

# **Washington County Sheriff's Office Purgatory Correctional Facility Request for Proposal (New Facility Security System)**

## **GENERAL**

### **Overview**

It is the intent of Washington County Utah to obtain Proposals from qualified Vendors who can design, install and maintain, a new facility security system for the following Washington County facility:

Washington County Sheriff's Office  
Purgatory Correctional Facility  
750 S. 5300 W.  
Hurricane, Utah 84737  
500 Bed Facility / 440 Current Average Population

Any item not specifically mentioned, but necessary for the delivery, operation, and maintenance of the System shall be included in Vendor Proposals. Proposals should include sufficient detail to enable the County to make a determination of suitability between all participating Vendors.

The requirements listed herein should be met by all Vendor Proposals. In instances where the Proposal differs from these requirements, the Vendor shall note the difference and describe in detail how their Proposal will meet the County's needs without including the specific requirement. Failure to meet these requirements may be cause for rejection of the Vendor's Proposal at the County's discretion.

Participants in the RFP process may submit: a single Proposal covering the entire security package, if all equipment and services are offered by a single Vendor; or separate Proposals, if offered through multiple Vendors acting together, with each offering different portions of the security package. The County reserves the right to accept or reject any offer, complete or partial, based on it's need to obtain a security system that meets all the County's needs. Vendors will consider these needs as they formulate their offering. Any awarded contract is subject to final negotiations.

### **Terms and Definitions**

For the purposes of this RFP and other related discussions and correspondence, the term "PCF" refers to Purgatory Correctional Facility, "County Staff" refers to the staff or designee of the Washington County Sheriff's Office, "County" refers to Washington County Utah, "Vendor" refers to a provider of security equipment and services, "System" refers to all aspects of the New Facility Security System, "Installation Contract" refers to the contract covering the initial installation, "Maintenance Contract" refers to the contract covering services after the initial installation, "Internal" refers to the areas of the facility within and up to exterior sallyport doors, "External" refers to exterior sallyports and all surrounding facility property, "Proposal" refers to Vendor responses to this RFP.

## Schedule

The schedule for this RFP process is as follows:

Mandatory Pre-Proposal Conference:	06/24/14
Start Date for Submission of Proposals:	07/14/14
Proposal Response Deadline:	07/28/14
Announcement of Finalists:	08/04/14
Finalist Proposal Presentations:	08/12/14
Contract Award:	On or about 08/25/14
Installation and Cut-Over:	On or about 01/05/15

## Proposal Submission

Each Vendor must prepare a written response. Proposals shall be formatted consistent with the specific sections of the RFP and the requirement (R) identifiers. Vendors, acting either individually or as components of a combined response, must respond to all requirements and submit the following in their proposals:

- A Letter of Transmittal
- Required Contact Information
- Required Insurance and Financial Documents
- Summaries Related to Applicable Requirements

One (1) original and one (1) copy of the Vendor Proposal must be returned by mail or other carrier and received by the County no later than the end of the business day on 07/28/14.

The Letter of Transmittal must include a statement that identifies all materials and enclosures being forwarded in the Proposal. The Letter of Transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

Proposals not received by the deadline will be automatically disqualified from consideration and sent back to the Vendor unopened. Each Proposal shall be addressed and mailed as follows: "Facility Security System Proposal, Purgatory Correctional Facility, 750 S. 5300 W. Hurricane, Utah 84737" on the outside of the sealed package. The original Proposal shall be clearly marked "ORIGINAL" and contain all original signatures. The copy shall be marked "COPY."

Note: Proposals must remain valid for a period of at least six (6) months from the date of submission.

## Proposal Content

Proposals shall include the following:

A detailed equipment list which states the manufacturer, quantities, model number and other pertinent information related to the individual components in the Vendor's proposed security system upgrade. Include cut sheets and warranty information for key components.

Identify the names and qualifications of the Vendor's key personnel that will be designing and/or installing the proposed System. Include any pertinent licenses and certifications.

Describe the manner in which the Vendor's firm will provide on-going support and maintenance service. See "Maintenance Contract" below.

