



## **REQUEST FOR PROPOSALS**

### **Rebid for**

False Alarm/Elevator Rescue Billing and Collection

RFP# 072710

CITY OF OAKLAND PARK  
FINANCIAL SERVICES/PURCHASING DIVISION  
3650 NE 12 AVE  
OAKLAND PARK, FL. 33334  
PHONE: 954-630-4256  
EMAIL: [maggiet@oaklandparkfl.org](mailto:maggiet@oaklandparkfl.org)

## SECTION I

### INSTRUCTIONS TO PROPOSERS

1. **GENERAL:** The following instructions are given for guiding proposers in properly preparing their proposals.  
Proposal documents are available for download via demandstar.com. Vendors who obtain specifications and plans from sources other than DemandStar.com are cautioned that the bid package may be incomplete. All addendums, tabulations, award will be posted and disseminated by DemandStar.  
For information concerning procedures for responding to this Request for Proposal (RFP), contact Maggie Turner, in the Purchasing Office at 954-630-4256
2. **SCOPE OF WORK:** The City of Oakland Park is seeking the services of an experienced and qualified proposer to implement and collect fees pursuant to the false alarm billing collection ordinance.
3. **ADDITIONAL INFORMATION, QUESTIONS, INTERPRETATIONS, INCONSISTENCIES AND ADDENDA:** Requests for additional information or questions, must be made in writing, to Maggie Turner, Purchasing Specialist, via email at [maggiet@oaklandparkfl.org](mailto:maggiet@oaklandparkfl.org) or fax to 954-630-4265. Additional information will only be transmitted via a written addendum.
4. **DEVELOPMENT COSTS:** Neither the City nor its representatives shall be liable for any expenses incurred in connection with preparation of a response to this RFP. Proposers should prepare their proposals simply and economically, providing a straightforward and concise description of the proposer's ability to meet the requirements of the RFP.
5. **INSURANCE REQUIREMENTS:** The proposer will be required to furnish evidence of the following insurance coverages by a licensed Florida Company that has at least a "BEST" rating of "A."
  - A. Without limiting any of the other obligations or liabilities of proposer, proposer will provide, pay for and maintain in force until all of its work to be performed under this contract has been completed and accepted by City (or for such duration as is otherwise specified after this), the insurance coverages set forth herein.
  - B. Workers compensation insurance to apply for all employees of the contractor, sub contractors, and the contractor's architect and/or engineer meeting the "Workers' Compensation Law" of the State of Florida and all applicable federal laws. In addition, the policy(s) must include: Employers' liability with a minimum limit of one hundred thousand dollars (\$100,000) each accident.
  - C. Comprehensive General Liability with minimum limits of one million dollars (\$1,000,000) per occurrence combined single limits for bodily injury liability and property damage liability;

