

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

New   
  OTR   
  Sole Source   
  Bid Waiver   
  Emergency   
 Previous Contract/Project No. L7514-1/20  
Contract  
 Re-Bid   
  Other- Legacy   
 LIVING WAGE APPLIES:  YES  NO  
 Requisition No./Project No.: RQET1900009/RFP-01248   
 TERM OF CONTRACT 5 YEAR(S) WITH 5 1 YEAR OTRs

Requisition /Project Title: Verint Audiolog Recording System Maintenance and Support

Description: ITD, on behalf of MDRF is soliciting proposals for the purchase of maintenance and support solution of the Verint Audiolog System, including ongoing technical support and software maintenance, any required hardware and software upgrades of the Main Dispatch Center, the establishment of the MDRF Back-up Dispatch Center, and the future development and integration with the County's Computer Aided Dispatch System, herein referred to as "CAD".

Issuing Department: ITD   
 Contact Person: Juliana Manjarres   
 Phone: 305-375-3065  
 Estimate Cost: \$1.5 M

Funding Source: Internal Services Fund

**ANALYSIS**

<b>Commodity Codes:</b>	<u>92045</u>			
Contract/Project History of previous purchases three (3) years				
Check here <input checked="" type="checkbox"/> if this is a new contract/purchase with no previous history.				
	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>	
<b>Contractor:</b>				
<b>Small Business Enterprise:</b>				
<b>Contract Value:</b>				
Comments:				
Continued on another page (s): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				

**RECOMMENDATIONS**

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
<b>SBE</b>				
Basis of recommendation: <u>See bid document</u>				
Signed: <u>Juliana Manjarres</u>			Date sent to SBD: <u>06/01/2019</u>	
			Date returned to ISD Procurement: <u></u>	

*This document is a draft of a planned solicitation and is subject to change without notice.*



**REQUEST FOR PROPOSALS (RFP) No. **TBD****

**FOR**

**VERINT AUDIOLOG RECORDING SYSTEM MAINTENANCE AND SUPPORT**

**HIGHLY RECOMMENDED SITE VISIT/PRE-PROPOSAL CONFERENCE TO BE HELD:**

\_\_\_\_\_, 2019 at \_\_\_\_:00 AM (local time)  
111 NW 1<sup>st</sup> Street, \_\_\_\_ Floor, Conf. Rm. \_\_, Miami, Florida

**ISSUED BY MIAMI-DADE COUNTY:**

Internal Services Department, Strategic Procurement Division

for

Information Technology Department

**MIAMI-COUNTY CONTACT FOR THIS SOLICITATION:**

Juliana Manjarres, Procurement Contracting Officer  
111 NW 1<sup>st</sup> Street, Suite 1300, Miami, Florida 33128  
Telephone: (305) 375-3065  
E-mail: @miamidade.gov

**PROPOSALS DUE:**

**INSERT DATE AND TIME**

**IT IS THE POLICY OF MIAMI-DADE COUNTY (COUNTY) THAT ALL ELECTED AND APPOINTED COUNTY OFFICIALS AND COUNTY EMPLOYEES SHALL ADHERE TO THE PUBLIC SERVICE HONOR CODE (HONOR CODE). THE HONOR CODE CONSISTS OF MINIMUM STANDARDS REGARDING THE RESPONSIBILITIES OF ALL PUBLIC SERVANTS IN THE COUNTY. VIOLATION OF ANY OF THE MANDATORY STANDARDS MAY RESULT IN ENFORCEMENT ACTION. (SEE IMPLEMENTING ORDER 7-7)**

**Electronic proposal responses to this RFP are to be submitted through a secure mailbox at BidSync until the date and time as indicated in this document.** It is the sole responsibility of the Proposer to ensure its proposal reaches BidSync before the Solicitation closing date and time. There is no cost to the Proposer to submit a proposal in response to a Miami-Dade County solicitation via BidSync. Electronic proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files. All proposals received and time stamped through the County's third party partner, BidSync, prior to the proposal submittal deadline shall be accepted as timely submitted. The circumstances surrounding all proposals received and time stamped after the proposal submittal deadline will be evaluated by the procuring department in consultation with the County Attorney's Office to determine whether the proposal will be accepted as timely. Proposals will be opened promptly at the time and date specified. The responsibility for submitting a proposal on or before the stated time and date is solely and strictly the responsibility of the Proposer. The County will in no way be responsible for delays caused by technical difficulty or caused by any other occurrence. All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

A Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the proposal due date. The County will only consider the latest version of the proposal. For competitive bidding opportunities available, please visit the County's Internal Services Department website at: <http://www.miamidade.gov/procurement/>.

Requests for additional information or inquiries must be made in writing and submitted using the question/answer feature provided by BidSync at [www.bidsync.com](http://www.bidsync.com). The County will issue responses to inquiries and any changes to this Solicitation it deems necessary in written addenda issued prior to the proposal due date (see addendum section of BidSync Site). Proposers who obtain copies of this Solicitation from sources other than through BidSync risk the possibility of not receiving addenda and are solely responsible for those risks.

