



BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND

REQUEST FOR PROPOSALS

Item Description: False Alarm Tracking and Billing Services
(1 Year Contract with Two One Year Options to Renew)

Date to be opened: December 5, 2022

Issuing Department: Police Department

QUESTIONS

- Please direct questions relative to the bidding process, how to fill out forms, and how to submit a bid (Pages 1-8) to Purchasing Agent Chevell Burgess.
 - Phone: (401) 680-5264
 - Email: cburgess@providenceri.gov
 - Please use the subject line “**RFP Question**”
- Please direct questions relative to the Minority and Women’s Business Enterprise Program and the corresponding forms (Pages 9-13) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
 - Phone: (401) 680-5766
 - Email: gdiaz@providenceri.gov
 - Please use subject line “**MBE WBE Forms**”
- Please direct questions relative to the specifications outlined (beginning on page 14) to the issuing department’s subject matter expert:
 - **Ann Marie Keohane**
 - **401-243-5582**
 - akeohane@providenceri.gov

Pre-bid Conference

No Pre-bid Conference



**BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND**

INSTRUCTIONS FOR SUBMISSION

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk, Room 311, City Hall, 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in the City Council Chambers, on the 3rd floor of City Hall.

- Bidders must submit **3 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the RFP and bid are related and must include the company name and address on the envelope as well.** (On page 1).
- If required by the Department, please keep the original bid bond and check in only one of the envelopes.
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have "**NOT A BID**" written on the envelope or wrapper.
- Only use form versions and templates included in this RFP. If you have an old version of a form do not recycle it for use in this bid.
- The bid envelope and information relative to the bid must be addressed to:

**Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903**

****PLEASE NOTE:** This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.

This information is NOT requested to be provided in your initial bid by design.

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City's Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.



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BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at <http://www.providenceri.gov/purchasing/how-to-submit-a-bid/>

The bid package **MUST** include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (*see page 6 of this document*)
- Bid Form 2: Certification of Bidder as 2nd page (*see page 7 of this document*)
- Bid Form 3: Certificate Regarding Public Records (*see page 8 of this document*)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. *See forms and instructions enclosed (pages 9-13) or on: <https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>*

***Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.**

- Bidder's Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, *if requested* (as indicated on page 5 of this document under "Bid Terms")

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

*****Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.**



BOARD OF CONTRACT AND SUPPLY
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NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an "equal in quality" basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City's [Open Meetings Portal](#).
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will **NOT** be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply ([RIGL Sec. 37-13-1 et seq.](#))
15. No goods should be delivered or work started without a Purchase Order.
16. **Submit 3 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.**
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)



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BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.
 - a) A certified check for \$_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.
 - b) A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default.
 - c) A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.
 - d) No financial assurance is necessary for this item.
2. Awards will be made within **sixty (60) days of bid opening**. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker's Compensation Act, RIGL 28-29-1, et seq. If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.



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BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. **Contracts exceeding twelve months must specify annual costs for each year.**
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each item should be priced individually**. Do not group items. Awards may be made on the basis of **total** bid or by **individual items**.
5. All bids **MUST BE SIGNED IN INK**.

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Business Address: _____

Business Phone #: _____

Contact Email Address: _____

Agrees to bid on (Write the "Item Description" here): _____

If the bidder's company is based in a state *other than Rhode Island*, list name and contact information for a local agent for service of process that *is located within Rhode Island* _____

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Total Amount in Writing*: _____

Total Amount in Figures*: _____

** If you are submitting a unit price bid, please insert "Unit Price Bid"*

Use additional pages if necessary for additional bidding details.

Signature of Representation

Title



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BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder's employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on
this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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BID FORM 3: Certificate Regarding Public Records

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify an

understanding that:

1. All bids submitted in response to Requests for Proposals (RFP's) and Requests for Qualification (RFQ's), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk's office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.
2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor's bid.
3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.
4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department's request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.
5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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WBE/MBE Form Instructions

The City of Providence actively seeks Minority and Women business enterprises to participate in bids to meet the City's procurement needs. Pursuant to the City of Providence Code of Ordinances, Chapter 21, Article II, Sec. 21-52 (Minority and Women's Business Enterprise) and Rhode Island General Laws (as amended), Chapter 31-14, et seq. (Minority Business Enterprise), Minority Business Enterprise (MBE) and Women's Business Enterprise (WBE) participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is **10%** of the total bid value.
The goal for Women's Business Enterprise (WBE) participation is **10%** of the total bid value.
The goal for combined MBE/WBE participation is **20%** of the total bid value.

