

# **REQUEST FOR PROPOSAL**

## **COMPUTER AIDED DISPATCH PROGRAM**

**HUDSON FIRE DEPARTMENT**

**TOWN OF HUDSON, NH**

April 2025



Prepared by  
Hudson Fire Department  
39 Ferry Street  
Hudson, NH 03051

# **REQUEST FOR PROPOSAL**

The Town of Hudson, New Hampshire wishes to engage the services of a qualified private firm to provide, install, integrate and maintain the ongoing service of a comprehensive  
**PUBLIC SAFETY COMPUTER AIDED DISPATCH SOFTWARE PROGRAM.**

The CONTRACTOR must be lawfully engaged in the services of software design, installation and maintenance of Public Safety CAD Software in the State of New Hampshire.

An overview and detailed specifications are provided later in the Request for Proposal (RFP).

Proposals must be received no later than 10:00 AM on May 30, 2025 from interested firms, to be eligible for consideration by the Town. The proposal shall follow the format listed below and be on the forms provided as required. Each proposal shall be submitted in a sealed envelope, which is clearly marked,

## **“HUDSON FIRE DEPARTMENT PUBLIC SAFETY CAD SOFTWARE”**

Requests may be issued only by the Fire Chief, or his designee, to authorized firms, and are not transferable unless authorized by the Fire Chief or his designee.

Complete copies of the RFP are available on the Town’s website at [www.hudsonnh.gov](http://www.hudsonnh.gov) or by contacting:

James Paquette  
Deputy Fire Chief  
Hudson Fire Department  
39 Ferry Street  
Hudson, NH 03051  
[jpaquette@Hudsonnh.gov](mailto:jpaquette@Hudsonnh.gov)

All proposals received are considered confidential and not available for public review until after a vendor has been selected.

The Town reserves the right to reject any or all proposals or any part thereof, to waive any formality, informality, information or errors in the proposal, to accept the proposal considered to be in the best interest of the Town, or to purchase on the open market if it is considered in the best interest of the Town to do so. Failure to submit all information called for and/or submission of an unbalanced proposal are sufficient reasons to declare a proposal as non-responsive and subject to disqualification.

Proposals, which do not incorporate our requested format for **HUDSON FIRE DEPARTMENT CAD SOFTWARE**, will not be considered.

All proposals are advertised, at the Town's discretion, in various publications and are posted publicly as detailed below:

Name	Advertising Medium	Address	Phone/Fax	Email and Web Address
Town Hall Hudson, NH	Post at Town Hall	12 School Street, Hudson NH 03051	603.886.6008 603.594.1142(fax)	<a href="http://www.hudsonnh.gov">www.hudsonnh.gov</a> <a href="mailto:jpaquette@hudsonnh.gov">jpaquette@hudsonnh.gov</a>

**PROPOSAL DUE DATE/TIME:**

**MAY 30, 2025 PRIOR TO 10:00 AM AT THE TOWN HALL OFFICES, 12 SCHOOL STREET, HUDSON, NH 03051.**

**BID OPENING WILL TAKE PLACE ON MAY 30, 2025 AT 11:00 AM AT THE TOWN OF HUDSON TOWN HALL, 12 SCHOOL STREET, HUDSON, NH IN THE BUXTON MEETING ROOM. PROPOSALS WILL NOT BE ACCEPTED AT THE BID OPENING, THEY SHALL BE SUBMITTED TO THE TOWN CLERK AS REQUIRED.**

**QUESTIONS ARE DUE BY MAY 23 AT 10:00 AM.**

**PREPARATION OF PROPOSALS:**

Proposals shall be submitted on the forms provided and must be signed by the Proposer or the authorized representative. The person signing the proposal shall initial any corrections to entries made on the proposal forms.

Proposers must quote on all items appearing on the proposal forms. Failure to quote on all items may disqualify the proposal.

Unless otherwise stated in the Request for Proposal (RFP), the Proposer agrees that the proposal shall be deemed open for acceptance for sixty (60) calendar days subsequent to submittal to the Town of Hudson or as modified by addendum.

Any questions or inquiries must be submitted in writing, and must be received by the Deputy Fire Chief, James Paquette ([jpaquette@hudsonnh.gov](mailto:jpaquette@hudsonnh.gov)) no later than seven (7) calendar days before the Request for Proposals due date to be considered. Any responses to questions, clarifications, or changes to the Request for Proposals will be provided to all Proposers of record that attended the mandatory pre-proposal meeting.

The Proposer shall not divulge, discuss or compare this proposal with other Proposers and shall not collude with any other Proposers or parties to a proposal whatever.