## 1.0 PROJECT OVERVIEW AND GENERAL TERMS AND CONDITIONS

### 1.1 Introduction

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Information Technology Department, on behalf of the Miami-Dade Fire Rescue Department, herein referred to as "MDFR" is soliciting proposals for the purchase of maintenance and support ~~solution services~~ of the Verint Audilog System, herein referred to as "System", such solution shall include ongoing technical support and software maintenance, including any required hardware and software upgrades of the Main Dispatch Center ~~any upgrades required to stay current with Verint's technology~~, the ~~partial establishment upgrade~~ of the MDFR Back-up Dispatch Center, and the future development and integration with the County's Computer Aided Dispatch System, herein referred to as "~~CAD~~".

The selected Proposer shall be ~~authorized by Verint -and~~ able to provide Public Safety Grade Services to support and maintain the County's equipment and ~~Systems referenced on this Request For Proposal (RFP)~~ operational at all time, including through any major natural or manmade disaster on both County locations. The selected Proposer shall also be able to directly and diligently interact with ~~MDFR / Miami Dade~~ County personnel, telecommunications services or any vendor providing IT services to resolve issues that may be related to the ~~s~~System within the specified response times as described in Section 2.

~~The services provided hereunder shall be provided to the following MDFR locations:~~

- ~~Miami Dade Fire Rescue Department (MDFR) Headquarters, 9300 N.W. 41<sup>st</sup> Street, Miami, Florida 33178-2414~~
- ~~Miami Dade Fire Rescue Back-up Dispatch Center 5680 SW 87<sup>th</sup> Ave, Miami, FL, 33173~~

The County anticipates awarding a contract for a ~~INSERT TERM~~ five (5) year term period, with ~~INSERT TERM, INSERT TERM~~ one (1), five five (5) one (1) year options to renew term, at the County's sole discretion.

#### The anticipated schedule for this Solicitation is as follows:

Solicitation Issued:	<b>TBD</b>
<u>Highly Recommended Site Visit</u> /Pre-Proposal Conference:	<u>A site visit/Pre-Proposal Conference has been scheduled to allow Proposers to become thoroughly aware of the conditions and requirements that may in any manner affect the work to be performed. No additional allowances will be made because of lack of knowledge of these conditions. It shall be the responsibility of each Proposer to examine the equipment and facility prior to submittal of their Response. Attendance is highly recommended but not mandatory.</u> —See front cover for date, time, and place. <u>Attendance is recommended but not mandatory.</u> If you need a sign language interpreter or materials in accessible format for this event, please call the ADA Coordinator at (305) 375-2013 or email <a href="mailto:hjwrig@miamidade.gov">hjwrig@miamidade.gov</a> at least five days in advance.
Deadline for Receipt of Questions:	<b>TBD</b>
Proposal Due Date:	See front cover for date and time.
Evaluation Process:	<b>TBD</b>
Projected Award Date:	<b>TBD</b>

### 1.2 Definitions

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The word "Contractor" to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as "the prime Contractor".
2. The word "County" to mean Miami-Dade County, a political subdivision of the State of Florida.
3. The words "Main Dispatch Center" to mean the MDFR Main Dispatch Center located at 9300 N.W. 41<sup>st</sup> Street, Miami, FL 33178.
4. The words "Back-up Dispatch Center" to mean the MDFR Back-Up Dispatch Center located at 5680 SW 87<sup>th</sup> Ave, Miami, FL, 33173.
5. The word "Proposal" to mean the properly signed and completed written good faith commitment by the Proposer submission in response to this Solicitation by a Proposer for the Services, and as amended or modified through negotiations.
6. The word "Proposer" to mean the person, firm, entity or organization, as stated on the Proposal Submittal Form, submitting a proposal to this Solicitation.
- 4-7. The words "Public Safety Grade Services" to mean the County's response expectation from the selected Proposer that the Solution will remain operational during and immediately following a major natural or manmade disaster.
- 5-8. The words "Scope of Services" to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.

~~6.9.~~ The word "Solicitation" to mean this Request for Proposals (RFP) ~~or Request for Qualifications (RFQ) document~~, and all associated addenda and attachments.

~~7.10.~~ The word "Subcontractor" to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.

~~8.11.~~ The words "Work", "Services", "Program", or "Project" to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services, and the terms and conditions of this Solicitation.

### **1.3 General Proposal Information**

The County may, at its sole and absolute discretion, reject any and all or parts of any or all proposals; accept parts of any and all proposals; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the proposals received as a result of this process. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its proposal. No exception shall be taken where the Solicitation specifically states that exceptions may not be taken. Further, no exception shall be allowed that, in the County's sole discretion, constitutes a material deviation from the requirements of the Solicitation. Proposals taking such exceptions may, in the County's sole discretion, be deemed nonresponsive. The County reserves the right to request and evaluate additional information from any Proposer regarding Proposer's responsibility after the submission deadline as the County deems necessary.

