

# EL PASO COUNTY SHERIFF'S OFFICE

## INTEROFFICE MEMORANDUM

### **Request for Proposal Radio Maintenance Contract For El Paso County Sheriff's Office**

The following specifications are for the maintenance of El Paso County Sheriff's Office radio communications equipment.

**I. Fixed Equipment:** Proposal for fixed radio equipment listed in **Appendix A** and must include related peripheral equipment, receive multiplexers, cavity filters, grounding cables/rods/bus bars, lightning arrestors, foot switches, cabling and wiring that are beyond the telephone company demarcation block etc.

- A. Prospective service provider shall be responsible for the inspection of each fixed equipment site as listed in specifications prior to submission of proposal, as they deem fit and necessary in determining appropriate charges for maintenance of listed equipment for each site.
- B. Prospective service provider must provide twenty-four (24) hour emergency service for fixed equipment with maximum response time of two (2) hours.
- C. Maintenance to include all parts and labor to include programming of equipment as necessary.
- D. Battery backup systems on fixed equipment must be included and preventative maintenance performed quarterly to ensure continued operations during power outages.
- E. Maintenance facility shall be responsible for any and all tramway charges incurred to access radio equipment being maintained under any maintenance contract awarded.
- F. Generators and UPS systems at the Detention Facility, Jail Annex and Sheriff's Dispatch are excluded from this proposal. These items are maintained by the Sheriff's Office maintenance and engineering section.
- G. If proposer will routinely depot equipment to an outside source for repair, proposal must indicate which items they will routinely outsource for repair and an estimated turnaround time for repairs to be affected and equipment returned to operation.

- H. Proposer must not be prohibited from working at any site where receivers are located.
- I. Maintenance facility must have or be able to acquire upon award of proposal necessary software, hardware, programming cables, interface boxes, test equipment, etc. necessary to perform maintenance and program Sheriff's Office equipment as on attached list. Any exclusions or provisions must be clearly stated in the proposal with an explanation for exclusions or provisions, i.e., non-availability of parts, software, etc.
- J. Maintenance facility must stock common failure parts for El Paso County Sheriff's Office radios as enumerated on attached inventory (Appendix A) in order to minimize down time on equipment when repairs are necessary.
- K. The proposer must be available at no additional charge for consultation regarding design changes or equipment selection, based on past experience with similar systems.
- L. All fixed equipment shall be scheduled for on site preventative maintenance (PM) at least once each three months (quarterly). A maintenance/inspection report shall be submitted to El Paso County Sheriff's Office and include date of PM, deficiencies found and corrective action taken.
- M. In situations where communications failure has been identified as a telephone line/circuit fault, the maintenance facility will coordinate with the Telephone Company and provide information on suspected cause of the problem and affected circuit numbers to facilitate rapid repair and ensure serviceability of the entire system.
- N. Contractor shall, in case of signal interference, ascertain the Sheriff's Office equipment is not at fault and is operating within parameters of manufacturer's specifications. Contractor shall assist in locating the source of the problem. (An engineering study may be requested by the El Paso County Sheriff's Office at an additional cost, the amount of which shall be set forth in the proposal.)
- O. Proposer shall provide the El Paso County Sheriff's Office with assistance in licensing changes or renewals required by the Federal Communications Commission when requested at no additional charge.
- P. Work tickets or service invoices of all work performed during a billing period shall be submitted with billing. Work tickets or service invoices shall as a minimum include the date equipment submitted for repair or service performed, description of equipment and reported problem, date repair or service completed and number of technician hours spent on each service or repair and parts used in service or repair. Listed parts need not include expendable shop supplies such as solder, heat shrink, cleaning solvents unless such items impact the amount billed.

- Q. The maintenance facility shall not perform work or deliver products/services beyond the scope of the maintenance contract without prior approval from the Sheriff or his designated representative.
- R. Any exclusions or provisions regarding the maintenance of equipment on attached inventory (Appendix A) must be clearly stated in the proposal with an explanation for exclusions or provisions, i.e., non-availability of parts, software, acts of God, abuse, neglect etc.
- S. Proposal shall include a labor rate for any repairs or system work beyond routine maintenance, which may be necessitated during the period of the contract as well as a cost plus rate for parts required for such repairs. Such work would include any listed exclusion, system changes, equipment upgrades etc. The inclusion of the required labor rate and cost plus parts rate shall not be construed as obligating the El Paso County Sheriff's Office to exclusively use the selected maintenance facility for such work but may be considered in determining the best value of received proposals.
- T. Proposer shall be responsible for any Sheriff's Office equipment, software, programming cables, keys, hardware etc. that is lost, stolen or damaged while in his custody. Such equipment shall be likewise maintained in working condition at all times and returned to Sheriff's Office or designee upon demand
- U. Proposer must have or be able to acquire approval for access to the main transmitter site from the current site manager.

