

COUNTY OF ROCKLAND  
Department of General Services  
Purchasing Division

# Contract Award Notification

Title: **Central Alarm Services for the County of Rockland 44-Control**

Contract Period: January 1, 2024, through December 31, 2024, w/ (4) 1-year options  
**Extended through December 31, 2025, w/ (3) 1-year options**

Original Date of Issue: December 21, 2023

Date of Revision:

**BID No:** **RFP-RC-2023-028**

**Catalog:** **Fire & Emergency Services**

Authorized Users: County Agencies, All Political Subdivisions  
Address Inquiries To:

Name: Richard Ryan  
Title: Purchaser II  
Phone: 845-364-3817  
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E-mail: [ryanri@co.rockland.ny.us](mailto:ryanri@co.rockland.ny.us)

### Description

This contract is to provide a state-of-the-art monitoring operations software and hardware platform with a level of redundancy that accepts and processes automatic commercial fire alarms and then supports all the dispatcher/management positions in the County of Rockland's 44-Control Communications Primary and Secondary Centers operated by the Sherriff's Department.

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFP 23-028	0000017701	USA Central Station Alarm Corp. 28 Willett Avenue Port Chester NY 10573 Contact: Bart A. Didden <a href="mailto:bdidden@USACS.NET">bdidden@USACS.NET</a>	914-939-6660

# County of Rockland CONTRACT

## Dept. of General Services

Purchasing Division  
50 Sanatorium Rd  
Bldg A, 6th Fl, Room 609  
POMONA NY 10970  
www.rcpurchasing.com

**Supplier** 0000017701  
USA Central Station Alarm Corp.  
Bart A. Didden  
28 Willett Ave  
Port Chester NY 10573

Phone 914/939-6660  
Fax 914/937-7945  
bdidden@USACS.NET

Tax Exempt? Tax Exempt ID:

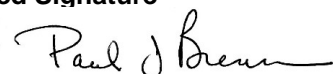
Line #	Supplier Item	Item Desc	Item ID	Price	UOM
1		Cost per account, per month without monitoring	99005000001	1.97000	Month
2		Redundant 44-Control Location Cost per account, per month. Without monitoring.	99005000002	0.35000	Month
3		Monitoring Add-On Cost on a needed basis	99005000003	36.00000	Hour

TERMS AND CONDITIONS OF RFP-RC-2023-028 INCORPORATED HEREIN BY REFERENCE.

## Dispatch via Print

<b>Contract ID</b> RFP 23-028	Page 1 of 1	
<b>Contract Dates</b> 01/01/2024 to 12/31/2025	<b>Currency</b> USD	
Central Alarm Services	<b>Contract Maximum</b> 270,048.00	
<b>Freight Terms</b>	<b>Buyer Email</b> ryanri@co.rockland.ny.us	
<b>Buyer</b> Ryan, Richard	<b>Phone</b> 845/364-3817	<b>Fax</b> 845/364-3809

Authorized Signature



**Edwin J. Day, County Executive****TITLE: CENTRAL ALARM SERVICES FOR THE COUNTY OF  
ROCKLAND 44-CONTROL-AS SPECIFIED****NUMBER:  
RFP-RC-2023-028****PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

The purpose of this RFP is to inform the private sector of a potential business opportunity to establish a contract with a central alarm station that will provide a state of the art monitoring operations software and hardware platform with a level of redundancy that accepts and processes automatic commercial fire alarms and that then is capable of being displayed for signal processing in all of the dispatcher stations in both of the County of Rockland's 44-Control Communications Primary and Secondary Centers operated by the Sheriff's Department. The operators at the central station will not monitor these alarms on their screens on a day-to-day basis except in an emergency situation where the County's center(s) may be temporarily out of service.

**SHERIFF COMMUNICATION DEPARTMENT MISSION STATEMENT**

The Sheriff's Communications Division will continue to serve the public and assist public safety agencies by use of modern communications equipment and techniques to enhance the delivery of Emergency Services. As a participant playing a key role in the County's E-911 Network, we will strive to meet the demand for professional promptness and efficiency which the system requires to function. Efforts to continue training and secure funding through grants will be pursued vigorously.