The Proposer's proposal will be considered a good faith commitment by the Proposer to negotiate a contract with the County, in substantially similar terms to the proposal offered and, if successful in the process set forth in this Solicitation and subject to its conditions, to enter into a contract substantially in the terms herein. Proposer proposal shall be irrevocable until contract award unless the proposal is withdrawn. A proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date and time, or upon the expiration of 180 calendar days after the opening of proposals.

As further detailed in the Proposal Submittal Form, Proposers are hereby notified that all information submitted as part of, or in support of proposals will be available for public inspection after opening of proposals, in compliance with Chapter 119, Florida Statutes, popularly known as the "Public Record Law."

Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible.

To request a copy of any code section, resolution and/or administrative/implementing order cited in this Solicitation, contact the Clerk of the Board at (305) 375-5126, Monday- Friday, 8:00 a.m. – 4:30 p.m.

### **1.4 Aspirational Policy Regarding Diversity**

Pursuant to Resolution No. R-1106-15, Miami-Dade County vendors are encouraged to utilize a diverse workforce that is reflective of the racial, gender and ethnic diversity of Miami-Dade County and employ locally-based small firms and employees from the communities where work is being performed in their performance of work for the County. This policy shall not be a condition of contracting with the County, nor will it be a factor in the evaluation of solicitations unless permitted by law.

### **1.5 Cone of Silence**

Pursuant to Section 2-11.1(t) of the Code of Miami-Dade County, as amended, a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;
- the County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective Competitive Selection Committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Services Section, the responsible Procurement Contracting Officer, provided the communication is limited strictly to matters of process or procedure already contained in the Solicitation document;
- oral communications at pre-proposal conferences and oral presentations before Competitive Selection Committees during any duly noticed public meeting, public presentations made to the Board of County Commissioners during any duly noticed public meeting;
- recorded contract negotiations and contract negotiation strategy sessions; or
- communications in writing at any time with any County employee, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response is necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at [clerkbcc@miamidade.gov](mailto:clerkbcc@miamidade.gov).

All requirements of the Cone of Silence policies are applicable to this Solicitation and must be adhered to. Any and all written communications regarding the Solicitation are to be submitted only to the Procurement Contracting Officer with a copy to the Clerk of the Board. The Proposer shall file a copy of any written communication with the Clerk of the Board. The Clerk of the Board shall make copies available to any person upon request.

#### **1.6 Communication with Competitive Selection Committee Members**

Proposers are hereby notified that direct communication, written or otherwise, to Competitive Selection Committee members or the Competitive Selection Committee as a whole are expressly prohibited. Any oral communications with Competitive Selection Committee members other than as provided in Section 2-11.1 of the Code of Miami-Dade County are prohibited.

#### **1.7 Public Entity Crimes**

Pursuant to Paragraph 2(a) of Section 287.133 of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal for a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

#### **1.8 Lobbyist Contingency Fees**

- a) In accordance with Section 2-11.1(s) of the Code of Miami-Dade County, after May, 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.
- b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

#### **1.9 Collusion**

In accordance with Section 2-8.1.1 of the Code of Miami-Dade County, where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer, the principals, corporate officers, and managers of the Proposer; or the spouse, domestic partner, parents, stepparents, siblings, children or stepchildren of a Proposer or the principals, corporate officers and managers thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership interest in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

**1.10 Contract Measures**

This Solicitation includes contract measures for Miami-Dade County Certified Small Business Enterprises (SBE's) pursuant to Sections 2-8.1.1.1.1 and 2.1.1.1.2 of the Code of Miami-Dade County as follows:

**Set-aside:**

This Solicitation is set-aside for SBE's.

**Subcontractor Goal:**

\_\_\_\_\_ % SBE subcontractor goal is applicable. The purpose of a subcontractor goal is to have portions of the work under the contract performed by available subcontractors that are certified SBEs for contract values totaling not less than the percentage of the contract value set out in this Solicitation. Subcontractor goals may be applied to a contract when estimates made prior to Solicitation advertisement identify the quality; quantity and type of opportunities in the contract and SBEs are available to afford effective competition in providing a percentage of these identified services. Proposers shall submit a completed Schedule of Intent Affidavit (Form SBD 504) at the time of proposal identifying all SBEs to be utilized to meet the subcontractor goal. The Schedule of Intent Affidavit shall specify the scope of work and commodity code the SBE will perform. The Schedule of Intent Affidavit constitutes a written representation by the Proposer that to the best of the Proposer's knowledge the SBEs listed are available and have agreed to perform as specified, or that the Proposer will demonstrate unavailability. The Schedule of Intent Affidavit can be found at <http://www.miamidade.gov/business/library/forms/sbe-soi.pdf>.

