

# Request for Proposal

For the Morgan County Commission/Morgan County  
Emergency 911 Communications Center

RFP# 07/18/2022: 9-1-1 Emergency  
Communications Fire and EMS First Responder  
Alerting/Voice and Tone Simulcast Paging System  
and Microwave Backhaul system for same.

Date: 07/18/2022

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a sealed Proposal for the replacement of the existing Morgan County Emergency 911 Communications Center Emergency Communications Fire and EMS Alerting/Paging System/and the Microwave backhaul system.



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# 1 PROJECT DESCRIPTION

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The “END USER”, hereafter referred to as the Morgan County Commission/Morgan County Emergency 911 Communications Center, is seeking a qualified, licensed, and experienced vendor to provide a suitable replacement of/for the existing Morgan County Emergency 911 Communications Center Emergency Communications VHF Simulcast Fire and EMS First Responder Alerting/Voice Paging System and Microwave Backhaul system.

The system will be used to notify, alert, page, tone-out first responders (Fire and EMS), activate Fire and EMS Station sirens, activate in station alerting systems, activate pagers, unlock Fire station entrance doors, and make emergency notifications of emergency calls for service to the field first responders within Morgan County, WV. This system will also be used to notify the general public of pending weather emergencies such as tornadoes.

The proposed Voice Simulcast paging system and microwave backhaul system will hereinafter be referred to as the “proposed system”.

**The Morgan County Commission/Morgan County Emergency 911 Communications Center wishes to purchase a “turn key system” or as close to a “turn key system” as is possible/practical.**

**Current environment- Morgan County Emergency 911 Communications Center VHF Simulcast Voice and Tone Paging System:**

Morgan County Emergency 911 Communications Center, for the calendar year of 2021, had approximately 13,000 calls for service placed into the CAD, this was covering a diverse population of over 17,000 citizens. Morgan County, West Virginia covers over 229 square miles. The Morgan County Emergency 911 Communications Center is staffed 24/7, 365 days per year with at least two (2) professional Telecommunicators on duty, generally for 12-hour work shifts, utilizing five fulltime dispatch consoles/positions. There are currently twelve staff members of the Morgan County Emergency 911 Communications Center which consists of a Director, Deputy Director, with full time and part-time Emergency Telecommunicators. The Morgan County Emergency 911 Communications Center answers emergency and administrative calls for law enforcement agencies, fire departments, and one (1) emergency medical service company.

Current operational status:

- The current Emergency Paging System/First Responder Alerting system is a VHF EMS/Fire Simulcasted Voice Paging System with the “hub” of said system being located at the back up PSAP located at 38 Dispatch Lane/4 Dispatch Lane, Berkeley Springs, WV, 25411. There are VHF paging transmitters/accompanying equipment at the following sites:
  - The Berkeley Springs tower site located at 4 Dispatch Lane, Berkeley Springs, WV.
  - The Morgan County Cacapon Tower site located in the WV Cacapon State Park, west of US Route 522, off Overlook Trail, near Ridge, WV.
  - The Purslane Mountain Tower site, located at 993 Gamble Ln, Great Cacapon, WV, 25422.
  - The Paw Paw Tower site, located at 1571 Paw Paw Rd, Paw Paw, WV, 25434.

- The current system utilizes a microwave backhaul system of antenna dishes, and receivers/transmitters to sync/link all transmitter sites together.
  - The microwave link connecting the Berkeley Springs tower to the Cacapon tower is a Harris/Trupoint 5000 microwave system of antennas and accompanying equipment.
  - The Purslane tower site is linked to the Berkeley Springs tower site (the hub site) via the WV SIRN state microwave connection/link.
- The current system is interfaced with a Motorola MCC7500E IP based radio dispatching console system. This system is tied to the Berkeley Springs tower site via multiple Motorola CCGW (Conventional Channel Gateways) and fiber linking connections. The Berkeley Springs tower site is also the Morgan County Emergency 911 Communications Center's tie to the WV SIRN P25 trunking radio system.
- The current system is tied/permanently patched to WV SIRN talkgroup- MorFire Dispatch and VHF paging/audio through a JPS ACU-1000 interface device.
- The current system is utilized to activate voice pagers/house sirens, tones, Klaxons, in station alerting systems, and unlock entrance doors at the various Morgan County Fire Stations.
- Some Firefighters in Morgan County carry pagers and rely on same to be alerted to emergency calls for service.
- The current paging system (when working properly or as designed) serves its purpose of activating voice pagers, while said pagers are inside of or outside of buildings.
- With the current system being a Simulcast system, when the Emergency Telecommunicator activates pagers with the system, the transmission goes out over all the Morgan County radio towers simultaneously.

## 2 PROCUREMENT AND CONTRACTING OFFICE

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This Request for Proposal (RFP) is being issued by Morgan County Commission for equipment for the Morgan County Emergency 911 Communications Center. The procurement point of contact and person responsible for managing the contracting process is:

Contact Information: Ronald Mason- Director  
Morgan County Emergency 911 Communications Center  
111 Fairfax Street,  
Berkeley Springs, West Virginia, 25411  
Telephone #: (304) 258-0305  
Email: [rmason@morgancountywv.com](mailto:rmason@morgancountywv.com)

Sealed Bids shall be mailed to: Stefanie Allemong-Morgan County Administrator  
Morgan County Commission  
77 Fairfax Street, Room 101  
Berkeley Springs, WV 25411

### 3 CALENDAR OF EVENTS

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DATE	EVENT
07/18/2022	<b>Date of issue</b> of the RFP
08/01/2022	<b>Mandatory Pre-Bid Conference</b> at 10:00 am EST
08/12/2022	<b>Last day for submitting written inquiries</b> at 5:00 pm EST
08/26/2022	<b>Mail/and or email responses</b> to vendor questions by 5:00 pm. EST
09/30/2022	<b>Proposals due</b> from vendors at 5:00 pm EST
10/05/2022	<b>Proposals opened</b> at 10:00 am EST
11/02/2022	<b>Present to</b> Morgan County Commission for consideration (Estimated date)
*TBA/ 2022/2023	<b>Notification of intent</b> to award vendor (Estimated date)
*TBA/ 2022/2023	<b>Contract start</b> date (Estimated date)

\*TBA (TO BE ANNOUNCED)

\*ONCE THE (TBA) DATES ABOVE ARE CONFIRMED, SAID INFORMATION WILL BE POSTED TO THE MORGAN COUNTY WV GOVERNMENT WEBSITE.