A summary of the experience the Vendor has in designing, furnishing, installing and providing on-going support of Security Control Systems in detention facilities similar to the System described in this RFP. Provide the contact name and phone numbers of at least three law enforcement agencies for which the Vendor's company has designed security control systems.

Provide a letter from your bonding company stating the relationship, history and bonding limits of your company.

Provide a sample Certificate of Insurance showing umbrella insurance coverage and limits.

Provide letters and/or certificates from manufacturers stating your company is a certified partner, e.g. Indusoft, Southern Folger Detention Equipment Company, etc.

Provide a brief outline of your acceptance test procedure to verify the functional integrity of the proposed security System.

Provide a description of your warranty and maintenance plan. Provide separate pricing for this service. See "Maintenance Contract" below.

A response to each of the requirements listed below and labeled with "R" followed by a corresponding number.

Provide a work schedule by phases. The County will negotiate a mutually acceptable work schedule with the selected Vendor. The negotiated work schedule will have to accommodate the on-going activities at PCF and may involve requiring work to be performed by the Vendor outside a normal Monday to Friday, 8:00 AM to 5:00 PM time frame, and may also require working on weekends.

## **Vendor Inquiries**

If at any point additions, deletions, modifications or clarifications to the RFP become necessary, County will email these to all Vendors. Nothing stated orally outside of the pre-proposal conference will modify or alter the specifications or requirements of the RFP. Vendors may submit questions to the County up to seven (7) days prior to the pre-proposal conference. These questions will be answered at the conference in the company of all participating Vendors.

Each Vendor shall identify a single contact person who will be responsible for coordinating the efforts and personnel of the Vendor's organization in this process. Information required shall include:

Name  
Organization  
Telephone Numbers  
Address  
Email address

Your point of contact at the County is as follows:

Lieutenant Perry Lambert  
Desk 435.656.6659  
Cell 435.632.6387  
[plambert@washeriff.org](mailto:plambert@washeriff.org)

### **Basis of Award**

A Correctional Facility Security System is a vital need for the County. The County expects to significantly improve its safety and security posture by adopting a new System, which shall be comprised of the latest technologies in security strategy, ergonomics, hardware and software.

The County prefers a Vendor that has a single point of contact for all matters related the contract, systems, installation, training, service, maintenance etc., particularly if co-contractors or subcontractors are involved.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause; to modify, alter, or waive any technicalities or provisions; and to accept the proposal which is determined to be the best overall offer. Therefore, in selecting a Vendor, the County will not rely exclusively on price or any other single factor.

The contents of this RFP and the Vendor's response, when submitted to and accepted by the County, shall become an integral part of any contract agreed upon between the Vendor and the County. By responding to this RFP, Vendor warrants that it accepts all the terms herein as part of the resulting contracts unless otherwise expressly and specifically waived by the County in writing.

In the event of conflict between the terms of a Proposal and this RFP, the RFP governs except where the resulting contract expressly and specifically modifies in writing an individual term previously stated in this RFP. In the event of conflict between the terms of a Proposal and the resulting contract, the contract will govern.

To ensure specified performance of the proposed system, the County reserves the right to require a Vendor to demonstrate its system and any features specified in this RFP. The demonstration would be during the formal proposal presentations, or during site visits of other facilities.

When a Vendor cannot conform to certain aspects of this request, it should offer reasons why, or alternate services and equipment that it does provide. Non-compliance with certain

requirements is not necessarily grounds for disqualification, though the County reserves the right to disqualify on this basis if it desires.

Proposals may be withdrawn by Vendors at any point in the RFP process up to the award of the contract. However, at the award of the contract, all remaining Proposals must be held open for 30 days following the award of the contract to the successful vendor. Note: If applicable, prompt notification of withdrawal to the County is appreciated.

Each Proposal will be evaluated with regards to the following selection factors:

30% - Demonstrated ability to meet the safety and security needs of the County, based upon the Vendor's RFP responses and information provided by similar facilities in which the Vendor has its system installed. Other bonus services if offered by the Vendor, will be considered positively in this factor.

