

PROPOSAL REQUEST

For

**Installation and Maintenance of a
Burglar and Fire Alarm Monitoring
System**

For

Northwest Central
Dispatch System



REQUEST FOR PROPOSALS

Northwest Central Dispatch System (NWCDs) will receive sealed proposals for the installation and maintenance of a Burglar and Fire Alarm Monitoring System, for the existing and new burglar and fire alarms systems within the service area of the Northwest Central Dispatch System member entities until **September 3, 2021 at 5:00 p.m.**

SUMMARY OF REQUEST

NWCDs intends to consider entering into an agreement with a qualified firm to provide high quality maintenance of a Burglar and Fire Alarm Monitoring System, and to all alarm subscribers at the lowest possible cost.

Background:

1. NWCDs is responsible for dispatching the police and fire department to the scene of emergency incidents.
2. At this time there are approximately 4,500 burglar and fire alarms, with expected future growth.
3. The current head end equipment is housed at NWCDs, located at 1975 E. Davis Street, Arlington Heights, IL. 60005.
4. The current alarm radios send: burglar alarms, fire alarms, troubles, and supervisory signals.
5. The current monthly fee for subscribers is \$81.00, this includes rental of the unit, maintenance, and monitoring.
6. The current system is owned and maintained by Johnson Controls.
7. Further questions may be directed to:

John Ferraro, ENP
Executive Director
Northwest Central Dispatch System
847-590-3407 (office)
708-446-1037 (cell)
jferraro@nwcds.org

Purpose:

It is the intent of this RFP to allow the Proposing Parties to make a proposal to NWCDs to supply and install alarm receiving equipment, provide timely maintenance of the equipment, and perform installation of alarm monitoring equipment, to all existing and future alarms.

The proposals must include a system capable of receiving signals from direct connect, digital alarms, digital dialers, data gathering panel, long and short range radio, cellular, and IP alarms. The system proposed by the Proposing Party must permit NWCDs to receive these signals preferably via the SIS (Security Information System) monitoring system at our main communication center, as well as our backup center at the Schaumburg Police Department located at 1000 W. Schaumburg Road, Schaumburg, IL. 60194.

The proposal must provide for Web-based monitoring software to utilize in conjunction with the alarm monitoring equipment. NWCDS' preference would be our current monitoring application, SIS (Security Information Systems). The software should be capable of operating on any computer as long as internet connection exists. The software should be capable and licensed to operate on an unlimited amount of workstations, laptops, tablets, or other cellular devices. NWCDS will provide a list of employees or agencies that will have access to this software. Optimally, NWCDS member agencies could view alarms not in full service and contact lists.

The successful Proposing Party shall provide a method to back-up the alarms signals should NWCDS or our backup location at the Schaumburg Police Department become inoperable. This back-up should have a redundant location, and be UL listed.

The alarm board shall be capable of:

1. An audible, visual, and printed alarm signal for each alarm change of status. At a minimum, alarm status shall include burglar, fire, trouble, supervisory, and secure. It is preferred that fire alarms capable of sending point identification signals are available to the NWCDS alarm operators as well, so responding personnel will know the exact location, the alarm is originating from or if additional signals or locations activate.
2. The alarm board shall allow for a multiple alarm acknowledgement function with a single key stroke when ten (10) or more alarms are received at the same time. Sometimes referred to as "Storm Mode" this is a critical function, so that alarm operators do not become overloaded during power outages, or other acts of nature.

Proposing Party Equipment Specifications:

1. The Proposing Party shall provide 24 hour, 7 days a week, repair service for all the equipment it is supplying, the Proposing Party must be able to have qualified repair personnel enroute to the PSAP within one (1) hour, and on-site at the PSAP within three (3) hours of notification.
2. The Proposing Party should outline its response time to problems with radio devices in the field including corrupt radio causing other radios to into comm fail, comm fails, low battery, and battery charge fail.
3. All alarm equipment supplied must be UL listed for the function.
4. The Proposing Party must submit with their proposal that they are certified and licensed to operate within the State of Illinois, and provide a list of similar systems that they have installed and maintain (agency, contact names, and phone numbers).
5. The Proposing Party must guarantee to keep a supply of replacement parts to insure the alarm network's reliability.

