

911 Telecommunications Equipment and Services

1. GENERAL

The purpose and intent of this bid is to engage a qualified firm to provide 911 Telecommunications Call Answering Equipment, Installation, Maintenance & Upgrade Services with highly Integrated Instant Playback Recorder & Call Logger Recording Technologies with the capabilities of upgrade, repair, installation and the provision of all manufacturer brand names as listed, for the County of Union 911 Dispatch Center (PSAP). The 911 Telecommunications Equipment must work in a standalone configuration without dependencies on a PBX system. The contractor must have the capability to deploy these systems on a single closed & secure data network infrastructure.

From this point on the 911 Dispatch System contractor will be referred to as the “service contractor” or “contractor”.

2. EXPERIENCE

Bidders must have a minimum of (10) years of experience and must provide at least three (3) accounts to whom they are presently providing this service, the size of which being similar to the size of the County. Included must be name of the appropriate Government, individual to contact, address, telephone number and length of time servicing. Any and all bidders must document the experience of their company and the experience of its workforce. Experience shall be with the systems outlined in these specifications and with private or governmental entities with the size and breadth comparable to the facilities of the County of Union.

Each bidder shall submit with their bid an experience statement naming facilities presently under contract with similar equipment along with the names and phone numbers of the main contact person at each facility. As a minimum, (3) references should be NJ County 911 Dispatch Systems.

3. CONTRACTOR QUALIFICATIONS

The County of Union utilizes an Airbus 911 Dispatch System located at the County Public Safety Office at 300 North Avenue, Westfield NJ. The County requires timely service from the service contractor to repair and service this equipment to assure continuous operation. The service contractor must have the expertise to integrate the Avaya Hybrid VOIP Telephone System to the Airbus 911 Dispatch system.

The service contractor must have the expertise to implement “Next Generation” 911 technologies such as 911 text messaging.

The service contractor must provide a State of New Jersey Electrical Contractors License or State of New Jersey Burglar Alarm License.

The service contractor must provide NJ State Department of the Treasury DPMC Classification for the following categories:

- C048 – Communications Systems
- C120 – Inside Plant Cable
- C121 – Outside Plant Cable
- C050 – Security/Intrusion Alarms

The service contractor has to demonstrate a working knowledge through his experience record of working on older and sometimes historical County buildings.

The service contractor must have a **Building Industry Consulting Service International (BICSI) certified Registered Communications Distribution Designer (RCDD)** as a full time employee to insure that all cabling infrastructure is designed and implemented correctly.

The Service Contractor must be an authorized Airbus reseller.

The Service Contractor must be an Airbus certified partner to provide onsite maintenance & upgrade services for software, parts and labor.

The Service Contractor must provide a manufacturer's support letter from Airbus.

The Service Contractor must provide onsite service on a 24x7x365 basis with a 2 hour response time to all emergency outages.

The Service Contractor must have a minimum of 50 employees.

The Service Contractor must be a certified Belden Partner Alliance installer.

The Service Contractor must be certified to sell, install & maintain products from the following manufactures: Airbus, Avaya, Eventide, Belden.

The following is a general description of equipment that should be included in this specification.

- A. Airbus 911 Dispatch Systems, Instant Playback Recorder, Call Logger Recorder & associated peripherals.
- B. Integration with the Avaya Hybrid VOIP Telephone Systems, data equipment and associated peripherals.
- C. Integration with Data network attached video surveillance systems in the Dispatch Center.
- D. Integration to Paging/Clock Systems.
- E. Integration to Panic Button technologies.
- F. Safe Building/Safe School integrated technology systems.

All new system installations will be guaranteed for one (1) year with all parts and labor included. Year two (2) maintenance contract price will be provided utilizing the pricing section on the bid form page.

4. LOCATION OF WORK

Work to be provided at various locations in Union County at all owned or leased properties. The hourly rate bid shall include all costs of labor, overhead and transportation. The hours for which payment shall be made will be for the time on the job site only. Service orders from the service contractor shall be signed by an authorized County representative.

