



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPO CPPB
PURCHASING AGENT

COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor, Purchasing
GALVESTON, TEXAS 77550
(409) 770-5371

ERIN S. QUIROGA, MBA, CPPB
ASST. PURCHASING AGENT

September 17, 2024

Honorable County Judge
And Commissioners' Court
County Courthouse
Galveston, Texas

Re: RFP #B222003A, Public Safety Emergency Post-Dispatch and Pre-Arrival Instruction Software
Contract #CM21329A

Gentlemen,

The contract associated with RFP #B222003A, Public Safety Emergency Post-Dispatch and Pre-Arrival Software is scheduled for its second extension on November 14, 2024. The contracted vendor for this service is Association of Public Safety Communications Officials International dba APCO International.

No amendments to the agreement are requested at this time.

Your consideration in this matter will be greatly appreciated.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Rufus Crowder", followed by a long horizontal line.

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
County of Galveston



County of Galveston

Date: 7/5/2024

To: Rufus Crowder
Purchasing Agent

From: Henry Trocheset
Sheriff

Re: CM21329A/B222003A- Public Safety Emergency Instruction Software

211171, Sheriff-communications Division has reviewed B222003A - CM21329A - Public Safety Emergency Instruction Software, which will expire on 11/13/2024 and has requested to RENEW/EXTEND CONTRACT OR BID.

Decision approved electronically by **Henry Trocheset, Sheriff**



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COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor
GALVESTON, TEXAS 77550

Friday, July 5, 2024
ASSOCIATION OF PUBLIC-SAFETY COMMUNICATIONS OFFICIALS INTERNATIONAL INC.
DBA APCO INTERNATIONAL
351 N WILLIAMSON BLVD
DAYTONA BEACH, FL 32114

RE: SOLICITATION NAME: Public Safety Emergency Instruction Software
Contract # CM21329A/ Bid # B222003A

Good day,

The resultant contract listed below is eligible for the 2nd extension period and requires a response from your company to initiate the next contractual period.

- Contract Number: CM21329A
- Bid Number: B222003A
- Solicitation Name: Public Safety Emergency Instruction Software
- Extension Period: 11/14/2024 – 11/13/2025

This signed letter is required by the County to be completed and returned to the Galveston County Purchasing Agent prior to any contract extension request to be placed on the Commissioners' Court agenda for consideration. This contract extension is subject to these requirements.

Please contact the Purchasing Department with any questions regarding this matter including the proposed date that this item may be placed on the Commissioners' Court agenda. Your attendance is not required.

Sincerely,
Melissa Fleming
Contract Administrator
Galveston County


ACCEPTED BY (signature) Doreen F. Geary

CFO and Controller
TITLE

DATE 07/05/2024

SPECIAL PROVISIONS
REQUEST FOR PROPOSAL
PUBLIC SAFETY EMERGENCY POST-DISPATCH AND PRE-ARRIVAL INSTRUCTION
SOFTWARE
GALVESTON COUNTY, TEXAS

The General Provisions and the Special Provisions of this Request for Proposal and the Exhibits attached hereto are made a part of this agreement between the Parties. In the event of a conflict between the General Provisions and the Special Provisions, the terms of the Special Provisions shall control.

A. PURPOSE

Galveston County is looking to purchase a Public Safety Emergency call taking, post-dispatch and pre-arrival instruction software and services for Emergency Medical Dispatch and Emergency Fire dispatch disciplines.

B. EXCEPTIONS TO PROPOSAL CONDITIONS

The Proposer will list on a separate sheet of paper any exceptions to the conditions of this Request for Proposal. This sheet will be labeled, "Exceptions to Proposal Conditions", and will be attached to the Proposal submittal.

If no exceptions are stated, it will be understood that all General and Special conditions will be complied with, without exception.

The Proposer must specify in its Proposal any alternatives it wishes to propose for consideration by the County. Each alternative should be sufficiently described and labeled within the Proposal and should indicate its possible or actual advantage to the program being offered.

