



False Alarm Billing and Collection Services

Request for Proposals # PD-21-02

General Information		
Contract Term	This contract shall be for an initial three year period with one additional three-year renewal term.	See Section 1.4
Evaluation of Proposals	Evaluation Committee	See Section 1.7
Pre-Bid Meeting	Not Applicable	Not Applicable
Question Due Date	February 1, 2021	See Section 1.8
Proposals will be accepted until	2:00 p.m. on February 16, 2021	See Section 1.8
5% Proposal Security / Bid Bond	Not Applicable	Not Applicable
100% Payment and Performance Bonds	Not Applicable	Not Applicable
Grant or Federal Funding Information	Not Applicable	Not Applicable

THE CITY OF PEMBROKE PINES
PURCHASING DIVISION
8300 SOUTH PALM DRIVE
PEMBROKE PINES, FLORIDA 33025
(954) 518-9020



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SECTION 1 - INSTRUCTIONS

1.1 NOTICE

Notice is hereby given that the City Commission of the City of Pembroke Pines is seeking sealed proposals for:

RFP # PD-21-02 “False Alarm Billing and Collection Services”

Solicitations may be obtained from the City of Pembroke Pines website at <http://www.ppines.com/index.aspx?NID=667> and on the www.BidSync.com website.

If you have any problems downloading the solicitation, please contact the BidSync Support line at 1-800-990-9339.

If additional information help is needed with downloading the solicitation package please contact the Purchasing Office at (954) 518-9020 or by email at purchasing@ppines.com. The Purchasing Office hours are between 7:00 a.m. - 6:00 p.m. on Monday through Thursday and is located at 8300 South Palm Drive, Pembroke Pines, Florida 33025.

The City requires all questions relating to the solicitation be entered through the “Ask a Question” option tab available on the BidSync website. Responses to the questions will be provided online at www.bidsync.com. Such request must be received by the “Question Due Date” stated in the solicitation. The issuance of a response via BidSync is considered an Addendum and shall be the only official method whereby such an interpretation or clarification will be made.

Proposals will be accepted until 2:00 p.m., February 16, 2021. Proposals must be submitted electronically at www.BidSync.com. The sealed electronic proposals will be publicly opened at 2:30 p.m. by the City Clerk’s Office, in the City Hall Administration Building, 4th Floor Conference Room located at 601 City Center Way, Pembroke Pines, Florida, 33025.

1.1.1 VIRTUAL BID OPENING

At the time of writing this notice, the City will not be opening up the physical location for public access as **City offices are closed to the public**, due to the COVID-19 Coronavirus Pandemic.

As a result, meetings may be a combination of in-person and virtual, all as provided by law. **In any event, the public is encouraged to attend the bid opening process virtually in lieu of attending the meeting in person.**



Bid openings for this project will be live-streamed from the City Clerk's Office, in the City Hall Administration Building, 4th Floor Conference Room located at 601 City Center Way, Pembroke Pines, Florida, 33025 at **2:30 PM on the bid due date**.

While recognizing the importance of public accessibility to the bid openings, and considering public health concerns, in the abundance of caution, the City is requesting that interested parties utilize live streaming as a safe way for vendors and the public to view the bid opening process in lieu of attending the meeting in person.

The public is invited to attend the meeting virtually via the Cisco Webex Meetings platform.

- Cisco Webex Meeting Number: 717 019 586
- Join by Phone Number: +1-408-418-9388

The public may download the **Cisco Webex Meetings app** from <https://www.webex.com/downloads.html/>, to view and listen to the meeting, however please make sure to mute your phone/microphone/device's audio and camera as the **public may attend the meeting but will not be allowed to comment or participate in the proceedings.**

If any member of the public requires additional information about this meeting or has any questions about how to access the meeting, please contact:

Danny Benedit, Procurement Department
City of Pembroke Pines
8300 South Palm Drive,
Pembroke Pines, FL 33025
954-518-9022
purchasing@ppines.com

1.2 PURPOSE

The City of Pembroke Pines is seeking proposals from qualified firms, hereinafter referred to as the Contractor, to implement and collect false alarm fees and fines pursuant to the City's Code of Ordinances, and in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