The participating SBE firms (or joint ventures) must have a valid Miami-Dade County SBE certification by the proposal due date and time as well as meet all other requirements. Additional information regarding Miami-Dade County's Small Business Enterprise Program, including new amendments to the Program, is available on the Small Business Development's website <http://www.miamidade.gov/smallbusiness/>

(If Selection Factor, use Section 4.4 and delete above Section 1.11)

**2.0 SCOPE OF SERVICES**

**Background**

~~of the Main Center the MDRF BDC develop and~~

**2.1 Background**

The Verint Audiolog Recording System is used to record all phone calls received by the 911 call and dispatch center. - The 911 call and dispatch center serves 29 municipalities within Miami Dade County, and coordinates emergency response with -7068 fire rescue stations. The Verint Audiolog Recording System was purchased in 2012 for the MDRF operations -as a part of a radio system upgrade.

**Current Operating Environment**

**2.2.1**

**Main Dispatch Center**

- 1) Conventional Recorder to Capture 76 Concurrent VOIP Channels (Licensed to Record 226 Seats using Avaya DMCC)
- 2) Trunked Radio Recorder for 86 Talk groups using Motorola P25 IP console integration
- 3) Web Server to Host Insight Center and Quality Assurance for 36 Seats
- 4) Centralized Archive Storage Server (6 TB RAID 10 Array with 4 TB usable space before formatting)
- 5) Custom website to allow for audio file requests, purchase of such requests, delivery and storage management of the files
- 6) Interfaces with Motorola and Avaya

Part Number	Description	Qty
<u>Audiolog Server Platform</u>		
RECORDER-BASE-TITANIUM	The vendor "Titanium" Recording Server Platform (Trunked Radio)	1

RECORDER-BASE-PLATINUMA	The vendor "Platinum" Recording Server Platform A	2
<b>Telephony Cards</b>		
PART-ANA-UNIV-24	24-Channel Analog Passive Tap card	3
ADD-ON-CHAN-1	Add one channel license to current Audiology system	106
MOTOROLA-7.X-VoIP-TLR-INTERFACE	Motorola 7.X VoIP Enabler License for Titanium Server Platform.	1
<b>Miscellaneous Components</b>		
WEB-SERVER	WEB Hosting Server	1
MKM-KEY	Combination Keyboard Touchpad Mouse	1
MKM-LCD	17" LCD Monitor	1
KVM-8	Rack Mount KVM Unit for up to 8 Computers	1
KVM-CABLE	Cabling for one PC	4
<b>7) 78 Channel Recorder to Capture Analog Inputs and 911-MDPD Digital Handsets Located at MDFR HQ</b>		
<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
<b>Audiology Server Platform</b>		
RECORDER-BASE-PLATINUMA	"Platinum" Recording Server Platform A	1
<b>Telephony Cards</b>		
PART-DET- 24	24-Channel Digital Card	2
PART-ANA-UNIV-24	24-Channel Analog Passive Tap card	2
ADD-ON-CHAN-1	Add one channel license to current Audiology system. Does not include interface board.	78
<b>Miscellaneous Components</b>		
MKM-KEY	Combination Keyboard Touchpad Mouse	1
MKM-LCD	17" LCD Monitor	1

**2.2.2 Back-up Dispatch Center**

16 dispatcher seats with 120 analog audio sources. Analog and Avaya Digital audio has been punched down to wall boards and has been provided on 25 pair, 180 degree Amphenol connectors.
Current physical Interfaces and the cross connection blocks and connectors are existent.
Network connectivity between the new and existing equipment will be provided by MDFR using Ethernet connections already existent at the locations.

**2.4 Current System Upgrade**

The selected Proposer shall upgrade the current System in order to be of the most recent Verint technology available at the time of any contract awarded as a result of this RFP. The County is currently operating Verint 5.3 version.

**2.5**

**Required Certifications Requirement**

The selected Proposer's personnel shall be certified in the following:

- I. Verint 5.3
- II. Verint Audiology v15 ~~Motorola ASTRO certified by Verint~~
- III. Verint V15 Public Safety- V15.2 Public Safety Applications
- IV. Verint v15 Architecture
- V. Verint V15 Engineer
- VI. Motorola ASTRO (Certified by Verint)

~~Service personnel from the selected Proposer shall be able to pass and maintain a law enforcement background check. Any vendor personnel who may, as a consequence of testing or troubleshooting, hear healthcare-protected conversation, will be required to take HIPPA training. Service personnel remotely accessing on-site systems must be located in the continental United States. Selected Proposer's personnel who are issued access control for onsite work shall report a lost and/or stolen Miami-Dade County ID immediately to MDFR to the Communications Chief or designee.~~

**Commented [MJ(1)]:** Are these requirements for the selected Proposer or for their technicians? Don't understand e. f. g. h.