5. HOURLY LABOR RATES

Labor hours are shown in the proposal page for bid purposes only. We have attempted to accurately reflect a true picture of the approximate amount of labor hours that the County anticipates. The County does not guarantee any minimum number of hours and will pay only for the actual number of hours authorized and worked. However, for work performed in less than one (1) hour, the vendor shall be permitted to invoice the County a minimum charge of one (1) hour. **The labor charge should include all travel time. No additional travel will be honored.**

The State of New Jersey has decided that the Wage Determination for the field of service applicable to this bid falls under the title: **Electrician**. If and when the Wage Determination hourly rate is increased by the State,

these specifications hereby declare that the wage of determination shall be considered a benchmark and if that benchmark is increased by the State, the contractor will have the ability to ask for an increase in the contracted hourly rate of this public bid in that exact same amount as the posted State increase and, if judged to be in the best interests of the County of Union, a new hourly contract rate will be allowed.

It is the policy of the County of Union to avoid scheduling any work that exceeds 8 hours a day and to avoid scheduling work on Saturdays, Sundays and Holidays. Therefore, the successful bidder will be determined by the regular hourly rate bid. In the rare event that the County asks the service contractor to work after hours, the allowance of a time and a half rate charge and/or double-time rate charge will be in accordance with the Wage Determination of **Electrician** for Overtime.

The contractor shall be wholly responsible for any and all costs involved in the performance of the specified service, including, but not limited to: Travel expenses, cleanup materials, tools*, equipment*, and safety supplies. In addition, the service contractor must submit proof that he is capable of possessing an aerial lift truck for outside facility work, that are in high areas and submit with bid a Certification from OSHA a 29 CFR 191.67 card that permits the operator to use a Ariel lift platform and a bucket truck.

*In the extraordinary event that a particular job needs a tool or piece of equipment outside the parameters of what a qualified contractor would have at his disposal, such as a lift or a specialized diagnostic tool, the contractor shall immediately notify the County employee in charge of the service. The County then may, according to its own best interest:

1. Rent or buy the necessary tool or equipment on quotation from a third party.
2. Instruct vendor to rent tool on the behalf of the County and pass along the charge AT COST to the County. The County shall preapprove the rental as being of fair market value. No mark-up shall be allowed in this instance.

6. REQUESTS FOR SERVICES

No requests for work should be honored by the contractor without a valid Purchase Order number.

The service contractor shall have the capability of responding to a request for standard repair service within **two (2) hours ON SITE**, twenty-four (24) hours per day, seven (7) days per week including weekends and Holidays. At this time, County authorized personnel must be notified of the deficiencies that will be repaired. If the repair cannot be completed, the County's authorized personnel must be notified. Bidders with an office that is further than thirty (30) minutes traveling time from the County Courthouse Complex in Elizabeth shall submit a letter with their bid detailing how they propose to meet the required response time. Request for services affecting the jail, medical patient areas, powerhouse, and the safety of the general public shall be regarded as priorities and shall be responded to accordingly. A 24 hour manned phone number shall be indicated on the appropriate bid form page. Three documented failures to comply shall be considered cause for termination of contract. All technicians must go through a criminal background check prior to commencing work.

Emergency service calls shall be defined as safety hazards that cannot wait regular scheduling. Contractor shall respond to regular service calls by scheduling work to occur during regular work hours and within 48 hours of receipt of County purchase order number. Service contractor must sign a log book for each visit to a County of Union site, and must verify the site visit with a County representative. Service contractor must provide telephone numbers and/or a 24-hour answering service for this purpose.

The County of Union has existing service contracts for various trades, such as fire system service and electrical. It would be a requirement of the successful bidder of this contract that he could work seamlessly with the other

County contractors and/ or County personnel, if a repair project had additional aspects to it other than 911 system installation, repair and maintenance.

All work shall be performed by experienced technicians in a safe and workmanlike manner approved by the County and in compliance with the current local, state, federal and OSHA codes.

The contractor must obtain all permits necessary from the applicable local authorities for any and all specified services.