**SUBMISSION OF PROPOSALS:**

Proposals must be submitted at the Clerk's Office, Town Hall Offices, 12 School Street, Hudson NH by 10:00 AM MAY 30, 2025 as directed in the Request for Proposals, and on the forms provided unless

otherwise specified. Proposals must be typewritten or printed in ink. Proposals must be mailed or delivered in person. Proposals that are faxed or e-mailed will not be accepted.

### BID BOND

Each Bidder shall accompany the proposal with a bid guarantee in the form of Cashier's Check, or a Certified Check payable to the Town of Hudson, or a Bid Bond secured by a guaranteed company or surety company licensed to operate in the State of New Hampshire for 5% of the Bid. (See Attached).

The bid guarantees of the unsuccessful Bidders shall be returned as soon as practicable.

Attorneys-in-fact who sign bid bonds or contract bonds must file with each bond a certified and effectively dated copy of their Power of Attorney.

### AMENDMENTS TO PROPOSALS

If this solicitation is amended, then all terms and conditions that are not modified remain unchanged.

Proposers shall acknowledge receipt of any amendment to this solicitation (1) by identifying the amendment number and date on the Proposal form, or by letter. Proposals, which fail to acknowledge the Proposer's receipt of any amendment, will result in the rejection of the Proposal if the amendment(s) contained information, which substantively changed the municipality's requirements.

Amendments will be on file in the offices of the municipality and the Fire Department at least 1 day before Proposal opening.

### WITHDRAWAL OF PROPOSALS:

Proposals may be withdrawn by written notice, telegram (including mailgram) or facsimile machine transmission received at any time before the exact time set for opening of proposals; provided that written confirmation of telegraphic or facsimile withdrawals over the signature of the proposer is mailed and postmarked prior to the specified proposal opening time. A proposal may be withdrawn in person by a proposer or its authorized representative if, before the exact time set for opening of proposals, the identity of the person requesting withdrawal is established and the person signs a receipt for the proposal. Negligence on the part of the Proposer in preparing this proposal shall not constitute a right to withdraw a proposal subsequent to the proposal opening. Proposals may not be withdrawn for the period as indicated in this Request for Proposals or as modified by addenda.

### RECEIPT AND OPENING OF PROPOSALS:

Proposals shall be submitted prior to the time fixed in the Request for Proposals. Proposals received after the time so indicated shall be returned unopened.

All qualified Bidders will receive consideration without regard to race, color, religion, creed, age, sex, or national origin.

### PROPOSAL RESULTS:

All proposals received shall be considered confidential and not available for public review until after a contractor has been selected. All proposals may be subject to negotiations prior to the award of a contract.

NO TELEPHONE REQUESTS FOR RESULTS WILL BE ACCEPTED OR GIVEN.

TIE PROPOSALS:

When identical Proposals are received, with respect to price, delivery, financial resources, experience, ability to perform and quality, award may be made by a toss of a coin.

LIMITATIONS:

This Request for Proposal (RFP) does not commit the Town to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services, supplies or equipment. The Town reserves the right to accept or reject any or all proposals received because of this request, or to cancel in part or in its entirety this RFP, if it is in the best interest of the Town to do so.

The OWNER reserves the right to waive any informalities, to negotiate with any Bidder and to reject any or all Bids. No Bidder may withdraw his or her Bid within ninety (90) days after the actual date of the opening thereof.

PROPOSAL EVALUATION:

In an attempt to determine if a Proposer is responsible, the Town, at its discretion, may obtain technical support from outside sources. Each Proposer agrees to cooperate with the personnel of such organizations.

PROJECT BACKGROUND

Town of Hudson provides emergency services for Fire, Rescue and Emergency Medical Services (EMS) Response for the citizens of Hudson NH as well as EMS for the neighboring Town of Litchfield, NH. These emergent and all non-emergency dispatching, communication and response is coordinated through a single Fire Dispatch Center that resides in the Central Fire Station at 15 Library Street. In 2024, the department responded to just under 5000 calls for service as well as numerous non-response incidents. Currently the FD utilizes an aging IMC CAD product that needs replacement with a modern, intuitive, cloud-based program that can integrate all the aspects of a modern computer aided dispatch system.