**BACKGROUND**

Using the radio moniker "**44 Control**" the Sheriff's Communications Division is solely responsible for the dispatching of Fire Departments throughout Rockland County including receiving commercial fire alarms directly into the Communications Division and taking 9-1-1 calls. The Division then dispatches tone and voice messages to 26 volunteer fire departments resulting in excess of 9500 dispatches a year.

At the current time, Rockland County Communications Center (44-Control) is monitoring approximately 4730 commercial fire alarm accounts monthly.

The County of Rockland previously issued Request for Proposal's in 2015 and 2018 which were awarded to USA Central Station Alarm Corp. The current contract ends December 31, 2023. Response shall include the necessary timeline needed to "Go Live".

The County of Rockland is looking to partner with a private sector central alarm station in order to expand our current capabilities. The Supplier central station organization shall be a Listed as a "Central Station Protective Signaling Services, UUFEX" entity by Underwriters Laboratories as continuing evidence of compliance with NFPA requirements for central station facilities ANSI / UL 827, "Standard for Safety Central-Station Alarm Services" and be in full compliance with ANSI / UL 1981, "Standard for Central-Station Automation Systems". The Supplier shall also maintain an equivalent UUFEX second central station facility as a live redundant facility to the primary central station.

**Failure to maintain the UUFEX listing on both facilities will nullify this contract immediately**

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

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The Contract resulting from this RFP will be for a period of one (1) year with four (4) one year options.

The County of Rockland reserves the right to review contract(s) on a regular basis regarding performance and cost analysis and may negotiate price and service elements during the term of the contract.

**STATEMENT OF OBJECTIVES OR DETAILED SCOPE OF WORK**

At the current time, the Rockland County Communications Center (44-Control) is monitoring approximately 4730 commercial fire alarm accounts per month and intends to expand our current capabilities.

The County of Rockland is looking to partner with a private sector central alarm station. The Supplier central station organization shall be a Listed as a "Central Station Protective Signaling Services, UUFX" entity by Underwriters Laboratories as continuing evidence of compliance with NFPA requirements for central station facilities ANSI / UL 827, "Standard for Safety Central-Station Alarm Services" and be in full compliance with ANSI / UL 1981, "Standard for Central-Station Automation Systems". The Supplier must also maintain an equivalent UUFX second central station facility as a live fully redundant facility to the primary central station. The second central station shall be listed by Underwriters Laboratories in the same entity name and ownership as the primary and the Supplier submitting an RFP. Any redundant lines, data links (telephone, fiber, etc.) will also be at the expense of the awarded firm.

The Rockland County Sheriffs' primary Communication center is located at 35 Firemen's Memorial Drive, Pomona, NY 10970.

The secondary Communications center is located at 49 New Hempstead Road, New City, NY 10956.

The on-site Redundant Server Option shall be configured on the primary and secondary Sheriffs' Communications Centers to be in full compliance with the M.E.W. calculations of the host platform in accordance with UL 827 & 1981.

The primary role of the central station will be to provide a state of the art monitoring operations software and hardware platform with a level of redundancy that accepts and processes automatic commercial fire alarms and then supports all of the dispatcher/management positions in the County of Rockland's 44-Control Communications Primary and Secondary Centers operated by the Sheriff's Department.

ALL signals shall be sent to and shall be handled by the 44-Control Staff.

The selected firms' operators at the central station will not normally monitor these alarms on their screens. However, in the event that 44-Control, in either its primary or secondary facility is off line or operating in a degraded manner due to any reason upon authorization by county personnel, the central station shall then

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take over the monitoring of the alarms as a backup and provide the county radio dispatchers with the type and location of the automatic alarm via landline/cell for proper dispatch. Should there be any period where the county radio dispatchers are unreachable, the central station will follow pre-approved by 44-Control instructions to contact other official agencies in the County (such as Police stations) until the county radio dispatchers are accessible.

The 44-Control Communication Centers, primary and secondary uses Verizon as the telephone provider. The County has seventeen (17) lines. Nine of the original installers still provide their own line and are proprietary. Four firms have two each and one just has one. The County provides the eight additional lines. The proposal shall outline how the selected firm will monitor signals that are received on the existing lines that are transmitted to 44 Control. The Proposal shall also outline how the selected firms' will provide redundancy for the County's two digital receivers at the new secondary facility, besides at the selected firms' facility only in the event of a failure at both the primary and secondary 44-Control's facilities.