## 4 PRE-BID CONFERENCE

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**A Mandatory Pre-Bid Conference will be held on the date and time listed in the Calendar of Events for “Mandatory Pre-Bid Conference” at 77 Fairfax Street, Room 101, Berkeley Springs, WV 25411. All interested vendors must attend the Pre-Bid Conference.**

**Vendor representatives must sign the Pre-Bid sign-in sheet as proof of attendance.**

**Any vendor not having a duly authorized representative at the conference will not be allowed to bid on this project.**

**Addenda and written answers to questions will only be provided to the vendors who attend the Pre-Bid Conference.**

## 5 PROPOSAL INSTRUCTIONS

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### 5.1 GENERAL INSTRUCTIONS

1. Vendors must submit one signed, printed original, and three (3) printed copies, and one (1) digital copy of all materials required for acceptance of their Proposal on or before the date and time listed in the Calendar of Events for "Proposals due from vendors" to the Morgan County Administrator Stefanie Allemong.
2. Vendors must submit one signed, printed original of any Addenda issued with this RFP on or before the date and time listed in the Calendar of Events for "Proposals due from vendors" to the Morgan County Administrator Stefanie Allemong.
3. The original copy, and three copies of the Proposal shall be typed and submitted on 8.5 by 11-inch paper. The digital copy (such as compact disc (CD) or USB thumb drive) shall be sent and include one copy in Microsoft Word format and one copy in Adobe Acrobat PDF format. **All Proposal packages shall be clearly marked "RFP# 07/18/2022: 9-1-1 Emergency Communications Fire and EMS First Responder Alerting/Voice Paging System and Microwave Backhaul system, preceded by "Request for Proposal"** followed by the name of the vendor, their complete address, telephone number and the name of the contact person displayed on the outside. The Proposal package must be sealed.
4. **Proposals may be withdrawn, modified and resubmitted by the vendor prior to the Proposal due date.**
5. Any questions concerning this RFP must be submitted in writing by mail or email on or before the date and time listed in the Calendar of Events for "Last day for submitting written inquiries" to the procurement point of contact. A written response will be sent, via US mail or electronic mail, to all such requests.
6. If clarifications to this RFP are required, it will be done in the form of an Addendum. Requests for clarifications are the sole responsibility of the proposing vendor.
7. Any Addenda issued to the RFP will be sent electronically to the email address listed on the Pre-Bid sign-in sheet for each vendor. It is the vendor's responsibility to verify with the RFP point of contact if any Addenda have been issued.
8. All sealed Proposals will be opened on the date and time specified in the Calendar of Events for "Proposals opened" at the Morgan County Commission office. Vendors and the general public are invited to attend the opening. No decision will be made as to the award of the RFP at that time.
9. Proposals not received by the stated date and time listed in the Calendar of Events for "Proposals due from vendors" will not be considered and will be returned to the vendor unopened.
10. Unsealed Proposals will not be considered and will be returned to the vendor.
11. Emailed or faxed Proposals will not be considered and will be returned to the vendor.
12. Unsigned Proposals will be considered non-responsive.

13. Unsigned Addenda, if any, will be considered non-responsive.

## 5.2 FORMATTING INSTRUCTIONS

Vendors are urged to use this document as the basis for all responses. An Adobe Acrobat PDF version and Microsoft Word version of this document are available upon request.

Proposals must be organized with the following headings. Each heading shall be separated by tabs or otherwise clearly marked. Proposals shall be organized and presented in the order as specified below.

1. Introduction
2. Company history
3. Description of staff/support personnel
4. RFP Response (include this entire document as a template and insert Vendor responses in each section)

## 5.3 RESPONSE INSTRUCTIONS

Each numbered section in the RFP must be answered by the vendor with one of the following responses or the Proposal will be considered non-responsive:

1. Read and Understood – Response to a numbered item in the RFP that does not require an answer to a requirement.
2. Comply – The proposed system will meet this requirement as it currently exists. **Provide a description as to the means/manner how the proposal complies with this RFP (if applicable).**
3. Complies with Alternative – The proposed system will meet this requirement through an alternative solution. **The alternative solution must be fully explained.**
4. Complies with Exception – The proposed system will meet only part of this requirement. **The exception must be fully explained.**
5. Does not Comply – The proposed system will not comply with this requirement.

## 5.4 REASONABLE ACCOMMODATION

Morgan County Commission will provide reasonable accommodations, including the provision of informational material in limited alternative formats, for qualified individuals with disabilities upon request. If you need accommodations at a Proposal opening/vendor conference, contact the procurement point of contact.

## 5.5 ON-SITE VISIT

It is required that all vendors make a site visit during the time period between the release of this RFP and the final date for written questions to review the existing equipment for technical compatibility. The site visit would be needed for potential vendors to become more familiar with existing operations and the current system in use. All site visits must be coordinated through the RFP point of contact. If needed, the vendors may request to visit tower sites to better determine what equipment would be needed to

comply with this RFP. Vendors needing access to tower sites should coordinate same through the point of contact and the Morgan County Facilities Director.

## 5.6 PROPRIETARY INFORMATION

All restrictions on the use of data contained within a Proposal and all proprietary information must be clearly labeled as "PROPRIETARY INFORMATION" and shall be so indicated with the notation in **bold letters at the top and bottom of the page**. Proprietary information submitted in a Proposal, or in response to the RFP, will be handled in accordance with applicable State Statute(s). A blanket statement that the entire contents or a major portion of the RFP response is propriety or confidential will not be accepted.

## 5.7 OBLIGATION TO PURCHASE

**The Morgan County Commission incurs no obligation to purchase by extending this RFP and the Morgan County Commission reserves the right to reject any and all proposals.** The Morgan County Emergency 911 Communications Center/Morgan County Commission is also not liable for any cost(s) incurred by vendors in replying to this RFP.

## 5.8 PATENTS

If a vendor's solution violates any United States patents, the proposing vendor must outline these in their response to this RFP. The Morgan County Commission shall not be held responsible should the successful vendor's solution infringe on any existing or awarded patents from other companies and/or entities. Legal costs and liability, if any, are to be borne by the proposing vendor.

