

Request for Information 18-020
Solicitation For: Project 25 Compliance
Assessment Program (P25 CAP) Radio Equipment,
Maintenance, Repair, Parts, and Accessories

SEPTEMBER 25,
2017
3:00PM ET

Potential Respondent Webinar



Indiana Department of Administration
on behalf of
Integrated Public Safety Commission
and All State Agencies and Other Governmental Bodies

Agenda



- General Information
- Purpose of RFI
- RFI Materials and Attachments
- RFI Phases
- Submission Format Instructions
- Proposal Evaluation
- Key Dates
- Question and Answer Session

General Information



- Only questions regarding RFI process & scoring will be answered in this session
- Please type your questions out in the “chat” box, as they will be addressed at the end of the presentation
- Any additional questions regarding this RFI must be submitted in writing using Attachment G (Question and Answer Form) by September 29, 2017 by 3:00PM ET to rfp@idoa.in.gov with the email subject line “REQUEST FOR INFORMATION 18-020, QUESTION AND INQUIRIES”

Any verbal response is not considered binding; respondents are encouraged to submit any question formally in writing if it affects the proposal that will be submitted to the State.

Purpose of the RFI



- Solicit responses from manufacturers of Project 25 Compliance Assessment Program (P25 CAP) for the following products along with maintenance and repair services:
 - P25 Compliant Base Stations
 - P25 Compliant Repeaters
 - P25 Compliant Mobile Radios
 - P25 Compliant Portable Radios
 - P25 Compliant Vehicular Repeaters
- Equipment for use on the statewide 800 MHz interoperable public safety communications system (“SAFE-T”)
- Respondents that demonstrate their ability to meet the State’s minimum requirements and offer products and related services at a competitive discount with contract terms that are acceptable to the State may be awarded a state Quantity Purchase Agreement (QPA)
- **The State will only accept responses from radio manufacturers, who must serve as Prime Contractor(s) in the anticipated Contract.** While Manufacturers may utilize a network of resellers / dealers to provide products and services requested through this RFI, such resellers / dealers will operate as subcontractors to the Manufacturer

Term of RFI



- Annual equipment refresh will be allowed within the three year initial contract term at the discounts that remain constant for the life of the contract.
- Renewals beyond the initial contract term are at the discretion of the State

RFI Materials and Attachments



| Section | Description |
|--------------|--|
| RFI 18-020 | Request for Information Document |
| Attachment A | Letter of Intent to Respond |
| Attachment B | Minimum Requirements |
| Attachment C | Business Proposal |
| Attachment D | Technical Proposal |
| Attachment E | Sample Contract |
| Attachment F | Cost Proposal |
| Attachment G | Question & Inquiry Form |
| Attachment H | IPSC P25 Open Talkgroups |
| Attachment I | IPSC NPSPAC-Conventional 800MHz interoperability Sites |
| Attachment J | P25 Mutual Aid / Interoperability Options |
| Attachment K | P25 CAP Compliant Subscriber Products |
| Attachment L | P25 System Map |

Intent to Respond (Attachment A)



**RFI 18-020
ATTACHMENT A
INTENT TO RESPOND FORM**

Each Respondent is requested to provide a letter of intent indicating their intention to bid on this solicitation. This letter must be on company letterhead and signed by the Respondent's authorized representative. If the Respondent subsequently decides not to bid after submitting this letter of intent, there are no ramifications. The letter of intent may be emailed to rfp@idoa.IN.gov.

CONTACT INFORMATION

| | |
|-------------------|--|
| Company Name | |
| Contact Person | |
| Contact Title | |
| Contact Telephone | |
| Contact Email | |
| Address 1 | |
| Address 2 | |

MARK ONE OF THE FOLLOWING

| | |
|--------------------------|--|
| <input type="checkbox"/> | We DO plan to respond to this RFI with a proposal |
| <input type="checkbox"/> | We DO NOT plan to respond to this RFI |

PLEASE PROVIDE REASONING IF "NO"

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Minimum Requirements Response Template (Attachment B)



State of Indiana, RFI 18-020 Project 25 Compliance Assessment Program (P25 CAP) Radio Equipment, Maintenance, Repair, Parts, and Accessories