In addition, the following shall be complied with as a minimum to ensure that all fire alarms can be received and automatically transferred by the central station to the County of Rockland 44-Control:

**Currently Supported Receiver Formats**

- ❖ All digital formats currently supported by existing Bosch 6600 receivers

**Minimum Expected Additional Technologies**

- Internet protocol transmitters from the following manufacturers to be supported (only where approved for fire signaling service)
  - Alarm Net
  - Honeywell Fire Group
    - FCI
    - Fire Lite
    - Gamewell
    - Notifier
    - Silent Knight
  - Bosch/Radionics
  - Honeywell
  - Napco
  - DMP – Digital Monitoring Products
  - Teldat
- ❖ This list of Manufacturers is representative only, additional manufactures will need to be supported if their transmitters are accepted according to NFPA guidelines by any Nationally Recognized Testing Laboratory (NRTL)

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- ❖ Proprietary Radio Deployment
  - AES – include potential deployment method
    - All submissions shall describe the deployment methodology such that the end-user/property owner or alarm service provider does not incur any additional expenses because of an action taken by Rockland County.
- ❖ GSM Radio (where approved for fire retransmission service)
  - AlarmNet
  - DSC
  - DMP
  - NAPCO
  - ❖ This list of Manufacturers is representative only, additional manufactures will need to be supported if their transmitters are accepted according to NFPA guidelines by any Nationally Recognized Testing Laboratory (NRTL)

**Supported Transmission Technologies –**

ONLY NFPA approved technologies for fire signaling service

- Digital (by the existing facilities)
- Internet Protocol (IP)
- GSM (Cellular)
- IGSM (Internet Protocol & Cellular)
- Proprietary Radio
- ❖ This list of technologies is representative only, additional technologies will need to be supported if their transmitters are accepted according to NFPA guidelines by any Nationally Recognized Testing Laboratory (NRTL)

**Access**

- 44-Control Personnel
  - Dedicated terminals (16) provided and maintained by vendor in the primary location at the Fire Training Center
  - Dedicated terminals (9) provided and maintained by vendor in the secondary location
- Dealers
  - Through an internet connection provided by the dealer
    - Office Personnel
      - PC based, no special software required
    - Field Personnel
      - PC based, no special software required

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- SmartPhone Apps, android and ios
- Through a wired (standard phone) or wireless (cellular) connection provided by the dealer
  - Voice response terminal
- End-Users
  - Through an internet connection provided by the End-User
    - PC based, no special software required
    - Tablet based, no special software required
    - SmartPhone Apps, android and iOS
- Fire Inspector
  - Through an internet connection provided by the Fire Inspectors Office
    - Office
      - PC based, no special software required
    - Field
      - PC based, no special software required
      - Tablet based, no special software required
      - SmartPhone Apps, android and iOS

**Automated Notification Methods**

- Computer generated e-mails without operator intervention or action
  - Available to any, or multiple, designated device(s) regardless of their relationship to the account
    - Alarm company personnel
    - End-user personnel
    - Fire Inspector's office
- Computer generated text messages via SmartPhone, android and iOS, without operator (either in the central station office or 44-Control) intervention or action
  - Available to any, or multiple, designated device(s) regardless of their relationship to the account
    - Alarm company personnel
    - End-user personnel
    - Fire Inspector's office
- Computer generated messages via an Interactive Voice Terminal without operator (either in the central station office or 44-Control) intervention or action
  - Available to any, or multiple, designated device(s) regardless of their relationship to the account
    - Alarm company personnel
    - End-user personnel
    - Fire Inspector's office

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### **Existing Data**

- It shall be solely the responsibility and the expense of the selected firm to load the essential account information on all monitored systems to the Suppliers systems.
- The County uses the Peoplesoft Financial software system for the recording and billing of the alarm accounts.
- The selected firm will need to determine all the current operational policies and functions of the existing County operated center, so they will be replicated as a base minimum in addition to any new enhanced requirements described in this RFP or requested by 44 Control Command Staff or offered by the selected firm.

