

CITY OF NORTH LITTLE ROCK, ARKANSAS
COMMERCE DEPARTMENT
Mary Beth Bowman, Director
Amy Smith, Assistant Director for Procurement
Crystal Willis, Admin. Sect./Assistant Purchasing Agent



120 MAIN STREET, North Little Rock, AR 72114
P.O. BOX 5757, North Little Rock, AR 72119
501-975-8881 Phone
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INVITATION TO BID/PROPOSAL COVER SHEET

RFP Number: 15-3361 Date Issued: September 7, 2015

Date & Time Bid Opening: September 22, 2015 @ 10:30 a.m.

RFP for 9-1-1 NICE Inform Recorder System Software Upgrade

Total Project Bid Price: _____

Specifications attached. Price is only one of several factors comprising the evaluation criteria. Award is made to the qualified bidder whose bid substantially conforms to the requirements set forth on the solicitation documents and is judged to be the most advantageous offer to the City of North Little Rock.

Software related questions should be submitted in writing to:

- Captain Leonard Montgomery at leonard.montgomery@nlrpolice.org

Questions related to this RFP process and/or documents should be directed to:

- City of North Little Rock's Commerce Department at 501-975-8881 or asmith@nlr.ar.gov.

All questions must be submitted in writing via email. Responses to relevant questions will be posted on the Commerce web page at www.nlr.ar.gov.

The City of North Little Rock reserves the right to reject any or all bids or to waive any informality in the bidding.

If you are obtaining this bid from our website, please be reminded that addendums may occur. It is therefore advisable that you review our listings (www.nlr.ar.gov) for attachments including any changes to the bid.

The City of North Little Rock encourages participation of small, minority, and woman own business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and woman businesses to partner with them.

EXECUTION OF BID: Upon signing this page, the organization certifies that they have read and agree to the requirements set forth in this bid including conditions set forth and pertinent information requests.

Name of Firm: _____ Phone No.: _____

Tax Identification No.: _____

Business Address: _____

Signature of Authorized Person: _____

Title: _____ Date: _____

UNSIGNED BID COVER SHEET WILL BE REJECTED.

Request for proposal – NICE recorder upgrade

September 5, 2015

- I. Scope: The City of North Little Rock 911 center (Center) desires to upgrade its NICE Inform recorder system software to a current version of the NICE Inform recorder software. The version in use at the Center is not Microsoft Windows 7 compliant in our current environment. Client workstations running Microsoft Windows 7 are not able run the needed software to retrieve and download audio from the NICE system. The Center requires client software compliant with Microsoft Windows 7 as installed in the Center and police department environments.
- II. Current environment:
 - a. The Center currently uses NICE Inform version 4.1 software to record radio and telephone audio.
 - b. The Center records digital trunked radio talk groups on the state of Arkansas AWIN system as well as multiple telephone lines.
 - c. The Center uses a Motorola MCC 7500 dispatch solution.
 - d. The center currently maintains three years audio.
- III. Minimum requirements:
 - a. Propose an upgrade solution for the current NICE/Motorola environment.
 - b. Solution proposed must be 100% compatible with the current NICE/Motorola dispatch environment. Existing audio recordings must be maintained and be accessible after the upgrade.
 - c. Solution must be completely turn-key. Successful vendor will be required to install and configure the software.
 - d. Successful vendor must be a NICE business partner who employs factory trained and certified technicians experienced in installing and supporting all systems involved including NICE Inform, Nice Perform eXpress, NICE Vision and NICE Storage Center.
 - e. Solution must include client workstation software compatible with Microsoft Windows 7 as configured in the North Little Rock Police environment. Indicate the number of client licenses provided. Successful vendor will install client software at the Center. Police department IT personnel will install client software on police department workstations. Client software and installation instructions must be provided.
 - f. Propose an optional software “stay current” agreement that would entitle the Center to software upgrades during the term of the agreement. The desire is to maintain the NICE software current after the upgrade is complete.
 - g. Vender must propose a maintenance/service contract.
 - h. Successful vendor must train center personnel in the operation of the proposed software. Include training to be provided in the RFP response. Include training hours,

method of training (web, in person on site, in person at vendor facility, etc) and how many agency personnel will be trained.