6. The Proposing Party must install IP links to receive alarm signals, at NWCDS and our backup center at the Schaumburg Police Department and maintain POTS lines as a method of backup.
7. The Proposing Party must offer the alarm subscriber a choice of how their alarm is transmitted, via the following modes, AES Radio Model 7788F/7744F or equivalent, DMP-ICOMSLF or equivalent, DMP-CELLCOMSLF or equivalent, or any combination. Unless a specific method of alarm transmission is required by a NWCDS member entity, i.e. AES Radio Model 7788F/7744F or equivalent only.
8. All installations shall follow NEC, NFPA, and local fire/building codes.
9. The Proposing Party shall perform routine maintenance and preventative measures on the system/network to insure optimal operation, the party shall submit a schedule of maintenance visits that will be performed.
10. The Proposing Party shall supply adequate lightning protection and proper grounding to all of its equipment.
11. All alarm equipment supplied must operate for a period of no less than twenty-four (24) hours from its own internal back-up battery power supply. The Proposing Party shall replace these internal battery power supplies at least once every three (3) years, or sooner, should they become defective, at no cost to NWCDS, NWCDS member entities, or Subscriber. Battery replacement must be included in the maintenance cost to the customer.
12. All alarm equipment shall be inspected once every two (2) years, and a record of this inspection shall be forwarded to NWCDS.
13. The current system uses a unique identification alarm number. A new system shall retain the existing alarm numbers and all new alarm identification numbers shall be in the same existing approved unique format for each NWCDS member entity.
14. Currently, there are approximately 4,500 alarms being monitored by NWCDS. If the current vendor is not awarded the contract, the successful Proposing Party shall endeavor to buy out the current alarm leases with subscribers. Proposing Party shall provide new equipment, at no cost, to those subscribers that purchased their equipment from the current vendor.

The company that is awarded the contract shall, at the time their contract comes to an end, sell their leases to the next company that is awarded the RFP. At the end of the contract, the existing vendor shall post the total value/costs of the current contract for the next company that is awarded the successor contract.

15. The Proposing Party shall enter into contract with alarm subscribers for a term of not more than three (3) years, and billed monthly or quarterly at the customers' request and shall provide an "out clause" should the subscriber relocate or go out of business. Fire and burglar alarms will remain in-service and the property owner will be held responsible.

16. The Proposing Party must, at no cost to NWCDS, provide monitoring equipment for NWCDS facilities as indicated by NWCDS, and install or relocate equipment as needed.
17. The successful Proposing Party shall allow all current and future subscribers to transmit their signals to NWCDS regardless of the alarm vendor that is supplying the burglar or fire alarm system. Such connections shall be completed within seven (7) business days of the Proposing Party receiving the approval for connection from the NWCDS, with no additional fees. Additionally, the Proposing Party shall disconnect any alarm system signal within seven (7) business days of notification of NWCDS.
18. The successful Proposing Party shall not disconnect any fire or burglar alarm system from the alarm board without giving thirty (30) day prior notice to the appropriate NWCDS member police or fire department. The Proposing Party shall then communicate immediately to the NWCDS member police or fire department that a disconnection has been made. If payments are made and the business is back in good standing, immediate communication shall be made with the NWCDS member police or fire department.
19. The successful Proposing Party shall provide the initial training required to instruct NWCDS personnel on the use of the installed equipment and software, and must supply documentation, manuals, and/or instructional material.
20. All Proposing Parties shall supply with their proposal, a timeline of the detailed schedule and checklist that will be required to complete the installation, and how they plan to complete the installations, including, equipment procurement, installation of equipment, and testing of system.
21. The Proposing Party shall supply a form to NWCDS which includes the name, address, mailing address, email, and contact phone numbers of all new subscribers. The Proposing Party shall also request updated contact / Keyholder information from existing subscribers on an annual basis, which will be provided to the NWCDS member police and fire departments.
22. The Proposing Party must supply proof that the Party is insured for public liability at a minimum of \$5,000,000.00 and ~~they~~ that the Party will agree to keep this policy in force during such time as ~~that~~ the Agreement between NWCDS and the successful Proposing Party is in effect. The Proposing Party shall also agree to name NWCDS, its employees, its member communities', officials, and their employees as an additional insured under such policy and hold NWCDS, employees, its member entities', and appointed officials harmless in the event of any claim or loss. Further, the Proposing Party shall provide, during the term of the contract, statutory limits of Workman's Compensation coverage for its employees naming NWCDS as additional insured.
23. The successful Proposing Party shall agree to provide the initial transfer of all existing subscribers of NWCDS, to any new system, should there be a need without imposing a connection fee.

24. NWCDs shall acknowledge the successful Proposing Party owns all equipment in accordance with this proposal, and in the event an agreement is terminated for any reason, the successful Proposing Party shall have the right to remove same upon ninety (90) day notice.
25. The successful Proposing Party shall enter into contract, to provide these with NWCDs for a length of five (5) years, this contract may be terminated, for any reason, with a ninety (90) day written notice, delivered by certified mail. The proposing party may propose language for an extension clause beyond the five (5) years.