### **Professional Courtesy and Cooperation**

- The selected firms' designated representative(s) will attend any and all meetings with the following parties upon reasonable notice
  - Fire Inspectors –
    - at the County Fire Training Center during their regularly scheduled monthly meeting
    - at the County Fire Training Center for non-scheduled meetings with reasonable notice
  - County Office of Fire and Emergency Services & 44-Control
    - Upon four (4) hour notice
    - In the event of a system failure and notice by any of the above to the selected firm, the selected firm must have pre-designated and positioned personnel capable to be on site and restore normal system functions within 2 hours.

### **New Account Data**

- From time to time there are new accounts added to the Rockland County 44-Control system. The selected firm is responsible for the account creation in the system and the proper entry of all account information based on data supplied from the alarm company.
- This task shall be completed in a timely manner for testing by the alarm company and the AHJ in order to put the account into service.
- Neither the end-user nor the AHJ shall be inconvenienced by any delay by the selected firm.

### **Training**



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- Training for 44-Control's thirty plus (30+) personnel for complete operations of selected firm supplied terminals and software shall be done at the expense of the selected firm and on the regular shifts of the County personnel so that the County incurs no added expense such as overtime. The same conditions apply if retraining is required for existing personnel or new personnel that may be hired through the full term of the agreement. This must be completed prior to go-live date.
- All training times will be coordinated through the 44-Control's Chief of Communications or his designee.
- Training or retraining for County OFES personnel is the responsibility of the selected firm.
- Training or retraining for remote access for Fire Inspectors is the responsibility of the selected firm.
- Training or retraining for remote access for Alarm Companies is the responsibility of the selected firm.
  - Alarm Company training is to include all capabilities as outlined above including data changes and account creation.
- Training for End User access is the responsibility of the Alarm Company.

### **New Account Creation and Issuance**

- This coordinated task is to be developed with the OFES personnel prior to any go live date. Proposal response shall include how the central alarm company recommends and how it intends to upload the current data, make modifications and/or changes.
- The Supplier is expected to make all accommodations, 24 hours a day / 7 days a week to facilitate the goals of 44 Control and the Rockland County Fire Service in the performance of their duties.

## **ADDITIONAL PROPOSAL RESPONSE REQUIREMENTS AND COMPANY QUALIFICATIONS**

### **TECHNICAL RESPONSE**

Each proposal shall include specific statements regarding the ability of the firm to perform the intended services.

### **WORK PLAN STRUCTURE**

Based on your firms' past experience, submit a detailed explanation of how the objectives of the County might be achieved by selecting your firm. Include a description of how you would approach interfacing the current county system with your firm central system to meet the needs of the County.

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The proposal shall document the firms' qualifications and experience in performing work of a similar nature for municipalities in the State of New York. The firm should submit detailed information related to the firm and key personnel's education, training, certifications, registrations, and qualifications, particularly related to the services required in this RFP. The contractor may provide such information and/or detailed resumes including references.

**QUALITY STANDARDS**

Firm shall provide documentation that they are UL certified and meet all NFPA requirements. Services provided shall be in accordance with accepted ethical and professional standards, appropriate federal, state and local guidelines for the services intended.

**QUALITY ASSURANCE**

The firm shall submit its Quality Control Procedures for the services as they pertain to the specifications in this RFP. The response shall include documentation of firms' percent of "Error Rate", performance reports or any internal assessment scores or what measures are in place to track its quality of service.

The firm shall submit to the County, with their proposal, a detailed disaster plan, including backup and/or recovery, for use in an emergency, such as, but not limited to, power outages (short & long term), computer issues, fire, flood, bankruptcy etc., which would cause the firm to be unable to continue services.

**LOCATIONS**

Proposal response shall include a list of location facilities where services will be provided from including any and all backup and/or redundant locations. Identify any subcontracted services and/or locations your firm needed to provide the services awarded.

Proposal shall include a detailed description of how offeror central station firm will meet the redundant requirements of this solicitation. Contractor should specify whether these facilities are owned and managed by the Contractor or are part of contractual or other business relationships.

