

Panhandle Regional Planning Commission (PRPC)  
Request for Quotes (RFQ) on  
Communications Shop Support Services

**A. Background:**

The Panhandle Regional Planning Commission (PRPC) operates a regional interoperable public safety communications system that serves the entire 26-county area of the Texas Panhandle. This system is called PANCOM; it supports the radio communications needs of the Law Enforcement, Fire and EMS agencies in the Panhandle. PANCOM is managed and maintained by the PRPC on behalf of the cities and counties in the Panhandle.

There are a total of 54 radio tower and/or antenna sites in the PANCOM system. Each is equipped with a variety of radio and/or microwave equipment. The PANCOM system also extends to the 911 Public Safety Answering Points (PSAPs) in the region (outside of Potter & Randall Counties) which are likewise equipped with a variety of radio communications-related equipment. All this equipment is subject to occasional failure or disruption. Given the public safety mission supported by PANCOM its essential, that to the extent possible, the PANCOM equipment remain continuously operational. Interruptions resulting from equipment breakdown need to be addressed quickly so as to minimize risks to residents who rely on the region's Law Enforcement, Fire and EMS agencies to meet their public safety needs.

**B. Purpose:**

The purpose of this RFQ is to create a relationship between the PRPC and one or more qualified communications shops located in or near the Panhandle to provide a variety of maintenance, repair and/or replacement services in support of the PANCOM system's public safety radio communications equipment.

The service agreement(s) resulting from this RFQ will replace the agreements the PRPC currently holds with communications shops in or near the region to provide these same services.

**C. Respondent Qualifications:**

A qualified respondent to this RFQ is one who:

- Is an experienced provider currently engaged in the business of sales, support, and service of public safety radio communications for government jurisdictions within the 26 counties of the Texas Panhandle;
- Is recognized by the appropriate manufacturer(s) as being qualified and/or certified to work on Cambium Networks, Motorola Inc., EF Johnson Technologies and Telex equipment and is knowledgeable of the Kenwood, Icom and other radio equipment utilized in the PANCOM system;
- Is based within 75 miles of the Texas Panhandle (due to the on-call nature of the anticipated work); and
- Can furnish evidence of General Liability insurance in amount not less than \$1.0 Million.

**D. Types of Services Required:**

The types of services the PRPC intends to procure by way of a service agreement may include any or all of the following:

- Maintenance and/or installation and test of PANCOM repeater site equipment in accordance with manufacturer standards and specifications.
- Maintenance and/or installation and test of PANCOM PSAP dispatch console equipment in accordance with manufacturer standards and specifications.
- Maintenance and/or installation and test of PANCOM microwave equipment in accordance with manufacturer standards and specifications.
- Feedline, CAT5 cable installation, grounding installation, etc. in accordance with Motorola R56 Standards and Guidelines for Communications Sites
- Programming of user radios, including coordination with the agencies whose radios are being programmed, in accordance with the PANCOM frequency list.
- Other communications equipment trouble-shooting services intended to quickly restore service at a PANCOM site(s) or to repair or update equipment (may be in-shop or on-site).

**E. Services Agreement:**

The form of agreement used will be a Letter of Agreement. The initial term of the agreement will be for two (2) years; commencing on or about June 1, 2017.

The agreement may be extended for up to one (1) two-year term. On the two-year anniversary, the service provider(s) will be given the opportunity to review/revise their quoted rates to account for inflation.

The agreement will be specific to the services being procured from the service provider and will not bind, nor purport to bind the PRPC to any obligation the service provider may have made with any of its suppliers; vendors or subcontractors.

Due to the necessity to keep the PANCOM system operational at all times, the PRPC reserves the right to enter into a service agreement with one or more of the qualified respondents to this RFQ.

**F. Authorization of Services:**

The PRPC will initiate the authorization process by contacting the service provider by phone to describe the nature of the repairs required.

For non-emergency repairs or routine maintenance services, PRPC will coordinate with the service provider to identify an agreed upon timeframe for the provision of the requested services.

For emergency repairs, the service provider will provide the PRPC with an estimated time as to when he/she will arrive on-site to make the necessary repairs.