## 6 PROPOSAL EVALUATION PROCESS

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### 6.1 GENERAL REQUIREMENTS EVALUATION

The Proposals will be reviewed by the General Requirements Evaluation Committee to determine how well each vendor's Proposal compares to the stated General Requirements. This committee may include administrative, legal and financial representatives as selected by the Morgan County Commission. Morgan County Commission may request further clarification from individual vendors in the event of incomplete or missing information. Vendors shall respond in writing to any requests for clarification. In the event that all vendors do not meet one or more of the General Requirements, the Morgan County Commission reserves the right to continue the evaluation of the Proposals and may select the Proposal which most closely meets the requirements specified in this RFP. Failure to meet any of the General Requirements may result in the Proposal being considered non-responsive.

### 6.2 TECHNICAL REQUIREMENTS EVALUATION

Proposals will be reviewed by the Technical Review Committee to determine how well each vendor's Proposal compares to the stated Technical Requirements. The committee may include administrative, dispatch and technical representatives as selected by the Morgan County Commission. The Morgan County Commission may request further clarification from individual vendors in the event of incomplete or missing information. Vendors shall respond in writing to any requests for clarification. **The committee may (but is not required nor mandated to) verify references, request oral presentations, conduct on-site visits and use the results of these actions in preparing a recommendation.** In the event that all vendors do not meet one or more of the Technical Requirements, the Morgan County Commission reserves the right to continue the evaluation of the Proposals and may select the Proposal which most closely meets the requirements specified in this RFP.

### 6.3 PRICING EVALUATION

Proposals will have the "Attachment A Pricing Document" reviewed by the Pricing Evaluation Committee for completeness and accuracy. This committee may include administrative and financial representatives as selected by the Morgan County Commission. Failure to use the "Attachment A Pricing Document" may result in the Proposal being considered non-responsive.

## 7 AWARD PROCESS AND CONTRACT NEGOTIATION

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The award is expected to be granted to the responsible vendor taking into consideration the qualities of the solution proposed to be supplied, the solution's conformity with specifications, and the purposes for which required, the terms of delivery, transportation charges, the dates of delivery, and overall solution price.

1. The Morgan County Commission may accept the Proposal that is, in the sole judgment of the Morgan County Commission, most responsible, even though it may not be the lowest priced Proposal.
2. The Morgan County Commission reserves the right to reject any/or all Proposals if the price is deemed excessive, or the quality of the product inferior, and or the proposal does not meet the minimum requirements detailed within this RFP.
3. The Morgan County Commission may deem a Proposal non-responsive that is incomplete.
4. The Morgan County Commission may deem a Proposal non-responsive that does not demonstrate the vendor's ability to provide the required services.
5. The Morgan County Commission reserves the right to waive minor irregularities in proposals received.
6. The Morgan County Commission the right to purchase more or less of each item or service at the unit price offered in the vendor's Proposal unless the vendor specifically and explicitly limits the response in this regard.

If at any time after the award, the awarded Vendor notifies the Morgan County Commission in writing that the Vendor will no longer comply with the terms of the award, the Morgan County Commission may terminate the award to the defaulting Vendor and make an award to the second most responsible Vendor.

## 8 GENERAL REQUIREMENTS

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### 8.1 QUALIFICATIONS AND EXPERIENCE

1. Vendor must be a manufacturer, factory-authorized distributor, or reseller of NENA-compliant systems and associated products being proposed.
2. Vendor must have the capability to provide the services described within this RFP proven and/or demonstrated through manufacturer agreements, technical certifications, qualified engineering, installation and maintenance resource capacity and capability, past similar installations, and current customer references.
3. Vendor must be capable of providing access to adequate spare parts, materials and testing equipment needed to maintain the system within the response time specified in this RFP.
4. Vendor must have a successful history in providing the solution as proposed, including services and support to similar governmental entities.
5. Vendor must be able to show installed and working 9-1-1 Emergency Communications Fire and EMS First Responder Alerting/Voice and Tone Simulcast Paging System and Microwave Backhaul systems in the field of the same design to what is being proposed.
6. Vendor must be licensed to do business in the State of West Virginia. **Vendor must provide/include a copy of their valid/current West Virginia Business Registration License along with their submitted proposal.**

### 8.2 BUSINESS HISTORY

1. A business history that demonstrates the proposing vendor's ability to provide hardware/software support, engineering, installation, training, and maintenance services through the life of the contract.

### 8.3 RFP RESPONSE

1. Must show clear documentation of equipment, services and prices offered.
2. The manufacturer of the system must confirm that the proposed system design and configuration, as proposed in this document, has been reviewed and approved in writing by the manufacturer solution engineering and support teams.
3. Morgan County wishes to work with a sole vendor to complete this project.
4. Morgan County reserves the right to reject any and all subcontractors.
5. The response must list a **single project manager for the duration of this project**. This person will be responsible for responding to all verbal and written communication from Morgan County and to Morgan County.
  - a. Should the proposing vendor utilize any subcontractors the proposing vendor will be required to communicate the vendors instructions and input from Morgan County directly with any and all subcontractors and said vendor will be required to channel all

communication from any subcontractors to Morgan County. **Essentially the proposing vendor will be the sole point of contact that Morgan County will work with on this project.**

6. Any contract awarded regarding the RFP response should be in agreement with the requirements contained within this RFP. Any and all variations from the RFP response within the contract must be explained, understood, and agreed upon by the Morgan County Commission and the proposing vendor.
7. The vendor shall in all cases be solely responsible for the delivered system and for furnishing complete system documentation for each and every part of the system. The vendor will also provide any and all online account information and any required passwords to Morgan County so that the Morgan County Emergency 911 Communications Center administration personnel can access any on line accounts relating specifically to the proposed system.
8. The vendor will be responsible for processing/assisting with/aiding Morgan County with any warranty claims and service on the proposed system.
9. **Nothing in this RFP shall relieve the vendor from supplying a total turn key system package,** including, but not limited to, all materials, hardware, software, cabling, FCC licenses, labor, microwave dishes (or antennae), radio antennae, and labor in reference to this RFP.
10. The proposing vendor should sign and return with their response the “Non-collusion Affidavit” which is attached to this RFP documentation.