- D. Personal Injury Coverage with employee and contractual exclusions removed with minimum limits of coverage equal to those required for bodily injury liability and property damage liability;
- E. Business automobile liability with minimum limits of five hundred thousand dollars (\$500,000) per occurrence combined single limits for bodily injury liability and property damage liability.
- F. The City is to be expressly included as an "Additional Insured" in the name of "City of Oakland Park" with respect to liability arising out of operations performed by City by or for proposer; or acts or omissions of City concerning general supervision of such operation.
- G. Notice of cancellation and/or restriction Policy(s) must be endorsed to give the City thirty (30) days notice of cancellation and/or restriction.
6. PROOF OF CARRIAGE OF INSURANCE: The proposer will furnish to Maggie Turner, Purchasing Office, Certificates of Insurance or endorsements evidencing the insurance coverage specified above within seven (7) days after notification of an award. The required Certificates of Insurance or endorsements will not only name the types of policies continued, but will also refer specifically to this contract and will state that such insurance is as required by this contract.
7. PROPOSER'S EXPERIENCE RECORD: The City will have the right to investigate the financial condition, experience record, and equipment of each proposer and determine to its satisfaction the competency of each to undertake the project. The proposer will submit documentation concerned with the past performance and integrity of a contractor/developer. Accordingly, proposer should provide information as to any of the following: (a) bankruptcy, (b) mortgage foreclosures; (c) previous or pending litigation and (d) restrictions, restraints or impositions imposed by federal or state regulatory agencies such as Federal Housing Administration, Securities and Exchange Commission, etc., that apply to the contractor/developer.
8. TERM OF AGREEMENT: The initial term of the agreement shall be five years (5), with five (5), one (1) year renewal options, which may be exercised at the City's discretion. The City will reserve the right to cancel this agreement for its convenience at any time with thirty (30) days advanced written notice.
9. NON- APPROPRIATION OF FUNDS: In the event no funds or insufficient funds are appropriated and budgeted or funding is otherwise unavailable in any fiscal period for payments due under the contract, then the City, upon written notice of such occurrence, shall have the unqualified right to terminate the contract without any penalty or expense to the City.
10. POSTPONEMENT OF DATE FOR SUBMITTING PROPOSALS: The City reserves the right to extend the date for the receipt of proposals and will give ample notice of any such postponement to each prospective proposer.
11. CONTRACT AWARD: The City anticipates entering into a contract with the proposer who submits the proposal judged by the City to be most advantageous. The City anticipates awarding one contract but reserves the right to award more than one if in its best interests to do so.

The proposer understands that this RFP does not constitute an offer or a contract with the CITY. A contract shall not be deemed to exist and is not binding until proposals are reviewed and accepted by appointed staff, the best proposal has been identified, negotiations with the Proposer have been authorized by the appropriate level of authority within the City, an agreement has been approved, and executed by parties and by the appropriate level of authority within the City. In the event the parties are unable to negotiate terms acceptable to the City, the City may determine to accept the offer of the second most responsive and responsible Proposer determined by the selection committee, or it may resolicit proposals. The City reserves the right to reject all proposals, to waive non-material, technical variances or infirmities in the proposal, to abandon the project or to solicit and re-advertise for other proposals. The City may in its discretion waive any informalities and irregularities contained in a proposal or in the manner of its submittal and award a contract thereafter.

12. RIGHT TO WAIVE AND REJECT: The City, in its absolute discretion, may reject any proposal of a proposer that has failed, in the opinion of the City, to complete or perform a City of Oakland Park contracted project in a timely fashion or has failed in any other way, in the opinion of the City, to perform a prior contract in a satisfactory manner, and has directed the City of Oakland Park Purchasing Manager to emphasize this condition to potential proposers.

There is no obligation on the part of the City to award the proposal to the lowest proposer, and the City reserves the right to award the proposal to proposer submitting a responsive proposal with a resulting negotiated agreement which is most advantageous and in the best interest of the City, and to reject any and all proposals or to waive any irregularity or technicality in proposals received. The City of Oakland Park shall be the sole judge of the proposal and the resulting negotiated agreement that is in its best interest and its decision shall be final.

The City of Oakland Park reserves the right to waive any informalities or reject any and all proposals, in whole or part, to utilize any applicable state contracts in lieu of or in addition to this proposal and to accept the proposal that in its judgment will best serve the interest of the City.

The City specifically reserves the right to reject any conditional proposal and will normally reject those which made it impossible to determine the true amount of the proposal. Each item must be proposed separately and no attempt is to be made to tie any item or items to any other item or items.

13. DISQUALIFICATION OF PROPOSERS: Any of the following reasons may be considered as sufficient for the disqualification of a proposer and the rejection of his proposal or proposals:

- A. More than one proposal for the same work from an individual, firm or corporation under the same or different name.
- B. Evidence that the proposer has a financial interest in the firm of another proposer for the same work.
- C. Evidence of collusion among proposers. Participants in such collusion will receive no recognition as proposers for any future work of the City until such participant shall have been reinstated as a qualified proposer.