IV. Documentation:

- a. Include documentation regarding any warranties for workmanship, software or hardware proposed.

V. For any questions or clarification contact Captain Leonard Montgomery, leonard.montgomery@nlrpolice.org . All questions or requests for clarification must be submitted in writing.

**TERMS AND STANDARD CONDITIONS
CITY OF NORTH LITTLE ROCK, ARKANSAS**

PLEASE READ CAREFULLY

1. When submitting an "Invitation to Bid," the bidder warrants that the commodities covered by the bid shall be free from defects in material and workmanship under normal use and service. In addition, bidder must deliver new commodities of the latest design and model, unless otherwise specified in the "Invitation to Bid."
2. Prices quoted are to be net process, and when an error is made in extending total prices, the City may accept the bid for the lesser amount whether reflected by extension or by the correct multiple of the unit price.
3. Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
4. When bidding other than the brand and/or model specified in the "Invitation to Bid," the brand and/or model number must be stated by that item in the "Invitation to Bid," and descriptive literature be submitted with the bid.
5. The City reserves the right to reject any and all bids.
6. The Purchasing office reserves the right to award items, all or none, or by line item(s).
7. Quality, time and probability of performance may be factors in making an award.
8. Bid quotes submitted will remain firm for 30 calendar days from bid opening date; however, the prices may remain firm for a longer period of time if mutually agreeable between bidder and the Commerce Department.
9. Bidder must submit a completed signed copy of the front page of the "Invitation to Bid" and must submit any other information required in the "Invitation to Bid."
10. In the event a contract is entered into pursuant to the "Invitation to Bid," the bidder shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The bidder must include in any and all subcontracts a provision similar to the above.
11. Sales or use tax is not to be included in the bid price, but is to be added by the vendor to the invoice billing to the City. Although use tax is not to be included in this bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
12. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated facility in North Little Rock. Charges may not be added after the bid is opened.
13. In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between them at the discretion of the Commerce Department.
14. Specifications furnished with this Invitation are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price. Other than designated brands and/or models approved as equal to designated products shall receive an equal consideration.
15. Samples of items when required, must be furnished free, and, if not called for within 30 days from date of bid opening, will become property of the City.
16. Bids will not be considered if they are: 1. Submitted after the bid's opening time. 2. Submitted electronically or faxed (unless authorized by Purchasing Agent).
17. Guarantees and warranties should be submitted with the bid, as they may be a consideration in making an award.
18. **CONSTRUCTION**
 - A. Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor. In no way will the City be responsible in case of accident.
 - B. When noted, a Certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A Performance Bond equaling the total amount of any bid exceeding \$10,000.00 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Act 351 or 1953 as amended by Act 539 of 1979).
19. **LIQUIDATED DAMAGES** - Liquidated damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on this bid form and/or provided for by the plans and specifications.
20. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.
21. The bid number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.
22. Whenever a bid is sought seeking a source of supply for a specified period of time for materials and services, the quantities of usage shown are estimated ONLY. No guarantee or warranty is given or implied by the participants as to the total amount that may or may not be purchased from any resulting contracts. These quantities are for the bidders information ONLY and will be used for tabulation and presentation of bid and the participant reserves the right to increase or decrease quantities as required.
23. The City of North Little Rock reserves the right to reject any and all bids, to accept in whole or in part, to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications in those cases where efficiency of operation will not be impaired, and unless otherwise specified by the bidder, to accept any item in the bid. If unit prices and extensions thereof do not coincide, the City of North Little Rock may accept the bid for the lesser amount whether reflected by the extension or by the correct multiple of the unit price.
24. Additional information or bid forms may be obtained from:
COMMERCE DEPARTMENT, 120 Main Street, P.O. Box 5757, North Little Rock, Arkansas 72119 (501) 975-8881 www.nlr.ar.gov

Bidding documents must be submitted on or before the bid's opening date and time. Unless noted, sealed bids must be submitted to the Commerce Department at 120 Main Street, North Little Rock, AR 72114 or PO Box 5757, North Little Rock, AR 72119