The Town of Hudson is funding this project and is budgeted to commence July 1, 2025

Existing Dispatch components:

NH911 PSAP Valor CAD	UKG scheduling software (Telestaff)
Digitizer with 100 Milliamp Gamewell Fire Alarm system	Vector Solutions Data Management
Motorola Solutions Digital Radio System	IamResponding
Town hardware and software and all applicable programs	RapidSOS
Fluent Information Management System - Burn Permit Program	

## SCOPE OF SERVICES

The Town of Hudson Fire Department is soliciting contract services to replace their Public Safety CAD program with a new **HUDSON FIRE DEPARTMENT PUBLIC SAFETY CAD SOFTWARE**.

The proposer is responsible for the assessment of the existing systems, conditions, programs, workflows, hardware, software and integrations. As well as the assessment of the existing conditions to ensure that, the new product does not diminish capabilities that the current system has. If deficiencies are noted or anticipated, they are indicated in this proposal.

The work will include the development, design, and integration, installation, of a new, modern, intuitive Public Safety CAD System with site data management that includes or addresses the following:

- Transfer and integration of existing IMC Data
- Incident information with direct integration of all available information that is provided by NH911
- Dispatch capabilities that include all applicable information that is available as well as the ability to update as the incident progresses.
- Incident reporting with direct integration with NFIRS / NERIS to include automatic updating and the uploading of data to both or either of the State of NH or Federal requirements
- Pre-Incident Planning and integration with response
- Town of Hudson, NH GIS integration
- GIS Mapping capabilities with local modifications and changes
- Significant, robust and in depth data reporting capabilities
- Real time vehicle mapping (IPAD in trucks) with integration of GPS and Mapping to aid in dispatch (MDT)
- Options for varying dispatch decisions that could include system status, geographical or first available
- Incident categorization as emergency response, non-emergent response, service call and various other categories
- System integration to all current dispatching programs as listed in the background information.
- A daily event log to meet the needs of the organization
- Cloud hosting preferred above on site server.
- Downtime usability
- Back end data management in a SQL type database, which can be exported to excel.
- Ability to edit GIS mapping data by end user
- User end site file maintenance to include records management
- Keyboard shortcuts
- Ability to send and receive messages with MDT
- Ability to see caution reports by MDT user end
- CAD to CAD sharing for potential future mutual aid information sharing
- EOC / Mobile based back up / redundant system
- Full compliance with Town of Hudson , NH policies for security, integrity and access
- Business process improvement capable
- Efficient and effective search and retrieval of information
- Compliance with state and federal record keeping laws
- A mobile Application across Apple and android mobile products
- All submissions should include a Planned Maintenance Service Contract at minimum for three years with any costs associated. Subcontracting of this service aspect is not permitted.
- Station alerting system or the option to include / integrate for future

- System should be designed and functional with the User Experience as a priority
- Fire Prevention Inspection assignments, Public Education Events and tracking of activity.
- A component that tracks requests for information and complaints through system
- Site data management with redundant servers or cloud management

All prices include control, any equipment, wiring, labor, etc. to provide a fully functioning Public Safety CAD system.

The existing system must remain operational at all times during the construction until the new system is vetted and ready to be placed in service. This is a working 24/7 facility and always occupied. It would be best if the installation were phased in to maintain the conditioning during the process as well as shadowing the installation to ensure a complete, functioning system prior to swap over.

Proposers shall demonstrate experience in the design and installation of similar projects by including a Description of Services Requested

The Contractor will need to provide the Town with a written description of the proposed project, deliverables, timeframe as well as the process that will be used to accomplish this project.

#### TIME FRAME FOR PROJECT

A contract will be signed as soon as possible after the Proposal due date and completion of the Proposal evaluations and the project will proceed immediately. Project must have completed all verification and validation testing and be ready for final acceptance by the Town by September 1, 2026.

#### APPROXIMATE BUDGET OF DESIGN & CONSTRUCTION

The estimated budget for this project in year one is not to exceed \$75,000.

#### PROPOSAL STATEMENT PREPARATION

In order to facilitate the evaluation of the Proposals, the Proposer is instructed to follow the outline below in responding. Proposals that do not follow the outline, or do not contain the required information may be considered as unresponsive Proposals. Additional or more detailed information may be annexed to the main body of the Proposal. Proposals shall be submitted in one (1) original and one (1) identical copy.

##### **1. Company or Contractor Team Background Material**

The Proposer shall provide information concerning the background of the firm including a brief description of the firm's experience providing similar services. This shall include any proposed subcontractor or consultants that the Proposer plans to engage on this project.

##### **2. Experience/References**

The Proposer shall provide a Client reference list, with names, addresses, and telephone numbers, especially for clients whom the Proposer has provided similar services in the past. The Proposer should be able to provide a list showing that they have worked on at least one similar project in the last five (5) years that are of similar size and scope. References shall include a brief description of the project and the services provided.