D. Uncompleted work which in the judgment of the City might hinder or prevent the prompt completion of additional work if awarded.

E. Failure to pay or satisfactorily settle all bills due for labor and material on former contracts in force at the time of advertisement of proposals.

F. Default under previous contract.

14. NONDISCRIMINATION EQUAL EMPLOYMENT OPPORTUNITY AND AMERICANS WITH DISABILITIES ACT. Contractor shall not unlawfully discriminate against any person in its operations and activities or in its use or expenditure of funds in fulfilling its obligations under this Agreement. Contractor shall affirmatively comply with all applicable provisions of the Americans with Disabilities Act (ADA) in the course of providing any services funded by this Agreement, including Titles I and II of the ADA (regarding nondiscrimination on the basis of disability), and all applicable regulations, guidelines, and standards. In addition, contractor shall take affirmative steps to ensure nondiscrimination in employment against disabled persons. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment advertising, layoff, termination, rates of pay, other forms of compensation, terms and conditions of employment, training (including apprenticeship) and accessibility.

Contractor's decisions regarding the delivery of services under this Agreement shall be made without regard to or consideration of race, age, religion, color, gender, sexual orientation (Broward County Code, Chapter 162), gender identity, gender expression, notional origin, marital status, physical or mental disability, political affiliation, or any other factor which cannot be lawfully used as a basis for service delivery.

Contractor shall not engage in or commit any discriminatory practice in violation of the Broward County Human Rights Act (Broward County Code, Chapter 162) in performing any services pursuant to this Agreement.

15. PROPOSAL SUBMISSION DEADLINE AND OPENING Sealed proposals will be received by the City Clerk's Office, City of Oakland Park, 3650 NE 12 Ave., Oakland Park, Florida until 3:00 PM, EST, July 27, 2010 . The proposals will be opened and read aloud shortly thereafter. One (1) electronic DVD copy, one (1) original and four (4) copies of proposals must be presented in a sealed envelope and identified with the following information: “ **False Alarm/ Elevator Billing and Collection # 072710**”. The City of Oakland Park reserves the right to reject any or all proposals, to waive any informalities or irregularities in any proposals received, to re-advertise for proposals, to award only portions of the project, to award to multiple contractors, or take any similar actions that may be deemed to be in the best interests of the City.

**SECTION II**  
**PROJECT DESCRIPTION, AND SCOPE OF WORK**

The City of Oakland Park is seeking the services of an experienced and qualified proposer to implement a process to bill and collect response fees pursuant to the false alarm/elevator systems ordinance.

Oakland Park Ordinance #O-2008-034 was enacted to reduce the amount of false alarms and elevator rescues dispatched to Fire Department personnel and/or BSO Deputies. A false alarm is defined by the ordinance as the activation of an alarm system for any reason other than an unauthorized entry, attempted unauthorized entry or other crime or a fire, such as a mechanical failure, malfunction, improper installation, weather related, or an action or omission of the owner or occupant of the property served by an activated alarm system.

The ordinance provides for escalating response fees for more than one false burglary or fire alarm within a twelve month period and for more than one elevator rescue within a calendar year.

The City will consider factors such as qualifications, experience, innovations, creativity, and project approach. It is the City's intention to solicit proposals from as many proposers as are interested, to evaluate the proposals, to conduct oral presentations if necessary, to verify the information presented, and to negotiate and award a contract to the most responsive/responsible proposer.

To be eligible to respond to this RFP, the proposer must be regularly engaged in the business of false alarm bill collection. In addition, the proposer must have (1) prior successful experience in providing similar services; (2) satisfactory financial support; (3) required equipment; and (4) organization sufficient to ensure that they can satisfactorily provide the services if awarded a contract within one month of proposal submittal or a reasonable period of time thereafter.

The proposer shall not have any pending criminal charges against the firm, principal owners, partners, corporate officers, or management employees.