Only businesses certified with the State of Rhode Island as minority and/or women business enterprises are counted towards the City's goals. Eligible minority or women-owned businesses are encouraged to seek certification from the State of Rhode Island Minority Business Enterprise Compliance Office at: <http://odeo.ri.gov/offices/mbeco/>

Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Bid Requirements:

All Bidders: All bidders must complete and submit the *MBE/WBE Participation Affidavit* indicating whether or not they are a state-certified MBE/WBE and acknowledging the City's participation goals. Submission of this form is required with **every bid**. Your bid will not be accepted without an affidavit.

Bidders who will be subcontracting: Bidders who will be subcontracting must submit the *Subcontractor Disclosure Form* as part of their bid submission. All subcontractors, regardless of MBE/WBE status, must be listed on this form. Business NAICS codes can be found at <https://www.naics.com/search/>. Awarded bidders are required to submit *Subcontractor Utilization and Payment Reports* with each invoice.

Waiver Requests:

If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F on the Subcontractor Disclosure Form) and the prime contractor is not a Rhode Island State-certified MBE or WBE, the Bidder must complete the *MBE/WBE Waiver Request Form* for review. Waivers will be considered on a case by case basis.

No waiver will be granted unless the waiver request includes documentation that demonstrates that the Bidder has made good faith efforts to achieve the City's stated participation goals. Waivers must be reviewed and signed by the City of Providence's MBE/WBE Outreach Director, Grace Diaz, or her designee. Department Directors cannot recommend a bidder for award if this form is applicable and absent. If the bid does not meet the participation goals of the City of Providence and a waiver is not filed with the signature of the MBE/WBE Outreach Director or her designee, the bid will not be accepted.

Verifying MBE/WBE Certification

It is the responsibility of the bidder to confirm that every MBE/WBE named in a proposal and included in a contract is certified by the Rhode Island Minority Business Enterprise Compliance office. The current MBE/WBE directory is available at the State of RI MBE Office, One Capitol Hill, 2nd Floor, Providence, RI, or online at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. You can also call (401) 574-8670 to verify certification, expiration dates, and services that the MBE/WBE is certified to provide. Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Form Instructions:

Access all bid forms from <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>. **Download** the forms as blank PDFs. Once saved on your computer, fill them out using the Adobe program. The fillable PDFs must be completed in Adobe in order to be saved property. Google Chrome and similar



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platforms do not allow for the forms to be saved as filled PDFs. Therefore, please download the blank forms to your computer, then fill them out and save.

Assistance with Form Requirements

Examples of completed forms can be found on the City of Providence website at <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>.

Contract Requirements:

Prime contractors engaging subcontractors must submit the *Subcontractor Utilization and Payment Report* to the City Department's Fiscal Agent with every invoice and with request for final payment. This form is not submitted as a part of the initial bid package.

For contracts with duration of less than 3 months, this form must be submitted along with the contractor's request for final payment. The form must include all subcontractors utilized on the contract, both MBE/WBE and non- MBE/WBE, the total amount paid to each subcontractor for the given period and to date. During the term of the contract, any unjustified failure to comply with the MBE/WBE participation requirements is a material breach of contract.

Questions?

For more information or for assistance with MBE/WBE Forms, contact the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.com or (401) 680-5766.