The County reserves the right to offer these alternatives to other Proposers.

C. PROCUREMENT TIMELINE

A timeline for this solicitation and initial process is included below. Galveston County reserves the right to change these dates and will notify Respondents of any changes:

Advertise Solicitation (first date of publication)	Wednesday, June 15, 2022
Advertise Solicitation (second date of publication)	Wednesday, June 22, 2022
Deadline for Questions & Inquiries	Wednesday, June 29, 2022, by 5:00 p.m.
Submission Deadline / RFP Opening	Thursday, July 14, 2022, at 2:00 p.m.

Vendors can attend the Thursday, July 14, 2022, 2:00 p.m. virtual bid opening by the below link:

JOIN WEBEX MEETING:

<https://galvestoncountytx.webex.com/galvestoncountytx/j.php?MTID=mac94441a02ec1ab7970433c95e27b635>

Join by meeting number

Meeting number (access code): 2481 554 3291

Meeting password: B222003A (22220032 from video systems)

Tap to join from a mobile device (attendees only)

+1-415-655-0001,,24815543291## US Toll

Join by phone

+1-415-655-0001 US Toll

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Global call-in numbers

Join from a video system or application
Dial 24815543291@galvestoncountytexas.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business
Dial 24815543291.galvestoncountytexas@lync.webex.com

D. SUBMISSION INSTRUCTIONS:

One (1) single-sided unbound original proposal and four (4) single-sided copies must be submitted no later than **2:00 P.M. CST, on Thursday, July 14, 2022:**

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
County of Galveston
722 Moody Avenue (21st Street), Fifth (5th) Floor
Galveston, TX 77550

The time stamp clock located in the Purchasing Agent's office shall serve as the official time keeping piece for this solicitation process. Any proposals received after **2:00 P.M. CST** on the specified date will be returned unopened.

Proposal Specifications can be obtained at the office of the Galveston County Purchasing Agent, located in the Galveston County Courthouse, 722 Moody, (21st Street), Floor 5, Purchasing, Galveston, Texas 77550, or by visiting the Galveston County website @ <http://www.galvestoncountytexas.gov/county-offices/purchasing>

E. PROPOSAL SURETY

A surety/bond **is not a requirement** of this solicitation.

F. PERFORMANCE AND PAYMENT BONDS

Performance and Payment Bonds **are not requirements** of this solicitation.

G. BEST AND FINAL OFFERS (BAFO)

The Best and Final Offer process **is applicable** to this solicitation.

H. DAVIS-BACON WAGE RATES

Davis-Bacon Wage Rates **are not requirements** of this solicitation.

SPECIAL PROVISIONS

REQUEST FOR PROPOSAL PUBLIC SAFETY EMERGENCY POST-DISPATCH AND PRE-ARRIVAL INSTRUCTION SOFTWARE GALVESTON COUNTY, TEXAS

I. PERSONNEL TO CONTACT

Respondents desiring an explanation or interpretation relative to this solicitation must request it in writing. Oral explanations or instructions will not be binding. Any information given to a Respondent, which in the opinion of the County affects all Respondents or would be prejudicial to other Respondents if not communicated, shall be furnished to all Respondents as an addendum to the solicitation. Respondents **must** direct all inquiries to the following:

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
722 21st Street (Moody)
Galveston, Texas 77550
e-mail: purchasing.bids@co.galveston.tx.us

Respondents must e-mail their requests (with the subject line “Public Safety Emergency Post-Dispatch and Pre-Arrival Instruction Software – RFP #B222003A”) for additional information and/or clarification to the address listed above. The request must include the Responder’s name and the solicitation number and title.

Any request for additional information or clarification must be received in writing no later than ten (10) calendar days prior to the solicitation due date. Late requests or those not delivered to the proper address may not receive a reply. Respondents shall not attempt to contact the County by any other means. The Purchasing Agent shall post the answers on the County website from the procurement web page and via addendum.