**Commented [RR(2R1)]:** Based on the meeting, we agreed to name this section Maintenance and Support Service.

## 2.6 Maintenance and Support and Support Services Requirements

The following maintenance ~~and support~~ services are ~~requested~~**required** to be provided to the County by the selected Proposer for the Main Dispatch Center and the Back-Up Dispatch Center:

- a) ~~System Licensed software~~ maintenance support services, fixes, patches, and new version Verint releases/upgrades at no additional cost beyond those defined in Form A, Price Proposal Schedule; Including, but not limited to any Verint certified Microsoft SQL Service Packs or any full version upgrade of the operating System and shall include any hardware upgrades, and labor necessary for the implementation.
- b) Skilled and knowledgeable support ~~from~~ selected Proposer's service personnel, as further described in Section 2.4;
- c) Documentation of ~~System Licensed Software~~ and any changes, and/or updates;
- d) Maintenance of the integration tables;
- e) Additional programming and enhancement modifications to ~~the System licensed software~~, based on approved authorization orders;
- f) ~~Implement Provide~~ any Verint certified Microsoft SQL Service Packs or any full version upgrade of the operating System and shall include any hardware upgrade necessary for the implementation.
- g) Maintain two digital back-up copies of System configuration/settings. One copy shall be stored in a secure location on-site and the other off-site for the purpose of rapid System restoration in the event of a System failure. This back-up shall be completed anytime significant System modifications are made and shall be no greater than 90 days old.

## 2.7 Support Service Levels

The selected Proposer shall respond to requests for service 24 hours a day, 7 days a week, through calls placed to ~~their~~ toll-free number. ~~The selected Proposer; And~~ will also respond to alarms generated by the system. The Proposer's response for a service request may be done electronically or via physical visit to MDFR's sites as ~~indicated below, and as~~ required to mitigate the issue. The selected Proposer shall provide the following response times based upon the severity level ~~as determined reported~~ by MDFR as follows:

Commented [RR(3)]: Determined or Defined??

### Severity Level Definitions:

- Severity Level 1: An equipment condition or malfunction not critical to MDFR's ability to record or playback calls and transmissions or screen video.
- Severity Level 2: An equipment failure or malfunction that is currently impairing MDFR's playback radio transmissions, telephony or screen video.
- Severity Level 3: An equipment failure or malfunction that impairs MDFR's ability to record radio transmissions, telephony or screen video.

### Response Times:

- Severity Level 1: Response time next business day
- Severity Level 2: Response time within 24 hours
- Severity Level 3: Response time within 2 hours includes troubleshooting/identifying issues and if not resolved remotely, an onsite response will be required within four (4) hours of notification or alarm. The selected Proposer shall perform and complete any available remote testing within 2 hours of the initial service call. In the event that a part is required to respond to this call, the selected Proposer will make such part available to the County within the required onsite response time stated above.

- a) MDFR will receive priority handling of all requests for service placed to the selected Proposer.
- b) Should the ~~S~~system not be accessible or repairable via remote access, a qualified technician, suitably equipped for the installed system or component, ~~is required to be~~**will be** onsite for Level 3 issues within four (4) continuous hours from the initial service call or the detection of an alarm.
- c) In the event the selected Proposer experiences extraordinary obstacles to repair the affected system, MDFR shall be notified immediately and a plan of repair must be provided including any alternative resolution during the system operation disruption.

### 2.7.1 Routine Maintenance Requirement



The selected Proposer shall provide on-site routine maintenance, twice a month, not less than four (4) hours per visit, as part of the System and as part of any subsequent maintenance for any System component. Furthermore, the selected Proposer ~~should agree to meet the identified requirements when providing routine maintenance:~~

- ~~a) All routine maintenance shall be previously coordinated with MDRF project manager.~~
- ~~b) Routine maintenance shall only be performed during normal business hours 0800-1700 Eastern Standard Time "EST", not on Saturdays, Sundays or County holidays.~~
- ~~c) Any invasive work, that affects the recordings, shall be completed between the hours of 2000-0500 EST with a 48-hour notice and real-time confirmation with the Fire Rescue Supervisor.~~
- ~~d) In the event the selected Proposer experiences extraordinary obstacles to its timely maintenance of the affected System, then the selected Proposer shall notify MDRF and provide a plan, including an alternative solution as necessary.~~
- ~~e) No work shall be conducted without prior authorization from the Communications Chief when the County or MDRF is engaged in an event that affects public safety, such as hurricane preparation, public disturbance, etc.~~

### 2.7.2 Escalation Request

Throughout the term of the contract ~~awarded as a result of this RFP~~, the selected Proposer shall provide updated contact names and telephone numbers of the service and management positions, as mutually agreed for the purpose of escalation requests. The following criteria ~~qualifies shall hereby qualify~~ as grounds for an escalation request.