Proposers meeting or exceeding the above eligibility requirements will be evaluated in accordance with evaluation criteria contained in the RFP and as further determined by the City.

The proposer awarded this project will be responsible for coordinating all phases of the development and operation of the false alarm bill collection program for the City of Oakland Park.

**SCOPE OF WORK**

Implement all aspects of false alarm billing collection for the City and related services including, but not limited to:

- Extract records that indicate locations of false alarms
- Verify which false alarms are billable, the rate at which each alarm is billable, and the total amount of fee to be levied for each location.
- Issue bills, at least monthly, to alarm users along with documentation of the delinquent addresses and billable amounts for each address
- Collect fees from alarm users as an agent of the City and report to the City the amount of fees collected including documentation of each transaction

- Identify and provide notice to alarm users that are delinquent
- Report to the City those alarm users that are delinquent within 30 days
- Citizen complaints about lack of service to an alarm address
- Miscellaneous citizen complaints concerning the false alarm billing collection and related services
- Provide monthly payments to the City, less administrative fee, of monies collected
- Provide an annual audit to the City that demonstrates the complete accounting of funds received, funds retained by the proposer, and funds paid to the City
- Other related responsibilities to ensure proper administration of the program in its entirety
- The proposer shall be the point of contact for all contacts with alarm users.

The proposer shall supply hardware, software and all services necessary to establish and provide the false alarm/elevator rescue billing and collection service. The computer system shall produce various notices including violations, and maintain supplies and services including but not limited to:

- Hardware/software to maintain all data in reference to this proposal
- Supply personnel to perform all pertinent duties under this proposal; and
- The selected Proposer shall coordinate with and supply to the City all necessary equipment, materials, personnel and services.

In response to this RFP, the proposer shall provide a description of a detailed scope of services that documents how the implementation is proposed.

Proposers should submit experience and qualifications in administration of a similar false alarm program, billing and collection system. Additional information may be submitted as appropriate to further describe the proposer's experience and capabilities.

The fee requested by the proposer shall be taken as a portion of revenue collected from the enactment of the false alarm program. How this amount is determined shall be proposed in the response to this RFP. The City shall incur no cost for this service other than this fee withheld from the revenue.

### **PROPOSER QUALIFICATIONS**

The proposer must possess qualifications and experience to meet the requirements of the City. At a minimum, the proposer must provide the following:

- Complete company name
- Date established
- State in which incorporated and/or state of license
- Ownership (public company, partnership, subsidiary, etc.)
- Narrative description of company's organization (include organization charts and indicate company officers where applicable)
- Total number of full-time employees
- Location of the office that will address all support questions/issues
- Number of personnel engaged in project activities
- Primary services or products offered by the company; and
- Company's directly applicable qualifications and experience in the development and operation of this program.

**PROJECTED ORGANIZATION AND STAFFING**

1. The proposer must provide an adequate level of staffing to ensure the successful completion of the project in the required time frame. The proposer should possess the necessary skills and certifications for the roles they are filling.
2. The proposer must name a project manager who will be available for the duration of the project.
3. All individuals proposed for this project must have experience performing the role they are proposed to fill. Education may not be substituted for the required experience.

**ADDITIONAL REQUIREMENTS**

The proposer must include an executive overview that addresses key features of the services and benefits included in the proposal. Please include information that uniquely qualifies organization or strategy to meet the requirements. Please specify what advantages the proposer may have over its competition. The executive overview must be displayed prominently in the front for ease of reference.

The proposer will provide details on the features, functions, or other considerations exclusive of the specified requirements that the company affords the customer that may provide a distinct value to the City. In the event it is determined that such features, functions, or other considerations provide a distinct benefit, the City reserves the right to give the proposer additional consideration. The City will make the sole assessment of the relative merits of each added value proposal to the agency.