1.2.1 BACKGROUND

The City of Pembroke Pines Ordinance #1648 was enacted to reduce the amount of false alarms dispatched to police officers. The Ordinance amended section 134.05 of the City's Code of Ordinances titled "Police False Alarms" (**Attachment G**). The ordinance requires all residential and commercial alarm users to be registered with the City of Pembroke Pines Police once every 12 month period, which begins on January 1st and ends on December 31st of every year. The ordinance also implements a warning for the



first two false alarms and a fine of \$100 dollars for any third or subsequent false alarms during the 12-month alarm period. A false alarm is defined by ordinance as the activation of an alarm system for any reason other than an unauthorized entry such as mechanical failure, malfunction, improper installation, weather related, or an action or omission of the owner or lessee of an alarm system or is his employees or agents.

1.3 SCOPE OF WORK

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

- Process new and renewal applications for alarm users via mail and online.
- Maintain records of alarm users operating in the City.
- Extract records that indicate locations of false alarms.
- Justify which false alarms are billable, the rate at which each alarm is billable, and total amount of fee to be levied for each location.
- Issue bills monthly to alarm users. Bills must include delinquent addresses and billable amounts for each address.
- Identify and provide notice to alarm users that have a delinquent account by 30 days.
- Report to the City those alarms users that have a delinquent account by 30 days.
- Provide customers with the ability to make payments online.
- The City will utilize its current bank to process payments via a lockbox and all funds collected will be deposited into a dedicated account. Online payments will also be directed to this dedicated account.
- Respond to citizen complaints about lack of service to an alarm address.
- Respond to miscellaneous citizen complaints or concerns regarding the false alarm billing collection and related services.
- Provide a mechanism for actively notifying customers regarding overpayments and refunds due. Vendor shall also initiate the refund process.
- Assist the City in addressing appeals filed by alarm users.
- Other related responsibilities to ensure proper administration of the program in its entirety.
- The proposer shall be the point of contact for alarm users and shall handle all customer correspondence related to the program.
- All templates for correspondence must be preapproved by the City prior to use.
- The proposer shall conduct at their cost a promotional campaign at the beginning of the contractual period to educate the public regarding the service. The promotional campaign may include radio and television public service announcements, billboards, print advertisements, television interviews, newsprint articles and other vehicles for promoting the usefulness of the City of Pembroke Pines False Alarm Ordinance. The campaign shall include assertion that Police response to false alarm are a costly misuse of taxpayer money and a major public safety concern because false alarms divert police officers from real emergencies and delay the response time for more critical calls.
- The proposer shall supply hardware, software and all services necessary, including postage, to establish and provide the false alarm 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 the City all necessary equipment, materials, personnel and services.

Projected Organization and Staffing:

- 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.
- The proposer must name a project manager who will be available for the duration of the project. The individual must have the deepest experience in managing projects of this nature.
- All individuals proposed for this project must have experience performing the role. Education may not be substituted for the required experience.
- The proposer must agree to be the primary contractor on this project and must guarantee the performance and delivery of all tasks, goods and services under this contract regardless of the number of subcontractors.
- Any subcontractors utilized will need to be pre-approved by the City.

1.4 CONTRACT TERM

The initial term of the contract is for a period of three (3) years with an option for one (1) three (3) year renewal subject to written approval by both parties.

1.4.1 CONTRACT PAYMENT

The City of Pembroke Pines shall remit to vendor, on a monthly basis, funds due per the contract.

1.5 PROPOSAL SUBMISSION

The www.bidsync.com website allows for vendors to complete, scan and upload their documents as part of the bidder's submittal on the website. Proposals should be formatted as follows:

Title Page:

List the following:

Subject: **RFP # PD-21-02 "False Alarm Billing and Collection Services"**

1. Date
2. Name of the Firm



3. Contact Person (including title) authorized to represent your firm
 - i. Note: This contact person shall also be listed on **Attachment A: Contact Information Form**
4. Telephone Number
5. Email Address

Table of Contents:

Include a clear identification of the material included in the proposal by tab number and page number.

Letter of Interest:

Limit to two (2) pages.