### 3. **Project Approach**

The Proposer shall provide a preliminary plan including the techniques and any proposed materials for the project. The Proposer shall also describe recent similar work and any other information that the Proposer deems relevant to the project, and which the Proposer believes will further the competitiveness of the Proposal, including work samples, pictures, etc. from similar completed projects.

### 4. **Schedule**

The Proposer shall provide a brief description of their ability to meet the construction schedule set forth in this Request for Proposal. In addition, the Proposer shall provide a proposed schedule of construction.

### 5. **Cost Proposal**

Proposers shall submit a Cost Proposal in Lump Sum not to exceed format with options that are available.

## AWARD OF CONTRACT:

Any contract entered into by the Town shall be in response to the proposal and subsequent discussions. It is the policy of the Town that contracts be awarded, among other considerations, only to responsive and responsible Proposers. In order to qualify as responsive and responsible, a prospective Engineering Firm/Contractor must meet the following standards as they relate to this request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;
- Be able to comply with the proposed or required time of completion or performance schedule;
- Have a demonstrated satisfactory record of performance.
- Adhere to the specifications of this proposal and provide all documentation required of this proposal

The contract will be awarded to a responsive and responsible Proposer based on the cost and experience of the firm /contractor and schedule.

The Town reserves the right to reject any or all proposals or any part thereof, to waive any formality, informality, information and/or errors in the proposal, to accept any proposal in part or in whole as may be in the best interest of the Town, or any other option if it is considered in the best interest of the Town to do so.

This solicitation requires proposing on all items, failure to do so will disqualify the proposal.

## CONTRACT AWARD PROTEST POLICY AND PROCEDURE:

### a. **Definitions.** As used in this provision:

“Interested party” means an actual or prospective bidder whose direct economic interest would be affected by the award of the contract.



“Protest” means a written objection by an interested party to this solicitation or to a proposed or actual award of a contract pursuant to this solicitation.

- b. Protests shall be served on the Contracting Officer by obtaining written and dated acknowledgement from:

Roy Sorenson, Town Administrator  
Town of Hudson  
12 School Street  
Hudson, NH 03051

- c. All protests shall be resolved in accordance with the municipality’s protest policy and procedures, copies of which are maintained at the municipality.

#### MODIFICATIONS AFTER AWARD:

The Contract shall constitute the entire understanding between the parties, and it shall not be considered modified, altered, changed, or amended in any respect unless in writing and signed by the parties hereto. Such modification shall be in the form of a contract amendment executed by both parties.

#### CANCELLATION OF AWARD:

The Town reserves the right to cancel the award without liability to the Proposer at any time before a contract has been fully executed by all parties and is approved by the Town.

#### CONTRACT:

Any Contract between the Town and the Contractor shall consist of (1) the Request for Proposal (RFP) and any amendments thereto and (2) the Contractor’s proposal in response to the RFP, (3) Form of Agreement. In the event of a conflict in language between documents (1), (2), and (3) referenced above, the provisions and requirements set forth and referenced in the RFP shall govern. However, the Town reserves the right to clarify any contractual relationship in writing and such written clarification shall govern in case of conflict. In all other matters, not affected by written clarification, if any, the RFP shall govern. The Proposer is cautioned that this proposal shall be subject to acceptance without further clarification.

#### EXECUTION OF CONTRACT:

The successful Proposer shall sign (execute) the contract documents and shall satisfy all conditions set forth in the contract to enter into the contract and return such signed documents to the Town, within ten (10) calendar days from the date mailed or otherwise delivered to the successful Proposer.

#### APPROVAL OF CONTRACT:

Upon receipt of the contract that has been fully executed by the successful Proposer, the Town shall complete the execution of the contract in accordance with local laws or ordinances and return the fully executed contract to the Contractor. Delivery of the fully executed contract, along with a Notice to Proceed and a

Town purchase order, to the Contractor shall constitute the Town's approval of the contract with the Contractor.

FAILURE TO EXECUTE CONTRACT:

Failure of the successful Proposer to execute the contract within ten (10) calendar days from the date mailed or otherwise delivered to the successful Proposer shall be just cause for cancellation of the award.

DISQUALIFICATION:

Awards will not be made to any person, firm and/or corporation that has defaulted upon a contract with the Town, the State of New Hampshire or the Federal Government within the past 5 years. Awards will not be made to any principal owner or officers that have a 10% or greater interest in a firm or corporation that has defaulted upon a contract with the Town, the State of New Hampshire or the Federal Government within the past 5 years. Corporations must currently be in good standing with the Secretary of State's Office in the state of incorporation.