Requirements for Vendors

1. Bidders shall submit the following information along with the proposal response as evidence of compliance with the specifications. Note: The proposal may be rejected if the information listed herein is incomplete or if the proposed system deviated from the specifications provided herein.
2. Successful vendor must provide a copy of documentation indicating it is properly licensed by the State of Illinois Department of Professional Regulation as an alarm contractor.
3. Successful vendor shall guarantee all available, ~~an~~ applicable warranties, as provided by the manufacturer, shall be passed on to NWCDs and its subscribers.
4. The successful vendor must make available for lease to subscribers the AES Radio Model 7788F/7744F (or equivalent) subscriber unit transceivers, capable of transmitting and receiving radio alarm signals to NWCDs' communication center. The successful vendor shall include in the lease the provision for "loaner" units while a malfunctioning unit is replaced, along with honoring any and all warranties issued by the original manufacturer for the duration of the lease. The successful vendor shall provide to the NWCDs in writing its proposed monthly cost for the lease, which shall be billed directly by the vendor to the subscriber. The successful vendor shall not change lease rates without written permission from NWCDs. Nothing in the proposal or any subsequent agreement should be construed to imply that the vendor may not sell equipment and/or maintenance agreements to a subscriber outright.
5. All AES radios shall be programmed to transmit burglar, fire, trouble and supervisory signals when installed regardless of the current need of the premise. At the time of any service call for an AES radio, the radio shall be reprogrammed to transmit fire, trouble and supervisory signals.
6. The successful vendor will be the sole provider for the sale and installation of fire and burglar alarm transmitting equipment for NWCDs. A subscriber may have any qualified vendor install fire alarm equipment at their property.
7. Successful vendor shall provide all receiving equipment at the dispatch location, and all ongoing service and maintenance for NWCDs head-end equipment at NO COST to the NWCDs.

8. Successful vendor shall provide ongoing network maintenance in accordance with the manufacturer's specifications including network balancing and subscriber antenna modification whenever required for optimum overall network operation.
9. The successful vendor shall replace the standby battery within three (3) business days in any subscriber alarm equipment, when necessary and to ensure the subscriber installation is in compliance with the twenty-four (24) hour standby requirement.
10. The successful vendor shall maintain the inventory of spare parts, and equipment to guarantee that all alarm monitoring equipment can be repaired within the period of time specified in this proposal.
11. The Proposing Party must state what their response time will be for service required Monday through Friday 8am-6pm and evenings, weekends, and holidays for corrupted radios causing other radios to go into comm fail, low battery, and battery charge fail. In no event may any NWCDs subscriber's premise be left without the ability to transmit a fire or burglar alarm signal.
12. The successful vendor shall provide fire and burglar alarm monitoring equipment to all NWCDs-designated facilities at NO COST to NWCDs. The successful vendor will install up to ten (10) radios at selected NWCDs member entity owned facilities to establish the base network. These radios will be installed for \$0.00 and a monthly fee of \$0.00. Additional radios, beyond the stated ten (10), will be installed by the successful vendor for \$0.00 and a reduced maintenance plan of \$30 per month.
13. Successful vendor will be responsible for any electrical upgrades, which may be necessary to ensure installation and maintenance of all equipment at NWCDs.

NOTICE TO BIDDERS

Proposals for INSTALLATION/MAINTENANCE OF FIRE AND BURGLAR ALARM MONITORING SYSTEM for the communities of the Northwest Central Dispatch System (to include Arlington Heights, Barrington Countryside Fire Protection District, Barrington, Elk Grove Village, Hoffman Estates, Inverness, Mount Prospect, Palatine, Palatine Rural Fire Protection District, Rolling Meadows, Schaumburg, and Streamwood) will be received at the Northwest Central Dispatch System, 1975 E. Davis Street, Arlington Heights, IL. 60005 until **September 3, 2021 at 5:00 p.m.**

The bid must clearly identify the firm, individual, or organization that is submitting the bid.

Relevant portions of "An Act to Prohibit Discrimination and Intimidation on Account of Race or Color in Employment under Contracts for Public Buildings or Public Works", approved July 8, 1933, as amended, "Fair Employment Practices Act", approved July 21, 1961, as amended and The Prevailing Wage Act", Illinois Revised Statutes, as amended, and Contract Provisions required by Section 85.38 of the Code of Federal Regulations, US Department of Housing and Urban Development, apply to this bid.)

Firm understands the Illinois Freedom of Information Act requirement to produce to the Requestor any of its company records and documents which are in any way related to the performance of services under this agreement. The Firm agrees to be bound by the provisions of the Act and agrees to deliver of a request by NWCDS for said records. Firm agrees to reimburse NWCDS any fees, fines, or costs incurred by or assessed against NWCDS for its failure to deliver requested records in the possession of the Firm, and which the Firm failed to deliver to NWCDS within three (3) business days of its receipt of a request from NWCDS to do so. An e-mail request for records and documents will be considered received by the Firm on the day sent.