1. Attach a letter of interest that explains your firm's interest in working on this project, a positive commitment to perform the required work and a description of the firm including:
 - a. Include the size, range of activities, financial history, strength, stability, experience, honors, awards, recognitions, etc.
 - b. Include the location from which services will be provided. If services will be performed by different offices provide a location for each.
 - c. Summary of abilities and experience of the firms' professional personnel
 - d. Summary of past performance of the firm on similar projects
 - e. Recent, current, and projected workload of the firm, and availability and access to the firms' top level management personnel.

1.5.1 Proposal Requirements

Prospective proposers interested in responding to this solicitation are requested to provide all of the information listed in this section. Submittals that do not respond completely to all of requirements specified herein may be considered non-responsive and eliminated from the process. Brevity and clarity are encouraged.

Tab 1 - Experience and Ability (25 points):

The relative experience and qualification of each applicant's proposed team, with respect to the project scope, will be judged and a relative rating assigned. This parameter expresses the general and specific project-related capability of the team and indicates the adequate depth and abilities of the organization which it can draw upon as needed. This will include management, technical, and support staff. Major consideration will be given to the successful completion of previous projects comparable in design, scope, and complexity.

1. Describe the specialized experience and technical competence of the firm or persons with respect to working on similar projects.



2. A minimum of two (2) years of experience. Please provide proof of such experience.
3. The firm or persons must provide information on their proximity to and familiarity with the area in which the project is located.
4. Please describe the past record of performance of the firm or person with respect to accessibility to clients, ability to meet schedules, communication and coordination skills.
5. Identify the contact person and supervisory personnel who will work on the various projects, including the relative experience of all professionals proposed for use on the team.
6. Provide resume(s) of key persons to be assigned to the project with emphasis on their experience with similar work.
7. Resumes should list qualifications, including education, experience, honors and awards received, and professional associations of which the firm and/or its personnel are members.

Tab 2 - Previous Experience (25 points):

Provide specific examples of similar contracts delivered by the proposed team members. Provide details on related projects (preferably where the team was the same). References should be from the last five years and should be capable of explaining and confirming your firm's capacity to successfully complete the scope of work outlined herein. As part of the proposal evaluation process, the City may conduct an investigation of references, including a record check or consumer affairs complaints. Proposers' submission of a proposal constitutes acknowledgment of the process and consent to investigate. The City is the sole judge in determining Proposers qualifications. Details should include the following:

1. **Attachment F: References Form**

Tab 3 - Firm's Understanding and Approach to the Work (20 points):

The understanding that the applicant and consultants demonstrate as to the requirements and needs of the project, including an evaluation of the thoroughness demonstrated in analyzing and investigating the scope of the project.

1. Provide a narrative statement demonstrating an understanding of the overall intent of this solicitation, as well as the methods used to complete assigned tasks.
2. Please clearly describe all aspects of the project proposed.
3. Include details of your approach and work plans.
4. Identify any issues or concerns of significance that may be appropriate.
5. A brief statement must be included which explains why your proposal would be the most effective and beneficial to the City of Pembroke Pines.



Tab 4 – Project Cost (25 points):

1. Attachment A: Contact Information Form

- a. Attached is contact information form (**Attachment A**) where the vendor will enter their contact information and complete the proposal checklist. The Contact information form shall be electronically signed by the contact person authorized to represent the contractor. This form must be completed and submitted through www.bidsync.com as part of the bidder's submittal.
- b. The vendor must provide their pricing through the designated lines items listed on the BidSync website.
- c. Please note vendors should be registered on BidSync under the name of the organization that they are operating as and it should match the organization name on the documents that they are submitting and utilizing when responding to the solicitation.
- d. The contact information form should contain an electronic signature of the authorized representative of the Proposer along with the address and telephone number for communications regarding the Proposal.
- e. Proposals by corporations should be executed in the corporate name by the President or other corporate officer accompanied by evidence of authority to sign. The corporate address and state of incorporation must also be shown.
- f. Proposals by partnerships should be executed in the partnership name and signed by a partner whose title and the official address of the partnership must be shown.

Tab 5 – Other Completed Documents:

1. Attachment B: Non-Collusive Affidavit
2. Attachment C: Proposer's Qualifications Statement

1.5.2 Additional Information

Please provide any additional information that you deem necessary to complete your proposal in this section, if it has not been requested in another section.