- a) Frequent repetition of the same problem
- b) Repair provided does not fully remedy the system
- c) Inability to obtain an accurate update from technician
- d) Unprofessional assistance provided or confidence in technician to repair the problem is compromised

### 2.7.3 Critical Component Availability

The selected ~~p~~Proposer shall maintain, at its location(s), an extensive inventory of critical components for the System. These components include, but are not limited to, CPUs, backplanes, hard drives, memory, power supplies, telephony cards, replacement cables, and network cards. In addition, service personnel working onsite on the System will carry with them a "crash kit", containing these items on a smaller scale.

### 2.7.4 MDRF Responsibilities

Upon a request by the selected Proposer, MDRF agrees to furnish a plain old telephone service line for each ~~recording platform~~ in use. In lieu of dial in access, the County may provide virtual private network access or other remote connectivity via means they can control. ~~such as a LogMeIn account.~~ The selected Proposer shall provide ~~a the~~ remote connectivity account ~~as certified by Verint and approved by the County.~~ MDRF ~~may allow~~ ~~also agrees to allow the necessary~~ software and permit the modem to be attached to the recorder. Further MDRF agrees to allow the selected Proposer's service personnel access to the recorder, without delay, temporary access to the facility (via full time escort or access control card) and temporary parking (within walking distance). The recorders and associated equipment are located in secure public safety facilities. Appropriate credentials and as necessary, an escort may be required. The selected Proposer must coordinate facility access as necessary.

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### 2.8 ~~Miami-Dade Back-Up Dispatch Center Upgrade~~

The MDRF Back-up Dispatch Center needs to be established in order to be operational within 60 days after the award ~~of the contract awarded as a result of this RFP~~ ~~of this RFP~~. MDRF desires to establish the Back-up Dispatch Center to be at the same or better level than the ~~Main Dispatch~~ ~~main e~~Center.

### 2.9 Training

~~On-site training shall be provided including continuously accessible web training throughout the life of the contract. The selected Proposer shall be responsible for providing all audio/visual and other necessary materials and equipment for scheduled on-site training sessions. The County shall provide a facility, inclusive of computer workstations with internet connectivity, to serve as the training site.~~

~~Each Proposer shall provide a list of the recommended hardware and software configuration to establish the Back Up Dispatch Center. A site visit/Pre-Proposal Conference has been will be scheduled to allow pProposers to become thoroughly aware of the conditions and requirements that may in any manner affect the work to be performed. No additional allowances will be made because of lack of knowledge of these conditions. It shall be the responsibility of each Proposer to examine the equipment and facility prior to submittal of their Response.~~

MDFR requires for the establishment of the Back-up Dispatch Center, as a minimum:

- I. Dedicated recording system
- II. Integration with the existing System (located at the Main Dispatch Center) to allow access to all recordings from a single interface
- III. Ability to record independently of the System
- IV. Ability to record up to 16 Avaya 2-wire digital telephones
- V. Ability to record up to 120 600 ohm balanced audio sources

**2.9 Additional Equipment, Services, and Upgrades and Integrations**

Although this RFP contract identifies specifics equipment and facilities to be serviced, it is hereby agreed and understood that the County, at its option, may add new equipment, services, upgrades, and integrations. Should the County determine that additional equipment, services, upgrades, and integrations are needed, a detailed proposal shall be obtained from the selected Proposer based on County request, such proposal may be subject to further negotiations. The negotiated scope and price will be incorporated to this contract via a supplemental agreement.

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**2.10 Remote Access and**

~~The selected Proposer should have service personnel located in the continental Unites States to remotely access on-site System.~~

~~4.1 Lost and/or Stolen ID~~

~~The selected Proposer's all~~

**2.12 Cooperative Work**

The selected Proposer will be required to work cooperatively with the County, Motorola, Avaya and other equipment vendors. The point of demarcation for analog and Databaseigital Communication -Change Protocol connections, and any other pertaining information will be provided upon award.

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~~The selected proposer shall be responsible to integrate the Audiolog Recording System with the new CAD System as soon as it is implemented by the County.~~

**2.1 Working Cooperatively**

~~Selected Propose will be required to work cooperatively with County, Motorola, Avaya and other equipment vendors. The point of demarcation for analog and DCP connections will be the bridging clips on the 66 block wall field located in each equipment room. In the case of the AIS, the network switch connecting the recorder to the Motorola firewall.~~

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**Commented [MJ(10)]:** Please spell out.

**2.1 Staff Clearance**

~~Service personnel from the selected Proposer shall be able to pass and maintain a law enforcement background check. Any vendor personnel who may, as a consequence of testing or troubleshooting, hear healthcare protected conversation, will be required to take HIPPA training. Service personnel remotely accessing on-site systems must be located in the continental United States. Selected Proposer's personnel who are issued access control for onsite work shall report a lost and/or stolen Miami-Dade County ID immediately to MDFR to the Communications Chief or designee.~~

**3.0 RESPONSE REQUIREMENTS**

**3.1 Submittal Requirements**

In response to this Solicitation, Proposer should complete and return the entire Proposal Submission Package. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate proposals are not requested or desired.