30% - The Vendor's overall ability to provide a good value to the County. This assessment will include not only the total cost of the System, to include labor and materials, but also the type and ability of equipment and services offered to efficiently meet the security needs of the County. The cost and value of proposed maintenance and warranty services will also be considered in this factor.

30% - Vendor experience, level of the technology offered, level of account support, and current customer references.

10% - Proposed project plan, the timeliness of its implementation, the degree of service interruption, and the level of required involvement by the County, noting that excessive involvement by the County would be considered negatively in this factor.

## **Installation Contract**

Upon award of the contract, the County shall provide a proposed Installation Contract to the successful Vendor. Installation of the System will not begin until the Installation Contract is approved by the County Commission.

The Vendor will be responsible for all costs of installation per the terms of the Installation Contract.

The Vendor will be required to furnish and install equipment and systems, and any other item necessary to make the System fully functional. The Vendor will remove existing equipment from the County facility per the terms of the Installation Contract.

If either party defaults in the performance of any obligation per the Installation Contract, then the non-defaulting party shall give the defaulting party written notice of its default, setting forth with specificity in the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity. At no time shall the County facility be left in an unsafe or unsecured condition.

## **Maintenance Contract**

Upon award of the contract, the County shall provide a proposed Maintenance Contract to the successful Vendor, which may be added to or amended during or following installation depending on the needs of the County. If the same Vendor(s) have been selected to provide the installation and the maintenance of the System, the execution of the Maintenance Contract shall be conditioned upon the satisfactory installation of the System, as determined by the County. Upon installation of a complete System, the Vendor shall provide services to maintain and support that System per the Maintenance Contract. This contract will be all inclusive and cover parts and labor. The Maintenance Contract will be for a period of at least three (3) years. At the expiration of this contract, the County will have the option of continuing the Maintenance Contract with the Vendor's company, in one-year increments. The Maintenance Contract shall be in addition to any regular warranties offered by the Vendor or the manufactures of the components of the System.

The obligation to provide maintenance services under the terms of a resulting agreement may be terminated immediately by the County upon written notice in the event of material breach by the successful Vendor to perform in accordance with the terms of this RFP or the Maintenance Contract. The County's failure to exercise the option to terminate the contract will not be considered a waiver of any present or future material breach. In the event that the County chooses to discontinue the Maintenance Contract either by termination or not extending the contract, the Vendor warrants that it will continue it's services until another Maintenance Contract is in place or when approved by the County. It will be necessary that the incumbent Vendor cooperate with the new Vendor during the implementation of the new Maintenance Contract.

If either party defaults in the performance of any obligation per the Maintenance Contract, then the non-defaulting party shall give the defaulting party written notice of its default, setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

The Vendor warrants that all repairs will be made per the terms of the Maintenance Contract. The Vendor shall make all reasonable efforts to ensure that the System in all cases is operational and repaired as quickly as possible.

## **Indemnification and Hold Harmless Provision**

The Vendor shall indemnify and hold the County harmless for any and all claims, liability, loss, costs, damage or any other expenses which may accrue to or be incurred by the County as a result of injury or damage to any person or property occasioned by any intentional or negligent act or omission by the Vendor, its employees, agents, subcontractors or other related parties. This provision applies to any Proposals submitted in response to this RFP, and the Installation and Maintenance Contracts. Any insurance Vendor is required to maintain under the contracts will not waive or limit Vendor's obligation to indemnify and hold the County harmless.

## **Patent Assurance, Indemnification and Hold Harmless Provision**

The Vendor asserts that the equipment, hardware and software proposed in this process do not infringe on any U.S. patent or copyright. The Vendor shall indemnify and hold harmless the County, its officers, agents and employees, against all claims that the equipment, hardware and software proposed or supplied infringe on other U.S. patents or copyrights and any liability, loss, costs, damages or any other expenses which may accrue to or be incurred by the County because of any such claims. This provision does not in any way limit the indemnification and hold harmless provision above.

## **Release**

The Vendor shall release the County from any and all claims, liability, loss, costs, damages or any other expenses arising out of this RFP and the resulting contracts.

## **Governing Law**

This RFP, submitted proposals and any resulting contracts shall be constructed under and governed by the laws of the State of Utah.