INSURANCE:

The successful Proposer shall procure and maintain insurance, in the amounts and coverage as set forth in this Request for Proposals, or otherwise required by the Town, at the Proposer's sole expense, with Town approved insurance companies, insuring against any and all public liability, including injuries or death to persons and damage to property, arising out of or related to the goods or Proposer's performance hereunder and shall furnish to the Town certificates of such insurance and renewals thereof signed by the issuing company or agent upon the Town's request. Such certificates shall name the Town of Hudson as an additional insured. Such policies shall provide for cancellation only subsequent to 30 days prior written notice to the Town and proof of subsequent insurance upon cancellation of prior policy.

The Town's examination of, or failure to request or demand, any evidence of insurance hereunder, shall not constitute a waiver of any requirement and the existence of any insurance shall not limit the Proposer's obligation under any provision hereof.

Except to the extent of comparable insurance acceptable to or express waiver by the Town, the Proposer shall, or shall cause any carrier engaged by the Proposer, to insure all shipments of goods for full value.

If the contract with the Proposer involves the performance of work by the Proposer's employees at property owned or leased by the Town, the Proposer shall furnish such additional insurance as the Town may request in respect thereof, but in any event and without such request, workers' compensation insurance and unemployment compensation insurance as required by laws of the State of New Hampshire and public and automotive liability and property damage insurance. In no event shall such employees of the Proposer be deemed the employees of, or under the direction or control of the Town for any purpose whatsoever.

The Engineering firm will carry Professional Liability Insurance up to the cost of the project in addition to general liability insurance carried from the contractor.

## PERFORMANCE BOND

Unless specifically waived in the Proposal, upon execution of the Contract, the successful bidder shall furnish the Town with a surety bond or bonds equal to the sum of 100 percent of the Contract amount. If a bond is used, it shall meet the following requirements:

- a. The form of the bond(s) shall be acceptable to the Town (See attached), and
- b. The bonding company issuing the bond(s) shall be licensed to transact business in the State of New Hampshire, and
- c. The bonding company issuing the bond(s) shall be listed on the current list of "Companies Holding Certificates of Authority as Acceptable Sureties on Federal Bonds and as Acceptable Reinsuring Companies," as published by the United States Department of the Treasury, Fiscal Service, Circular 570.

The Bonds shall guarantee the execution, faithful performance, and completion of the work to be done under the Contract, and payment in full of all bills and accounts for materials and labor used in the work. In the event the surety or bonding company fails or becomes financially insolvent, the Contractor shall file a new bond(s) in the amount designated by the Town, within 30 calendar days of such failure or insolvency.

Each bond shall clearly state the rate of premium and the total amount of premium charged. The current power of attorney for the person who signs for the surety company must be attached to the bond. The effective date of the power of attorney shall not precede the date of the bond. The effective date of the bond shall be on or after the execution date of the contract.

Failure by the successful bidder to obtain the required assurance of completion within the time specified, or within such extended period as the municipality may grant based upon reasons determined adequate by the municipality, shall render the bidder ineligible for award. The municipality may then either award the contract to the next responsible bidder or solicit new bids. The municipality may retain the ineligible bidder's bid guarantee.

## DISAGREEMENTS AND DISPUTES:

All disagreements and disputes, if any, arising under the terms of any contract, either by law or in equity shall be resolved pursuant to the laws and procedures of the State of New Hampshire, in which state any contract shall be deemed to have been executed. No action at law, or equity shall be commenced to resolve any disagreements or disputes under the terms of any contract, in any jurisdiction whatsoever other than the State of New Hampshire and Hillsborough County.

## TERMINATION OF CONTACT FOR CAUSE:

If the Contractor shall violate any provision of the Contract, the Town shall have the right to terminate the Contract. To terminate the Contract, the Town shall provide written notice to the Contractor of such termination. Such written notice shall state the Contract violation(s) and be delivered to the Contractor's address as identified in the Contract Documents. This notice shall provide the Contractor with fifteen (15) calendar days from the date of delivery, to correct the violation(s) to the Town's satisfaction. Should the Contractor fail to correct all violations within (15) fifteen calendar days, the Town may terminate the contract immediately upon delivery of a Notice of Termination to the Contractor. Such termination shall become effective immediately or as otherwise determined by the Town. Upon termination, all finished or

unfinished work, services, plans, data programs and reports prepared by the Contractor under the Contract shall become the Town's property. The Town may also terminate this Contract in accordance with any other applicable Contract provision.