#### 8.4 VENDOR REFERENCES

1. Vendors must include in their response a list of at least three (3) organizations, including points of contact (name, address, and telephone number), which can be used as references for installed systems of similar design to the system described in this RFP.
  - a. Failure to include at least three (3) vendor references will result in the proposal being considered as non-responsive and said proposal will be removed from further consideration.
2. These organizations will be contacted to determine the quality of work performed and personnel assigned to the project. The results of the references will be provided to the evaluation team. Incorrect contact information will invalidate the reference.
  - a. Any subcontractors to be utilized by the proposing vendor to fulfill this RFP will be required to submit a list of references as required in Section 8.4.1 above.



## 9 CURRENT SYSTEM INFORMATION

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### **Current environment- Morgan County Emergency 911 Communications Center VHF EMS/Fire Simulcast Voice Paging System:**

Morgan County Emergency 911 Communications Center, for the calendar year of 2021, had approximately 13,000 calls for service placed into the CAD, this was covering a diverse population of over 17,000 citizens. Morgan County, West Virginia covers over 229 square miles. The Morgan County Emergency 911 Communications Center is staffed 24/7, 365 days per year with at least two (2) professional Telecommunicators on duty, generally for 12-hour work shifts, utilizing five fulltime dispatch consoles/positions. There are currently twelve staff members of the Morgan County Emergency 911 Communications Center which consists of a Director, Deputy Director, with full time and part-time Emergency Telecommunicators. The Morgan County Emergency 911 Communications Center answers calls for law enforcement agencies, fire departments, and one (1) emergency medical service company.

Current operational status:

- The current Emergency Paging System/First Responder Alerting system is a VHF EMS/Fire Simulcasted Voice Paging System with the “hub” of said system being located at the “back up PSAP” located at 38 Dispatch Lane/4 Dispatch Lane, Berkeley Springs, WV, 25411. There are VHF paging transmitters/repeaters/accompanying equipment at the following sites:
  - The Berkeley Springs tower site located at 4 Dispatch Lane, Berkeley Springs, WV.
  - The Morgan County Cacapon Tower site located in the WV Cacapon State Park, west of US Route 522, off Overlook Trail, near Ridge, WV.
  - The Purslane Mountain Tower site, located at 993 Gamble Ln, Great Cacapon, WV, 25422.
  - The Paw Paw Tower site, located at 1571 Paw Paw Rd, Paw Paw, WV, 25434.
- The current system utilizes a microwave backhaul system of antennas and receivers/transmitters to sync/link all transmitter sites together.
  - The microwave link connecting the Berkeley Springs tower to the Cacapon tower is a Harris/Trupoint 5000 microwave system of antennas and accompanying equipment.
  - The Purslane tower site is linked to the Berkeley Springs tower site (the hub site) via the WV SIRN state microwave connection/link.
- The current system is interfaced with a Motorola MCC7500E IP based radio dispatching console system. This system is tied to the Berkeley Springs tower site via multiple Motorola CCGW (Conventional Channel Gateways) and fiber linking connections. The Berkeley Springs tower site is also the Morgan County Emergency 911 Communications Center’s tie to the WV State SIRN P25 trunking radio system.

- The current systems are also tied into/interfaced with the Zetron dispatching/paging equipment located at the backup PSAP situated at 38 Dispatch Lane, Berkeley Springs, WV, 25411.
- The current system is configured to allow dispatching/paging to occur through the use of the Motorola Direct Connect console at the new 911 center or the Zetron dispatching paging equipment located at 38 Dispatch Lane, Berkeley Springs, WV, 25411.
- The current system is permanently tied/patched to WV SIRN talkgroup- MorFire Dispatch and VHF paging/audio through a JPS ACU-1000 interface device which is located within the tower shelter at 4 Dispatch Lane, Berkeley Springs, WV, 25411.
- The current system operates on 155.1450 Mhz narrowband with a digital squelch tone.
- The current system is utilized to activate voice pagers/house sirens, Klaxons, in station alerting systems, and unlock entrance doors at the various Morgan County Fire Stations.
- Some Firefighters in Morgan County carry pagers and rely on same to be alerted to emergency calls for service.
- The current paging system (when working properly or as designed) serves its purpose of activating voice pagers, while said pagers are inside of or outside of buildings.
- The current system is also utilized to alert first responders of impending inclement weather.
- The current system is utilized to activate the fire department house sirens to alert the general public of approaching tornados and or other inclement weather conditions.

## 10 PROPOSED SYSTEM INFORMATION

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The new desired system environment would be described as being the new Morgan County Emergency 911 Communications Center located at 111 Fairfax Street, Berkeley Springs, WV and the backup PSAP located at 38 Dispatch Lane, Berkeley Springs, WV, as well as the following:

Four (4) tower sites within Morgan County, WV which are:

1. The Berkeley Springs tower site (hub site).
2. The Morgan Cacapon tower Site, located within the Cacapon State Park off of Overlook Trail.
3. The Purslane Tower site, located off Gamble Road, Great Cacapon, WV.
4. The Paw Paw tower site, located near Paw Paw, WV.
  - a. The Paw Paw transmitter will most likely need to be installed on the Liberty celltower which is near the current Morgan County 911 Center Paw Paw tower, at 1571 Paw Paw Road, Paw Paw, WV, 25434. This would require the application for and issuance of a new FCC broadcasting license for this specific site.

Further requirements/preferences are as detailed below:

1. The proposed system should be a Simulcasted system or one of similar design/construction to a Simulcasted paging system which will function in the same manner as a Simulcast system.
2. The proposed system shall be compatible with all emergency dispatching equipment currently in use by the Morgan County Emergency 911 Communications Center.
3. The proposed system should have the capacity for one-(1) Voice and Tone paging channel for EMS and Fire tones voice alerting per tower needed to provide reliable coverage.
  - a. Should the proposed system not provide the required coverage percentage from the aforementioned towers the vendor will need to explain how the proposed system can meet the requirements of coverage percentages. If the proposed system requires additional transmit locations/towers/equipment then the vendor shall provide comprehensive detail(s) as to the means of accomplishing how the goal will be met.
4. The proposed system will typically be a "one-way out" transmitting-only system for alerting purposes and normally controlled through microwave, or fiber optic links from the primary PSAP located at 111 Fairfax Street, Berkeley Springs, WV, 25411.
5. The proposed system should include 150-watt power amplifiers (or its equivalent).
6. The proposed system should be designed so that there is no "single point of failure" which would render the proposed system ineffective or inoperative.