## **Headings**

The headings contained in this RFP are for reference purposes only and shall not in any way affect the meaning or interpretation of this RFP or any resulting contracts.

## **Current County Security System**

The system currently in place is primarily original equipment installed at the time of the facility's construction, circa 1998. It is comprised of cameras, monitors, control panels, door actuators, intercoms, etc. Replacement of most of the existing system components is expected. The facility is currently arranged with three primary centers; Central, Max and Booking. All aspects of "Internal" security and control are performed via these three centers. Central has an additional function, which is control over all "External" security and control operations of PCF. A key objective under the terms of this acquisition will be to move all "External" security and control functions to a fourth center, with a proposed identifier of Master Control. Other key objectives in this acquisition include additional security cameras and any required upgrades to the facility necessary to provide a System based on current industry standards. Specific information related to the current security system at PCF will not be provided in this RFP. This information may be acquired through visual inspection of existing equipment by the Vendors during the pre-proposal conference walk-through.

## **Mandatory Pre-proposal Conference**

The purpose of the pre-proposal conference is to provide prospective Vendors with the opportunity to have their questions addressed. Due to the need for all Vendors to possess a complete understanding of the requirements of this solicitation, attendance at the conference is mandatory. A walk-through of the facility will be included as part of the conference.

Mandatory pre-proposal conference: 06/24/14 0900-1200 MST

Location: Purgatory Correctional Facility  
750 S. 5300 W.

Other specifics related to the conference may be released at a later time.

### **Discussions**

Post presentation discussions may be conducted with Vendors who the County determines to be likely candidates for award. These Vendors may be given an opportunity to make best and final offers. However, Proposals may also be accepted without discussions.

### **Miscellaneous Requirements**

The County will not be liable for any of the cost incurred in preparation and presentation of the Vendor responses, or for any other portion of the RFP process.

Any materials submitted by the Vendor that are considered "confidential" in nature must be clearly marked as such. While efforts will be made to restrict distribution of these documents, Vendors must understand applicable laws and regulations concerning public documents may prohibit this intent. The County makes no representation that such confidential material will be withheld when requested through proper channels.

### **Worker's Compensation Insurance**

The successful Vendor shall possess and provide the County with certificates of insurance for Worker's Compensation Insurance with limits of not less than the Utah statutory limits.

### **General Liability Insurance**

The successful Vendor shall maintain at all times during the term of the Installation and Maintenance Contracts, and for a period of two years after the termination of either contract if policies are provided on a Claims Made basis, General Liability Insurance coverage, with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate policy limit. The County shall be named as an additional insured on the General Liability Insurance certificate of insurance and Vendor shall provide the County with Certificates of Insurance certifying all policies required by this section are secured as per these requirements. Any insurance that is required does not limit the Vendor's obligation to indemnify the County for a claim above that amount.

### **Bond Requirement**

The successful Vendor(s) will be required to provide a Performance Bond for the full dollar amount of their quoted price. The Performance Bond shall be furnished within five (5) business days from the day of the request by the County. The costs associated with the Performance Bond shall be included in the prices quoted by the respective Vendor. A Bid Bond is not required to be submitted with quotation(s).

### **Financial Stability**

Vendors shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows for the last two fiscal years.



## **REQUIREMENTS**

### **Qualifications and Experience**

R01 The Vendor shall demonstrate experience in providing security system service to correctional facilities of similar size and capacity.

R02 The Vendor shall provide an overview of it's firm, including years and nature of experience in the security system business.

### **References**

R03 The Vendor shall provide five customer references of accounts, preferably similar in size and scope to the County.

### **Patent and Copyrights**

R04 The Vendor asserts that the equipment, hardware and software proposed in this process, does not infringe on any U.S. patent or copyright.

R05 The Vendor shall indemnify and hold harmless the County, it's officers, agents, and employees, against all claims that the equipment, hardware and software proposed or supplied infringe on other U.S. patents or copyrights and any liability, loss, costs, damages or any other expenses which may accrue to or be incurred by the County because of such claims. This provision does not in any way limit the indemnification and hold harmless provision above.

R06 The Vendor shall provide, on request, any patent information for equipment or software, applicable to the System.

