

# **Twin County 9-1-1 Regional Commission**



## **Request for Proposals (RFP 2021-Radio System)**

### **Public Safety Voice Radio Communications System Proposal Requirements**

DUE: February 18, 2022; 2 PM EST

**ADVERTISEMENT AND PUBLIC NOTICE  
REQUEST FOR PROPOSALS**

**Regional RADIO SYSTEM – Carroll County, Galax City,  
Grayson County**

The Regional Radio Inoperability Task Force, composed of representatives from the City of Galax, the County of Grayson and the County of Carroll, in conjunction with Twin County Regional 9-1-1 Commission in Galax, Virginia, is seeking proposals for replacing public safety analog radio communication systems with digital systems.

Proposals are due no later than February 18, 2022 at 2:00 P.M. Eastern Time. Any proposal received after this deadline may be returned to the Offeror unopened. The Commission reserves the right to reject any and all proposals, and/or divide any project into sections. The Twin County Regional 9-1-1 Commission is an equal opportunity/affirmative action employer.

Inquiries and requests for proposal packets should be addressed to:

Jolena Young  
911 Coordinator  
Twin County Regional 911 Commission  
**RFP 2021-Radio System**  
353 N Main St  
Galax , VA 24333  
Phone: 276.238-2550 Fax: 276.236.2965  
E-mail: [jyoung@galaxva.com](mailto:jyoung@galaxva.com)

Note to newspaper:

Please print in the legal section of your newspaper no later than November 12, 2021 as a line ad.

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# 1. INTRODUCTION AND OVERVIEW

## 1.1 INTRODUCTION

Carroll County, Galax City, and Grayson County, hereafter referred to as the “Jurisdictions”, currently utilize VHF analog systems for interoperability. Many agencies in the Jurisdictions also use the VHF analog for operations. In addition to VHF analog, Galax City Police, Galax Fire and Carroll County Sheriff Office utilize NEXEDGE® for departmental operations. Grayson County Sheriff Office utilizes a UHF channel to supplement coverage in some areas of their jurisdiction.

In a Joint Session, the Boards and Council of the Jurisdictions agreed to maintain interoperability between Jurisdictions would best promote public safety and approved a joint motion for the Regional Radio Task Force (the “Task Force”), in conjunction with the Commission, to issue a joint Request for Proposal for interoperable, digital radio systems.

## 1.2 PROJECT OBJECTIVES

The Task Force in conjunction with Twin County Regional 911 Commission, hereafter referred to as the "Commission"; is seeking to purchase and implement an integrated public safety wireless communication system that will provide first responders real time operable and interoperable voice services that support day-to-day, mutual aid, and task force operations. The integrated public safety wireless communication system shall consist of:

1. One unified system of distinct subsystems including radio sites, radio frequencies, dispatch consoles, and subscriber units for each of the following jurisdictions: Carroll County, Grayson County, and the City of Galax
2. Shared system control equipment between the three distinct subsystems
3. Three Project 25 (P25) Conventional VHF channels (at a minimum) at all radio sites in each of the three subsystems, leveraging simulcast configurations within each subsystem to the greatest possible extent
4. Microwave backhaul network providing connectivity between the radio sites, system control equipment, and the dispatch centers
5. Dispatch consoles, backup control station radios, and logging recorder systems at each of three dispatch centers
6. Network Management System (NMS) capable of monitoring and controlling above system and subsystems
7. Field/subscriber radios (portable, mobile, and control station radios)
8. Site upgrades, including, but not limited to, equipment shelters, radio towers, and AC/DC power systems.

Detailed, required specifications for the console system are in Attachment 1, Public Safety Voice Radio Communications Systems Functional Specification. The Functional Specifications, Attachment 1, provides the minimum requirements for the public safety radio system, warranties, and maintenance.

### 1.3 RFP SCHEDULE

The RFP schedule shown below is set forth for informational and planning purposes. The Task Force and Commission intend to progress in this procurement in a series of orderly steps, directed at ensuring a working system is provided within an appropriate timeline. The schedule that follows is a guideline developed in order to provide adequate information for Offerors to prepare definitive proposals, and to permit the Commission to fully consider various factors that may affect the decision. Therefore, the schedule below is subject to change. The Commission may change these dates by Addenda sent to prospective Offerors.

ACTIVITY	DATE
Publish Request for Proposal and Functional Specifications to Jurisdiction Websites; Advertise in local paper	November 12, 2021
Deadline – Offerors required to notify Commission of plans to attend Pre-Bid Conference.	November 26, 2021
Deadline – To submit written questions for the Pre-Bid Conference.	December 1, 2021
Pre-Bid Conference	December 9, 2021
Deadline to Submit Questions	December 23, 2021
Commission Deadline to Respond to Questions	January 7, 2022
Deadline – To Submit Proposal	February 18, 2022 before 2 PM
Proposal Evaluations	March 11, 2022
Interviews and Presentations with highest scoring vendors	March 30, 2022
Contract Negotiations	June 30, 2022
Contract Presented To Board of Supervisors / Signed	After July 1, 2022

### 1.4 RFP AND GOVERNING CODE CONFLICTS

1.4.1 This Request for Proposal (“RFP”), and related documents and notifications are available electronically, as a convenience to Offerors, from the City of Galax web site at: <http://www.galaxva.com/>.