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MBE/WBE PARTICIPATION AFFIDAVIT

Item Discussion (as seen on RFP):

Prime Bidder: _____

Prime Bidder (Company) Phone Number: _____

Which one of the following describes your business' status in terms of Minority and/or Woman-Owned Business Enterprise certification with the State of Rhode Island? MBE WBE Neither MBE nor WBE

By initialing the following sections and signing the bottom of this document in my capacity as the contractor or an authorized representative of contractor, I make this Affidavit:

It is the policy of the City of Providence that minority business enterprises (MBEs) and women business enterprises (WBEs) should have the maximum opportunity to participate in procurements and projects as prime contractors and vendors. Pursuant to Sec. 21-52 of the Providence Code of Ordinances and Chapter 31-14 *et seq.* of the Rhode Island General Laws (as amended), MBE and WBE participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.
The goal for Women's Business Enterprise (WBE) participation is 10% of the total bid value.
The goal for combined MBE/WBE participation is 20% of the total bid value.

I acknowledge the City of Providence's goals of supporting MBE/WBE certified businesses. Initial _____

If awarded the contract, I understand that my company must submit to the Minority and Women's Business Coordinator at the City of Providence (MBE/WBE Office), copies of all executed agreements with the subcontractor(s) being utilized to achieve the participation goals and other requirements of the RI General Laws. **I understand that these documents must be submitted prior to the issuance of a notice to proceed.** Initial _____

I understand that, if awarded the contract, my firm must submit to the MBE/WBE Office canceled checks and reports required by the MBE/WBE Office on a quarterly basis verifying payments to the subcontractors(s) utilized on the contract. Initial _____

If I am awarded this contract and find that I am unable to utilize the subcontractor(s) identified in my Statement of Intent, I understand that I must substitute another certified MBE and WBE firm(s) to meet the participation goals. **I understand that I may not make a substitution until I have obtained the written approval of the MBE/WBE Office.**

Initial _____

If awarded this contract, I understand that authorized representatives of the City of Providence may examine the books, records and files of my firm from time to time, to the extent that such material is relevant to a determination of whether my firm is complying with the City's MBE/WBE participation requirements.

Initial _____

I do solemnly declare and affirm under the penalty of perjury that the contents of the foregoing Affidavit are true and correct to the best of my knowledge, information and belief.

Signature of Bidder

Printed Name

Company Name

Date



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SUBCONTRACTOR DISCLOSURE FORM

Fill out this form only if you **WILL SUBCONTRACT** with other parties. If you will not subcontract any portion of the proposed bid, do not fill out this form.

Prime Bidder: _____ Primary NAICS _____

Code: _____

Item Description (as seen on RFP): _____

Please list all Subcontractors below. Include the total dollar value that you propose to share with each subcontractor and the dollar amount to be subcontracted. Please check off MBE and WBE where applicable. The directory of all state-certified MBE/WBE firms is located at www.mbe.ri.gov. Business NAICS codes can be found at

<https://www.naics.com/search/>

Proposed Subcontractor	MBE	WBE	Primary NAICS Code	Date of Mobilization	\$ Value of Subcontract
					\$
					\$
					\$
					\$
					\$
					\$
A. MBE SUBCONTRACTED AMOUNT:					\$
B. WBE SUBCONTRACTED AMOUNT:					\$
C. NON MBE WBE SUBCONTRACTED AMOUNT:					\$
D. DOLLAR AMOUNT OF WORK DONE BY THE PRIME CONTRACTOR:					\$
E. TOTAL AMOUNT OF BID (SUM OF A, B, C, & D):					\$
F. PERCENTAGE OF BID SUBCONTRACTED TO MBEs AND WBEs. (Divide the sum of A and B by E and multiply result by 100).					%

Please read and initial the following statement acknowledging you understand. If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F) and the prime contractor is NOT a Rhode Island State-certified MBE or WBE, you must fill out the **MBE/WBE WAIVER REQUEST FORM** for consideration by City of Providence MBE/WBE Outreach Director. Initial _____

Signature of Bidder

Printed Name



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MBE/WBE Waiver Request Form

Fill out this form only if you are subcontracting and did not meet the 20% MBE/WBE participation goal.
State-certified MBE or WBE Prime Bidders are NOT REQUIRED to fill out this form.

Submit this form to the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.gov, for review **prior to bid submission**. This waiver applies only to the current bid which you are submitting to the City of Providence and does not apply to other bids your company may submit in the future.