### **Equipment and Installation Requirements**

The following paragraphs describe the physical and basic functional requirements of the System that the County desires the selected Vendor to design, furnish and install at PCF. Note: the County will consider comparable alternates to the specific equipment listed as examples in the requirements below. Actual Systems should be Industry standard or better, and non proprietary when possible.

R07 Central Control

Replace three (3) hard panel control stations with one (1) touch screen control system, that includes:

- One (1) Control PC, Dell 5500 tower or better
- One (1) ELO 24" or more, flush mounted touch screen monitor
- One (1) Digital optical mouse
- One (1) Intercom master station
- One (1) 21" or more, LCD vertical mount monitor (Camera Call Ups)
- One (1) Station Uninterruptible Power Supply

Upgrades to Central Control will include all necessary design, labor and equipment needed to implement a new System. This will include required cosmetic and functional changes to make this location an industry standard control center. The System will include required interfaces with existing Fire and Duress systems, unless replaced. The System will include a means to secure control access in the event the post needs to be abandoned.

#### R08 Max Control

Replace three (3) hard panel control stations with one (1) touch screen control system, that includes:

- One (1) Control PC, Dell 5500 tower or better
- One (1) ELO 24" or more, flush mounted touch screen monitor
- One (1) Digital optical mouse
- One (1) Intercom master station
- One (1) 21" or more, LCD vertical mount monitor (Camera Call Ups)
- One (1) Station Uninterruptible Power Supply

Upgrades to Max Control will include all necessary design, labor and equipment needed to implement a new System. This will include required cosmetic and functional changes to make this location an industry standard control center. The System will include required interfaces with existing Fire and Duress systems, unless replaced. The System will include a means to secure control access in the event the post needs to be abandoned.

#### R09 Booking

Replace one (1) hard panel control station with one (1) touch screen station that includes:

- One (1) Control PC, Dell 5500 tower or better
- One (1) ELO 24" flush mounted touch screen monitor
- One (1) Digital optical mouse
- One (1) Intercom master station
- One (1) 19" LCD vertical mount monitor (Camera Call Ups)
- One (1) Station Uninterruptible Power Supply

Upgrades to Booking will include all necessary design, labor and equipment needed to implement a new System. This will include required cosmetic and functional changes to make this location an industry standard control center. The System will include required interfaces with existing Fire and Duress systems, unless replaced. The System will include a means to secure control access in the event the post needs to be abandoned.

#### R10 Master Control

Supply and install one (1) touch screen control system, that includes:

- One (1) Control PC, Dell 5500 tower or better
- One (1) ELO 24" or more, flush mounted touch screen monitor
- One (1) Digital optical mouse

- One (1) Intercom master station
- Four (4) 32" or more, LCD vertical mount monitor (Camera Call Ups, CCTV Viewing)
- One (1) Dell 5500 tower PC (admin, logging & reporting)
- One (1) 32" or more, LCD vertical mount monitor (Other)
- One (1) Station Uninterruptible Power Supply

Installation of Master Control will include all necessary design, labor and equipment needed to implement a new System. This will include required cosmetic and functional changes to make this location an industry standard control center. The System will include a means to secure control access in the event the post needs to be abandoned.

#### R11 Equipment Room One

- Supply and install one (1) Omron PLC
- Appropriate input cards, output cards and PLC power supply, as required
- Appropriate "breakout" boards from PLC I/O to existing control relays
- Reuse existing "ice cube" relays
- Network switch to allow for PLC network connectivity
- UPS power for PLC equipment

Upgrades to Equipment Room One will include all necessary design, labor and equipment needed to implement a new System. The System will include a means to secure control access in the event the area needs to be abandoned.

#### R12 Equipment Room Two

- Supply and install one (1) Omron PLC
- Appropriate input cards, output cards and PLC power supply, as required
- Appropriate "breakout" boards from PLC I/O to existing control relays
- Reuse existing "ice cube" relays
- Network switch to allow for PLC network connectivity
- UPS power for PLC equipment

Upgrades to Equipment Room Two will include all necessary design, labor and equipment needed to implement a new System. The System will include a means to secure control access in the event the area needs to be abandoned.

