



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE INTEROPERABLE COMMUNICATIONS CONSULTING

RFP # 1206VF

February 15, 2012

**Daniel J. Neaverth Jr.
Department of Emergency Services
Public Safety Campus
45 Elm St.
Buffalo, New York 14203**

COUNTY OF ERIE, NEW YORK
REQUEST FOR PROPOSALS (“RFP”)

RFP# 1206VF

**To Provide Services to the Erie County Department of Emergency Services
regarding Interoperable Communications.**

I. INTRODUCTION

The County of Erie, New York (the “County”) is currently seeking Proposal Statements from qualified Contractors interested in providing consulting services regarding Interoperable Communications. Proposers interested in [providing/serving as] a contractor are invited to respond to this request.

It is the County's intent to select the Proposer that provides the best solution for the County's needs.

The County reserves the right to amend this RFP. The County reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any proposer. The County reserves the right to award negotiated contracts to one or more proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

II. PROPOSAL PROCEDURES

A. ANTICIPATED SCHEDULE OF PROPOSAL

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFP: February 27, 2012

Proposals Due: March 27, 2012

Selection Made: April 5, 2012

Contract Signed: Following all necessary County approvals

RFP Response

Proposals should be typed and submitted on 8.5 by 11 inch paper and bound securely. Use the following organization for the proposal:

1. Introduction/Cover Letter
2. Organizational Capabilities
3. Staff Qualifications
5. Experience/References
6. Project Schedule
7. Response to Requirements
8. Cost Summary and detailed breakdown of items as requested in specification
9. Any additional material or brochures

General Proposal Requirements

Introduction/Cover Letter. State the full name and address of your organization, including the name, address and telephone number of the person in your organization who has the primary responsibility for developing this proposal and to whom technical questions can be addressed.

Organization Capabilities. Provide an overview of the firm and the kinds of projects you have provided consultant services for.

Staff Qualifications. Proposals shall identify each member of the consultant's staff who would be assigned to work on this project and the role they will be performing. A resume stating the background and qualifications of each individual named should be attached. Particular attention shall be given to the individual named as the project coordinator.

Experience/References. Proposals shall include a description of the firm's overall experience in handling projects similar in character or scope to this project. A list of references of similar projects from at least three different projects, including the customer name, address, project value, telephone number and contact person shall be included in the proposal. The County expects to contact the references listed to determine the quality of work performed and personnel assigned to the project. The results will be provided to the evaluation team and used in scoring the proposals.

Project Schedule. As part of this proposal the vendor must submit a proposed project schedule. The vendor must identify all assumptions and constraints on which the project schedule is based. Prepare an estimate of hours for the project.

Requirements. The following requirements must be addressed in the project description and schedule.

- Provide an explanation of your understanding of the tasks believed to be necessary to accomplish the objectives outlined in the RFP.
- Discuss the overall approach the consultant proposes to use with this project.
- Demonstrate a working knowledge of current state-of-the-art and legacy public safety radio systems and how they interoperate.
- Describe the firm's engineering practices and ability to understand and develop coverage test methodology and interpret test results.
- Illustrate firm's simulcast radio system design experience.
- Demonstrate experience in assessing municipal narrowband compliance.
- Describe experience working with frequency coordination bodies and FCC filing preparation

Cost Proposal

We expect the proposal to contain an estimate of cost for each phase of the project as described in the general requirements described below

Proposal Selection

Accepted proposals will be reviewed by an Evaluation Committee and scored against the stated criteria. This scoring will determine the ranking of consultants based upon their written proposals and references. If the team determines that it is in the best interests of the County to require oral presentations, it will invite the highest ranking vendors to make such presentations. The final ranking will be based upon the total scores including the oral presentations.

Proposals will be evaluated based on a weighted point system as identified below.

The County reserves the right to reject any or all proposals received.

1.	Overall Approach to the Project	5
2.	Qualifications of Firm and Staff	10
3.	Experience	10
4.	Project Schedule	20
5.	Scope of Work	30
6.	Cost	20
7.	References	5
Total Points		100

Lead Agency

The Erie County Department of Emergency Services is the point of contact for all matters concerning this request for proposals and any contract awarded as a result of this award, based on Erie County Legislative approval.

