partner, as well as the resume(s) of key personnel must be included.

### **Fee Schedule**

Respondents shall submit a flat not-to-exceed rate for each phase of the project.

Upon completion of each deliverable, payment shall be made to consultant within sixty (60) days or less provided the vendor returns original invoice with specified time period. Invoices shall specify, in detail, the services/deliverables performed during the prescribed period, and the Proposal Cost Form.

The final payment will not exceed the proposed not-to-exceed price. A payment schedule will be based upon the deliverables completed.

### **References**

Please provide minimum three (3) references for clients for whom similar services have been provided. Include the following in your response. You may also include additional references. **Please use separate sheets if necessary.**

1. **Name of Client**
2. **Address of Client**
3. **Contact Person's Name**
4. **Contact Person's Title**
5. **Telephone Number**
6. **Email**
7. **Dates Worked**

### **Evaluation, Review and Selection Process**

#### **Proposals to Remain Subject to Acceptance**

RFP responses shall remain open for a period of thirty (30) calendar days from the stated submittal date. The City/County will either award the Contract within the applicable time period or reject all proposals. The City/County may extend the decision to award or reject all proposals beyond the thirty (30) calendar days when the proposals of any respondents who consent thereto may, at the request of the City/County, be held for consideration for such longer period as may be agreed.

#### **Rejection of Proposals**

The City/County reserves the right to reject any or all proposals, or to reject any proposals if the evidence submitted by, or investigation of such respondent fails to satisfy the City/County that such respondent is

properly qualified to carry out the obligations of the RFP and to complete the work contemplated therein. The City/County reserves the right to waive any minor informality in the RFP. In the event that all proposals are rejected, the City/County reserves the right to start the process over from the beginning and re-solicit proposals.

### **If No Proposals Are Received**

If no proposals are received after conducting the Fair and Open Process, the Committee will make a recommendation for the appointment of a professional to the governing body as permitted in North Carolina General Statutes.

### **Evaluation Process**

An evaluation team will review all proposals to determine if they satisfy the Proposal Requirements, determine if a proposal should be rejected and evaluate the proposals based upon the Evaluation Criteria. The highest-ranking respondent will then be recommended to the governing body for award of contract, based on price and other factors.

### **Evaluation Criteria**

The criteria considered in the evaluation of each proposal follows. The arrangement of the criteria is not meant to imply order of importance in the selection process. All criteria will be used to select the successful respondent.

#### **1. Understanding of requested information**

The proposals will be evaluated for general compliance with instructions and requests issued in the RFP. Non-compliance with significant instructions shall be grounds for disqualification of proposals.

#### **2. Knowledge and Technical Competence**

This includes the ability of the respondent to perform all of the tasks and fulfill adequately the stated requirements.

#### **3. Management, Experience and Personnel Qualifications**

Expertise of the firm shall be demonstrated by past contract successes providing government or other agencies with similar services. The respondent will be evaluated on knowledge, experience, prior collaboration and successful completion of projects/services similar to that requested in this RFP. In addition to relevant experience, respondents shall provide personnel qualifications in the Proposal.

#### **4. Ability to Complete the Services in a Timely Manner**

This is based on the estimated duration of the tasks and the respondent's ability to accomplish these tasks as stated.

#### **5. Cost**

Price shall be based on fees submitted with the proposal with a total amount not to exceed cost. Any services not included as part of any resulting contract scope of services must be approved and authorized by the Township before such work is initiated. The Township shall pay for such approved services at the rate or cost agreed upon between the Township and vendor, provided the respondent has provided a schedule of fees for additional services with this RFP.

**Payment Terms:** Progress payment will be made for each invoice/deliverable received within sixty (60) days or less provided vendor returns signed purchase order with original signature and original invoice within specified time period. The total cost for the project will not exceed the total cost submitted with your proposal.

**Award**

Term of Contract: Contract will commence at the final execution of the contract through delivery and final acceptance of the system.

The Review Committee will select the vendor(s) deemed most advantageous to the City/County, price and other factors considered. The Review Committee's selection is subject to the City Manager and County Manager's approval. Thereafter, the Managers' recommendation shall be forwarded to the governing bodies for approval. Once approved by the governing bodies, the contract between the City/County and the selected vendor(s) shall be prepared.

All awards are subject to availability of funds.

**Notice of Award**

The successful respondent will be notified of the award of contract upon a favorable decision by the governing bodies.

**This signature page must be completed and submitted with the Proposal:**

## Consulting Services for Public Safety Radio Communications

### QUALIFICATION/PROPOSAL AUTHORIZATION AND SIGNATURE

**This Qualification/Proposal must be signed by a responsible official of the submitting company and notarized.**

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Authorized Signature (**Notarized**)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Street Address (P.O. Box)

\_\_\_\_\_  
Contractor/Business License No.

\_\_\_\_\_  
City, State and Zip Code

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Email Address

On this \_\_\_ day of \_\_\_\_\_, 20\_\_\_ before me \_\_\_\_\_  
(name)

to me personally known, being duly sworn, did execute the foregoing submittal, and did so state that he/she was properly authorized by \_\_\_\_\_

(Company name)

to execute the submittal and did so on his/her free act and deed.

### SEAL

Notary Public \_\_\_\_\_ My commission expires \_\_\_\_\_

**The following information is requested for statistical purposes only. The inclusion or omission of this information will not affect or influence the County's award of this contract.**

We ( ) are a Historically Underutilized Business (HUB) certified by State of North Carolina.

We ( ) are a minority business enterprise.

( ) are not a minority business enterprise.

If yes, please identify in the appropriate box below:

( ) Black

( ) Hispanic

( ) Asian American including Indian Subcontinent and Pacific Islands

( ) Native American Indian including Eskimos and Aleuts

We ( ) are a woman-owned business concern.

( ) are not a woman-owned business concern