Notwithstanding the above, the Contractor shall not be relieved of liability to the Town for damages sustained by the Town by virtue of any breach of any contract, and the Town may withhold any payments until the exact amount of damages due the Town is determined.

TERMINATION FOR THE CONVENIENCE OF THE TOWN:

The Town may terminate any contract at any time by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least fifteen (15) days before the effective date of such termination.

In that event, all finished or unfinished work, services, documents and materials shall become the Town's property. If the Town as provided herein terminates any Contract, the Vendor will be paid an amount, which bears the same ratio to the total compensation as the services covered by any contract, less payments of compensation previously made.

PATENT PROTECTION:

The successful Proposer agrees to indemnify and defend the Town of Hudson from all claims and losses resulting from alleged and actual patent infringements and further agrees to hold the Town of Hudson harmless from any liability arising under RSA 382-A, 2-312 (3). (Uniform Commercial Code).

OWNERSHIP OF REPORTS:

All data, materials, plans, reports and documentation prepared pursuant to any contract between the Town of Hudson and the successful Proposer shall belong exclusively to the Town.

ASSIGNMENT PROVISION:

The successful Proposer hereby agrees that it will assign to the Town of Hudson all cause of action that it may acquire under the anti-trust laws of New Hampshire and the United States as the result of conspiracies, combination of contracts in restraint of trade which affect the price of goods or services obtained by the Town under this contract if so requested by the Town of Hudson.

PAYMENT:

Payment will be made within thirty (30) days of the completion of the work based upon the payment schedule listed in the Form of Agreement after receipt of invoice by the Town.

TAX:

The Town is exempt from all sales and Federal excise taxes. The Town's tax exemption certificate will be provided to the successful Contractor upon request. Please bill less these taxes.

#### FUNDING OUT:

The Town of Hudson's obligations to pay any amount due under a contract are contingent upon availability and continuation of funds for the purpose. The Town may terminate the contract at any time, due to the non-appropriation of funds, and all payment obligations of the Town cease on the date of termination.

#### ASSIGNMENT OR SUB-CONTRACTING:

None of the work or services covered by the contract shall be assigned in full or in part, or sub-contracted without the prior approval of the Town.

Any use of third party vendors must be included within the proposal. Assigning a third party vendor after the fact will not be permitted. Any relevant information for third party vendors must be provided on request.

#### PRICING:

Unless otherwise specified all prices listed are firm for the term of the contract. All prices should include all labor, material and transportation costs, and any discounts offered. No fuel surcharges shall be allowed at any time.

#### AUDIT:

For a period of at least three (3) years after completion of any contract, it is the responsibility of the Contractor to make available at the Contractor's place of business, upon demand, all price lists, documents, financial records and other records pertaining to purchases made and /or work performed under contract for the purposes of audit by the Town of Hudson.

#### INSPECTION & EVALUATION:

The Town of Hudson reserves the right to inspect the Contractor's facilities during operating hours to determine that the level of inventory is adequate for the Town's needs. The conditions and operations of the facility shall be taken into consideration in making the award of this contract.

#### GUARANTEES & WARRANTY:

All parts and labor related to contracts must be guaranteed and include at minimum a 12 month warranty from the date of acceptance by the Town. If any work is unable to be guaranteed, the contractor must inform the Town, in writing, prior to the delivery of an item or any work being performed. Non-guaranteed work must be offered at a discount rate from the proposal prices. Inspection, testing and final determination of non-warranty work shall be performed at no cost to the Town.

#### FORCE MAJEURE:

Neither party shall be liable for any inability to perform its' obligations under any subsequent contract due to war, riot, insurrection, civil commotion, fire, flood, earthquake, storm or other act of God.

### SEVERABILITY:

If any of this Request for Proposals or subsequent contract are held to be invalid or unenforceable, it will be construed to have the broadest interpretation, which would make it valid and enforceable under such holding. Invalidity or the inability to enforce a term or condition will not affect any of the other this Request for Proposals or subsequent contract.

### PROVISION REQUIRED BY LAW DEEM INSERTED

Each and every provision and clause required by law to be inserted in this Request for Proposals and any subsequent Contract shall be deemed to be inserted herein and this Request for Proposals and Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the Request for Proposals and/or Contract shall forthwith be physically amended to make such insertion or correction.

### DISADVANTAGED BUSINESS ENTERPRISES

The Town hereby notifies all Contractors that it will affirmatively insure that in any contract entered into pursuant to this Request for Proposals, disadvantaged business enterprises will be afforded full opportunity to submit proposals in response to this request and will not be discriminated against on the grounds of race, color, national origin, religion, sex, age or disability in consideration for an award.