**IMPLEMENTATION PLAN AND METHODOLOGIES**

The offeror shall submit as part of its proposal a preliminary methodology for their implementation plan. The plan should consist of a sequential listing of all steps necessary to provide the requested services from the date of contract award to full performance of the contract. At a minimum, the plan shall consist of detailed descriptions of key events; a proposed date of completion, how the tasks will be accomplished, including the identification of the person / account representative responsible for task or requirement. Sample reports shall also be submitted with proposal response so that authorized County personnel can pre-determine acceptance or if any changes need to be discussed (calls routed, calls handled in emergency, etc.). Contractor shall address equipment, software, redundancy methods, staff recruitment, hiring and training to handle the services specified. Identify information needed from the

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County of Rockland, if any, to load account information into systems.

The Contractor shall provide the names and qualifications of the top (2) three principal individuals who will be responsible for the implementation of this contract. For each individual listed, describe their background and experience with the services as those required in this RFP and list the previous three largest contracts in which they have been involved.

### **PROPOSAL EVALUATION CRITERIA**

An Evaluation Committee will evaluate proposals against the following weighted criteria. Each area of the evaluation criteria must be addressed in detail in proposal.

<b><u>WEIGHT</u></b>	<b><u>EVALUATION CRITERIA</u></b>
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- |            |   |
|------------|---|
| 250 Points | Demonstrated ability to meet the scope of work / statement of objectives.<br>The proposer's Statement of Work, Work Breakdown Structure, and Master Schedule will be evaluated against the County's Statement of Objectives and Technical Requirements.   |
| 200 Points | Demonstrated technical capability (proven track record), etc.   |
| 150 Points | Qualification and expertise of staff proposed for this project.<br>Proposals will be evaluated considering the offeror's technical and managerial experience, qualifications, and the availability of personnel who are proposed to work on the project; project organization and management structure; and prior experience in managing projects similar in type, technology, size and complexity.   |
| 200 Points | Performance references for similar projects.<br>Assessment of the offeror's past & present performance will be one means of evaluating the credibility of the offeror's proposal and the relative capability to meet performance requirements.  |
| 200 Points | Cost<br>Cost Proposals will be evaluated with respect to adequacy and reasonableness. This evaluation will include consideration of the probable cost to the County of doing business with each offeror; the possible growth in proposed costs during the course of the contract; the features of each offeror's work plan that could cause the estimate cost to vary; and cost-sharing if proposed. If after the evaluation of technical proposals, two or more competing overall proposals are considered in the competitive range, the evaluated probable cost to the County <u>may</u> be a deciding factor for selection. That is, the highest technical proposal may not necessarily be selected when cost considerations are taken into account. |

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**Responsible Bidder:** Award will be made only to “responsible” offerors possessing the ability, experience, willingness, and integrity to perform successfully under the terms and conditions of the contract. Responsibility is a procurement issue that is determined by the recipient after receiving bids or proposals and before making contract award in ascertaining whether or not a bidder is responsible, information may be requested from bidder to discuss and assist in determining responsibility.

All proposals in response to this RFP will be evaluated in a manner consistent with the Rockland County Procurement Policy, rules, policies and the evaluation criteria established in the RFP.

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**COST PROPOSAL TEMPLATE**

**COST PER ACCOUNT  
WITHOUT MONITORING**

\$ 1.97 /PER MONTH

**REDUNDANT SERVER OPTION**

\$ Included /PER MONTH

**MONITORING ON AN AS NEEDED BASIS:**

\$ 36.00 /PER Hour

Include and itemized costs not included in the above rate(s) below. Only those items included in proposal submission shall be considered for inclusion of final contract.

**NEW REDUNDANT 44 CONTROL LOCATION:**

**COST PER ACCOUNT  
WITHOUT MONITORING**

\$ 0.35 /PER MONTH

**FIRM NAME:**

USA CENTRAL STATION

**NAME OF AUTHORIZED (Print):**

BART A. DIBDEN / president

**SIGNATORY:**

Bart A. Didden

Cost Proposals are to be uploaded as a separate attachment to your RFP response. Please refer to the separate attachment titled: Proposal Submittal Procedures for instructions on submitting your proposal electronically. Inclusion of any cost or pricing data within the technical proposal may result in your proposal being judged as non-responsive.