1.4.2 The Commission will not be responsible for the provision of any hardcopy documents to prospective Offerors. Should a discrepancy arise between any

electronic versions and/or printed versions of RFP related documentation, the latest Commission-issued revision shall take precedence.

1.4.3 If the requirements of this specification document and/or RFP differ with those of the governing codes and regulations, then the more stringent of the two shall apply.

1.4.4 If the requirements of this specification document and/or RFP conflict with those of the governing codes and regulations, Offerors are responsible for identifying the conflict and resolving to the satisfaction of the Commission.

## **2. RULES & GUIDELINES FOR SOLICITATION**

### **2.1 CONTACT PERSON**

This RFP is issued jointly by the Jurisdictions and the Commission, and will be administered by the Twin County Regional 911 Commission. Jolena Young, Twin County Regional 911 Coordinator, is the point of contact regarding all procurement matters related to this RFP, the procurement process, and the goods and services described herein. All notice or inquiries pertaining to this document should be directed to:

Twin County Regional 911 Commission  
Attention: RFP 2021-Radio System – Jolena Young  
353 N Main St  
Galax, VA 24301  
E-mail: [jyoung@galaxva.com](mailto:jyoung@galaxva.com)  
Phone: 276.238-2550 (8:00 a.m. - 4:30 p.m. EST M-F)

NOTE: All e-mail correspondence related to this RFP shall clearly state in the subject line “RFP 2021-Radio System”

### **2.2 RESTRICTIONS ON COMMUNICATIONS WITH COMMISSION STAFF**

No Offeror-initiated contact, other than normal business activities not associated with this procurement, will be allowed between Offeror and members of the Proposal Evaluation Panel after announcement of intent to issue this RFP, except as identified in Section 2.1 – Contact Person, of this document.

Any such improper contact may disqualify an Offeror from further consideration. Requests for clarification by Offerors will be allowed, provided that such requests

are made in writing or via e-mail through the Contact Person identified in Section 2.1 of this document. Clarifications will be posted on the City of Galax website and emailed to all offerors providing contact information at the Pre-Bid Conference.

### 2.3 PRE-BID CONFERENCE

All prospective Offerors to this RFP are encouraged to attend the Pre-Bid Conference on the date and at the time specified in **Section 1.3 – RFP Schedule** at:

City of Galax Municipal Building  
Conference Room  
111 E Grayson Street  
Galax, VA 24333

The purpose of the Pre-Bid Conference is to provide attending Offerors with updated and/or additional information regarding the requirements of the Commission or the procurement process, and to provide Offerors with an opportunity to ask questions and/or provide feedback to the Commission regarding the specifics of the RFP – including the structure, processes, functionality, requested/available technologies, and content.

Offerors should submit initial questions **in advance**, in writing or e-mail, **by the date(s) specified in Section 1.3 –by 12:00 pm, Eastern Standard Time**, with submissions directed to: **Attention RFP 2021-Radio System**, in electronic (MS Word) format. **No verbal inquiries will be accepted. Only questions submitted prior to the deadline for Pre-Bid Conference Questions as specified in Section 1.3 – RFP Schedule may be answered during the Pre-Bid Conference.** Questions that arise during the conference will be logged, and answers provided in writing to all attendees within one week of the pre-bid conference.

There will be a **required sign-in beginning at 9:00 A.M.**, Eastern Standard Time, for attending Offerors. The meeting will begin promptly at 10:00 AM.

### 2.4 SITE VISITS

Site visits to the PSAPs and tower sites can be scheduled through the Contact identified in 2.1 CONTACT PERSON. Site visits must be concluded before 'Deadline to Submit Questions' date, **specified in Section 1.3 – RFP Schedule.**



## 2.5 CONDITIONS OF PROPOSAL WITHDRAWAL

2.5.1 An Offeror will be allowed to withdraw a Proposal from consideration, provided that such withdrawal is received by the Commission prior to the deadline for final submission. Withdrawals must be filed in the same manner as a Proposal, clearly and distinctly marked as (“Proposal Withdrawal For RFP 2021-Radio System”), specifying the exact Proposal to be withdrawn, and the purpose for the withdrawal.

2.5.2 After the proposal submission deadline, proposals may not be withdrawn for a minimum of 120 days unless the Commission considers the circumstances justify release.

## 2.6 DISCLOSURE OF PROPOSAL CONTENTS

2.6.1. As a public entity, the Commission is subject to federal and state laws and regulations, which provide that the public has the right to access information maintained by public agencies, subject to specified exceptions. After the announcement of the apparent successful Offeror and during the record retention period, all proposals are subject to disclosure to the extent required by law.