#### 4.0 EVALUATION PROCESS

##### 4.1 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

##### 4.2 Evaluation Criteria

Proposals will be evaluated by a Competitive Selection Committee which will evaluate and rank proposals on criteria listed below. The Competitive Selection Committee will be comprised of appropriate County personnel and members of the community, as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the Competitive Selection Committee is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one hundred (100) points per Competitive Selection Committee member.

<u>Technical Criteria</u>	<u>Points</u>
1. Proposer's maintenance and support plan, including response time to the required severity level.	25
2. Proposer's Company Background including: Experience with government operations similar in size to the County, past performance, experience and certifications of Key Personnel <del>including experience with Motorola Astro 25 Systems (including P25), Conventional Analog and Archive Interface Server, safety, Avaya Connection manager including Analog, Digital Communications Protocol, and IP telephones.</del>	30
3. Proposer's approach and methodology to providing the services and equipment requested in this Solicitations for the establishment of the MDFR Back-up Dispatch Center, including <del>relevant</del> timeline for completion.	25
4. Proposer's proposed price	20
<b>Total Points Per Competitive Selection Committee Member:</b>	<b><u>100</u></b>

##### 4.3 Oral Presentations

Upon evaluation of the technical criteria indicated above, rating and ranking, the Competitive Selection Committee may choose to conduct an oral presentation with the Proposer(s) which the Competitive Selection Committee deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See Affidavit – "Lobbyist Registration for Oral Presentation" regarding registering speakers in the proposal for oral presentations.) Upon completion of the oral presentation(s), the Competitive Selection Committee will re-evaluate, re-rate and re-rank the proposals remaining in consideration based upon the written documents combined with the oral presentation.

##### 4.4 Selection Factor

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE/Micro Business Enterprise is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's proposal. An SBE/Micro Business Enterprise must be certified by Small Business Development for the type of goods and/or services the Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact Small Business Development at (305) 375-2378 or <http://www.miamidade.gov/smallbusiness/>

The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference. Firms that graduate from the SBE Program during the contract term may remain on the contract.

**OR**

A Selection Factor is not applicable to this Solicitation.

**OR**

*(If no points are assigned to evaluation criteria, include the following in addition to above paragraph):*

Whenever there are two best ranked proposals that are substantially equal and only one of the two so ranked proposals is submitted by a Proposer entitled to a selection factor, the selection factor shall be the deciding factor for award.

#### **4.5 Local Certified Veteran Business Enterprise Preference**

This Solicitation includes a preference for Miami-Dade County Local Certified Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code of Miami-Dade County. "Local Certified Veteran Business Enterprise" or "VBE" is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code of Miami-Dade County and (b) prior to proposal or bid submittal is certified by the State of Florida Department of Management Services as a veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. A VBE that submits a proposal in response to this solicitation is entitled to receive an additional five percent of the evaluation points scored on the technical portion of such vendor's proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference. At the time of proposal submission, the firm must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the Proposal Submittal Form.

#### **4.6 Price Evaluation**

The price proposal will be evaluated subjectively in combination with the technical proposal, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the contract as may be in the best interest of the County.

#### **4.7 Local Preference**

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Miami-Dade County Code of Miami-Dade County, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. If, following the completion of final rankings by the Competitive Selection Committee a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the Competitive Selection Committee will recommend that a contract be negotiated with said local Proposer.

#### **4.8 Negotiations**

The Competitive Selection Committee will evaluate, score and rank proposals, and submit the results of the evaluation to the County Mayor or designee with its recommendation. The County Mayor or designee will determine with which Proposer(s) the County shall negotiate, if any, taking into consideration the Local Preference Section above. The County Mayor or designee, at their sole discretion, may direct negotiations with the highest ranked Proposer, negotiations with multiple Proposers, and/or may request best and final offers. In any event the County engages in negotiations with a single or multiple Proposers and/or requests best and final offers, the discussions may include price and conditions attendant to price.

Notwithstanding the foregoing, if the County and said Proposer(s) cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer(s). This process may continue until a contract acceptable to the County has been executed or all proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Collusion Affidavit, in accordance with Section 2-8.1.1 of the Code of Miami-Dade County. (If a Proposer fails to submit the required Collusion Affidavit, said Proposer shall be ineligible for award.)

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.

**4.9 Contract Award**

Any proposed contract, resulting from this Solicitation, will be submitted to the County Mayor or designee. All Proposers will be notified in writing of the decision of the County Mayor or designee with respect to contract award. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

**4.10 Rights of Protest**

A recommendation for contract award or rejection of all proposals may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the Code of Miami-Dade County, as amended, and as established in Implementing Order No. 3-21.

