

County of Aroostook

Invitation to Bid

REQUEST FOR PROPOSAL For PUBLIC SAFETY ANSWERING POINT (PSAP) SERVICES

RFP Release Date

August 2, 2019

Proposal Submittal Deadline

Friday

September 6, 2019

At 2:00 P.M.

Questions with regard to submissions, process, or proposals
can be emailed to:

Shawn Gillen

Sheriff

shawn.gillen@aroostook.me.us

REQUEST FOR PROPOSALS
for
Public Safety Answering Point (PSAP) Services

NOTICE IS HEREBY GIVEN that the County of Aroostook (“County”) is issuing this Request for Proposals (“RFP”) for preparation of Public Safety Answering Point (PSAP) Services.

PSAP Centers are solely responsible for ensuring proposals are received by the County on or before the submittal deadline. **Proposals must be received no later than 2:00 p.m., on Friday, September 6, 2019 at the following address:**

County of Aroostook
Attn: Ryan D. Pelletier
County Administrator
144 Sweden Street, Suite 1
Caribou, ME 04736

An original copy must be signed by a representative authorized to bind the PSAP Center. Proposals submitted by facsimile or email are not acceptable and will not be considered. **The original signed proposal is to be submitted along with the cost “Cost Proposal” in a sealed package with the name of the PSAP Center and RFP title “Public Safety Answering Point (PSAP) Services” clearly marked on the outside of the package.**

Failure to comply with the requirements set forth in this RFP may result in disqualification. Proposals and/or modifications received subsequent to the hour and date specified above will not be considered. Submitted proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing before the submittal deadline. Proposals cannot be changed or withdrawn after the submittal deadline. No handwritten notations or corrections will be allowed. The responding Consultant is solely responsible for all costs related to the preparation of the proposal.

The County reserves the right to reject all proposals and to waive any minor informalities or irregularities contained in any proposal. Acceptance of any proposal submitted pursuant to this RFP shall not constitute any implied intent to enter into a contract.

The contract award, if any, will be made to the PSAP Center who, in the County’s sole discretion, is best able to perform the required services in a manner most beneficial to the County.

The RFP is available on the County of Aroostook website. (www.arostook.me.us)

Introduction

The County of Aroostook is accepting Proposals for a qualified Public Safety Answering Point (PSAP) as defined by the State of Maine Emergency Services Communication Bureau to provide Emergency Call Answering services for the County of Aroostook.

The RFP is intended to provide a common and uniform set of instructions to guide proposers through the development of proposals.

There is no expressed or implied obligation for the County of Aroostook to reimburse responding PSAPS for any expenses incurred in preparing proposals in response to this request. Materials submitted by respondents are subject to public inspection under the Maine Freedom of Access Act.

During the evaluation process, the County of Aroostook reserves the right, where it may serve the County's best interest, to request additional information or clarification from proposers, or to allow corrections of errors or omissions.

The County reserves the right to retain all proposals submitted and to use any idea(s) in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in the request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the County of Aroostook and the firm selected.

It is anticipated the selection of a PSAP will be completed in a timely fashion upon submittal of proposals. Following the notification of the selected firm, a recommendation and proposed contract will be prepared for review and approval by the County Commissioners. The County reserves the right to reject any or all proposals, to waive any non-material irregularities or information in any proposal, and to accept or reject any items or combination of items.

Proposals must be responsive to County's request. The County shall determine the most responsive and qualified consultant providing the best service at the most reasonable cost. Cost alone shall not be the determinative factor. Other consideration will include, but not limited to, experience providing E-911 answering services in Maine and references from current communities and/or counties where services are provided.

The request for proposals does not obligate the County to award a contract or complete the project and the County reserves the right to cancel the solicitation if deemed in its best interest.

Background

The County of Aroostook is the largest geographically of Maine's sixteen (16) counties and is located approximately 250 miles north of Portland and approximately 150 miles north of Bangor. It has a population of approximately 67,500.