1.6 VENDOR REGISTRATION AND QUALIFICATION DOCUMENTS

The City has implemented a new process that is intended to make the bidding process easier for vendors that bid on multiple City projects. This process will require vendors to complete and submit the following standard forms and documents at any time prior to bidding on a project. In addition, the vendors will be able to utilize these same forms without the need to re-fill and re-submit the forms each time they bid on a City project.



Furthermore, please make sure to update this information on an as-needed basis so that all pertinent information is accurate, such as local business tax receipts, and any other relevant information.

These forms will be found under the “Vendor Registration” group of “Qualifications” on the BidSync website for the City of Pembroke Pines. Please note that the BidSync website requires bidders to complete all of these qualifications prior to being able to submit questions on any bids, therefore, please make sure to complete this information as soon as possible.

The following documents can be completed prior to the bidding process through the BidSync website and do not need to be attached to your submittal as the BidSync website will automatically include it.

1.6.1 Vendor Information Form

1.6.2 Form W-9 (Rev. October 2018)

- a. Previously dated versions of this form will delay the processing of any payments to the selected vendor.

1.6.3 Sworn Statement on Public Entity Crimes Form

1.6.4 Local Vendor Preference Certification

- a. If claiming Local Pembroke Pines Vendor Preference, business must attach a current business tax receipt from the City of Pembroke Pines
- b. If claiming Local Broward County Vendor Preference, business must attach a current business tax receipt from Broward County or the city within Broward County where the business resides.
- c. The Local Vendor Preference Certification form must be completed by/for the proposer; the proposer **WILL NOT** qualify for Local Vendor Preference based on their sub-contractors’ qualifications.

1.6.5 Local Business Tax Receipts

1.6.6 Veteran Owned Small Business Preference Certification

- a. If claiming Veteran Owned Small Business Preference Certification, business must attach the “Determination Letter” from the United States Department of Veteran Affairs Center for Verification and Evaluation notifying the business that they have been approved as a Veteran Owned Small Business (VOSB).
- b. The Veteran Owned Small Business Preference Certification form must be completed by/for the proposer; the proposer **WILL NOT** qualify for



Veteran Owned Small Business Preference based on their sub-contractors' qualifications.

1.6.7 Equal Benefits Certification Form

1.6.8 Vendor Drug-Free Workplace Certification Form

1.6.9 Scrutinized Company Certification

1.6.10 E-Verify System Certification Statement

- a. Effective January 1, 2021, pursuant to Section 448.095, Florida Statutes, the City may not enter into a contract with a vendor/contractor/subcontractor unless that vendor/contractor/subcontractor is registered with and uses the E-Verify system administered by the U.S. Department of Homeland Security ("DHS").
- b. Contractor shall also require all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. The Contractor shall maintain a copy of such affidavit for the duration of the contract.

1.7 EVALUATION OF PROPOSALS & PROCESS OF SELECTION

- A. Staff will evaluate all responsive proposals received from proposers who meet or exceed the bid requirements contained in the RFP. Evaluations shall be based upon the information and references contained in the proposals as submitted. **As such, the Proposal should be as comprehensive as possible; clearly describing the details of services that the Proposer intends to provide.**
- B. The City will convene an Evaluation Committee and brief its members on the scope of the project and the services required. The Evaluation Committee will evaluate proposals based on the following criteria

Criteria	Points
Experience and Ability	25 points
Previous Experience	25 points
Firm's Understanding and Approach to the Work	20 points
Project Cost	25 points
Local Vendor Preference/ Veteran Owned Small Business Preference*	5 points
Total Points	100 points

**Please note that the Local Vendor Preference is used to evaluate the submittals received from proposers and are assigned point totals, a preference of five (5) points of the total evaluation point shall be given to the Local Pembroke Pines Vendor(s); a*



preference of two and a half (2.5) points of the total evaluation point shall be given to the Local Broward County Vendor(s), all other vendors shall receive zero (0) points. Vendors must submit the attached Local Vendor Preference Certification Form in order to qualify for these evaluation points.

Veteran Owned Small Business (VOSB) is also used to evaluate the submittals received from proposers and are assigned point totals, a preference of two and a half (2.5) points of the total evaluation point shall be given to the Veteran Owned Small Businesses. Vendors must submit the attached Veteran Owned Small Business Preference Certification Form in order to qualify for these evaluation points.