7. The proposed paging transmitters will also have transmitter capability with the receive frequency to be designated later by Morgan County, such that the backup PSAP 911 location(s) could at least page Fire and EMS agencies by activating the master paging transmitters without a microwave or fiber optic link (a radio link on another receive frequency to a "master" transmitter to control/activate all other paging transmitters in service at the time of transmit).
8. The proposed system should (if possible) be backwards compatible with existing mobiles, portables, and voice pager systems.
  - a. Since Morgan County first responders currently utilize VHF two tone pagers to receive emergency pages from the Morgan County Emergency 911 Communications Center any proposed system which is NOT a VHF 155.1450 Mhz narrow banded paging system should be compatible with whichever pagers the vendor proposes.
9. The proposed system should Simulcast from each paging transmitter in the countywide system (at least four in the current buildout).
  - a. Please state the capability to expand the proposed system should the need arise in the future.
10. The proposed system will be required to interface with and activate existing "in station alerting" equipment. Said equipment is currently installed and active in each of the four Fire Stations and the two EMS stations located within Morgan County.
  - a. These stations are identified as the following:
    1. Berkeley Springs Volunteer Fire Company (AKA Co1) located at 34 Mercer St, Berkeley Springs, WV, 25411.
    2. Great Cacapon Volunteer Fire Company (AKA Co 2) located at 218 Spring St, Great Cacapon WV, 25422.
    3. South Morgan Volunteer Fire Company (AKA Co 3) located at 10166 Winchester Grade Road, Berkeley Springs, WV, 25411.
    4. Paw Paw Volunteer Fire Company (AKA Co 32) located at 44 Moser St., Paw Paw, WV, 25434.
    5. Morgan County EMS Eastern station (AKA Company 7) located at 1258 Valley Road, Berkeley Springs, WV, 25411.
    6. Morgan County EMS Western Station (AKA Medic 7-8) located at 123 Winchester Street, Paw Paw, WV, 25434.
    7. **Due to increased growth within Morgan County, the proposed system should be capable of future expansion to include activating and interfacing with in station alerting systems for at least four (4) more Fire and/or EMS stations.**
  - b. Any proposed system response that is NOT COMPATIBLE within existing station alerting equipment should explain in full detail the methods/equipment required/needed to fulfill this requirement. This explanation must also include the costs associated with accomplishing this mandatory task.

11. The proposed system should be capable of being utilized and so configured to unlock the entrance doors to each Fire and EMS station located within Morgan County. These stations are identified and located as follows:
  - a. Berkeley Springs Volunteer Fire Company (AKA Co1) located at 34 Mercer St, Berkeley Springs, WV, 25411.
  - b. Great Cacapon Volunteer Fire Company (AKA Co 2) located at 218 Spring St, Great Cacapon WV, 25422.
  - c. South Morgan Volunteer Fire Company (AKA Co 3) located at 10166 Winchester Grade Road, Berkeley Springs, WV, 25411.
  - d. Paw Paw Volunteer Fire Company (AKA Co 32) located at 44 Moser St., Paw Paw, WV, 25434.
  - e. Morgan County EMS Eastern station (AKA Company 7) located at 1258 Valley Road, Berkeley Springs, WV, 25411.
  - f. Morgan County EMS Western Station (AKA Medic 7-8) located at 123 Winchester Street, Paw Paw, WV, 25434.
  - g. The proposed system should be capable of future expansion should any new Fire and/or EMS stations be constructed within Morgan County in the near future.**
    1. Please indicate in your response the expansion capabilities of your proposed system.
  - h. Please indicate the expansion capabilities of the proposed system to enable future connection to other emergency response agency facilities.
12. The Morgan County Emergency 911 Communications Center prefers that the proposed system provide 100 percent reception coverage on a hip mounted pager located within Morgan County.
  - a. The proposed system should provide for a sufficient number of transmitter sites to provide hip worn pagers (outdoors) with 95 percent or greater coverage/reception within the geographical boundary of Morgan County, WV or at least the minimum reception coverage as stipulated by the 2022 version of NFPA 1221 or the most current version of NFPA 1221.
    1. Propagation maps must be compiled and submitted with the response to this RFP indicating that the proposed solution meets or exceeds the aforementioned reception coverage percentage requirements.
  - b. Any additional transmitter sites (to include any and all necessary equipment) needed for the proposed system to function at a 95 percent or better reception capability, should be thoroughly detailed and priced in the vendor's proposal and identified as "Additional Sites" or "Sites needed to obtain the requested coverage percentile".**
13. The proposed system should include all hardware (such as radios, antenna, coax, cabling, racks, wiring, lightning protection, connectors), software, and system testing as needed to ensure the system functions properly and optimally as it should.

14. The proposed system will be designed and built to partially operate under worst case disaster conditions: for example: should the primary PSAP/Hub become unusable (for whatever reason) the remaining sites would still continue to function from the backup PSAP/911 center.
15. The proposed system should include a “pricing quote option” for a redundant backup “dispatch” or “PSAP” site to be utilized to activate/access the paging system in the instance of a primary site PSAP center failure/inaccessibility/disaster situation.
16. The proposed system should include two (2) “Master” paging transmitters, one of which will be located at the Berkeley Springs tower site and the second “master” paging transmitter will be installed at the Cacapon Mountain tower site.
  - a. The proposed system should include a secondary or backup microwave link that ties the two Master paging transmitters together.
17. The proposed microwave backhaul portion of this system should include microwave antennas (or dishes) which have a redundant transceiver so that should the main transceiver fail, the antenna would revert to the backup antenna.
  - a. The proposed microwave backhaul system should be an FCC licensed system which would utilize existing Morgan County FCC microwave licenses or if new FCC licenses are needed the proposed system should include the cost of FCC licensing fees and any frequency path coordination studies/fees associated with said new FCC radio license.
  - b. The proposed system should include all necessary microwave radio programming, dish/antenna alignment, and testing as needed to ensure that the microwave backhaul system is functioning properly as proposed in the RFP response.
  - c. **The proposed system should contain enough bandwidth to enable the transport of both radio traffic (voice and tones), as well as possess enough bandwidth expansion capabilities to also carry video surveillance camera video feed ( a minimum capability of carrying video feed from two cameras at each tower site) from the remote towers sites back to the PSAP located at 111 Fairfax Street, Berkeley Springs, WV, 25411.**
    1. **If additional bandwidth capabilities is needed to accomplish this task then the proposing vendor should list the additional cost under the “options section” of this RFP.**