The County will issue responses to inquiries and any other corrections or amendments, it deems necessary, in the form of a written addendum, issued prior to the solicitation Submission Deadline / Solicitation Opening date. The County, at its sole discretion, may not issue a response to an RFI submittal. Respondents should not rely on any oral or written representations, statements, or explanations, other than those made in this solicitation or in any written addendum to this solicitation. Where there appears to be conflict between the solicitation and any issued addenda, the last addendum issued will prevail.

Addenda will be posted and made available on the County’s procurement web page. **It is the Responder’s sole responsibility to ensure receipt of all addenda prior to submitting its response.** All Respondents should check the County’s procurement web page for all addenda prior to submitting a response.

The County’s procurement web page is located at <http://www.galvestoncountytexas.gov/county-offices/purchasing>

The Respondent must acknowledge the receipt of all addenda on the forms provided. In the event a Responder fails to acknowledge receipt of such addenda, the County may, at its sole discretion, determine that such failure to acknowledge any or all addenda does not materially affect the solicitation and waive the acknowledgement of one or more addenda.

Respondents who submit inquiries *after* the deadline date for receipt of questions indicated on the Procurement Timeline, risk that its response in the procurement will not be responsive or competitive because the County is not able to respond before the solicitation receipt date or in sufficient time for the Responder to prepare a responsive or competitive submittal.

All questions and responses as posted on the County website pertaining to this solicitation are considered an addendum to, and part of, this solicitation. Each Responder shall be responsible to monitor the County website for new or revised solicitation information. The County shall not be bound by any verbal information, nor shall it be bound by any written information that is not either contained within the solicitation or formally issued as an addendum by the Purchasing Agent.

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J. PROGRAM ADMINISTRATION & CONTRACT MANAGEMENT

The Program Administrator/Contract Manager that will manage the work to be performed under the resultant contract for the purpose of this solicitation is:

Lt. Margo Ihde
Galveston County Communications
601 54th Street
Galveston, TX 77554

The Galveston County Commissioners' Court, and/or authorized designees will be responsible for negotiating with the successful Vendor the scope of work, the standards of performance, the specific technology provided, and the support services required for the proposed projects. All contractual amendments will be processed in accordance with Galveston County Purchasing Policies. Amendments will also be brought to Galveston County Commissioners Court for approval as deemed necessary. The approval process serves to ensure the project technology and/or service is within the scope of the resultant contract, and that pricing meets the agreed upon pricing methodology as specified in the contract, and that funds are available.

K. REQUIREMENTS OF REQUEST FOR PROPOSAL

Respondent shall provide one (1) original and four (4) hard copies of its response, and one electronic copy of its response (thumb drive), to the Purchasing Agent on or before the submission deadline specified herein. Font size is limited to no smaller than font size 11, except that organizational charts, other graphics, and footers may be as small as font size 9. Respondents shall clearly indicate which project or projects are being submitted for consideration in their cover letter.

L. INSURANCE

Responder must submit, with its response, a current certificate of insurance evidencing coverage in the amounts specified below or greater. In lieu of submitting a certificate of insurance, Respondents may submit a notarized statement from an insurance company authorized to conduct business in the State of Texas guaranteeing that Respondent has such insurance. Provided however, that successful Respondent(s) shall be required to provide a current certificate of insurance to the Galveston County Purchasing Agent's Office before Respondent commences any work hereunder. **Insurance shall be placed with insurers having an A.M. Best's rating of no less than A.** Such insurance must be issued by a casualty company authorized to do business in the State of Texas, and in standard form approved by the Board of Insurance Commissioners of the State of Texas, with coverage provisions ensuring the public from loss or damage that may arise to any person or property by reason of services rendered by Contractor.

Galveston County shall be listed as an additional insured on each policy and all certificates of insurance and Contractor shall provide Galveston County with no less than thirty (30) calendar days prior notice of any changes to the policy during the contractual period.