The County of Aroostook Sheriff's Office (ASO) is located at 25 School Street, Suite 216 in Houlton, Maine. The ASO has fifty-eight (58) full-time employees and + / - twenty-seven (27) part-time employees. The ASO is broken up into two units (Patrol Division and Corrections Division). The (1) Sheriff and (1) Chief Deputy are responsible for both units. The ASO has one volunteer Chaplain.

The Patrol Division consists of (1) Commander, (1) Lieutenant, (2) Sergeants (9) Deputies, (1) Detectives, (1) Transport Deputy, (1) Administrative Assistant, (6) Dispatchers and (4) Deputies assigned to the Maine Drug Enforcement Agency. The Patrol Division also consists of (3) part-time transport deputies, (8) part-time deputies assigned to the Civil Process Unit and (3) Part-time Dispatchers. Our agency includes a 24/7 Communications Center that dispatches Aroostook County Sheriff's Office deputies as well as emergency services for 3 additional law enforcement agencies, 2 ambulance services and 15 fire departments.

The Corrections Division consists of (1) Commander, (6) Sergeants, (21) Corrections Officers, (2) Case Managers, (1) Administrative Assistant and (10) part-time Corrections Officers.

Emergency land line calls for service exclusively for the County of Aroostook during the most previous year (2018):

TOTAL 911 MEDICAL CALLS FOR SERVICE (EMD (Ambulance Only)	1,051
TOTAL 911 MOTOR VEHICLE CRASH CALLS FOR SERVICE (EMD)	107
TOTAL 911 DOMESTIC/ASSAULTS/DISTURBANCE CALLS FOR SERVICE	293
TOTAL 911 FIRE CALLS (EFD) (Fire calls 282, first responder calls 98)	380
TOTAL 911 CALLS OF ANOTHER NATURE WITHOUT (EMD) OR (EFD)	237
TOTAL 911 CALLS FOR SERVICE (58 were 911 hang-up calls)	<u>1,775</u>
 TOTAL:	 3,843

In depth information on calls for service / arrest statistics for previous years are available upon request from the Penobscot RCC/911 Center.

Scope of Services

Public Safety Answering Point (PSAP) services

The ASO is seeking a qualified Public Safety Answering Point (PSAP) as defined by the State of Maine Emergency Services Communication Bureau to provide Emergency 911 call answering services for the County of Aroostook.

The ASO is already a Dispatch-Only-Agency that is duly authorized to dispatch emergency services within a designated area.

Since the ASO cannot by law be its own PSAP, we are seeking to contract with an existing PSAP who can provide us with a relayed transfer method defined as a process whereby the telephone answerer receives the call takes the information from the caller and thereafter transfers essential information to the proper emergency responder.

Bid Specifications

Public Safety Answering Point (PSAP) services

Date of Opening: Friday September 6, 2019 at 2:00 P.M.

Bidder: _____

1. A Bid is hereby submitted Public Safety Answering Point (PSAP Services):

Year 1: Per Capita cost \$ _____ X 67,500 (Aroostook's Population) = Annual Cost \$ _____
 Year 2: Per Capita cost \$ _____ X 67,500 (Aroostook's Population) = Annual Cost \$ _____
 Year 3: Per Capita cost \$ _____ X 67,500 (Aroostook's Population) = Annual Cost \$ _____

DELIVERY DATE: _____

The County of Aroostook anticipates entering an initial three-year term with a successful bidder, but does reserve the right to end the contract after the first year if not satisfied with the service. In addition, if after three years, the County and bidder are satisfied with the service, the County reserves the right to negotiate up to an additional three-year term with the successful bidder.

The County of Aroostook reserves the right to accept or reject any and or all bids or portions thereof, or waive any technicalities or formalities deemed to be in the best interest of the County of Aroostook.

The undersigned agree to deliver services in accordance with specifications and at price quoted.

PSAP: _____

NAME & TITLE: _____

ADDRESS: _____

E-MAIL ADDRESS: _____

DATE: _____ SIGNATURE: _____

NOTE: Retain one copy for your records