**2.6.2 Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment 2)**

2.6.3 In the event that the Commission receives a request for proprietary information or trade secrets under applicable law, the Commission will take reasonable steps to notify the Offeror of such records request. It will be incumbent upon the Offeror to take such action as it deems appropriate to safeguard the confidential and proprietary nature of such documents at Offeror's sole expense, including seeking judicial determination regarding the confidentiality or protected status of the requested records. In the event that the Commission withholds trade secrets or proprietary information at the request of the Offeror, the Offeror shall pay all costs, including attorneys' fees, incurred by the Commission in its participation in any legal action concerning the withholding of such records. If the Commission complies with the Respondent's request and

does not disclose portions of the Respondent's proposal, and if the party requesting the information/documents prevails in an action brought to enforce disclosure or production, the Respondent shall promptly indemnify the Commission for any and all attorneys' fees and/or cost incurred in bringing or defending an action, including costs associated with compliance with a court order. All proposals become the property of the Commission upon receipt and shall not be returned to the Respondent. The Commission shall have the right to use, without remuneration, all ideas or adaptation of the ideas contained in any proposal received. Selection or rejection of the proposal will not affect this right. Until a resulting Contract is executed, or until all Respondent's proposals are rejected, no employee, agent, or representative of any Respondent shall make available or discuss its response with the press, any elected or appointed official or officer of the State of Virginia, or any member of the Commission unless specifically permitted to do so by the Commission for the purpose of clarification and/or evaluation.

## **2.7 ACCEPTANCE PERIOD**

Proposals must remain valid for a minimum of one hundred eighty (180) days from the proposal submission date. Proposals containing a term of less than one hundred eighty (180) days may be rejected.

## **2.8 MULTIPLE PROPOSALS**

2.8.1 It is mandatory that the Offeror submit a compliant P25 proposal, in order for alternate proposal(s) to be submitted and evaluated.

2.8.2 In the event an Offeror has a technological solution that meets the functional requirements but not all other requirements in this RFP, the Offeror may offer more than one alternate proposal, if each proposal fully addresses the intent of the requirements set forth in this specification document and RFP.

2.8.3 Alternate proposals shall be submitted separately under a different cover from the base proposal and clearly marked "ALTERNATE PROPOSAL".

2.8.4 The Offeror shall comply with the same submittal instructions outlined in the RFP.

## **2.9 COSTS ASSOCIATED WITH PROPOSAL**

The Commission shall not be liable for any of the costs incurred by a Offeror in this procurement process.

## **2.10 REJECTION OR SELECTION OF PROPOSAL**

Issuance of this RFP in no way constitutes a commitment by the Commission to award any Contract. The Commission reserves the right to reject any or all proposals or any portion of all proposals received in response to this RFP if the Commission determines that it is in its best interest to do so. The Commission may reject any proposal, which is conditional, incomplete, or contains any material deviations. If all Offerors fail to meet one or more of the mandatory requirements, the Commission reserves the right to continue the evaluation of the proposals and to select the proposal which offers the best value to the Jurisdictions.

## **2.11 INSURANCE AND INDEMNIFICATION GUARANTEE**

### **2.11.1. Indemnification and Hold Harmless Requirements**

a. To the fullest extent permitted by the law, the selected Offeror (i.e., the “Contractor”) shall indemnify, defend, and hold harmless the Commission, Jurisdictions, their agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney’s fees, arising out of or resulting from the performance of the work, including but not limited to any such claim, damage, loss or expense which is attributed to the bodily injury, sickness, disease or death, or injury to or destruction of tangible property (other than the work itself) including the loss of use or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a claim against the Contractor or his Subcontractor arising from any work or property that must be restored, repaired or replaced because of Contractor’s or Subcontractor’s work being incorrectly or improperly performed, Such obligations shall not be construed to negate, abridge or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph.

b. In any and all claims against the Commission or Jurisdictions or any of their agents or employees by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under paragraph a. shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any Subcontractor under workers’ or workmen’s compensation acts, disability benefit acts or other Employee benefit acts.

### 2.11.2. Contractor's Liability Insurance and Other Insurance

a. The Contractor shall purchase and maintain such insurance as will protect the Contractor from claims which may arise out of or result from the Contractor's operations under the Contract, whether such operations be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by the Contractor or Subcontractor, or by anyone for whose acts the Contractor or Subcontractor may be liable, including but not necessarily limited to, the following:

- i. Claims under worker's or workmen's compensation, disability benefit and other similar employee benefit acts;
- ii. Claims for damages because of bodily injury, occupational sickness or disease, or death of employees;
- iii. Claims for damages because of bodily injury, occupational sickness or disease, or death of employees;
- iv. Claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an act or offense directly or indirectly related to the employment of such person by the Contractor, or (2) by any other person;
- v. Claims for damages, other than to the work itself, because of injury to destruction of real or tangible property, including loss of use resulting therefrom; and
- vi. Claims for damages because of bodily injury or death of any person or property damage arising out of the ownership, maintenance or use of any motor vehicle.

b. The insurance required by Subparagraph a. shall be written for not less than any limits of liability specified in the Contract Documents, or as required by law, whichever is greater.

c. The insurance required by Subparagraph a. shall include contractual liability insurance applicable to the Contractor's obligation under Subparagraph a.

d. Certificates of Insurance acceptable to the Commission or Jurisdiction shall be filed with the Commission or Jurisdiction prior to commencement of work. These Certificates shall contain a provision that coverages afforded under the policies will not be cancelled until at least thirty days prior written notice has been given to the Commission.