### NON-DISCRIMINATION

Contracts for work resulting from this Request for Proposals shall obligate the Contractor and the Contractor's subcontractors not to discriminate in employment practices on the grounds of race, color, national origin, religion, sex, age or disability. Statements as to nondiscriminatory practices may be requested from the successful Vendor(s).

### DEFINITIONS:

Proposal shall also mean quotation, bid, and offer and qualification/experience statement.

Vendors shall also mean Proposers, bidders, contractors or any person or firm responding to a Request for Proposals.

Contract shall also mean agreement.

### GOVERNING LAW:

The Laws of the State of New Hampshire shall govern all contracts entered into by the Town of Hudson. Any disputes shall be resolved within the venue of the State of New Hampshire and Hillsborough County.

FAILURE TO ACKNOWLEDGE THIS REQUEST FOR PROPOSALS MAY RESULT IN WITHDRAWAL FROM THE PROPOSAL LIST FOR THIS COMMODITY OR SERVICE.

FAILURE TO COMPLY WITH THESE REQUIREMENTS COULD RESULT IN THE CANCELLATION OF AN ORDER OR CONTRACT.

## **PROPOSAL SUBMISSION CHECKLIST**

In order to be considered responsive, each prospective vendor must submit the following documents, in one (1) original and one (1) identical copy as part of its proposal:

1. Proposal Document as outlined above
2. Specifications Exception Form
3. Alternate Form W-9
4. Town of Hudson Indemnification Agreement

The successful contractor must submit, prior to contract signing, its insurance certificate (naming the Town of Hudson) that meets the minimum required types and levels of coverage. In addition, as noted in the RFP the Contract will be required to provide and Performance bond to the Town.

# PROPOSAL FORM

# REQUEST FOR PROPOSAL

# COMPUTER AIDED DISPATCH PROGRAM

HUDSON FIRE DEPARTMENT  
TOWN OF HUDSON, NH

THE UNDERSIGNED HEREBY OFFERS TO PROVIDE PROGRAM SERVICES FOR THE PROJECT LISTED ABOVE FOR THE FOLLOWING PRICE.

1. Design / Install / Implementation / Training Services for CAD Program in year 1, not to exceed the sum of:

Year 1 (2025-2026) \$ \_\_\_\_\_

2. Annual subscription/maintenance fees for each of the next 3-5 years:

Year 2 (2026-2027) \$ \_\_\_\_\_

Year 3 (2027-2028) \$ \_\_\_\_\_

Year 4 (2028-2029) \$ \_\_\_\_\_

Year 5 (2029-2030) \$ \_\_\_\_\_

### 3. Available Options:



Length of the warranty for labor shall be \_\_\_\_\_ from the date of Project acceptance.

Length of the warranty for any hardware shall be \_\_\_\_\_ from the date of Project acceptance.

The warranty shall include parts, labor, and travel to and from the site to remedy any warranty repairs.

The undersigned acknowledges:

1. That he/she is an authorized agent of the vendor submitting this proposal
2. The receipt of the following addenda:  
\_\_\_\_\_
3. The firm submitting this bid has never defaulted on any municipal, state, federal or private contract
4. The undersigned hereby certifies that he is able to furnish labor that can work in harmony with all other elements of labor employed or to be employed on the work.
5. The undersigned hereby certifies that he (has) (has not) (CIRCLE 1) performed work subject to the President's Executive Order No. 11246 entitled "Equal Employment Opportunity."
6. The undersigned hereby acknowledges that he has read this proposal in its entirety and understands and agrees to all provisions contained herein.

Company: \_\_\_\_\_

Signed by: \_\_\_\_\_ Printed name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ e-mail: \_\_\_\_\_

Cell phone number: \_\_\_\_\_

Primary point of contact: \_\_\_\_\_

Payment terms and conditions: \_\_\_\_\_

Please fill out, sign and return to:

Town Clerk's Office  
Town of Hudson  
12 School Street, Hudson, NH 03051  
603-886-6003; 603-594-1142 (Fax)

**Due Date/Time: MAY 30, 2025 Not Later Than 10:00 AM**

## **SPECIFICATIONS EXCEPTION FORM**

**REQUEST FOR PROPOSAL  
COMPUTER AIDED DISPATCH PROGRAM  
HUDSON FIRE DEPARTMENT  
TOWN OF HUDSON, NH**

In the interest of fairness and sound business practice, it is mandatory that you state any exceptions taken by you to our specifications.