Quotes for any work shall include a cost breakdown submitted by the contractor as follows: labor rate, quantity of workers and their hours, intended use of apprentices, materials list, wholesale cost (with evidence of same) and mark up, at applicable contract rates. Each call shall generate a separate service receipt indicating the work and hours, signed by an authorized County representative and invoice detailing the labor charge and the parts/materials as outlined above. All invoices are required to include the proper purchase order number, which can be obtained by contacting the appropriate division/department County representative or his designee responsible for requesting services.

The County will authorize the County personnel who will have the authority to make service calls for repairs to the service contractor after the bid is awarded.

When arriving at a County of Union, the Service Contractor must sign a vendor register log book with the using County entity and report to the appropriate division/department County representative or his designee responsible for requesting services.

No hours shall be billable without corresponding log entries and signed service sheets.

7. FURNISHING REPAIR PARTS & AUTHORIZED EQUIPMENT

The service contractor shall advise the County of any parts required to perform the necessary installation or repair. The County shall have the ability to furnish parts from their stock. If the County is unable to provide the required parts, the service contractor is requested to furnish them.

The service contractor shall maintain the necessary spare parts in the proper proportion as recommended by each equipment manufacturer to maintain, service and repair the County's 911 system. The service contractor is to generate a parts list for the Airbus 911 system and submit with bid.

The Contractor shall advise the County of any parts and/or materials required to perform the requested repairs or installation. The County shall furnish all parts and/or materials required unless the Contractor is requested to furnish them. Where directed to furnish parts and/or material, the Contractor shall submit a cost estimate to the County for budgetary purposes.

The materials and supplies called for herein shall be the best of their grade and types, prepared according to the best available standards or accepted formulas, thoroughly tested and subjected to rigid examinations and standardization. Items not meeting these requirements shall be replaced at no cost to the County upon due notice of deficiency.

Materials, equipment and installation shall comply with all current rules and regulations of all applicable Federal, State, Local, OSHA and PEOSHA rules and regulations. The contractor shall perform all work so as to minimize disruption to normal operations and shall take all precautionary measures to ensure the safety of the employees and the public. All work shall be executed in a workmanlike manner and shall present a neat and professional appearance when completed. Upon completion of work the contractor shall be responsible for

cleaning and removing from the job site all debris, materials and equipment associated with the work performed.

All bidders must submit, post bid, the latest dated retail price list for each manufacturer specified. Outdated price lists will **NOT** be considered. If a manufacturers' preprinted price list is not available, a company price list on company stationery signed and dated by the appropriate company official will be accepted. It must contain the following: manufacturer, product name, item description, size, price and the standard manufactured product/model number must be identified.

8. ADDITIONAL INSTALLATION SERVICES

The service contractor shall relocate, rearrange, add to, or remove equipment only at the written request of the County of Union, who agrees to pay the appropriate charges in accordance with the service contractors rates established in bid.

9. WARRANTY

The service contractor shall provide a one (1) year guarantee of the installed replacement parts against defects in material and workmanship beginning after the acceptance by the County, including all labor, material, travel time and freight. Warranty of manufacturer shall apply if greater. The service contractor must be authorized to provide full manufacturer's warranty privileges.

10. PAYMENT FOR BRAND NAMES PARTS/EQUIPMENT LISTED IN SECTION 14

The County estimates spending \$648,000 for 911 system parts/equipment as part of the service work and installation throughout the term of the contract. The contractor shall maintain an adequate inventory of applicable supplies, spare parts and replacement equipment within the service vans or at contractors place of business, in order that emergency repairs can be made to the using agency's equipment at once with a minimum of shut-down time. For the purpose of this Bid: assume security system parts/equipment for Brand Names listed in Section 14 at a set estimate of \$638,000. Pricing on these lines are to be based on a MARKDOWN percentage from known and published LIST Prices for the brand names listed. Computer-generated price listing either on paper or CD is acceptable. All parts are to be invoiced at catalog list price less the percentage (%) mark down on the bid form page for the brand names listed. List pricing page references should be marked for each invoice to the County to facilitate the review of their accuracy.