**G. Invoicing for Services:**

The service provider will supply the PRPC with an itemized invoice for each job completed. Invoices may be submitted for payment at the conclusion of each job or on a monthly basis. Regardless of how often they're submitted, for each job claimed on an invoice, the service provider must at a minimum, provide the PRPC with the following information:

- Reference the date on which the service provider was authorized by the PRPC to complete the work;

- The name of the PANCOM site (job site) where the work was performed;
- The date the work was performed;
- The name of the technician or serviceman that performed the work;
- The number of hours spent in performing the work;
- A description of the work performed; and
- An itemized list of any materials or parts installed as part of the work; including the cost associated with materials or parts installed.

If mileage is charged, the invoice must also include:

- The number of roundtrip miles driven between the service provider's location and the job site; and
- The number of hours spent driving to and from the job site.

Upon receipt, PRPC will verify the information provided on the invoice and process the payment request. Checks for the payment of services provided will be issued within ten (10) calendar days of their receipt and verification.

The PRPC is exempt from the payment of State/local sales tax. Please do not include sales taxes on the invoice(s). A tax exempt certification form will be provided to the service provider upon request.

#### **H. Other Service Requirements:**

- The service provider will supply the PRPC with a 24/7 contact number that can be used for requesting emergency service calls; PRPC will in turn provide the service provider with a 24/7 contact number for its PANCOM staff.
- The service provider will only use parts specified by the manufacturer of the equipment being repaired/replaced or their approved equivalents.
- The service provider must not be disbarred from conducting business with the federal government or with the State of Texas. The service provider will be obliged to notify the PRPC immediately, if during the life of the Service Agreement, the provider has been placed on a federal government or the State of Texas debarment list.

#### **I. Responding to this RFQ:**

Qualified service providers interested in responding to this RFQ must provide the PRPC with the following:

1. A completed copy of the attached Cost of Services Quote Form;
2. A list of the equipment on which the respondent has been certified and/or qualified to work on by the manufacture of that equipment;
3. Proof of current liability insurance coverages;

Quotes should be returned to the PRPC by no later than **4:00 PM on May 19, 2017** and mailed to the attention of Shane Brown, PRPC's Regional Emergency Communications and Preparedness Program Manager at the address below:

Panhandle Regional Planning Commission  
PO Box 9257  
Amarillo, TX 79105

Quotes may also be emailed however; it will be the responsibility of the respondent to ensure the emailed quote has been received. Irrespective of whether a quote is submitted by mail or email; it must be received by the time and date specified herein and be inclusive of Items 1-3 listed above. Email quotes may be sent to Shane Brown at: [sbrown@theprpc.org](mailto:sbrown@theprpc.org).

The PRPC will determine the qualifications of service provider respondents based on a) experience and competence, and b) the capacity of the company to perform the work in the timeframe needed. The selection process will also consider the hourly rates, emergency hourly rates and the cost mark-ups supplied in the Respondent's quote.

**J. Instructions for Completing the Cost of Services Quote Form:**

- a. The form must be completed and signed by the Authorized Representative of the Respondent.
- b. At a minimum, the Form, along with the three items listed under Section I must be included in the response. The Respondent is free to include any other information that could be pertinent to the response.
- c. If the PRPC selects the Respondent to receive a Service Agreement, the prices quoted on the Form will remain in effect throughout the initial 24 month term. On the subsequent anniversary of the term, the Service Provider will have the opportunity to revise the prices quoted to account for inflation. However, if an increase is deemed to be unreasonable, the PRPC will reserve the right to negotiate the increase with the Service Provider or failing that, decide not to renew the Service Agreement with the Service Provider.

**K. Who is Receiving this Request:**

In addition to being advertised, this request for quote is going out to the Communications Shops known to work on the type of equipment that comprises the PANCOM system for jurisdictions or agencies in the Panhandle; including:

G&G Electronics	Omega Electronics
Gillespie Communications	Schafer Services
Hawkins Communications	South Plains Communications
	WT Services

**L. Additional Information:**

Qualified service providers wishing to obtain additional information regarding this RFQ may contact:

Shane Brown  
Regional Emergency Communications & Preparedness Program Manager  
Panhandle Regional Planning Commission  
PO Box 9257  
Amarillo, TX 79105  
Phone: (806) 372-3381  
Email: [sbrown@theprpc.org](mailto:sbrown@theprpc.org)

### Cost of Services Quote Form

1. **Experience:**

How many years has the Respondent been in the continuous business of providing Communications Shop Support? \_\_\_\_\_ Years

Briefly describe any previous experience the Respondent may have had in working on PANCOM equipment.