#### R13 Spares

- One (1) Control PC, Dell 5500 tower PC or better
- One (1) ELO 24" or more, touch screen monitor (Control Rooms)
- One (1) ELO 24" touch screen monitor (Booking)
- One (1) 32" or more, LCD vertical mount monitor (Control Rooms)
- One (1) 19" LCD vertical mount monitor (Booking)
- One (1) Intercom master station

R14 Existing relays may be reused where possible, driven by an Omron PLC, or similar system. Appropriate input and output modules shall be provided as part of this project. Relays shall be enclosed in existing NEMA wall mounted cabinets.

R15 Field splices of wire are not acceptable. Any splices shall be in terminal blocks in secure

areas. Vendor is required to label all wiring at head end and any terminal blocks.

R16 The Vendor will provide a run time licenses for each HMI station. The Vendor shall also provide one (1) development license with appropriate number of tags for this project.

R17 Control Components. Comparable substitutions to the following will be allowed.

- HMI Software – Indusoft
- HMI Monitors – Contractor's Choice
- HMI PC's – Dell
- Door Control Components – Phoenix Contact
- Intercom – Rauland, Dukane, Tech Works

R18 The Vendor will provide new UPS power for HMI/PLC system with a run time of 10 minutes.

R19 Prior to proceeding with the ordering of any components or the installation of such components by the Vendor in PCF as contemplated herein, the Vendor shall submit a final design plan to the County for review and approval.

R20 Vendor will provide complete and accurate 'as built' drawings prior to final payment for any individual phase of work. AutoCAD format is preferred.

R21 Vendor will provide two hard copy sets of O&M manuals at the completion of all work described herein.

R22 Upon project completion, Vendor will provide a recommended spare parts list. The Vendor will be responsible for the actual purchasing of any spare parts, if any, per the Maintenance Contract.

R23 The Vendor shall be responsible for the removal/disposal of all materials and any existing equipment being replaced.

R24 The Vendor shall complete Acceptance Testing on the entire System installed in PCF that verifies the functional integrity of the all hardware/software furnished and installed by the Vendor in PCF. All testing performed by the Vendor must be witnessed by designated County Staff.

R25 The new components may use existing wiring if possible. If used, it must be in good condition.

R26 The Vendor will avoid use of custom hardware, software or programming, i.e., the Vendor will utilize off-the-shelf components where possible.

R27 All installation and maintenance work performed by the Vendor must be completed in a manner so as to accommodate continued real time safety and security needs of PCF.

R28 Vendor's Proposal must address the ability to provide both warranty and on-going on-site maintenance and repair services, remote tech support, and availability and delivery of replacement and spare parts. Reference Maintenance Contract section above.

R29 The Vendor shall be responsible for the removal/disposal of all materials and any existing equipment being replaced.

R30 The selected Vendor shall complete a test of all components; electrical connections and complete installation/programming at PCF. The County intends to negotiate a mutually acceptable Acceptance Test Procedure in the final Contractual Document with the selected Vendor to verify the functional integrity of the System acquired.

R31 All Vendor's personnel that either attend the pre-proposal meeting, and/or perform any work after a contract has been awarded, will be subjected to security/background checks by the County, prior to being allowed to enter PCF. Vendors will be expected to provide information to the County on their employees as required.

R32 The Vendor shall be licensed and in good standing with the State of Utah prior to submitting a proposal. Failure to provide a CURRENT license number with their Proposal is grounds for immediate disqualification.

R33 The Vendor shall provide a list of personnel assigned to the project. Provide documentation of certification of appropriate personnel with the systems utilized. Failure to provide documentation of proper certifications is grounds for disqualification.

R34 Vendor equipment shall include backup power in the event of temporary loss of commercial power.

R35 The proposed equipment and system shall be scalable to meet the County's growing needs. Describe how the System will be expandable, i.e., the ability to add extra monitors, cameras etc..