MINIMUM REQUIREMENTS

Respondent Name:

| Item | Requirement Description | YES/NO |
|------|--|--------|
| 1 | P25 CAP Compliance – The Respondent shall certify that they are an active participant in the P25 Compliance Assessment Program as developed by the United States Department of Homeland Security, and, further that the proposed equipment has been tested and found to meet all P25 CAP requirements. | |
| 2 | Delivery Time: The Respondent asserts that they will make their best effort to avoid delays in orders and would notify the State whenever a delay in order was to occur and the reason for the delay. The Respondent asserts that programming requests or requested special features would not alter the normal timeline and process unless specified by the Respondent and agreed to by the State. | |
| 3 | Programming: Upon State request, the Respondent will pre-program models for service or provide a USB connection for the State or Agencies to program models and to receive software updates. | |
| 4 | Billing: The Respondent agrees that billing, service, and equipment complaints will be resolved within 30 days of the receipt of the complaint. If a resolution has not been made within that time, a notification and plan for resolution shall be shared with the State. | |
| 5 | Warranty: The Respondent affirms that the standard manufacturer's warranty shall be included in the cost of each radio. The Respondent shall provide a listing of their published post warranty offerings with a description of each offering's service level. | |
| 6 | Repairs: The Respondent affirms that all repairs will be handled by the Respondent or a subcontractor or partner specified in the Respondent's response. The Respondent also affirms that they will have a backup plan for repair in the case that the Respondent goes out of business. | |
| 7 | Repairs: The Respondent affirms that radio repairs are conducted by qualified technicians and that the Respondent shall make best efforts to ensure technicians maintain certifications and stay current on the latest updates in technology and repairs--both in the industry and for the Respondent's radio products. | |
| 8 | Repairs: The Respondent affirms that only new parts and materials may be used when replacement of parts and materials are required to affect a repair. | |
| 9 | Returns: The Respondent shall clearly detail all stipulations, restrictions, or limitations for returns. | |
| 10 | Returns: The Respondent affirms that they shall provide in their proposal an internal metric goal or commitment they are willing to make for the percentage of returns accepted. In affirming this, the Respondent agrees that they are willing to contractually commit to the metric as a Service Level Agreement. | |
| 11 | Training: The Respondent affirms that they shall provide the State with training and user instruction. | |
| 12 | Product Ordering: The Respondent affirms that they will make best efforts to ensure the product catalog is user-friendly, succinct, and current. In the case of assistance requested for a product order, the Respondent shall provide customer service options with the hours of operation for each option. The Respondent further affirms that wait times for any customer service option shall not exceed 30 minutes. | |
| 13 | Product removal and disposal: The Respondent shall provide options for the State to dispose of or recycle radios and batteries. | |
| 14 | Product replacement: The Respondent shall offer a trade-in program, whenever made available by the Respondent, and indicate the types of products accepted and types of products offered at the time of trade-in request. The Respondent shall also describe the amount of time needed to receive a replacement or credit for a replacement. | |
| 15 | Reporting: The Respondent affirms that they shall provide accurate, complete and timely reports; ensuring correct invoices are issued; and providing the level of detail requested by the State. | |
| 16 | Pricing: The Respondent shall extend the same pricing to all State Agencies and Other Government Bodies as described in the RFI. | |
| 17 | Demonstration: The Respondent shall participate in the demonstration forum during the evaluation process and abide by all required demonstration criteria as described in the 'RFI Process' section of the RFI. | |
| 18 | Metrics/Key Performance Indicators: The Respondent affirms that they will demonstrate a high level of quality control standards and service to its clients. The Respondent is required to describe its quality standards and guarantees of service. Please outline your 'Service Level Agreements' and 'Key Performance Indicators' using the contract Attachment E as an example. These will be negotiated and will be inserted into contract. | |
| 19 | All Radio Equipment items, parts and accessories shall be detailed in a searchable, electronic-format catalog (e.g. Word, Excel, PDF, etc.). In addition to an electronic catalog, the Respondent shall provide a searchable, electronic table of radio models offered with the identifying category as described in the RFI associated with each model. The Respondent further affirms upon State request, they shall provide updated item information in the format as requested by the State. | |

Business Proposal Response Template (Attachment C)



State of Indiana, RFI 18-020 Project 25 Compliance Assessment Program (P25 CAP) Radio Equipment, Maintenance, Repair, Parts, and Accessories BUSINESS PROPOSAL

1 GENERAL (OPTIONAL)

Enter your response below. Please indicate if attachments are included.