The proposer must agree to act as prime contractor on this project and must guarantee the performance and delivery of all tasks, goods and services under this contract. All findings, documentation, and other deliverables under this contract will become exclusive property of the City.

**EVALUATION/SELECTION PROCESS**

A committee will be established to evaluate and rate all proposals on the technical quality criteria listed below. The criteria are itemized with their respective weights and each proposer shall be judged depending on the merit of its proposal as determined by the committee in accordance with:

- Price 40%
- Qualifications/experience of proposer and staff manpower 30%
- Technical Response 30%

**RFP PROCESS TIMELINE**

The anticipated timeline for this RFP is as follows. All dates are tentative and subject to change.

RFP Released	07/06/10
Last date for submission of questions	07/16/10 (4:00 P.M. EST)
Addendum issued (if necessary)	07/20/10
Proposal due	07/27/10 (3:00 P.M. EST)



SECTION III

PROPOSAL DOCUMENTS

1. Sworn Statement Regarding Public Entity Crimes
2. Non-Collusion Affidavit

SWORN STATEMENT UNDER SECTION 287.133(3)(A), FLORIDA STATUTES, ON THE PUBLIC ENTITY CRIMES (To be signed in the presence Of a notary public or other officer authorized to administer oaths.)

STATE OF \_\_\_\_\_ COUNTY \_\_\_\_\_

Before me, the undersigned authority, personally appeared, who, being by me first duly sworn, made the following statement:

Name of Proposer \_\_\_\_\_

Business address \_\_\_\_\_

I understand that a public entity crime as defined in Section 287.133 of the Florida Statutes includes a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity in Florida or with an agency or political subdivision of any other state or with the agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or any such agency or political subdivision and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

I understand that “convicted” or “conviction” is defined by the statute to mean a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

I understand that “affiliate” is defined by the statute to mean (1) a predecessor or successor of a person or a corporation convicted of a public entity crime, or (2) an entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime, or (3) those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate, or (4) a person or corporation who knowingly entered into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months.

**Please mark the appropriate paragraph below:**

\_\_\_\_\_ Neither the proposer, contractor, nor any officer, director, executive, partner, shareholder, employee member or agent who is active in the management of the proposer or contractor nor any affiliate of the proposer or contractor has been convicted of a public entity crime subsequent to July 1, 1989.

\_\_\_\_\_ There has been a conviction of a public entity crime by the proposer or contractor, or an officer, director, executive, partner, shareholder, employee, member or agent of the proposer or contractor who is active in the management of the proposer or contractor or an affiliate of the proposer or contractor. A determination has been made pursuant to Section 287.133(3) by order of the Division of Administrative Hearings that it is not in the public interest for the name of the convicted person or affiliate to appear on the convicted vendor list. The name of the convicted person or affiliate is \_\_\_\_\_. A copy of the order of the Division of Administrative Hearings is attached to this statement

\_\_\_\_\_  
Proposer's Signature

Sworn to and subscribed before me on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

(affix seal)

\_\_\_\_\_  
Notary Public Signature

NON-COLLUSION AFFIDAVIT

By submission of this affidavit, the proposer certifies that this price is made independently and free from collusion. Proposer shall disclose below, to the best of its knowledge, any City of Oakland Park officer or employee, or any spouse, son, daughter, stepson, stepdaughter, or parent of any such officer or employee, who is an officer or director of, or has a material interest in, the proposer's business who is in a position to influence this procurement. Any City of Oakland Park officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. For purposes hereof, a person has a material interest if he or she directly or indirectly owns more than five percent (5%) of the total assets or capital stock of any business entity, or if he or she otherwise stands to personally gain if the contract is awarded to this vendor.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City of Oakland Park Code of Ordinances.

NAME

RELATIONSHIPS

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

NONE: \_\_\_\_\_

\_\_\_\_\_  
Signature of Proposer

Sworn to and subscribed before me on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

(affix seal)

\_\_\_\_\_  
Notary Public Signature