R36 The Vendor will provide upgrades in number and functionality to the existing security camera bank. The current number of cameras in use is 32 (Analog). The County is proposing an increase in this number to approximately 100. Locations of new cameras and any required movement of existing cameras will be determined by the County. Upgrades will include recording equipment and video quality (format, resolution, frame number and freeze frame detail quality, etc.), as well as, video monitors and control systems of the cameras. Note: Central, Max and Booking will normally have visual access to the cameras in their sections. Master Control will normally have visual access to all cameras. See R07 - R12.

R37 The Vendor will provide required upgrades to all existing security doors in the facility. These upgrades shall bring this aspect of PCF to current industry standards. See R07 - R12.

R38 The Vendor will provide required upgrades to all existing intercom systems in the facility. These upgrades shall bring this aspect of PCF to current industry standards. See R07 - R12.

R39 Describe user access to the proposed System, i.e. by individual staff member, by work station etc. Include access to playback functions, and how emergency station overrides and routing might work.

## **Service and Maintenance**

R40 Describe in detail, the proposed Maintenance Contract for the System to be installed. Include points mentioned in the "Maintenance Contract" section above.

R41 In particular, describe how you will meet the requirement to provide a single point of contact for all issues related to installation, training, service, and maintenance of the System. Descriptions should include the following aspects:

Initial installation of the System.

Response to major service outages after installation. Major outage is defined as ten percent or more of the functionality of the system. The County believes responses should come within two hours from the time the Vendor is notified. List any additional charges if any, associated with this type of failure.

Live routine support to the County 24 hours a day, year round, for all issues and concerns.

R42 Detail the method of determining service interruptions and service priorities. List response time for each priority and the level of expertise devoted to each priority.

R43 Describe your system diagnostic process and tools. The System should have the capability for remote diagnostic to minimize facility visits by Vendor.

R44 Describe how the service will be provided, i.e. on site or in the shop. State how long do repairs of different types take.

R45 The Vendor shall provide a contact person who will be responsible for all ongoing account management and support. County would again prefer a single point of contact for all issues related to any contract.

R46 The Vendor shall provide service policies and procedures as an attachment to it's proposal.

### **Installation and Cut-Over**

R47 The Vendor will begin work on the System within thirty (30) days after notification to the Vendor that the contract has been awarded. Completion of all work, including testing and training, should be within sixty (60) days after the project is started.

R48 The Vendor shall submit a complete and detailed schedule of the time-frame required for installation, training, cut over and testing. The System shall be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of PCF.

R49 If the County's requirements related to start and finish periods cannot be met, the Vendor shall propose an alternate time frames. Failure to state installation periods in the proposal will obligate the Vendor to start and complete the System installation as required in R47. An extended period of installation time may be considered when in the best interest of the County. The County reserves the right to delay or extend the period of installation time when in the best interest of the County. Any delay in the implementation of the Vendors' schedule that is caused by the County will increase the Vendor's time allowance to complete installation, but the Vendor shall submit a complete and detailed schedule of additional time required.

R50 The risk of loss and / or damage to System equipment will be assumed by the Vendor

during shipment, unloading, and installation.

R51 The Vendor shall agree to the County's right to require the replacement of any existing component that fails to meet required performance levels, as determined by the County and at no additional cost to the County.

R52 The Vendor shall have a plan to provide planned technology upgrades. Please describe.

R53 The Vendor shall describe its experience with implementing services detailed in this RFP.

### **Training**

R54 The Vendor shall provide initial installation training to the County Staff in system administration, operation, and reporting. Upgrade and refresher training shall also be provided by the Vendor per the terms of the Maintenance Contract.

R55 Describe your initial training program. Include a description of course(s) and any applicable documents. Further, the Vendor shall provide adequate training (not-to-exceed 8 hours) at the PCF to designated County Staff upon completion of the installation of the System described herein.

### **System Cost**

R56 Provide all details related to the cost structure of the proposed System. Include installation and maintenance.

### **Other Services and Offerings**

R57 While not "required" in this RFP process, the County is interested in other bonus systems and products offered by the Vendors. Describe the other services, if any, that could be offered by the Vendor as part of the Installation or Maintenance Contracts. Bonus systems could include; camera upgrades and capabilities, interior and exterior sensors and detectors, perimeter security systems, lighting, fencing, counter measures, section information banners, etc.