Independent

The firm must be independent and not engaged in or associated with the business of selling, servicing or renting radio communications equipment. Respondents must clearly certify the independence of the consultant as part of the proposal response.

SERVICES TO BE PROVIDED:

TIC / CASM Update

Erie County has developed a Tactical Interoperable Communications (TIC) plan as part of our participation in Urban Area Security Initiative / New York State Office of Interoperable Emergency Communications /National Emergency Communications Plan. Recent radio system upgrades and deployment of interoperable radios and systems have made some sections of the plan obsolete. The selected vendor will evaluate the current TIC plan, current radio and system deployments, channel assignments, and then make required updates the County TIC plan and make updates using the Communications Asset Survey and Mapping (CASM) tool. The updated TIC plan acceptance is subject to review by County staff.

- Review and document the Governance structure of the region
- Verify the radio system equipment and data that is reported in the existing TIC/CASM Plan
- Collect information on new radio system equipment
- Develop an updated TICP using the revised Department of Homeland Security's TICP template and include key information from the current TICP. Once this process is complete, the consulting team provides the TICP draft to the agencies and facilitates a meeting to review each section of the draft TICP and identify any missing information.
- Finalize TIC Plan and identify any recommendations for the region.
- Working in concert with the County, identify the various agencies and disciplines in the County that are to be assessed for their communications capabilities as they pertain to communications interoperability in emergency situations or other events requiring the coordination of multiple agencies and or disciplines
- Perform a detailed inventory and assessment of communications capabilities as identified in Section A and complete the input of that information into the Communications Assets Survey and Mapping (CASM) tool.

Interoperability Training and Channel Sharing Plan

Based on the vendor's evaluation and updating of the County TIC plan, the vendor, will develop and conduct a live classroom train-the-trainer program for proper usage of County interoperable communication assets and channels. Additionally, a webinar will be produced that delivers the same content as the live program. The County will review and approve the vendor's proposed training curriculum prior to the conduction of training.

- Conduct and Assessment of existing policies and procedures
- Conduct equipment and spectrum licenses inventories from all participating agencies
- Review existing training documentation and prior training exercises After Action Reviews (AARs) if available
- Perform a Policies and Procedures Gap Analysis
- Perform a Training Gap Analysis
- Assist Agencies/Departments in the Revision of Policies and Procedures utilizing the Gap Analysis findings as baseline
- Assist Agencies/Departments in the Development of Training Curriculum utilizing the Gap Analysis findings as baseline
- Develop a Train-the-Trainer Program and Conduct Training
- Effective and structured channel-sharing will establish and/or improve interoperability between County member agencies at the regional level.
- Vendor will perform the tasks identified in the following subsections to create the Channel-Sharing Plan.
- After completing the assessments and defining the requirements for the desired state of interoperable communications, vendor will identify the existing radio frequency spectrum resources to be shared.
- Vendor will use the results of review of existing County capabilities, channel usage plans, and FCC licenses to determine the most appropriate set of channels to be considered for the region-wide channel-sharing plan. Vendor will prepare a table identifying the channels and deliver it to the County.
- Vendor will assist the County with developing outlines of policies and procedures that govern the use of the shared channels as they relate to managing regional interoperability, as described in the following subtasks.
- Vendor will develop an outline identifying the recommended policies and procedures for the shared channels. The development of the policies and procedures by the County will be guided by using the following proven practices and procedures that are already in use by other regional groups:
 - Standard channel nomenclature
 - Plain language
 - Discipline-oriented
 - Regulatory license compliance
- Vendor will present the draft Policies and Procedures Outline to the County. Following the review cycle, we will revise the Outline, as described in the following task.
- Vendor will refine the Policies and Procedures Outline as needed for inclusion in the Channel-Sharing Plan.