Prime Bidder: _____

Company Trade: _____

Item Discussion (as seen on RFP):

To receive a waiver, you must list the certified MBE and/or WBE companies you contacted, the name of the primary individual with whom you interacted, and the reason the MBE/WBE company could not participate on this project.

MBE/WBE Company Name	Individual's Name	Company Trade	Why did you choose not to work with this company?

I acknowledge the City of Providence's goal of a combined MBE/WBE participation is 20% of the total bid value. I am requesting a waiver of _____ % MBE/WBE (20% minus the value of **Box F** on the Subcontractor Disclosure Form). If an opportunity is identified to subcontract any task associated with the fulfillment of this contract, a good faith effort will be made to select MBE/WBE certified businesses as partners.

Signature of Prime Contractor

Printed Name

Date Signed

Signature of City of Providence
MBE/WBE Outreach Director

Printed Name of City of Providence
MBE/WBE Outreach Director

Date Signed



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SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm's bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

*This information is **NOT** requested to be provided in your initial bid that you will submit to the City Clerk's office by the "date to be opened" noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.
- **USE THESE BULLETS TO OUTLINE ITEMS YOU WILL NEED VENDORS TO PRODUCE ON REQUEST IF YOU SEEK TO AWARD THIS BID TO THEM.**
- **E.G. PROOF OF INSURANCE**



BOARD OF CONTRACT AND SUPPLY
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BID PACKAGE SPECIFICATIONS

**REQUEST FOR PROPOSALS
FOR
FALSE ALARM TRACKING AND BILLING SERVICES**

RFP FALSE ALARM TRACKING AND BILLING SERVICES

1.0 GENERAL

The City of Providence, Rhode Island (“City”) is soliciting responses to this Request for Proposals (“RFP”) from a qualified firm (“Vendor”) for false alarm tracking and billing services. The City is seeking to enter into a revenue sharing contract with a firm that will be responsible for administering the City’s false alarm reduction program, which will include database development and management, registration of alarm systems, alarm tracking, billing, collection and accounting services for registration fees and false alarm fees, correspondence with citizens and businesses regarding false alarms, and other services as directed by the City in accordance with City alarm ordinances. Such contract shall be at no cost to the City and shall be with a firm that has no interest whatsoever in the security alarm business.

During the contract period, the selected Vendor shall establish a close working relationship with the City and specifically the False Alarm Administrator and provide a proven, tested alarm tracking and billing system that will meet the City’s alarm ordinance requirements.

Such firm shall be a single provider and have 100% control of the quality of service provided to the City. The City will be taking into consideration more than its financial benefit in its evaluation process. The City will proceed to determine that the Vendor is qualified and to that end will evaluate and verify the information provided by Vendor.

Vendor shall have a minimum of three (3) years’ experience in administering false alarm reduction programs, similar to the services requested in this RFP. The experience should be with cities of a similar size as Providence.

The Vendor shall demonstrate its capability to provide computer technical support for any initial programming required to transfer all necessary information to Vendor in a timely manner.

The City desires a minimal involvement of City staff time and resources to support the alarm registration and false alarm tracking and fee remittance process.

For technical and security reasons, the awarded firm shall not have direct access to the City’s Computer Aided Dispatch (CAD) system. The selected company must be able to accept a simple data feed of this information on a regular basis.

The Vendor shall return the City’s data in an agreed-upon format at the end of the contract term, if the contract is not renewed, or upon any earlier termination.

The City’s data shall only be stored within the continental United States.

The Vendor shall be PCI-compliant.

RFP FALSE ALARM TRACKING AND BILLING SERVICES

2.0 Scope of Services and Minimum Requirements

The overall objective of the City is to obtain the services of a false alarm administrator handling alarm registration, tracking and billing. The minimum requirements below describe the City's general expectations and the anticipated work to be performed. The City encourages all Vendors to include in their proposal any services they recommend to achieve these objectives that are not specifically requested herein.