The Respondent may use this optional section of the business proposal to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFI.

2 RESPONDENT'S COMPANY STRUCTURE

Enter your response below. Please indicate if attachments are included.

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

3 COMPANY FINANCIAL INFORMATION

Enter your response below. Please indicate if attachments are included.

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFI.

Business Proposal Response Template – Metrics/Key Performance Indicators (Attachment C)



State of Indiana, RFI 18-020 Project 25 Compliance Assessment Program (P25 CAP) Radio Equipment, Maintenance, Repair, Parts, and Accessories
METRICS / KEY PERFORMANCE INDICATORS

| # | Service Level Agreement | Performance Standard | Performance Target | Detailed Description | Calculation | Frequency of Review |
|----|----------------------------|----------------------|--------------------|--|---|---------------------|
| 1 | EXAMPLE: Report Turnaround | 10 Business Days | 5 Business Days | Contractor must submit defined reports to State or requesting using entity within 10 business days unless the parties agree to a longer response period. | Completion of reports provided according to number of business days taken to provide. | Quarterly |
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Technical Proposal Response Template (Attachment D)



RFI 18-020 TECHNICAL PROPOSAL ATTACHMENT D

Please supply all requested information in the blue-shaded areas and indicate any attachments that have been included. Document all attachments and which section and question they pertain to.

1. General Information

- 1.1. Provide a narrative that illustrates the Respondent's understanding of the State's requirements.

- 1.2. Provide a narrative that illustrates how the Respondent will complete the delivery of goods or scope of services, accomplish required objectives, and meet the State's overall needs.

- 1.3. Provide a narrative that illustrates how the Respondent will manage the project, ensure delivery of specified goods or completion of the scope of services, and accomplish required objectives.

- 1.4. Describe how the Respondent has provided products and services that are the same or similar to those products and services requested in this RFI within the last two (2) years for three large similar clients.

- 1.5. In which area(s) of the specifications will the Respondent be able to exceed State expectations? Explain how these areas are superior to other options.

Cost Proposal Response Template (Attachment F)



State of Indiana Request for Information 18-020

Attachment F – Cost Proposal

FOR ILLUSTRATIVE PURPOSES ONLY (See the [RFI Process](#) and [Pricing](#) sections of the RFI for more detail)

| Pricing Structure | Contract Element | P25 Compliant Base Stations/Consolettes | P25 Compliant Repeaters | P25 Compliant Mobile | P25 Compliant Portable | P25 Compliant Vehicular Repeaters |
|---|--|---|-------------------------|----------------------|------------------------|-----------------------------------|
| Minimum Discount Off Manufacturer List Price (%) | Minimum discount for radios/equipment | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Minimum discount for parts | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Minimum discount for accessories | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Maximum Percentage (%) of Radio Equipment Model's Manufacturer List Price | One-year depot warranty | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | One-year on-site repair warranty | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Two-year depot warranty | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Two-year on-site repair warranty | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Three-year depot warranty | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Three-year on-site repair warranty | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| All-Inclusive Hourly Rate (\$ per Hour) | User training at State premises (any location in Indiana) | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | User training at Respondent's location | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Online user training (hourly rate per State participant) | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Emergency maintenance or repair work performed on State premises (any location in Indiana) | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Emergency maintenance or repair work performed at Respondent's location | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Non-emergency maintenance or repair work performed on State premises (any location in Indiana) | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Non-emergency maintenance or repair work performed at Respondent's location | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Assembly/Installation work performed on State premises (any location in Indiana) | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Assembly/Installation work performed at Respondent's location | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | | |

Cost Proposal - Cost Assumptions, Conditions and Constraints



- List and describe any special cost assumptions, conditions, and/or constraints relative to, or which impact, the prices presented on the Cost Schedules as part of the Cost Proposal
- Describe any assumptions made by the respondent in the development of the respondent's Technical Proposal that have a material impact on price
- Must be submitted in a Microsoft Word format

Question and Answer Document (Attachment G)



Attachment G

Question and Answer Document

RFI 18 - 020

Please submit your questions in the form below (blue shaded area) by the date and time established in the RFI.

| Question No. | DOC NAME (RFI or Attachment) | PAGE # OR SECTION # | RESPONDENTS QUESTION | STATE'S RESPONSE |
|--------------|------------------------------|---------------------|----------------------|------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |

RFI Phases



Phase 1:

- Respondents submit an Intent to Respond form (Attachment A) by October 12 at 3:00pm ET
- State sends each Respondent an updated cost proposal template (Attachment F)



Phase 2:

Respondents submit a complete set of RFI materials and response templates, including:

- Transmittal Letter
- Minimum Requirements (Attachment B)
- Business Proposal (Attachment C)
- Technical Proposal (Attachment D)
- Cost Proposal (Attachment F)

Respondents conduct equipment demonstration*



Phase 3:

- State conducts discussions and negotiations with Respondents that meet minimum requirements
- State announces contract award(s)

*Demonstration Forum:

- Required demonstration during evaluation process to show that proposed equipment is capable of the requirements necessary to operate on the Indiana P25 statewide network
- Invitations to be extended to successful RFI Respondents and held at the Indiana Government Center
- Respondents must submit test radios for the State to keep for troubleshooting purposes
- Respondents will be expected to demonstrate the following using open talkgroups: group call; announcement call; private call & call alert; radio inhibit & x-inhibit; and status & message

Submission Format Instructions



- Each RFI item must be addressed in the Respondent's proposal and submitted on **separate standalone electronic files** on the CD-ROM
 - Clearly mark confidential information in a separate folder/file on the CD-ROM
- Submit attachments in their **original format**
- **Transmittal Letter** must be in the form of a letter
 - Must summarize the Respondent's ability to supply the requested products and services, contain a statement indicating the Respondent's willingness to provide the requested products and services subject to the terms and conditions within this RFI, list the proposal's principal contact information, be signed by an authorized representative, and list notification preference and confidential information acknowledgement
 - Must indicate acceptance of mandatory contract terms and non-mandatory contract clauses in Attachment E
 - Include suggestions for alternative wording to non-mandatory clauses in letter
 - Include additional desired contract terms as an attachment to the letter

Proposal Evaluation



- Respondents that demonstrate their ability to meet the State's minimum requirements and offer products and related services at a competitive discount with contract terms that are acceptable to the State may be awarded a state Quantity Purchase Agreement (QPA)

Key Dates



| Activity | Date |
|--------------------------------------|---|
| Issue of RFI | September 15, 2017 |
| Respondent Conference Call / Webinar | September 25, 2017 |
| Deadline to Submit Written Questions | September 29, 2017 |
| Response to Written Questions | October 6, 2017 |
| Deadline to Submit Intent to Respond | October 12, 2017 |
| Submission of Proposals | October 19, 2017 |
| Respondent Presentations | Between November 13 th and December 1 st , 2017 |
| Contract Award | January, 2018 |

Additional Information



IDOA PROCUREMENT LINKS

IDOA Procurement Home Page: <http://www.in.gov/idoa/2354.htm>

RFI posting and updates: <http://www.in.gov/idoa/proc/bids/RFI-18-020/>

Current Opportunities: <http://www.in.gov/cgi-bin/idoa/cgi-bin/bidad.pl>

Bidder Profile Registration Questions: <http://www.in.gov/idoa/2464.htm>

Secretary of State of Indiana: (317) 232-6576 for registration assistance or www.in.gov/sos

See Vendor Handbook: <http://www.in.gov/idoa/files/VendorHandbook.pdf>

Questions

Any verbal response is not considered binding; respondents are encouraged to submit any question formally in writing if it affects the proposal that will be submitted to the state.



Thank You



John E. Helmer IV

Jhelmer@idoa.IN.gov