Any questions regarding the bid specifications can be direct to:

John Ferraro, ENP
Executive Director
Northwest Central Dispatch System
1975 E. Davis St.
Arlington Heights, IL. 60005
847-590-3407 (office)
708-446-1037 (cell)
jferraro@nwcds.org

NWCDS reserves the right to waive any irregularities and technicalities, and to accept or reject any or all bids or any part thereof.

CLARIFICATIONS

NWCDS reserves the right to make clarifications, corrections, or changes in this Request for Proposal at any time before the proposals are opened. All bidders or prospective bidders will be informed of said clarifications, corrections, or changes.

Any Bidder who is in doubt as to the true meaning of any part of the Request for Proposal, or finds a discrepancy or omission therein, may submit to NWCDS a written request for an interpretation or correction. The person submitting the request shall be responsible for its delivery to NWCDS at least two (2) days prior to the bid opening date.

CONTRACT PERFORMANCE BOND

The successful bidder, prior to the execution of the Contract by NWCDS, shall furnish to NWCDS a surety bond in the sum of \$25,000.00 on a form acceptable to NWCDS. All proposals shall be submitted on the basis of the furnishing this bond executed by a corporate surety company licensed to do business in the State of Illinois.

The bond shall also guarantee the faithful performance of the Contractor's obligations under the Prevailing Wage Act. The aforementioned bond shall be issued for a 365-day period subsequent to the

date of substantial completion. The bond shall be issued by a surety company which is acceptable to NWCDs. Upon NWCDs' receipt and acceptance of a performance and labor/material payment bond(s), NWCDs shall promptly return the Contractor's bid guarantee. All work performed under the terms of any contract resulting from this RFP shall be work subject to the Illinois Prevailing Wage Act, 820 ILCS 120/0.01et seq.

IRREGULAR PROPOSALS

Proposals that contain omissions, erasures, alterations, or additions not called for, conditional or alternate proposals, or that contain irregularities of any kind may be rejected as irregular and non-conforming.

DISQUALIFICATION OF PROPOSALS

Two or more proposals from a person, firm, or corporation, under the different names will not be considered. Evidence that any bidder is interested in more than one proposal for the same work will cause rejection of all proposals. Any or all proposals will be rejected if there is evidence of collusion among the bidders.

WITHDRAWAL OF PROPOSALS

Bidders may withdraw Bids at any time prior to the bid opening time and date. Withdrawal requests shall be made in writing and must be received by NWCDs before the time and date stated for the Bid Opening. Properly withdrawn Bids will be returned unopened to the person or firm submitting the bid. No contract proposal shall be withdrawn for a period of forty-five (45) days after the opening of any proposal.

ACCEPTANCE OF PROPOSALS

Proposal submitted are offers only and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the bidders. NWCDs may accept the proposal that is, in its judgment, the best and most favorable to the interests of NWCDs and to the public; reject the low-price proposal; accept any item of any proposal; reject any and all proposals; or waive irregularities and informalities in any proposal submitted or in the request for proposal process. The waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Bidders should not rely on, or anticipate, any waivers in submitting their contract proposals.

On acceptance of the successful Bidder's contract proposal by NWCDs, the successful Bidder's proposal, together with NWCDs' notification of acceptance, shall become the Contract for the Work.

SELECTION OF BIDDERS

NWCDs reserves the right to select a proposal in accordance with the work to be done, equipment and labor to be furnished, experience and pecuniary resources, and the lowest priced responsible bid.

NWCDS reserves the right to waive any and/or all technicalities, to reject any or all proposals, and to make an award in the best interest of NWCDS.

INTERVIEWS

NWCDS reserves the right to conduct interviews to facilitate the decision-making process to enter into a contract with the certain individual, firm or corporation.

EXECUTION OF CONTRACT

The individual, firm, or corporation to whom or to which a Contract has been awarded shall furnish an executed Contract and Proof of Insurance to NWCDS within fifteen (15) calendar days after Notice of Award has been received by them from NWCDS. Failure by the Bidder to furnish an executed Contract and Proof of Insurance within the fifteen (15) calendar days specified shall be just cause for annulment of the award, or of the Contract if executed.

CANCELLATION OF CONTRACT

NWCDS reserves the right to cancel this contract without cause at any point in the duration of the life of the contract. NWCDS shall provide written notification to the Contractor sixty (60) calendar day prior to the cancellation.

CHECKLIST

Four (4) copies of the proposal	
Provide time implementation schedule	
Provide standard catalog sheet with equipment specifications for all equipment to be installed	
Provide a list of three (3) references where you are presently providing alarm board services	
Provide a copy of your State of Illinois alarm licensing	
Provide listing of any new or upgraded systems being offered	
Provide listing of any additions or exceptions taken with the specifications	
Provide rent proposals connections and monthly monitoring	