## 2.12 FINANCIAL VIABILITY

In order to determine Offeror's financial ability to perform under the contract, the Commission **may, at its discretion** request the following financial information:

1. Audited financial statements for the Offeror for the last three years (most recent and two prior fiscal years). If the Offeror is a subsidiary of another corporation, the financial statements of the Offeror, as well as the consolidated financial statements of the parent company, shall be submitted. If the Offeror is a parent corporation, parent-only financial statements, if available, and statements for the operating division that will perform these services shall be submitted. These statements shall be prepared in accordance with generally accepted accounting principles and must have been audited by a certified public accountant licensed to do business in the State in which the Offeror's principal place of business is located.
2. If the Offeror is a subsidiary and will rely on the financial resources of the parent corporation to perform this Contract, the parent corporation must certify in writing the availability of its resources to the Offeror.
3. The Commission reserves the right to require any additional information necessary to determine the financial integrity and responsibility of the Offeror.
4. The Commission reserves the right to accept or reject the financial statements submitted and may request additional audited financial information. If, based upon the evaluation of each Offeror's financial documents, the Commission determines it would be a financial risk to the Commission to contract with a Offeror; the Commission may reject the proposal.
5. The Commission reserves the right to require performance and payment bonds as required or authorized by the Virginia Public Procurement Act, Va. Code Section 2.2-4300 *et seq.*, when applicable.

## **2.13 COOPERATIVE PROCUREMENT STATEMENT**

Pursuant to Virginia Code Section § 2.2-4304 "Cooperative Procurement", any resultant contract of this solicitation may be extended to any public agency or body in the Commonwealth of Virginia to permit those public agencies or bodies to purchase at contract prices, in accordance with the terms, conditions and specifications of this solicitation. The successful contractor shall deal directly with each public agency or body in regard to order placement, delivery, invoicing and payment.

## **3. PROPOSAL PREPARATION**

### **3.1 PROPOSAL FORMAT**

Proposals shall be submitted using three ring binders and 8-1/2 x 11-inch white paper with approximately one-inch margins on all sides, using not smaller than Time New Roman 12 (or equivalent font) type, written in English only. The metric standard format most closely approximating the described standard 8-1/2 x 11-inch page size may also be used.

### 3.2 PROPOSAL DUE DATE AND SUBMITTAL LOCATION

All responses, whether mailed or hand delivered, must be received by the Commission, on the date and at the time specified in **Section 1.3 – RFP Schedule** at:

Twin County Regional 911 Commission  
353 N Main St  
Galax, VA 24333  
Attention: Jolena Young – RFP 2021-Radio System

Offerors **MUST** include the statement “**RFP 2021-Radio System**” clearly and prominently upon their Proposal package! Any failure to do so may result in the inappropriate opening and subsequent disqualification from consideration of the Offeror’s Proposal.

LATE RESPONSES **WILL NOT** BE ACCEPTED. POSTMARK DATE WILL NOT CONSTITUTE TIMELY DELIVERY. RESPONSES RECEIVED AFTER THE ABOVE SCHEDULED TIME FOR THE RECEIPT OF PROPOSALS WILL NOT BE CONSIDERED. OFFERORS ARE SOLELY RESPONSIBLE FOR ENSURING THE TIMELY RECEIPT OF THEIR PROPOSALS.

### 3.3 PROPOSAL COPIES

The original copy of the “Technical Proposal” and “Cost Proposal” should be clearly labeled as the “Original”.

For the “**Technical Proposal**”, Offerors are to submit one (1) signed original; six (6) copies; and one (1) in electronic form (CD, DVD or USB memory stick) with response in Adobe PDF format.

For the “**Cost Proposal**”, Offerors are to submit one (1) signed original; six (6) copies; and one (1) CD/DVD, with response in Adobe PDF format.

### 3.4 PROPOSAL CONTENTS

The Offeror is expected to provide the Commission and Jurisdictions with information, evidence and demonstrations which will make possible the selection of the Offeror to be awarded the Contract in a manner which best serve the interests of the Commission and Jurisdictions. At a minimum, proposals must be fully responsive and responsible to the specific requirements state in this RFP. All proposed hardware, software, and service options must be included in the final delivered system unless specifically excluded by the Commission. Each proposal must identify any requirement of this RFP the Offeror cannot satisfy. Proposals should be structured in the same order and letter/numbering format as the following sections and each page of the proposal numbered.