The following services are anticipated to be needed, but the services to be provided are not limited to the following:

- Provide an electronic database to track all security alarm registrations.
- Track false alarm responses as provided by the City and alarm registration status (such as active, suspended or revoked) using the database.
- Make registration, false alarm and registration status data available for import and export to and from the City and alarm companies in Microsoft Excel format.
- Provide the City with electronic lists or reports of new registrations and changes of registration status on an as-needed basis.
- Generate and mail false alarm notifications, billings, and registration status change notifications to individuals and businesses.
- Ensure that only alarms within the City are being registered.
- Provide a toll-free citizen customer support telephone line. Such services shall not be outsourced and shall be conducted by the selected Vendor. Customer service personnel must have experience in handling the administration aspects (including tracking and billing) of the program and the service must be able to support any citizens' inquiries about the City's alarm ordinance, registrations, fines, etc.
- Provide continuing education programs for alarm users and alarm companies.
- Provide online registration and account status capabilities.
- Provide a service where data is easily accessed by a variety of search fields to facilitate inquiry.
- Provide a system that allows for the tracking and permitting of alarm dealers and alarm agents. The system should also have the capacity to maintain contact and other relevant information for individual companies and technicians.
- Provide a system that allows for seamless integration of computer interfaces to include Computer Aided Dispatch (CAD) and any other alarm processing and financial systems that may be involved.
- Provide a system that fully integrates a hearing and appeal system that allows for the adjudication of any action for any account.
- The Vendor shall supply a system that allows for the creation of financial, management and statistical reports.
- The Vendor shall supply a system that provides a secure web-based, fully interactive alarm registration and update and renewal process, the ability to make online false alarm payments, and have the capacity for alarm companies to review their customer alarm performance and users can access online alarm trainings.

RFP FALSE ALARM TRACKING AND BILLING SERVICES

- The Vendor shall provide a system that meets or exceeds all City of Providence security requirements including but not limited to software with features to reduce the likelihood and/or the effectiveness of a system security breach. Access to the software is password protected, and the degree of access (access rights) may be uniquely defined for each user.
- Provide a system that provides extensive language support including an array of communication choices for the hearing impaired.
- The Vendor shall provide a customer service/support system that is accessible a minimum of five (5) days per week, eight (8) hours per day.
- The Vendor shall provide a comprehensive public awareness campaign to ensure the highest degree of compliance and public support, along with a departmental training (train the trainer) service in regards to the supplied system and features.
- Provide customer support phone numbers for quality assurance testing.
- Provide all necessary developing, copying, faxing, postal costs, and all other such related services at the selected Vendor's cost.
- Maintain and retain all books, records, data, and other related and relevant documentation for a minimum of three (3) years after the expiration of any agreement issued as a result of this RFP.
- The Vendor shall obtain a City business license at commencement of contract if it does not already have one.
- The Vendor shall collect and remit to the City one hundred percent (100%) of all collections collected by the Vendor. The City will remit to the Vendor compensation as provided under the contract no later than ten (10) days after receiving a statement for such fees.
- Perform all services to stay in compliance with the City's current false alarm ordinance.

3.0 Right to Audit

The City may perform inspections and audits of the operations, records, equipment, premises used, procedures and other such matters relating to the accomplishment of the purposes and objectives of this RFP and for the safety, well-being and accommodation of the public. The selected Vendor shall make all of its premises, equipment, records, facilities and personnel available upon request for such inspections. The selected Vendor shall promptly correct any deficiencies noted by the City.

4.0 Data Confidentiality

The Vendor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others carrying out its functions under the contract, shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. The Vendor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of Vendor as needed for the performance of duties under the contract.

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5.0 Term of Contract

The term shall be for one (1) year with the option to renew for two (2) additional one-year terms by mutual agreement. Either party may voluntarily terminate the contract after thirty (30) days by providing written notice to the other of the intent to do so.

The selected Vendor may receive, under a written contract, a commission on revenues collected. The commission agreed to be received by the Vendor shall be a portion of the total revenues collected by the Vendor through the false alarm reduction program.