# 11 TECHNICAL REQUIREMENTS – SITE EQUIPMENT

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## 11.1 SYSTEM DESIGN

1. The system should be configured to interface with the Motorola MCCC7500E Direct Connect consoles currently in use by the Morgan County Emergency 911 Communications Center.
2. The proposed system should be configured to interface with/ be compatible with the Motorola CCGW (Conventional Channel Gateways) utilized by the Motorola Direct connect consoles to tie the new center to the Berkeley Springs tower site and the backup PSAP located at 38 Dispatch Lane, Berkeley Springs, WV.
3. The proposed system should be configured to interface with the Zetron dispatch paging equipment which is currently located at the backup PSAP at 38 Dispatch Lane, Berkeley Springs, WV if at all possible.
4. The proposed system should provide warning alerts/notifications to the CAD dispatch consoles when there is a failure in the system and if possible, should state which exact system/part is in a failure state. **If the proposed system does not provide warnings/alerts to the CAD dispatch consoles at times of failure the vendor should explain how notification would be received and by whom that there was a failure in the paging system. Furthermore, if the proposed system does not provide warnings/alerts to the dispatch CAD system, the proposing vendor should indicate in their response the maximum amount of estimated time it should take for the vendor to receive notification of a system failure.**
5. The system shall comply with all current NENA protocols and standards.
6. The system should comply with the 2022 version of NFPA Standard 1221 or the most current version of NFA Standard 1221 in reference to emergency dispatching/paging equipment.
7. **All vital system modules shall be protected to ensure there is no single point of failure. Please describe in detail how the proposed system incorporates redundancy to meet this requirement.**
8. The proposed system shall be protected with lightning protection to guard against lightning strikes. All proposed equipment will be grounded to meet acceptable industry standards. The proposed system should comply with the Motorola R56 requirements for grounding of radio equipment.
9. Please state the general expansion capability of the system describing the overall system capacities with the hardware proposed and interfaces that may be installed/ and or may need to be installed to expand the system to add additional transmit sites in the future.
10. The system should be designed to provide for new antenna(s), antenna cabling, tower mounting hardware, switches, power supplies (if needed), grounding equipment, any and all necessary equipment to allow/facilitate for the proper functioning of the system.
11. The system as proposed should include any and all FCC licenses, as well as accompanying fees required, to be obtained/needed for the system to function as proposed.

- a. **All vendors should be aware that the Morgan County Commission currently possesses valid FCC radio broadcasting licenses which are in the VHF high band frequency range. Any proposed system which is of a different frequency range, such as UHF (or other frequency) must include the cost of obtaining FCC licensing, and the likelihood of obtaining said FCC licensing, to utilize that band of radio frequencies. Any proposed system which includes moving transmit/receive antennas from their currently positioned locations should also include the cost of obtaining new FCC licensing for the new antennae locations.**
12. **Should the proposed system be a UHF (or other Non-VHF high band frequency) system, the proposal should include as an option the cost per unit of compatible personal pagers for the field responders.**
13. The microwave backhaul should be designed so that should one transmit/receive antenna fail the system would automatically switch to the redundant backup with little to no data loss.
14. Programming of all transmitters, transceivers, receivers, radios, microwave radios, should be included in the system as quoted.
15. Installation, mounting, and testing of all hardware will be the responsibility of the vendor and as such should be included in the price of the proposed system.
16. **All necessary hardware, software, racking, cabling, and equipment needed for the system to function as designed and proposed should be included in this proposal for a fully functional, "turn key system". There should not be any "surprise requests for extra fees" after the proposal has been accepted and a contract is entered into.**
17. Please state (to the greatest extent possible) the long-term availability of replacement parts (hardware and software) of the proposed system.
18. **All systems of the proposal should be designed to prevent any single point of failure of the entire paging system. Redundancy to support continued operations should be given the utmost consideration.**
19. If possible, the proposed system should be designed to allow the vendor or manufacturer/Morgan County Emergency 911 Communications Center Administrative staff to log in remotely, via internet, to monitor the system, possibly perform software updates, system maintenance, and/or system repairs. Please state in your response how your solution will accomplish this task.

## 11.2 EQUIPMENT RACKING

1. All equipment shall be cabinet mounted in secure and appropriate standard cabinets, with locking front and rear doors and appropriate ventilation.
2. All equipment located at all facilities shall be rack-mounted in existing customer racks or Vendor provided wall/floor mount racks as required.
3. All equipment must be commercially available in off-the-shelf configurations; please describe all exceptions.



4. Appropriate cabling, connectors, wiring, conduit and or wire carrying structure, and all hardware necessary for the installation and maintenance of the equipment shall be provided.

### 11.3 SERVER CONNECTIVITY TO REMOTE PSAPS

1. The vendor will provide the capability to connect the paging system to a remote PSAP, should the Morgan County Emergency 911 Communications Center determine said connection is needed. All proposals should state the means to accomplish this task.
2. The vendor will specify how the submitted proposal will connect the Paging system to a remote PSAP.

### 11.4 BACKUP POWER

1. **All equipment at each site** shall be installed with a minimum of 30 minutes of battery backup power to allow time for the customer-provided site UPS/generator(s) to provide longer-term backup power.
2. The vendor shall monitor and log the status of the proposed UPS(s).
3. The proposed UPS shall provide alarms on error/trouble conditions. These alarms shall be displayed, either on the CAD consoles, or in some manner to notify the on-duty Emergency Telecommunicators that there is an issue (if possible).

## 12 TECHNICAL REQUIREMENTS – PROPOSED SYSTEM

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### 12.1 PC HARDWARE

1. If computer(s)/server(s) are required for the proposed system to function as designed, the vendor must identify which kind and type of computer equipment (hardware and software) the proposed system will utilize.
2. Please state the vendor's recommendation(s) for commercially available off the shelf PCs.

### 12.2 OPERATING SYSTEM

1. Please state the operating system used by the proposed solution.
2. Morgan County Commission desires the proposed system to possess the longest possible operating system (OS) support window; due to such please state which versions of Microsoft Windows/Linux/MAC operating systems are supported/included, if applicable.

### 12.3 VIRUS PROTECTION

1. All proposed PC computers shall have virus protection software installed and functioning. The vendor should provide their recommendation(s) for future virus protection software/updates.