The Offeror shall provide their response in the following order:

1. Table of Contents
2. Signed Transmittal Letter
3. Executive Summary
4. Offeror Capabilities and Resumes
5. Management Plan
6. Offeror Response to Requirements including completed Compliance Matrix on sheets provided in Attachment 3
7. Technical Discussion beyond that contained in item 4 above
8. List of Exceptions, Alternatives and Options
9. Technical Literature
10. Cost Proposal – Price detailed and total submitted on provided worksheets provided in Attachment 4

### **3.4.1 TRANSMITTAL LETTER**

Offerors shall submit a clear and concise cover letter, submitted on the Offeror's business letterhead and containing the following information:

1. Name, address, telephone number and fax number of the business entity making the proposal.
2. Type of business entity (e.g., corporation, partnership, trust, association, subsidiary, limited liability company, (LLC)).
3. The names and addresses of the following must also be submitted, if applicable. If not applicable, state "not applicable" after the number on the transmittal letter.
  - a. If sole owner, provide name, address and telephone number of owner.
  - b. If the Offeror is a corporation, the officers, directors, and each owner, directly or indirectly, of any equity security or other ownership interest in the corporation. However, in the case of owners of publicly held equity securities of a publicly traded corporation, only the names and addresses of those known to the corporation to beneficially own five percent (5%) or more of the publicly held securities need to be disclosed.
  - c. If the Offeror is a trust, the trustee and all persons entitled to receive income or benefit from the trust.
  - d. If the Offeror is an association, the members, officers and directors.
  - e. If the Offeror is a subsidiary, the officers, directors, and stockholders of the parent company thereof. However, in the case of owners of publicly held equity securities of a publicly traded corporation, only the names and addresses of those know to the corporation to beneficially own five percent (5%) or more of the publicly held securities need to be disclosed.
  - f. Limited Liability Companies (LLCs), need only to list all officers names, addresses, and phone numbers.
  - g. If the Offeror is a partnership or joint venture, all of the general partners, limited partners, or joint ventures.

- h. If the parent company, general partner, limited partner, or joint venture of any Offeror is itself a corporation, trust, association, subsidiary, partnership or joint venture, then disclosure of such information as necessary to determine ultimate ownership. However, in the case of owners of publicly held equity securities of publicly traded corporations, only the names and addresses of those known to the corporation to beneficially own five percent (5%) or more of the publicly held securities need to be disclosed.
  - i. If the Offeror proposes to subcontract any substantial portion of the work to be performed, then all of the information required in Sections a and b above, and the functions to be performed by the subcontractor, shall be disclosed for the subcontractor, if known, as if it were itself a Offeror. If not known at time of Proposal submission, this information is required as soon as a subcontractor is selected.
- 4. Federal Identification Number.
- 5. Name(s) and address(es) of person(s) legally authorized to contractually bind the potential Offeror.
- 6. The transmittal letter must be signed by a person identified in item 5, above, who is legally authorized to contractually bind the business entity. By signing the transmittal letter, the Offeror certifies to the following statements:
  - a. The Offeror is a legal business entity authorized to conduct business in the state of Virginia.
  - b. The Offeror has all applicable licenses, including a Class A contractor's license to perform such duties in the state of Virginia.
  - c. The Offeror (for the purpose of restricting competition) has made no attempt, and will make not attempt, to induce any other person or firm to submit or not to submit a proposal.
  - d. The costs in the Offerors response have been arrived at independently, without consultation, communication or agreement (for the purpose of restricting completion) on any matter relating to such costs with any other Offeror or competitor.
- 7. The Offeror can provide documentation of insurance/bond coverage as required.

### **3.4.2 TABLE OF CONTENTS**

A Table of Contents of the material included in the proposal shall follow the transmittal letter.

### **3.4.3 EXECUTIVE SUMMARY**

This shall be a management overview discussion of the proposed system. This is intended to be high level in nature and address such general items of interest as system scope, a summary of the task to be performed, the risks associated with the effort, the hardware and software proposed, and other items that will allow the



evaluation personnel to understand the primary elements of the proposal. No specific cost data is to be included here.

#### **3.4.4 OFFEROR CAPABILITIES AND RESUMES**

The Offeror shall describe, in detail, qualifying experience including project management, systems development, implementation, operations and maintenance of systems, that demonstrates the Offeror's ability to meet the requirements of this RFP. In addition, the Offeror must submit, no less than three, and no more than five, references with contact names, titles, addresses, e-mail addresses and telephone numbers of each organization. Each description of experience shall also include the following:

1. Name of the Offeror, type of services provided and size of Contract.
2. The term of the contract including effective dates.
3. Dates completed services to be provided and actual dates delivered.
4. Reason for contract termination/expiration, if contract is no longer in effect.
5. Two-year history of significant system changes requested by the client, including date of request, date of planned implementation, and date of actual implementation.
6. Names of the project manager, operations director, or other significant management and technical staff for the project.
7. For the Project Development and Implementation Phases, the Offeror must provide the names and resumes of the proposed project manager and key management and technical staff proposed for this RFP.
8. For the Operations Phase (i.e., post-implementation, support, maintenance, etc.) the Offeror must provide the names and resumes of the proposed contract manager and key management and technical staff proposed for this RFP.