6.0 Qualifications Information

1. Describe your company and the services it offers. Include the names and principals in the firm and the location of the firm headquarters, including any branch locations.
2. Include the length of time the firm has been in business and the length of time it has been providing security alarm administrative services. Indicate whether security alarm administrative services are your primary service offered.
3. Provide five (5) references, with contact information, of other municipal jurisdictions that are under contract (not including services subcontracted or outsourced) for false alarm reduction services. Such references cannot include the sole use of a software product.
4. Provide a general description of how Vendor will provide the services requested in this RFP.
5. Describe how Vendor will accept electronic transfer of data from the City's Public Safety Records Management System (RMS).
6. Provide a description of the level of involvement required by the City to support the security alarm administrative process.
7. Describe any past or present lawsuits against Vendor within the last five (5) years.
8. Provide the number of employees that will be assigned to the project accompanied by resumes and experience of the project managers.
9. Provide information regarding any web-based database accessible by selected City staff and any reporting capabilities available to City staff.
10. Provide information on the confidentiality and security of the City's data.

7.0 Proposal Content

The following items shall be addressed in the proposal submission:

A. Method of Approach to accomplish the requirements as outlined in the Scope of Work.

Provide a detailed description of all services to be provided.

B. Experience and Qualifications.

1. Provide a history of the organization to include prior related experience and number of years in business.

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2. Provide information related to staffing, including any security/background checks of employees.
3. Provide five (5) client references.

C. Complete Price Sheet.

False Alarm Management Services

1. The fee collected for: upfront systems developments, licensing, conversion, equipment, travel or other costs.
2. Any fees associated with mailing costs (postage, paper, and envelopes).
3. Any fees associated with the collection of fines.
4. Any fees associated with registrations or renewals of alarms.

Training and implementation cost

1. Training fee.
2. Technology fee.
3. Equipment fee.
4. Implementation fee.

D. Additional Data Support, provide the following:

If Vendor requires the City to sign an additional or separate agreement, a copy must be included with your submittal.

8. Questionnaire

1. Provide an answer to each question even if the answer is “not applicable” or “unknown.”
2. Answer the questions as directly as possible.
3. Be concise in your response, keep responses to 200 words or less.
4. The Vendor shall be held responsible for accuracy/validity for all answers.

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Questions

1. Describe in detail the False Alarm Management System and associated tools provided by your company and how those resources are accessed.
2. Describe what, if any, fees are to be charged for using the False Alarm Management System.
3. Describe your system's ability to generate reports regarding false alarm management, fees collected and any other information that may be useful to the Providence Police Department/City of Providence.
4. In addition to the services outlined in the Scope of Work, are there any additional services the Vendor can provide to the Providence Police Department and/or other interested parties?
5. Provide a list of all other agencies the Vendor has contracted/partnered with in the State of Rhode Island. Provide agency name, relationship and services provided.
6. Describe the process for collecting and depositing fines, fees and any other costs associated with the system. How does the City of Providence access the process?
7. Will the data provided by the Providence Police Department be used for commercial purposes? If yes, describe in detail how the data will be used and list any associated fees.
8. Is an interface with a Records Management System possible for future enhancement of services? If so, describe the process.
9. Describe security and access to data.
10. Identify any hardware and software requirements that may be required.

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9. Proposal Evaluation

Proposals will be reviewed and scored based upon the following criteria.

PROPOSED SCORING METRICS FOR SCHEDULING AND TIME AND ATTENDANCE RECORDING SYSTEM	POSSIBLE POINTS
TECHNICAL PROPOSAL – Total possible points = 60	
Staff Qualification	10 Points
Capability, Capacity and Qualification of the Offeror, and Subcontractors where appropriate	25 Points
Work Plan	25 Points
Approach/Methodology/Training	15 Points
Total Possible Technical Points	75 Points
Cost proposal*	25 Points
Total Possible Evaluation Points	100 Points

*Cost Proposal Evaluation:

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$(\text{Lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for annual costs and services fees and the total points available are twenty-five (25), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 25 = 16.25$$

General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services.

10. RFP Inquiries

All questions regarding this proposal should be directed to Ann Marie Keohane via email at akeohane@providenceri.gov.