### 12.4 USER SECURITY

1. All points of access (workstations, consoles, computers, portals) shall be configured with a security policy for non-administrative users that prevents the user from reaching any functions or operating system settings not required during the non-administrative personnel's normal duty tasks as an Emergency Telecommunicator.
2. All workstations shall be configured with a security policy for administrative users that enables access to the operating system.

## 13 SYSTEM ADMINISTRATION

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### 13.1 ADMINISTRATIVE SYSTEM MANAGEMENT

1. The system shall provide a mechanism to allow a system administrator to maintain/review/assess core system functions as well as users and interfaces. Please describe it in detail.
2. The proposed system shall have the ability to send out instant notifications to all users who have administrative security clearance to access the system in the event of a system(s) failure(s).

### 13.2 MONITORING AND ALARMS

1. The system must be capable of self-monitoring vital processes and sending alarms in the event of an alarm condition.
2. The system must notify the vendor, the local system administrator, the PSAP personnel on duty at time of alarm, and/or local maintenance personnel upon detection of an alarm via email/and or text message, and give a brief description of the alarm condition.
3. There shall be a minimum of two (2) categories of alarms (non-critical, critical) depending upon the criticality of the event. Please state if the system supports more alarm conditions.
4. Remote Monitoring of the system by the vendor of its health on a 7x24x365 basis is required.

### 13.3 MIGRATION PLAN

1. The vendor shall develop a migration plan to be included in the response that addresses, at a minimum:
  - a. Transition of the existing users to the new system: including consoles/dispatch stations, in station alerting systems, and field subscribers.
  - b. Relocation and/or installing the existing or new hardware to conform to the new system design.
  - c. Maintains an interface to the existing control stations.
  - d. The plan shall, to the greatest extent possible, minimize or eliminate disruption to existing/ongoing operations. Based on the equipment and/or systems offered or proposed, responses shall include a description on how each one of the solutions proposed will be implemented and what/how much impact each may have on existing operations. If desired, descriptions may be provided in bullet item format to describe the sequence of events, and/or the vendor may utilize a PowerPoint presentation, saved to USB jump drive device and attached to this RFP response to better facilitate explanation and understanding of the proposed solution.

## 14 INSTALLATION

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1. The vendor and the Morgan County Commission shall agree upon a proposed delivery timeline prior to the start of system installation.
2. The vendor shall be responsible for all aspects of the delivery, installation, programming, alignment, and setup of the system.
3. The vendor is responsible for installing all equipment and new cabling required for the proposed system to include any necessary cable extenders for computers, keyboards, mice, speakers and monitors as may be required.
4. The vendor shall install removable Velcro straps for all cable bundles and rack cable management. Plastic tie wraps shall not be used.
5. All cables must be identified on each end with permanent labels.
6. Cabling shall include the connection of all administrative circuits, computers, portals, access points, PCs.
7. The Morgan County Commission will be responsible for the disposal of all abandoned equipment and cabling.
8. System grounding must comply with industry standards and good engineering practices. The proposed system shall meet or exceed the Motorola R56 standard for grounding. The vendor shall provide a comprehensive grounding review prior to system installation and notify the 9-1-1 Director of any deficiencies found. The 9-1-1 Director and vendor shall then agree upon a remediation plan and responsibilities for any deficiencies noted.
9. The system must operate from standard 115V, 60 Hz, single-phase power. The vendor shall state the power requirements for the backroom equipment and each tower site.
10. The vendor shall provide and maintain all UPS power devices for all equipment at all facilities. Please state the voltage and amperage requirements for all provided UPS equipment.
11. The successful vendor will procure, receive, build-out and stage the entire system as outlined in the final, negotiated contract process and factory test prior to installation at the PSAP(s) and/or towers.
12. The equipment purchased in this RFP shall be delivered to its proper location and installed by the vendor without additional cost or expense and at the convenience and direction of the Morgan County Emergency 911 Communications Center/Morgan County Commission.
13. All work shall comply with the applicable national, state and local codes and regulations.
14. The vendor is responsible for securing all required licenses and permits for any work performed in connection with this RFP.
15. **The Morgan County Commission reserves the right to reject any subcontractors.** If this should occur, the vendor may submit an alternative that is acceptable. Should a subcontractor fail to provide a reasonable level of service, the vendor must resolve this failure at its own expense.

16. The vendor shall be responsible for any damage to existing systems or structures during the installation of the system.

## 15 TRAINING

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1. The vendor shall include in its response, a training curriculum for users, administrators, and training instructors. The training curriculum shall include instruction on all aspects of the Emergency First Responder Paging system, and management information systems. Training on the proper use and care of the Microwave backhaul system should also be included in the pricing as proposed.
2. Training materials for users, administrators and training instructors shall be approved prior to the delivery of any training.
3. The training schedule and location shall be approved prior to training classes beginning.
4. There will be fifteen (15) users and two (2) system administrators (Morgan County Emergency 911 Communications Center staff) that will participate in training to use the system.
5. The vendor shall have personnel on-site for the system cutover and for at least the first 24 hours following cutover for transitional support.
6. The proposed solution should, if possible, offer an e-learning training program allowing users to have access at any time on any device to provide training for new employees, refresher training for existing users and continuing education on new features and enhancements.

## 16 SYSTEM TESTING AND ACCEPTANCE

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1. The vendor shall create a written testing and acceptance plan after award of the contract based on the equipment selected and present for approval.
2. System Acceptance will not be provided until all items on the acceptance test plan are met to the satisfaction of the Morgan County Commission/Morgan County Emergency 911 Communications Center. Punch list items may be agreed upon as a condition of acceptance.
3. Morgan County Commission/Morgan County Emergency 911 Communications Center shall not be deemed to have accepted any component or piece of equipment until such time, as said equipment has been installed, tested and is operating in accordance with the specifications contained herein.
4. The following failure priority levels shall be defined for use during the Systems Acceptance Testing process:
  - a. Critical failures are system failures that render the system unusable or significantly reduce system operability and are considered to be operationally unacceptable.
  - b. Non-critical failures are system failures or open punch list items that minimally reduce system operability or have little or no effect on system operability and usability and are considered to be operationally acceptable only during the acceptance testing phase.

# 17 WARRANTY, MAINTENANCE, AND DOCUMENTATION

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## 17.1 WARRANTY

1. System Warranty periods for all hardware and software shall begin upon final acceptance of the system and shall run for a minimum period of twelve (12) months. Please state any warranties that exceed the required twelve (12) month minimum.
2. A complete listing of all warranties including systems and equipment, detailing what is included and what is not included shall be included in response to this RFP.
3. This System Warranty requirement shall take precedence over any conflict in the vendor's warranty agreement.
4. The vendor shall facilitate/work with the manufacturer regarding any warranty service and or repairs/replacements.