#### **3.4.5 MANAGEMENT PLAN**

This section shall detail the management plan for providing and installing a system meeting the requirements of this RFP. This shall include:

1. Proposed schedules detailing when each phase of the project will be accomplished.
2. Staff-loading charts by task and phase. This will specify the time allocated for on-site and off-site efforts.
3. A description of the proposed program methods – if significantly different from those contained in this RFP.

#### **3.4.6 OFFEROR RESPONSE TO REQUIREMENTS**

The Offeror shall describe its capability, capacity, and plans for meeting the Requirements described in Attachment 1 – Functional Specifications Document.

A Compliance Matrix, Attachment 3, that maps each specific requirement identified in this RFP against the Offeror's proposed system and shall provide an indication

of **1. Yes; 2. No; 3. Alternative; 4. Modification Required; 5. Under Development**. In cases where a single solution responds to multiple requirements, cross-referencing RFP numbers with an explanation will suffice.

The response for each of these items in the RFP shall include two issues, the first being an indication of how the Offeror meets the specification by indicating:

1. **Yes** – The proposed system currently meets all the requirements of the section and is included in the proposed system, at the proposed cost.
2. **No** – The proposed system does not currently meet all of the requirements of the section, the identified functionality is not included in the proposed solution, and the Offeror does not anticipate development to address this requirement.
3. **Alternate (Alt)** – The proposed system meets the intent of the section but does not accomplish it in the same manner as it has been described. When using this answer the Offeror shall attach a separate response to each of the requirements, explaining in detail how their product meets the intent of the requirement.
4. **Modification Required (MR)** – The proposed system does not currently meet all the requirements of the section, but the Offeror will address the requirement through new development. When using this answer the Offeror is committing to deliver the function as a part of this project (i.e. it is required for final acceptance). If the Offeror is charging the Commission for developing this functionality, the additional cost shall be clearly stated in a pricing proposal; otherwise it shall be assumed that all related costs are included in the proposed project.
5. **Under Development (UD)** – The proposed system does not currently meet all of the requirements of this section. However, the required functionality is already being developed and will be delivered as part of this project prior to final acceptance. If the Offeror intends to charge additional fees for the required functionality, the cost for the function must be clearly stated in the pricing proposal.

In the case of informational items, the response shall be the word “**Understood**” or “**Acknowledged**”. If the Offeror takes exception to the informational item, the words “**Acknowledged with Exception**” shall be inserted and a reference to the exception provided.

The second issue in addressing the RFP requirement is a detailed response that explains the Offeror’s compliance with the requirement, which may further define the proposed solution, and may provide cross reference(s) to other sections or documents with page and paragraph numbers for further clarification. By this process, it is the intent of the Commission to receive a proposal that details the specific operation of each of the systems proposed, in great detail that is appropriately incorporated into the response format. Any additional information that the Offeror feels will provide important evaluation information on the performance of the system must be included in the proposal.

### **3.4.7 TECHNICAL DISCUSSION**

This section should be presented in as much detail as possible to describe the salient features of the proposal in terms of meeting the overall and specific requirements. At a minimum, it should cover the following:

1. A complete description of the proposed approach to the Commission's requirements.
2. A detailed functional and technical description of the Offeror's proposed system.
3. A block diagram or similar logical layout of the proposed system equipment and associated functionality. This shall include indication of all communications interfaces, specifically identifying those that must be provided by the Commission.
4. A detailed list of proposed hardware and software, including part numbers and detailed equipment specification sheets for all proposed equipment.
5. A description of all responsibilities, facilities, or equipment anticipated to be assumed or provided by the Commission.
6. A discussion of the Offeror's assessment of the major technical and/or management risk areas of this project.

### **3.4.8 LIST OF EXCEPTIONS, ALTERNATIVES, AND OPTIONS**

This section should describe any exceptions taken to any section of this RFP, an alternative item that the Offeror desired to submit, and a discussion of any options or cost-saving alternatives that the Offeror elects to submit.

### **3.4.9 TECHNICAL LITERATURE, BROCHURES, OR OTHER DATA (OPTIONAL)**

This section will contain materials provided by the Offeror to further explain or substantiate the materials in the previous sections.

### **3.4.10 COST PROPOSAL**

This section of the Proposal shall include a complete, itemized price breakdown for each major component (equipment), services, and function capability (software) contained within the Offeror's Proposal and the Options and/or Alternative contained therein. The Proposal must provide price commitments for a period of one hundred eighty (180) days following the Proposal due date.

Proposal pricing shall include all proposed deliverables and shall include any initial "license" or delivery costs. The cost proposal shall identify recurring costs, if applicable.

All costs are to be provided for equipment delivered FOB at the Twin County Regional 911 Commission.

As part of the pricing proposal, the Offeror should provide leasing and financing options available.

Offerors shall include a proposed milestone payment schedule, including a detailed definition of the milestone payment criteria, which will include amounts for fixed payments and invoicing times for variable amounts (e.g. certification of completion of the defined milestones and/or delivery system components, hardware or other significant modules).