**II. Vehicle Equipment:** The following specifications are for the maintenance of El Paso County Sheriff's Office vehicle mounted radio communications equipment listed in **Appendix B** and includes related peripheral equipment, cabling and wiring.

- A. Proposal for vehicle-mounted equipment is to include associated peripheral equipment to exclude overhead lights and siren speakers but to include siren unit, emergency light switch panels and control heads in accordance with Appendix B.
- B. Maintenance to include all parts and labor to include programming of equipment as necessary
- C. Maintenance facility must have or be able to acquire upon award of proposal necessary software, hardware, programming cables, interface boxes, test equipment, etc. necessary to perform maintenance and program Sheriff's Office equipment as on Appendix B.
- D. Maintenance facility must stock common failure items for El Paso County Sheriff's Office radios as enumerated on attached inventory in order to minimize down time on equipment when repairs are necessary.

- E. Proposer shall be responsible for any Sheriff's Office equipment, software, programming cables, hardware etc. that is lost, stolen or damaged while in his custody. Such equipment shall be likewise maintained in working condition at all times and returned to the Sheriff's Office or designee on demand.
- F. If proposer will routinely depot equipment to an outside source for repair, proposal must indicate which items they will routinely outsource for repair and an estimated turnaround time for repairs to be affected and equipment returned to operation.
- G. Proposer shall provide the El Paso County Sheriff's Office with assistance in licensing changes or renewals required by the Federal Communications Commission when requested at no additional charge.
- H. Work tickets or service invoices of all work performed during a billing period shall be submitted with billing. Work tickets or service invoices shall as a minimum include the date equipment submitted for repair or service performed, description of equipment and reported problem, date repair or service completed and number of technician hours spent on each service or repair and parts used in service or repair. Listed parts need not include expendable shop supplies such as solder, heat shrink, cleaning solvents unless such items impact the amount billed.
- I. The maintenance facility shall not perform work or deliver products/services beyond the scope of the maintenance contract without prior approval from the Sheriff or his designated representative.
- J. Proposer shall provided a per unit contract rate with the appropriate extended rate for the number of units specified in included inventory. Proposal shall make provisions for adjusting the extended rate as units are added to service or removed from service.
- K. Any exclusions or provisions regarding the maintenance of equipment on attached inventory must be clearly stated in the proposal with an explanation for exclusions or provisions, i.e., non-availability of parts, software, acts of God, abuse, neglect etc.
- L. Proposal shall include a labor rate for any repairs or system work beyond routine maintenance, which may be necessitated during the period of the contract as well as a cost plus rate for parts required for such repairs. Such work would include any listed exclusion, system changes, equipment upgrades etc. The inclusion of the required labor rate and cost plus parts rate shall not be construed as obligating the El Paso County Sheriff's Office to exclusively use the selected maintenance facility for such work but may be considered in determining the best value of received proposals.
- M. Proposal must include labor rate for installation of radios to sedans, light trucks, sport utility vehicles and motorcycles. The inclusion of the required labor rate shall not be construed as obligating the El Paso County Sheriff's Office to exclusively use the selected maintenance facility for such work but may be considered in determining the best value of received proposals.

N. Proposal must include labor rate for removal of radios from sedans, light trucks, sport utility vehicles and motorcycles. The inclusion of the required labor rate shall not be construed as obligating the El Paso County Sheriff's Office to exclusively use the selected maintenance facility for such work but may be considered in determining the best value of received proposals.

**III. Handheld/Portable Equipment:** Monthly cost per unit with extended price per unit to maintain and repair all handheld portable equipment. Provisions of rates shall not be construed as obligating the Sheriff's Office to use service provider exclusively for such repairs or to maintain listed hand held equipment at all.