FURTHER, BE IT KNOWN THAT THE COUNTY INTENDS TO DO SIGNIFICANT UPGRADES AND INSTALLATION OVER THE COURSE OF THE CONTRACT. THE HOURS ESTIMATED AND THE ESTIMATES FOR THE DIFFERENT BRAND NAMES OF ALL THE EQUIPMENT ARE ALL TO BE CONSIDERED "MORE OR LESS" WITH THE MINIMUM TO BE USED FOR EACH LINE ITEM OF EQUIPMENT BEING CONSIDERED "ZERO" AND THE MAXIMUM THE DOLLAR ESTIMATE ON THE BID FORM PAGE. THOSE DOLLAR ESTIMATES MAY BE EXCEEDED FOR ANY ONE BRAND OF EQUIPMENT PROVIDED THAT THE FULL CONTRACT AWARD IS NOT EXCEEDED. IF ADDITIONAL HOURS AND/OR EQUIPMENT IS NEEDED, THE COUNTY MAY INCREASE THE TOTAL OF THE FULL CONTRACT AWARD THROUGH LEGAL CHANGE ORDER AND THE SUCCESSFUL BIDDER SHALL BE BOUND TO THE ORIGINAL BID PRICING BARRING EXTREME CIRCUMSTANCE.

The formula to determine discount for the Brand Names that we will be using in bulk is as follows:

EDF* minus (EDF* times the % of discount) = the subtotal of the group.

e.g., if the EDF was \$1,000 and the discount bid was 10%:

$\$1,000 - (\$1,000 \times 10\%) = \$900$

*EDF being the Estimated Dollar Figure

11. PAYMENT FOR PARTS/EQUIPMENT NOT LISTED IN SECTION 14

The County estimates spending \$648,000 for repair parts and installation materials (excluding mark-up) not listed in brand names as part of the service work throughout the term of the contract, e.g. wire, connectors. Parts/Materials Prices: All materials shall be invoiced at actual wholesale cost plus a percentage (%) markup. Copies of the supplier's invoices billed to the contractor reflecting actual costs shall accompany each invoice to the County. The contractor shall maintain an adequate inventory of applicable supplies, spare parts and replacement equipment within the service vans or at contractors place of business, in order that emergency repairs can be made to the using agency's equipment at once with a minimum of shut-down time.

12. INSTRUCTIONS FOR 1h ON BID FORM PAGE

For the purpose of this Bid: assume repair parts and materials estimate not on the list in Section 14 of \$10,000. Calculate percentage of MARK-UP charges on wholesale cost of repair parts by multiplying \$10,000 by your proposed markup %, add that product to \$10,000 and put that sum on the appropriate line of the bid form page.

IN THE BEST INTERESTS OF THE COUNTY NO MARK-UP SHALL BE ACCEPTED OVER 15%

e.g. $\$1,000 \times 1\% = \10 . Adding that to \$1,000 would give you a sum of \$1,010.

13. PRICE INCREASE

In the event of a LIST price increase FOR BRAND NAME EQUIPMENT BY MANUFACTURER over the twenty-four (24) month period of the contract and subsequent new price sheets with higher list prices, it shall be the exclusive decision of the County as to whether the price increase shall be accepted or that the contract should be rebid.

14. MANUFACTURER BRAND LIST

The contractor shall furnish the current brand name security system parts/equipment at various locations as may be required from time to time. The brands listed are those currently being used: Airbus, Belden, Eventide, Avaya, HP/Aruba, Extreme Networks.

15. TERMS

Contract period shall be twenty-four (24) consecutive months upon the signing of the contract with the provision for one (1) twenty-four (24) month extension subject to the following limitations: the extension contract shall be awarded by resolution of the governing body (within 60 days prior to the expiration date) upon a finding by the governing body that the services are being performed in an effective and efficient manner.

Although these pages include State required notation of the use of other subcontractors due to the mandated use of Wage Determination, the service contractor will be solely capable of all other specified service (other than Edwards service) detailed herein.