- Vendor will assist the County in establishing a regional interoperability channel/talkgroup plan that is directly aligned with the operational, technical, and procedural requirements as defined in this section.
- Based on the shared channels selected by the County, vendor will develop a draft Channel /Talkgroup Plan. Vendor will also review the County's radio programming templates and provide a memorandum containing recommendations for selecting templates that are traceable back to the operational and technical requirements.
- Vendor will present the draft Channel / Talkgroup Plan to the County and revise the Plan, as identified in the following task.
- Vendor will refine the Channel / Talkgroup Plan as needed for inclusion in the final Channel-Sharing Plan. Channel-sharing Memoranda of Understanding (MOU) and SOPs must be developed with input and consensus from all participating agencies / jurisdictions in the County. Vendor will work with the stakeholders to develop these outlines as defined in the following subtask.
- Vendor will assist the County stakeholders with preparing outlines for these documents; these outlines will provide the necessary framework for the governance body to fully develop the SOPs and MOUs, enabling the governance body to administer the shared resources. The outlines will include:
 - Administrative roles and responsibilities
 - Shared system maintenance responsibilities and issue resolution
 - A listing of the designated shared channels and their intended purposes
 - A process to review, renew, and amend the MOUs and SOPs
- The culmination of this Project Phase will be a presentation of the Channel-Sharing Plan and subsidiary components to the County. Vendor will present the:
 - Shared-Channel Policies and Procedures Outline
 - Channel Plan and Programming Template Memorandum
 - SOP and MOU Outline
- Vendor will revise and deliver the final Channel-Sharing Plan following the County's review and approval cycle.

Narrowbanding Program Assistance

The vendor will develop and present a live classroom program to assist County and local governments and agencies with compliance with the FCC 2013 narrowbanding mandate. The content of the seminar will enable a licensee to determine if they are compliant, what steps are needed to comply, and what expenditures may or may not be needed to comply. Content will include demonstration of FCC ULS database searches, translation of FCC emissions designators, and common radio equipment specifications. The presentation will include sufficient detail and content to satisfy executive/political level attendees as well as technical and operational level staff. The deliverables will also include reference material for attendees to relevant FCC, APCO, and other available resources for additional information.

The vendor will conduct a detailed inventory of all FCC licenses belonging to Erie County, and all County Departments. The vendor will determine to what extent a

particular licensee has complied with the 2013 requirement. If not fully compliant, the vendor will, in conjunction with the affected agency and Department of Emergency Services, prepare necessary FCC paperwork for submission and develop a compliance plan for the department. The vendor will conduct radio inventories of all County agencies and develop a compliance plan for any department not already fully compliant. The vendor will provide an executive summary relating to the changes in RF coverage that an agency might expect when switching from wideband to narrowband emissions and what steps would be considered to predict and mitigate those coverage changes. Fees for propagation modeling or other anticipated services should be provided with explanation.

Seminar for agencies that would:

- Provide a description of FCC Narrowband Mandate
- Discuss current radio systems
- Discuss planning steps for completing an equipment analysis of inventory provided by agency including types of radios and current inventory, technical analysis of model, etc.
- Determine how to document radio licenses affected by the narrowbanding mandate
- Description of radios and equipment affected by the narrowband mandate
- Development of high level plan and determining costs for upgrading or replacing non-compliant equipment

The vendor will provide a pricing schedule to attendees if the municipalities would wish to hire the vendor to provide additional consulting services directly to the municipality including but not limited to license review, license updates and renewal, application for extension or special temporary authority, coordination assistance, equipment and system audits, or further training.

Narrowbanding Audit:

Describe how the bidder has completed audits as a component of larger radio study projects, and also as stand-alone projects. The purpose of the audit is to identify the effect of narrowbanding on an agency's equipment and operations, propose high level options for improvement, and provide general budgetary cost of each option, along with the benefits and disadvantages for each option. Completion time is dependent on the number and size of agencies, but generally an audit should be completed in less than 90 days.

Lifecycle cost Analysis

Erie County has purchased a significant amount of infrastructure and subscriber equipment through various state and federal grant programs. Many of these programs have reporting requirements that include development of lifecycle cost projections. The selected vendor will review all relevant County projects affected by this requirement, all relevant expenditures, relevant grants, and provide the County with an analysis sufficient for submission to the grant administrative agencies.