In addition, pricing information for additional maintenance and support beyond the completion of installation and the warranty period shall be provided. The Offeror shall submit all Proposal information in the format provided in this RFP.

## **4. COST**

### **4.1 INTRODUCTION**

Cost – while not the only factor, is a significant factor in deciding whether a proposal meets the immediate and long term needs of the Commission and Task Force. The goal of this Cost evaluation is to develop a point assignment methodology that rewards the successful Offeror(s), while ensuring that the Commission is achieving the desired maximization of improved operational efficiencies at a competitive price. The following paragraphs describe the manner in which Offerors are to submit cost proposal for the Commission’s consideration.

The Offeror shall provide their lowest all-inclusive fixed price, including all costs associated with the complete and final implementation of their proposed solution; to include all products, services, licensing, support, travel, expenses, training and other anticipated costs. The Commission or Jurisdictions will not accept invoicing for any hidden or undisclosed costs related to the successful completion of the requirements for this RFP, the delivery and/or implementation of the defined system, in the fulfillment of the services related thereto; or for any other unidentified Offeror costs.

The Commission and Task Force cannot anticipate the full extent of the Offeror’s proposed solution; accommodations have been made in the Cost presentation form(s) that allow for the Offeror’s submission of any items not identified herein. Any such Costs must be listed as “Miscellaneous”, “Optional”, or “Other” – as most appropriately defined by the Offeror in the definition of the requirements necessary to satisfy their proposed solution.

It is incumbent upon the Offeror to provide any such additional Cost information, and to clearly define the applicability of the charge in fulfilling the requirements of the Offeror’s proposal.

The Offeror shall submit the proposed system pricing by completing the pricing forms provided as Attachment 4 in MS Excel® format – Pricing Sheets\_FINAL.xlsx. Offeror shall include the pricing forms in the hardcopy Price Proposal and copies, and also provide a native-format MS Excel® file with the electronic portion of the submittal.

**NOTE TO OFFERORS:** Offerors MUST provide separately identified Technical and Cost Proposals (as identified herein) for each proposed solution to be considered for award.

## 4.2 JURISDICTION PRICING

The Offeror shall provide the cost and annual maintenance for Radio Systems solutions by Jurisdiction where possible. Where there is a substantial cost savings for shared or common components, it is acceptable to include the cost as Shared Equipment resulting in 4 major Cost Subsections: Carroll County, Galax City, Grayson County, Shared Equipment.

## 4.3 PRICING COMPONENTS

Further, for comparability, pricing should be further broken into the following components within the 4 major subsections described in 4.2:

- A. Equipment
- B. Backhaul
- C. Network
- D. Site Improvement
- E. Subscriber Units
- F. Dispatch Center
- G. Warranty/Maintenance

## 4.4 PRICING DETAIL

Within the components, pricing should be broken between equipment, services, maintenance.

### 4.4.1 EQUIPMENT

Equipment, Item Description, Unit Price, Quantity and Extended prices should be provided.

### 4.4.2 SERVICES

Service description with a not to exceed cost.

### 4.4.3 WARRANTY

The Offeror shall provide a definition of the duration, start, and terms of their proposed Warranty for the proposed Radio Systems. This submission must be clearly marked as to the nature and extent of the proposed warranty – including

and Terms and Conditions for the provision of Warranty Service; including access to services (i.e.: Toll-Free access 24 x 7, on-site replacement, etc.).

4.4.4 The Offeror shall provide a definition of the costs, levels, terms and conditions, hours and dates of service, and related expenses for their proposed Radio Systems Support Programs. This information shall be provided in a clear and concise method that enables the Commission to readily determine the extent of the services offered and their related costs.

#### **4.5 COST SUBMISSION**

The Offeror must provide its cost proposal in a separately sealed envelope as described in Sections 3 and 4. The cost proposal must include a submittal letter signed by an individual authorized to obligate the company to the cost proposal.

#### **4.6 ALTERNATE PRICING**

The Offeror shall list any economies of scale or financing and leasing options available to the Commission or Jurisdictions in the procurement of their proposed solution for the defined Radio Systems procurement.

#### **4.7 PROPOSED PAYMENT SCHEDULE**

The Offeror shall provide a Proposed Payment Schedule, clearly titled as such, and included within the Cost Proposal deliverable. The Offeror's Proposed Payment Schedule shall NOT be binding; however, it shall be considered as a guideline for use during negotiations with the successful Offeror.

### **5. PROPOSAL EVALUATION CRITERIA**

#### **5.1 PROPOSAL EVALUATION OVERVIEW**

In the Proposal evaluation phase, the evaluation committee will rate the Proposals submitted in response to this RFP. The evaluation will be conducted by the Task Force in four phases, described below. A Proposal must meet the requirements of each phase to proceed to the next phase.

The evaluation of Proposals by the Task Force will be conducted on the basis of the members of the evaluation committee arriving at a consensus. In addition to the Task Force personnel, the evaluation committee may include external consultants and advisors to assist the Task Force.