## 17.2 MAINTENANCE

1. The system maintenance period for all hardware, software and on-site maintenance shall begin upon final acceptance of the entire system and shall run for a period of twelve (12) months.
2. System Software/Firmware, Operating System and Security upgrades, patches, and updates shall be included in the vendor's software support agreement. The vendor shall be responsible for the installation of any upgrades, patches, and updates.
3. No unplanned system downtime shall be acceptable for upgrades, patches, and updates.
4. The vendor shall guarantee the availability of service assistance, repairs, and spare parts for a minimum of five (5) years after system acceptance.
5. Technical and maintenance support shall be available by phone 7x24x365.
6. Morgan County Emergency 911 Communications Center/Morgan County Commission shall have manufacturer-maintained web portal access for the ability to file support issues and view all support tickets filed under the Morgan County Emergency 911 Communications Center name.
7. Technical and maintenance on-site support must be available with response time, on-site, of no more than one and one half (1.5) hours for critical failures. This shall be available 7x24x365.
8. Certified local service centers must be based within the one and one half (1.5) hour response time area and be capable of Tier 1 support, troubleshooting, and maintenance of the system. Please describe the Tier 1 and Tier 2 response system that will be put in place.
9. Local service centers within the response area must be trained and certified prior to acceptance of the system. Please describe the level of training that technicians will receive before deployment.
10. The vendor shall be responsible for all equipment required for the remote access and maintenance connection. This connection will be for the exclusive use of the vendor.



11. The vendor shall include quarterly on-site visits to perform preventive maintenance to include an agreed-upon checklist of items.
12. The vendor shall be responsible for all contact with Tier 2 or higher manufacturer support personnel.
13. The vendor shall not ask PSAP personnel to perform any on-site maintenance.

### 17.3 DOCUMENTATION

1. Two complete sets of as-built drawings are required.
2. Provide documentation for the installation, operation, and maintenance for each component of the system. This documentation will include user manuals, maintenance manuals, and parts list of the equipment necessary for the continued and proper preventative maintenance and repair.
3. A backroom cabinet diagram shall be included in the as-built documentation. This will be needed for all sites: the PSAP center, and any and all tower sites which the proposing vendor intends to place radio equipment at.
4. There shall be diagrams/mapping/displayed at each site within the proposed system.
5. Documentation and diagrams depicting all equipment at or mounted onto, or within a tower shelter installed by the vendor (or their subcontractors) shall be compiled and provided to the Morgan County Commission.
6. The proposed solution shall provide online Help.
7. Any and all passwords/accounts needed to maintain/access/request service/warranty service for the system as proposed. Obviously, this section would only be needed should the proposal be accepted and a contract entered into.
8. The proposing vendor must complete and have notarized the Non-collusion Affidavit that is attached to this RFP.

## 18 SYSTEM OPTIONS

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1. Please list/detail the proposed system's capability for future expansion. Due to the fact that Morgan County is considered within the Washington D.C. greater metro area the potential for exponential future growth cannot be overlooked.
2. Vendors should indicate in their proposal whether their company offers a lease program and if so what lease pricing options/terms/conditions are available. Please include any leasing options under "Options" on Attachment A on the line labeled "2".

## 19 PRICING

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1. Please fill out the pricing table (Attachment A) as your official price.
2. **DO NOT ADD ANY ITEMS TO THE BASE SYSTEM PRICING THAT ARE NOT EXPLICITLY CALLED FOR IN THIS RFP. \*Any options or optional equipment should be listed as “Options” or “Optional Equipment” and defined/described and priced as such in Attachment A. Any options/pricing which will not fit onto said attachment page should be listed and identified in an attached supplemental sheet titled “Supplemental Options Pricing Document”.**
3. If the addition of extra hardware or software, in the vendor’s opinion, would significantly add to the reliability or robustness of the proposed system, the vendor is required to add the cost of that as a new numbered line item in the options pricing section of Attachment A.
4. Prices shall remain valid for at least 120 days after the RFP due date.

## 20 ATTACHMENT A – PRICING DOCUMENT

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### 9-1-1 Emergency Communications Fire and EMS

First Responder Alerting/Paging System \_\_\_\_\_

Microwave Backhaul system \_\_\_\_\_

Installation \_\_\_\_\_

Project Management \_\_\_\_\_

Training \_\_\_\_\_

First year software support \_\_\_\_\_

Remote Monitoring and Help Desk \_\_\_\_\_

First year on-site support \_\_\_\_\_

**Total Base Price** \_\_\_\_\_

### Prices for Options

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Prices for additional options 1. \_\_\_\_\_

2. \_\_\_\_\_

**TOTAL PRICE WITH INCLUDED OPTIONS:** \_\_\_\_\_

### Extended Maintenance

Year 2 Software license/maintenance/call center \_\_\_\_\_

(If available) \_\_\_\_\_

Year 2 On-site support \_\_\_\_\_

Year 3 Software license/maintenance/call center \_\_\_\_\_

(If Available) \_\_\_\_\_

Year 3 On-site support \_\_\_\_\_

Morgan County Emergency 911 Communications Center/ Morgan County Commission  
RFP# 05/20/2022: 9-1-1 Emergency Communications Fire and EMS First Responder  
Alerting/Voice and Tone Simulcast Paging System and Microwave Backhaul system.

**NON-COLLUSION AFFIDAVIT**

I hereby certify that the foregoing response has not been prepared in collusion with any other vendor, or other person or persons, engaged in the same line of business prior to the official opening of this invitation. Further, I certify that the vendor is not now, nor had been, for the past six (6) months, directly or indirectly, concerned in any pool or agreement, or combination, to control the price of services/commodities offered, or to influence any person or persons to offer, or not to offer, thereon.

(Please type or print clearly)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Name of Vendor \_\_\_\_\_

Address \_\_\_\_\_

County/State/Zip \_\_\_\_\_

Phone number \_\_\_\_\_

Subscribed and sworn before me by the above named individual on the \_\_\_\_\_ day

Of \_\_\_\_\_ 2022.

Notary Public in the County of Morgan in the State of West Virginia.