Certificates of Insurance, fully executed by a licensed representative of the insurance company written or countersigned by an authorized Texas state agency, shall be filed with the County Purchasing Agent within ten (10) calendar days of the execution of this Agreement as written proof of such insurance and further provided that Contractor shall not commence work under this Agreement until Contractor has obtained all insurance required herein, provided written proof as required herein, and received written notice to proceed issued from the County Purchasing Agent. **Failure to provide such evidence of insurance within the ten (10) calendar day period shall constitute an event of default.**

Workers' Compensation Insurance. Respondent shall carry in full force Workers' Compensation Insurance Policy(ies), if there is more than one employee, for all its employees, including but not limited to full time, part time, and emergency employees employed by the Contractor.

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Commercial General Liability. Respondent shall carry in full force commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the aggregate. The Policy shall, minimally, cover liability for bodily injury, personal injury, and property damage.

Business Automobile Liability. Respondent shall carry in full force business automobile liability coverage with a combined bodily injury/property damage limit of not less than \$1,000,000 each accident. The policy shall cover liability arising from the operation of licensed vehicles by policyholder.

Subrogation Waiver. Contractor and Contractor's insurance carrier shall waive any and all rights to subrogation against Galveston County in regard to any suit or claim arising out of personal injury or property damage resulting from Contractor's performance under this Agreement.

M. INVOICES:

Invoice must be itemized indicating all materials and supplies used. Invoices must be submitted to:

Galveston County Auditor's Office
Attn: Accounts Payable
P.O. Box 1418
Galveston, Texas 77553

Failure to submit invoices to the above address or failure to include the Purchase Order Number will result in delay in payment.

Contractor must accept purchase order numbers for specified supplies, equipment, and/or services. Contractor shall not perform any work or release any supplies and/or equipment to any authorized representative of the County of Galveston unless a valid purchase order number issued by the office of the Galveston County Purchasing Agent accompanies the order or if vendor can comply with the provision as stated in the General Provisions, page 9, item 13, Procurement Card Program.

Payment for any items issued without prior receipt of a valid purchase order number may become the sole responsibility of the successful contractor.

N. SPECIFICATIONS:

- Both Emergency Medical and Emergency Fire call taking, post-dispatch and pre-arrival protocols.
- Software based, compatibility with current (OSSI CAD – Central Square)
- Vendor/System provided Quality Assurance call review services
- Access/resources provided for back-up protocols independent of the CAD system in the event of a network/program failure
- 24-hour available technical assistance/call center
- Vendor provided certification and re-certification services

SPECIAL PROVISIONS

REQUEST FOR PROPOSAL PUBLIC SAFETY EMERGENCY POST-DISPATCH AND PRE-ARRIVAL INSTRUCTION SOFTWARE GALVESTON COUNTY, TEXAS

O. EVALUATION AND SELECTION PROCESS

An evaluation committee shall review and evaluate the responses timely submitted to the County Purchasing Agent resulting from this solicitation effort. Responses shall be reviewed by the evaluation committee and shall be evaluated in accordance with the evaluation criteria listed herein. The evaluation committee will determine which responses are qualified based on the criteria listed below. The evaluation committee shall evaluate and score each response. The points from each scoring category will be comprised from the following:

- **Cost – 20 Points Maximum**
The Proposer shall provide pricing information relative to providing the proposed solution/system, services, and supplies as outlined herein. Included in the cost evaluation will be the total initial cost evaluation will be the total initial costs and ongoing cost to the County.
- **References, Qualifications, and Experience – 20 Points**
The Proposer shall provide references and information describing the make-up and experience of the company providing the services.
- **Technical Merit – 60 Points**
Ability of Vendor to provide the most advantageous methodology, solution, services, supplies and delivery as requested herein.

By the submission of its response to this solicitation, the Respondent accepts the requirements, formatting, and the evaluation process referenced herein.

End of Special Provisions Section