Vendor will assist the County in complying with this requirement by incorporating the elements of the TICP into a list of tasks, timeline, and action-plan for the System Lifecycle Management Plan as identified in the following subtasks.

- Vendor will assist the County with refining the existing governance structure to administer system lifecycle management.
- Vendor will use the results of the Stakeholder Analysis to update the existing County Radio committee. The Radio Committee will be involved with all aspects of the County's interoperable communications initiatives. Key functions of the Radio Committee include:
 - Identifying interoperable communications improvement opportunities
 - Reviewing and approving documents, resources, and budgets
 - Coordinating with regional, state, and federal bodies
- Vendor will work with the Radio Committee to establish user, technical, and ad-hoc work groups. The work groups will comprise operational users, technical specialists, and management/administrative personnel from the participating stakeholder organizations. The work groups will be charged with executing the interoperable communications initiatives and making improvement recommendations to the Steering Committee.

In coordination with the Radio Committee and Work Groups, vendor will assist in defining the roles, responsibilities, and reporting relationships between stakeholders, including:

- New York State Office of Homeland Security (OHS)
- New York State Division of Homeland Security and Emergency Services–Office of Interoperable and Emergency Communications (DHSES-OIEC)
- County stakeholder agencies

- Radio Committee and Work Groups

Based on the TICP maintenance needs and the interoperable communications initiatives identified for execution by the Radio Committee, the vendor will assist the County in developing a management plan and timeline.

- Vendor will generate a list of tasks, timeline, and action plan that are necessary for the County to develop and implement a System lifecycle Management Plan. The tasks will address the six phases of the DHS Planning Model:
 1. Planning
 2. Acquisition
 3. Implementation
 4. Support and Maintain
 5. Refresh
 6. Dispose
- Vendor will submit and review the draft deliverable with the County.
- Following the County's review and approval cycle, vendor will incorporate the lists, timeline and action plan in the appropriate section of the TICP.

B. GENERAL REQUIREMENTS

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation. Proposals shall be limited to (15) pages.
2. One (1) original and 5 copies shall be submitted. Proposals MUST be signed. Unsigned proposals will be rejected.
3. Submission of the proposals shall be directed to:

Gerard Whittington Jr.
Department of Emergency Services
45 Elm St.
Buffalo, NY 14203

All proposals must be delivered to the above office on or before March 27, 2012 at [3:00] p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

4. Requests for clarification of this RFP must be written and submitted to Gerard Whittington Jr. at 45 Elm St. Buffalo, NY 14203 no later than 3:00 pm on March 12, 2012. Formal written responses will be distributed by the County on or before April 15, 2012. NO COMMUNICATIONS OF ANY KIND WILL BE BINDING AGAINST THE COUNTY, EXCEPT FOR THE FORMAL WRITTEN RESPONSES TO ANY REQUEST FOR CLARIFICATION.

5. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those proposers will be notified to arrange specific times.
6. No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
7. Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) proposers should include the Erie County certification letter with the proposal.
8. If proposer is a Veteran Owned Business, proposer should include letter indicating company is 51% or more Veteran-owned.

All proposers submitting proposals must include a cost proposal in a separate sealed envelope clearly labeled with the proposer name, due date of proposal, proposal name (“Interoperable Communications Consultant RFP #1206VF”) and Cost Proposal.

SCHEDULE "A"

PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County of Erie for the required services. The undersigned agrees and understands that the County of Erie is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County of Erie, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the County of Erie and, if necessary, approved by the Erie County Legislature and Erie County Fiscal Stability Authority and the Office of the County Attorney.

It is understood and agreed that the County of Erie reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County of Erie reserves all rights specified in the Request for Proposals.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County of Erie is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Proposer Name

By: _____
Name and Title

SCHEDULE "B"

STANDARD INSURANCE PROVISIONS

County of Erie Standard Insurance Certificate



LAW-1 INS (Rev. 3/06)

This certificate does not amend, extend or alter the coverage afforded by the standard form policies listed below.

I Insured Name _____ Address _____ Zip _____ Phone No. _____	III Companies Affording Coverages A _____ B _____ C _____ D _____
II Issuing Agency Name _____ Address _____ Zip _____ Phone No. _____	

IV This is to certify that the policies listed below have been issued to the insured named above and are in force at this time.