**5.0 TERMS AND CONDITIONS**

The County's anticipated form of agreement is attached. Proposers should review the draft in its entirety.

**6.0 ATTACHMENTS**

Draft Form of Agreement

Proposal Submission Package:

- Proposer Information Section
- Web Forms – Proposal Submittal Form, Fair Subcontract Practices Affidavit, Subcontractor Listing, Lobbyist Registration Form, and Contractor Due Diligence Affidavit
- Form 1 – Price Proposal Schedule

**PROPOSER INFORMATION**

**Proposed Approach and Methodology to Providing the Services**

- 1. Provide a detailed description of the proposed Maintenance ~~Services as delineated in Section 2.6 and~~
- ~~4.2. Provide a detailed description of the Support Service Levels as delineated in outlined in Section 2.67, of the solicitation document.~~
- ~~2.3. Describe Proposer's dedicated support/help facility for technical assistance, hours of operation, location, and number of service personnel that will be assigned to the Systemis project.~~
- ~~3.4. Provide a detailed plan for the implementation of any Verint software enhancements, updates, or permanent program fixes which may be required to improve the recorder System functionalities.~~
- ~~4. Identify if Proposer has taken any exception to the terms of this Solicitation. If so, indicate what alternative is being offered and the cost implications of the exception(s), if any.~~
- ~~5. Provide a detailed description of any parts and labor warranty information for any additional Equipment and services, as delineated in Section 2.9. Proposers are to provide detailed "parts and labor" warranty information with the response.~~
- 6.5. Provide details on how the selected Proposer will maintain the integration tables and which archiving method and frequency will be provided.

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**Proposer's Company Background including: Experience, Qualifications, and Past Performance**

- 6. Describe Proposer's company background. Include including number of years in business, number of personnel/employees, primary markets served, a description of their experience with:
  - a. Motorola Astro 25 Systems (including P25)
  - b. Conventional Analog and Archive Interface Server
  - c. Experience with Verint systems in a public safety environment
  - d. Build on authorization
- 7. e. Avaya Connection manager including Analog, Digital Communications Protocol, and IP telephones.
- 8.7. Describe the Proposer's relevant experience and past performance, including comparable contracts that qualifies their firm to perform the services as specified within the scope of services of this solicitation. Include the following:
  - A. Client contact person, phone number, and e-mail address
  - B. Scope of work performed
  - C. Total dollar value of the contract
  - D. Dates covering the term of the contract

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- E. Client contact person and phone number
- F. Statement of whether Proposer was the prime contractor or subcontractor
- G. Results of the project
- ~~B.~~

~~Provide a detailed description of comparable contracts (similar in scope of services to those requested herein) which the Proposer has either ongoing or completed within the past five years. The description should identify the following for each project:~~

Where possible, list and describe those projects performed for government clients (excluding any work performed for the County).

~~10.8.~~ List all contracts which the Proposer has performed for Miami-Dade County. The County will review all contracts the Proposer has performed for the County in accordance with Section 2-8.1(g) of the Miami-Dade County Code, which requires that "a Bidder's or Proposer's past performance on County Contracts be considered in the selection of Consultants and Contractors for future County Contracts." As such the Proposer must list and describe all work performed for Miami-Dade County and include for each project the following:

- A. Name of the County Department which administers or administered the contract
- B. Description of work
- C. Total dollar value of the contract
- D. Dates covering the term of the contract
- E. County contact person and phone number
- F. Statement of whether Proposer was the prime contractor or subcontractor
- G. Results of the project

~~11.9.~~ Provide an organizational chart displaying all key personnel to be assigned to the resultant contract~~s~~. Key personnel includes ~~all partners, managers, technicians, seniors~~ and other professional staff that will perform work and/or services on this project. Include the following:

- A. Personnel Name
- B. Title
- C. Role/Functions to be performed
- D. Experience/Qualifications/Copies of Certifications and/or accreditations/Relevant involvement on similar projects

Provide resumes, if available with job descriptions and other detailed qualification information on all key personnel who will be assigned to this project, including any key personnel of subcontractors.

~~Proposed Approach to Providing the Services~~  
Proposed Approach to Providing the Services

~~13.10.~~ Describe Proposer's approach, methodology, and recommended solution in performing the services Section 2.8 of the solicitation. In addition, detail the Solution being proposed to establish the Back-Up Dispatch Center, including a list of the equipment being provided, and full timeline for completion.

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11. Provide a detailed description of training that is offered as part of the Proposal to the County for County users. Provide recommended number of training hours, number of attendees, as well as any other type of training, including, but not limited to on-line tutorials, web seminar training, training documentation, etc.

**Exceptions**

~~14.12.~~ Identify if Proposer has taken any exception to the terms of this Solicitation and the draft form of agreement. indicate what alternative is being offered and the cost implications of the exception(s) if applicable.