- A. Proposal for handheld/portable equipment is to include associated switches, push to talk buttons, antennas, radio tuning, speakers, and or other repairable radio hardware. In Accordance with Appendix C.
- B. Maintenance to include all parts and labor to include programming of equipment as necessary
- C. Maintenance facility must have or be able to acquire upon award of proposal necessary software, hardware, programming cables, interface boxes, test equipment, etc. necessary to perform maintenance and program Sheriff's Office equipment as on Appendix C.
- D. Maintenance facility must stock common failure items for El Paso County Sheriff's Office radios as enumerated on attached inventory in order to minimize down time on equipment when repairs are necessary.
- E. Proposer shall be responsible for any Sheriff's Office equipment, software, programming cables, hardware etc. that is lost, stolen or damaged while in his custody. Such equipment shall be likewise maintained in working condition at all times and returned to the Sheriff's Office or designee on demand.
- F. If proposer will routinely depot equipment to an outside source for repair, proposal must indicate which items they will routinely outsource for repair and an estimated turnaround time for repairs to be affected and equipment returned to operation.
- G. Proposer shall provide the El Paso County Sheriff's Office with assistance in licensing changes or renewals required by the Federal Communications Commission when requested at no additional charge.
- H. Work tickets or service invoices of all work performed during a billing period shall be submitted with billing. Work tickets or service invoices shall as a minimum include the date equipment submitted for repair or service performed, description of equipment and reported problem, date repair or service completed and number of technician hours spent on each service or repair and parts used in service or repair. Listed parts need not include expendable shop supplies such as solder, heat shrink, cleaning solvents unless such items impact the amount billed.
- I. The maintenance facility shall not perform work or deliver products/services beyond the scope of the maintenance contract without prior approval from the Sheriff or his designated representative.

- J. Proposer shall provided a per unit contract rate with the appropriate extended rate for the number of units specified in included inventory. Proposal shall make provisions for adjusting the extended rate as units are added to service or removed from service.
- K. Any exclusions or provisions regarding the maintenance of equipment on attached inventory must be clearly stated in the proposal with an explanation for exclusions or provisions, i.e., non-availability of parts, software, acts of God, abuse, neglect etc.
- L. Proposal shall include a labor rate for any repairs or system work beyond routine maintenance, which may be necessitated during the period of the contract as well as a cost plus rate for parts required for such repairs. Such work would include any listed exclusion, system changes, equipment upgrades etc. The inclusion of the required labor rate and cost plus parts rate shall not be construed as obligating the El Paso County Sheriff's Office to exclusively use the selected maintenance facility for such work but may be considered in determining the best value of received proposals.

**IV. Other Requirements: The following information must be included in each bid packet submitted.**

- A. Prospective service provider shall provide a list of companies/agencies with points of for whom prospective service provider has provided similar service.
- B. Proposer must provide a list of personnel and qualifications for personnel who will be responsible for maintenance of Sheriff's Office equipment.
- C. Manufacturer training/certification for Master III equipment desirable and will be favorably weighted. Proposal shall include statements of specific experience and qualifications for the maintenance and repair of equipment listed on included inventory. A copy of any manufacturer certifications or authorizations awarded to proposer shall be included with the proposal.
- D. Maintenance facility must have sufficient staff to provide emergency service above on a continuous basis and affect repairs to fixed equipment in a timely fashion.
- E. Proposer shall make provisions for billing adjustments due to additions or removal of equipment from service.

**V. Evaluation Process:** The following will be factored in determining the best value proposal for the County of El Paso and the El Paso County Sheriff's Office

- A. Experience of proposer and staff on similar systems
- B. Qualifications for maintenance of equipment listed in Appendix A and Appendix B
- C. Reputation of proposer with present and former clients for whom similar service was/is provided
- D. Recurring billing for routine maintenance covered under general specifications above.
- E. Labor rate for maintenance or other work performed not covered under general provisions above.
- F. Markup rate on parts for maintenance performed not covered under general provisions above
- G. Flat labor/job rates for vehicle radio installations and removals.

**VI. Duration of Contract:** The maintenance contract shall be valid for a period of one (1) year with the El Paso County's option for renewal for one (1) additional year, for a total of two (2) years without the necessity of re-bidding the contract.