The criteria to be used by the evaluation committee in the scoring of each eligible Proposal are as follows:

- Technical Proposal (Rated Criteria) 50 percent points available
  - Oral Presentation 10 percent points available
  - References 10 percent points available
  - Pricing 30 percent points available
- Total 100 percent of points available**

**Proposal Evaluation Phases:**

The evaluation of the Proposals will be conducted by the Task Force as follows:

**Phase I** will consist of a review by the Commission to determine which Proposals comply with all of the Mandatory Requirements. Proposals that do not comply with all of the Mandatory Requirements may be disqualified.

**Phase II** will consist of a scoring by the evaluation committee of each eligible Proposal on the basis of the rated criteria of the written Proposals. Those Proposals that meet or exceed the minimum score for each rated criterion which is indicated as having a minimum score will be eligible to proceed to the next stage of the evaluation. The Phase II scores for each Proposal will be ranked, and up to the three (3) highest ranking Proposals for P25 and up to the (3) highest ranking Alternate Proposals that reach or exceed the minimum score for each rated criterion will proceed to the next stage of the evaluation. The remainder of the Proposals will not be considered further.

Higher scores will be given to Proposers where high-quality resources are proposed to perform high quality work for well-defined deliverables and the corresponding rates are lower than marketplace rates.

**Phase III** will consist of an oral presentation to the evaluation committee for up to six (6) highest ranked Proposals from Stage II. The purpose of the oral presentation will be to allow the Proposer to address the major elements of its Proposal, to obtain any required clarification, and to interact directly with key representatives of the Proposer's team so as to validate and to make final adjustments, if required, to the Phase II evaluation results of the written Proposal. Proposers will not have the opportunity to modify their written Proposals or otherwise introduce new information during their oral presentation.

**Phase IV** will consist of a scoring of References of the eligible Proposals. Up to three (3) highest ranked Proposals from Phase III oral presentations will be selected for reference checks which may include site visits. The remainder of the Proposals will not be considered further.

**Phase V** will consist of scoring the Pricing of the eligible Proposals. This is divided into a 25% factor for cost of ownership over a 10–year period, and 5% for leasing and financing options.

The 10-year cost of ownership will include but not be limited to hardware costs, software costs, warranty and ongoing maintenance cost.

Example:

Price score = 25 X (Lowest Compliant Price/Respondents Compliant price)  
Example (Lowest Compliant Price = \$5M, next lowest Compliant Price = \$6M.  
25 X 5/5 = 25 points - Lowest Compliant Respondents Points  
25 X 5/6 = 20.8 points - Second Lowest Respondents Points

**Final Selection** – The totals from Phases II, III, IV and V will be added together to arrive at a final total score for each Proposal. The highest scored Proposal, representing the best overall values to the Commission and Jurisdictions, will be recommended for selection by the evaluation committee. The two highest scored offerors, (or more if so determined by the Commission and Jurisdictions) shall be given the opportunity to enter into negotiations. The offerors shall state any exception to any liability provisions contained in the Request for Proposal in writing at the beginning of negotiations, and such exceptions shall be considered during negotiation. Price shall be considered, but need not be the sole or primary determining factor. After negotiations have been conducted with each offeror so selected, the Commission and Jurisdictions shall select the offeror which, in their shared opinion, has made the best proposal and provides the best value, and shall award the contract to that offeror.

The Commission and Jurisdictions reserves the right to reject any and all proposal, waive any formalities, and/or divide any project into subsections. The procurement of these services will comply with the Virginia Public Procurement Act.

## 5.2 ORAL PRESENTATION

The Commission will require top-ranking candidates to interview with the Commission’s selection committee. Such interviews provide the Commission an opportunity to test and probe the professionalism, qualifications, skills and work knowledge of the top-ranking Offerors. Interviews will be scheduled at the discretion of the Commission and will be held at the Galax PD, 353 N Main St., Galax, VA 24333 in the 2nd Floor Conference Room.

At Offeror’s own expense, the Offeror must make the proposed Project Manager, as well as any additional members of the proposed team that the Offeror would like to attend, available on-site within five working days following the Commission’s notification.



The Commission may record any interviews.

The Commission will numerically rank the interviews and the ranking will be added to the Proposal's qualitative score.

The Commission may also decide not to award a contract under this RFP, if the committee determines that it is in the best interest of the Commission not to make the award.

## **6. CONTRACT MANAGEMENT**

### **6.1 CONTRACT MANAGER**

The Offeror shall designate a Contract Manager.

During the course of the selection process, a contract manager (Commission) or contract managers (Jurisdictions) will be selected.

The Contract Managers are responsible for assuring compliance with the terms and conditions of this contract and, unless otherwise specified in this Contract, shall have the authority to act for and bind the Offeror in connection with all aspects of this Contract. The parties shall notify each other within five (5) working days of a proposed change in Contract Manager. Any change in Offeror's Contract Manager shall be subject to the Commission's approval.

### **6.2 DISPUTE RESOLUTION**

All disputes shall be submitted by the successful offeror in accordance with Paragraph 17 of Attachment 5, General Terms and Conditions.