Provide the names/contacts for five (5) government jurisdictions or agencies in the Panhandle for whom the Respondent is currently providing Communications Shop Support. The PRPC may be listed among the five if the Respondent is currently providing these services to the PRPC.

Agency Name	Point of Contact (POC)	POC Phone No.
1.		
2.		
3.		
4.		
5.		

2. **Availability:**

Please check all counties listed below you would include in your service area for the purpose of this RFQ

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Armstrong County     | <input type="checkbox"/> Gray County       | <input type="checkbox"/> Oldham County       |
| <input type="checkbox"/> Briscoe County       | <input type="checkbox"/> Hall County       | <input type="checkbox"/> Parmer County       |
| <input type="checkbox"/> Carson County        | <input type="checkbox"/> Hansford County   | <input type="checkbox"/> Potter County       |
| <input type="checkbox"/> Castro County        | <input type="checkbox"/> Hartley County    | <input type="checkbox"/> Randall County      |
| <input type="checkbox"/> Childress County     | <input type="checkbox"/> Hemphill County   | <input type="checkbox"/> Roberts County      |
| <input type="checkbox"/> Collingsworth County | <input type="checkbox"/> Hutchinson County | <input type="checkbox"/> Sherman County      |
| <input type="checkbox"/> Dallam County        | <input type="checkbox"/> Lipscomb County   | <input type="checkbox"/> Swisher County      |
| <input type="checkbox"/> Deaf Smith County    | <input type="checkbox"/> Moore County      | <input type="checkbox"/> Wheeler County      |
| <input type="checkbox"/> Donley County        | <input type="checkbox"/> Ochiltree County  | <input type="checkbox"/> <b>ALL COUNTIES</b> |

Is the Respondent capable of directly providing Emergency Repair services on a 24/7/365 basis?

- Yes     No

If No, please describe the limitations on your availability below.

3. **Quoted Cost for Services:**

Service Rates: The hourly rates quoted below cover all labor and equipment required to complete the work.

Normal Working Hours – 8:00 AM to 5:00 PM; Monday through Friday

**Technician charge:** portal-to-portal from home base, to be charged in hourly increments, one-hour minimum. One or more technicians may be needed to accomplish the ordered work. Hourly rate Not to Exceed:

\$ \_\_\_\_\_ /HR

After Hours/Weekends/Holidays

**Technician charge:** If the rate is different than Normal Working Hours; the hourly Not to Exceed rate is:

\$ \_\_\_\_\_ /HR

**Mileage:** If the Respondent intends to separately charge for travel to/from a PANCOM site; list the mileage cost below. If so, mileage will have to be document point-to-point on the invoice. The PRPC will reserve the right to reject invoices that include an unreasonable number of miles claimed in completing a specific work order. If the Respondent **does not** typically charge mileage costs separately, simply write **N/A** on the line below.

\$ \_\_\_\_\_ /Mile

**For New or Replacement Equipment, Materials or Parts:** A flat percentage rate (not to exceed 15%) will be applied on all equipment and/or parts required for the completion of a work order. Please indicate your willingness to accept this arrangement below.

Equipment/Materials/Part Mark-ups (not to exceed 15%)    Agree \_\_\_\_\_    Disagree \_\_\_\_\_

**PLEASE NOTE:** The PRPC will reserve the right to separately purchase materials and provide them to the Service Provider for the completion of a work order(s).

**Other Charges:** Are there any other charges not listed here that need to be considered in evaluating your Quote? If there additional Other Charges to be considered, please list those on a separate sheet marked “**Other Charges**” and include the sheet in with your response.

4. **Respondent Information:**

Company Name \_\_\_\_\_

Street Address \_\_\_\_\_

City ST ZIP \_\_\_\_\_

Telephone \_\_\_\_\_

Email Address \_\_\_\_\_

5. **Quote Authorization:**

The undersigned, having familiarized himself/themselves with the conditions of the RFQ would, if selected, will provide the PRPC with Communications Shop Support Services under the terms/conditions described in this Request for Quotes, including any which I may have denoted on this Quoted Cost of Services Form.

Authorized By: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

Printed Name & Title: \_\_\_\_\_