It should not be the responsibility of the Town of Hudson to ferret out information concerning the materials, which you intend to furnish.

If your bid/quotation does not meet all of our specifications, you must so state in the space provided below:

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The Town, however, may consider proposals on equipment, vehicles, supplies, service and materials not meeting specifications all deviations must be listed above.

If your proposal does not meet our specifications, and your exceptions are not listed above, the Town of Hudson may claim forfeiture on your proposal bond, if submitted.

Signed: \_\_\_\_\_  
I DO meet specifications

Signed: \_\_\_\_\_  
I DO NOT meet specifications as listed in this bid; exceptions are in the space provided.

Failure to submit this form with your RFP response may result in your Proposal being rejected as unresponsive.

<b>Alternate Form</b> <b>W-9</b> (rev 01/2011)	<h2 style="margin: 0;">Request for Taxpayer Identification Number and Certification</h2>	Give form to the requester. Do not send to the IRS.
Name (as shown on your income tax return)		
Business name/disregard entity name, if different from above		
Check appropriate box for federal tax classification (required): <input type="checkbox"/> Individual/ Sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Exempt payee		<input type="checkbox"/> Exempt payee
<input type="checkbox"/> Limited Liability Company – Enter the tax classification (C= Corporation, S-S Corporation, P= Partnership) _ _ _ _ _		
<input type="checkbox"/> Other (see instructions)		
Address (number, street, and apt. or suite no.)	Requester's name and address (optional)	
City, state, and ZIP code	City of Concord 41 Green Street Concord NH 03301	
List account number(s) here (optional)		
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: black; color: white; padding: 5px 10px; font-weight: bold;">Part I</div> <div style="flex-grow: 1;"> <h3 style="margin: 0;">Taxpayer Identification Number (TIN)</h3> </div> </div>		

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3. Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social Security number —	Employer identification number —
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<b>Part II</b>	<h3 style="margin: 0;">Certification</h3>
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Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions:** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. Person	Date:
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#### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to: 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued), 2. Certify that you are not subject to backup withholding, or 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income. Note. If a requester give you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9. Pursuant to IRS Regulations, you must furnish your Taxpayer IRS Identification Number (TIN) to the City whether or not you are required to file tax returns. If this number is not provided, you may be subject to required withholding on each payment made to you. To avoid this withholding & to ensure that accurate tax information is reported to the IRS, A RESPONSE IS REQUIRED

# **REQUEST FOR PROPOSAL**

## **COMPUTER AIDED DISPATCH PROGRAM**

**HUDSON FIRE DEPARTMENT  
TOWN OF HUDSON, NH**

**THE FOLLOWING INDEMNIFICATION AGREEMENT SHALL BE, AND IS HEREBY A  
PROVISION OF ANY CONTRACT**

The successful contractor agrees to indemnify, defend and save harmless the Town, its officials, officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers and any other person, firm, or corporation furnishing or supplying work, services, materials or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm or corporation which may be injured or damaged by the contractor in the performance of this contract. In any case, the foregoing provisions concerning indemnification shall not be construed to indemnify the Town for damage arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of the Town or its employees. This indemnification shall survive the expiration or early termination of this contract.

Company\_\_\_\_\_

Address \_\_\_\_\_

Telephone\_\_\_\_\_

E-mail address\_\_\_\_\_

Taxpayer identification number \_\_\_\_\_

Authorized signature \_\_\_\_\_ Date \_\_\_\_\_

# REQUEST FOR PROPOSAL

## COMPUTER AIDED DISPATCH PROGRAM

HUDSON FIRE DEPARTMENT  
TOWN OF HUDSON, NH

### Insurance Requirements for All Contractors

<u>Additional Coverage is required if noted</u>	<u>Minimum Limits Required</u>
Commercial General Liability	
General Aggregate	\$2,000,000
Products-Completed Operations Agg.	\$2,000,000
Personal and Advertising	\$1,000,000
Each Occurrence Injury	\$1,000,000
Fire Damage (Any One Fire)	\$ 50,000
Medical Expense (Any One Person)	\$ 5,000
Commercial Automobile Liability	
Combined Single Limit	\$1,000,000
Workers Compensation	
NH Statutory including Employers Liability	
Each Accident/Disease-Policy Limit/Disease-Each Employee	\$100,000/\$500,000/\$100,000
Commercial Umbrella	\$1,000,000
May be substituted for higher limits required above	
Follow Form Umbrella on ALL requested Coverage	
Employees as Insured	

The Town of Hudson must be named as Additional Insured with respect to general, automobile and umbrella liability