**Appendix A**  
**Fixed Equipment Infrastructure Major Component**  
**Inventory**

ITEM	QTY	EQUIPMENT	Monthly Unit Cost	Monthly Extended Cost
1	2	Zetron Model 4118 Console Dispatch Center Leo Samaniego Complex	\$	\$
2	3	Zetron TDD Devices Dispatch Center Leo Samaniego Complex	\$	\$
3	4	GE Voter Cabinet w/Cards for 7 sites Dispatch Center Leo Samaniego Complex (2 cages with capacity of up to 12 receiver cards per channel)	\$	\$
4	3	GE Backup Stations Master III Downtown Detention Facility	\$	\$
5	5	GE Primary Stations Master III KCIK Zenith Rd. Site	\$	\$
6	2	GE Primary Receivers Border Patrol Fabens	\$	\$
7	3	GE Primary Receivers American Tower Vinton	\$	\$
8	3	GE Primary Receivers DPS Scott Simpson	\$	\$
9	2	GE Primary Receivers Montana Vista Fire Station Comm. Building	\$	\$
10	3	GE Primary Receivers Tornillo Water Tower	\$	\$
11	1	GE Primary Receivers Border Patrol Ysleta Tower	\$	\$
12	1	GE Orion on Power Supply Montana Patrol Station	\$	\$
13	1	GE Orion on Power Supply Vinton Patrol Station	\$	\$
14	1	GE Primary Station Master II at Downtown Detention Facility*	\$	\$
15	1	GE Primary Station Master II at Jail Annex*	\$	\$
16	14	Tone remotes at Jail Annex	\$	\$
17	1	Motorola MDL1548A on Astron Power Supply At Jail Annex Pod 900	\$	\$
18	1	Motorola Radius GR1225 Repeater at Courthouse	\$	\$
19	4	Motorola M1225 w/power supply	\$	\$
<b>Total Cost</b>			<b>\$</b>	<b>\$</b>

## FIXED EQUIPMENT TO BE MAINTAINED

Bid must show per unit cost with extended cost for all units listed on above inventory.

\*Anticipated changes/Additions:

1. Replace Master II at downtown facility with Master III
2. Add tone remotes to guard stations at downtown facility (13)
3. Replace Maser II at Jail Annex facility with Master III
4. Add receivers for Channel III to Vinton Tower, DPS Tower, Border Patrol Tower, Montana Vista Tower and Tornillo Water Tower.
5. Add Back-up transmitter + receiver to Downtown Detention Facility

**Appendix B**  
**Vehicle Mounted Equipment Major Component  
Inventory**

ITEM	QTY	EQUIPMENT	Monthly Unit Cost	Monthly Extended Cost
1	190	GE/Erickson/M/A-Com Orion/M1700 VHF High Band 110 Watt Radio	\$	\$
2	88	GE Ranger Radio w/S825 Control Head*	\$	\$
3	100	Federal Signal Smart Siren	\$	\$
4	30	Federal Signal PA640 Siren/Switch Box	\$	\$
5	40	Federal Signal Pa300 Siren	\$	\$
6	26	Motorola PM 1500s Radios	\$	\$
7	1	MA/Com Orion VHF High Band Low Power Radio (Motorcycles)	\$	\$
<b>Total Cost</b>			<b>\$</b>	<b>\$</b>

VEHICLE MOUNTED EQUIPMENT

Bid must show per unit cost with extended cost for all units listed on above inventory.

- MCT Radio Components in vehicles are maintained under separate maintenance agreement through Motorola as addressed in the Inter-local Agreement between the City of El Paso and the County of El Paso. The El Paso County Sheriff's Office is a subscriber on the City of El Paso 800 Mhz conventional data system on which the MCTs operate.
- The El Paso County Sheriff's Office Information Technology Section maintains MCT Computer Components.

\* Anticipated Changes: It is anticipated that twenty or mobile radios will be upgraded or new installs during the initial term of the contract.

**Appendix C**  
**Handheld/Portable Equipment**  
**Inventory**

ITEM	QTY	EQUIPMENT	Monthly Unit Cost	Monthly Extended Cost
1	24	Kenwood TK280*	\$	\$
2	89	Kenwood TK250*	\$	\$
3	1	Kenwood TK-272G	\$	\$
4	12	Motorola Saber* (encryption capable)	\$	\$
5	30	Vertex VX400V	\$	\$
6	11	Motorola Radius M1225 Suitcase mounted w/power supply	\$	\$
7	2	Motorola Astro	\$	\$
8	20	GE MPD (encryption capable)	\$	\$
9	1	GE MPA	\$	\$
10	1	Portable Repeater Case Mounted w/2 GE MPD Radios (encryption capable)	\$	\$
11	344	Motorola HT750	\$	\$
12	8	Motorola EX500	\$	\$
13	21	Motorola P-110	\$	\$
14	3	Motorola HT-600	\$	\$
15	5	Vertex VX-400	\$	\$
<b>Total Cost</b>			<b>\$</b>	<b>\$</b>

Anticipated Modifications:

During the base year of the contract, it is anticipated that 20 – 30 Motorola HT750 radios will be added to the inventory.