Company Letter - from III above	Indicate Type of Insurance By Checking the Box	Policy Number	Effective Date & Expiration	Limits of Liability in Thousands		
				Check the Box	Occurrence	Aggregate
	1. General Liability <input type="checkbox"/> Comprehensive Form <input type="checkbox"/> Premises and Operations <input type="checkbox"/> Products/Completed Operations <input type="checkbox"/> Independent Contractors <input type="checkbox"/> Contractual <input type="checkbox"/> Personal Injury <input type="checkbox"/> Broad Form Property Damage <input type="checkbox"/> Explosion, Collapse <input type="checkbox"/> Underground Hazard			<input type="checkbox"/> Bodily Injury Property Damage OR <input type="checkbox"/> Combined Single Limit		
	2. Automobile Liability <input type="checkbox"/> Comprehensive Form OR <input type="checkbox"/> Schedule Form <input type="checkbox"/> owned <input type="checkbox"/> hired <input type="checkbox"/> non-owned			<input type="checkbox"/> Bodily Injury Property Damage OR <input type="checkbox"/> Combined Single Limit		
	3. Excess Liability <input type="checkbox"/> Umbrella Form OR <input type="checkbox"/> other than umbrella <input type="checkbox"/> auto <input type="checkbox"/> general <input type="checkbox"/> both			Bodily Injury & Property Damage Combined \$ _____ Self Insured Retention \$ _____		
	4. Worker's Compensation & Employer's Liability Disability Benefits			Statutory Statutory		
	5. Other <input type="checkbox"/>					

V. County of Erie is included as an additional insured under the following Policy numbers:

VI. Description of Operations: It is understood that this coverage on behalf of the insured is for all locations in the County of Erie, NY.

VII. Cancellation/Non-Renewal: Should any of the policies noted above be cancelled before expiration thereof or not renewed by the insured, the issuing company will endeavor to mail _____ days advance written notice to the Certificate Holder, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.

VIII. Name and Address of Certificate Holder & Recipient of Notice: County of Erie c/o Department of Law 89 Delaware Avenue Suite # 300 Buffalo, NY 14202 716-858-2200	Date Issued _____ Auth. Representative _____ Firm name & address _____ _____ _____
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FOR COUNTY USE ONLY:

Name of County Dept. Requesting Certificate	_____
Purchase Order or Contact Number	_____
Vendor Insurance Classification	_____

INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE

- I. Insurance shall be procured and certificates delivered before commencement of work or delivery or merchandise or equipment.
- II. CERTIFICATES OF INSURANCE
- A. Shall be made to the "County of Erie, Dept. of Law, Suite 300, 69 Delaware Ave., Buffalo, N.Y. 14202."
- B. Coverage must comply with all specifications of the contract.
- C. Executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.
- III. Forward the completed certificate to : County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.
- IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Comp. Gen. Liab.	\$1,000,000	\$500,000 CSL	\$500,000 CSL	\$1,000,000	\$500,000 CSL	\$1,000,000	\$500,000 CSL
- Prem. & OPS	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Prods. & Comp. OPS	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Independ. Contract.	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Contractual	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Broad Form P.D.	INCLUDE	Note: Comprehensive Form Not Required					See note below
- X.C.U.							
- Personal Injury			INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Liquor Law				INCLUDE	see note below		
- Host Liquor							INCLUDE
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
- Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess Umbrella Liab.	\$1,000,000 see note below	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000 see note below
Worker's Compensation & Employers Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	
Professional Liab.			\$1,000,000				
Erie County To Be Named Add'l Insd. On	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

* Construction contracts require excess Umbrella Liability limits of \$3,000,000.

** Snow removal contracts require evidence of broad form property damage.

*** In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.

**** Transportation of people in buses, vans or station wagons requires \$3,000,000 excess liability.

NOTE: Workers Compensation & Employers Liability plus NYS Disability Benefits does not apply to self employed individuals.

V. In some circumstances it will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement. The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

VI. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.