All other vendors shall receive zero (0) points.

- C. The Evaluation Committee shall have the option to short-list the proposers based on the criteria listed above. In addition, the Evaluation Committee may schedule a meeting for the firms to make presentations and answer questions of clarification as part of its evaluation. As part of this process, the firms shall have officials of the appropriate management level present and representing the firm. The project manager should be available. The firm shall be prepared to present an overall briefing regarding the manner in which the contractual obligations will be accomplished.
- D. The Evaluation Committee will make a recommendation to the City Commission for award of contract. The contract shall be awarded to the most responsive/responsible proposer whose proposal is determined to be the most advantageous to the City taking into consideration the evaluation criteria.

1.8 TENTATIVE SCHEDULE OF EVENTS

Event	Time &/or Date
Issuance of Solicitation (Posting Date)	January 19, 2021
Question Due Date	February 1, 2021
Anticipated Date of Issuance for the Addenda with Questions and Answers	February 4, 2021
Proposals will be accepted until	2:00 p.m. on February 16, 2021
Proposals will be opened at	2:30 p.m. on February 16, 2021
Evaluation of Proposals by Evaluation Committee	March, 2021
Recommendation of Contractor to City Commission award	April, 2021

1.9 SUBMISSION REQUIREMENTS



Bids/proposals **must be submitted electronically** at www.bidsync.com on or before 2:00 p.m. on February 16, 2021.

Please note vendors should be registered on BidSync under the name of the organization that they are operating as and it should match the organization name on the documents that they are submitting and utilizing when responding to the solicitation.

The vendor must provide their pricing through the designated lines items listed on the BidSync website. In addition, the vendor must complete any webforms on the BidSync website and provide any additional information requested throughout this solicitation. Any additional information requested in the solicitation should be scanned and uploaded. **Unless otherwise specified, the City requests for vendors to upload their documents as one (1) PDF document in the order that is outline in the bid package.**

The City recommends for proposers to submit their proposals as soon as they are ready to do so. Please allow ample time to submit your proposals on the BidSync website. Proposals may be modified or withdrawn prior to the deadline for submitting Proposals. BidSync Support is happy to help you with submitting your proposal and to ensure that you are submitting your proposals correctly, but we ask that you contact their support line at 1-800-990-9339 with ample time before the bid closing date and time.

PLEASE DO NOT SUBMIT ANY PROPOSALS VIA MAIL, E-MAIL OR FAX.



CONTACT INFORMATION FORM

IN ACCORDANCE WITH PD-21-02 titled “False Alarm Billing and Collection Services” attached hereto as a part hereof, the undersigned submits the following:

A) Contact Information

The Contact information form shall be electronically signed by one duly authorized to do so, and in case signed by a deputy or subordinate, the principal's properly written authority to such deputy or subordinate must accompany the proposal. This form must be completed and submitted through www.bidsync.com as part of the bidder's submittal. The vendor must provide their pricing through the designated lines items listed on the BidSync website.

COMPANY INFORMATION:

COMPANY: _____

STREET ADDRESS: _____

CITY, STATE & ZIP CODE: _____

PRIMARY CONTACT FOR THE PROJECT:

NAME: _____ TITLE: _____

E-MAIL: _____

TELEPHONE: _____ FAX: _____

AUTHORIZED APPROVER:

NAME: _____ TITLE: _____

E-MAIL: _____

TELEPHONE: _____ FAX: _____

SIGNATURE: _____

B) Proposal Checklist

Did you make sure to submit the following items, as stated in section 1.5.1 “Proposal Requirements” of the bid package?

Title Page	Yes _____
Table of Contents	Yes _____



Letter of Interest	Yes_____
Tab 1 – Experience and Ability	Yes_____
Tab 2 – Previous Experience	Yes_____
Attachment F - References Form	Yes_____
Tab 3 – Firm’s Understanding and Approach to the Work	Yes_____
Tab 4 – Project Cost	Yes_____
Attachment A - Contact Information Form	Yes_____
Tab 5 – Other Completed Documents	Yes_____
Attachment B - Non-Collusive Affidavit	Yes_____
Attachment C - Proposer’s Qualification Statement	Yes_____
Additional Information	Yes_____

Did you make sure to update the following documents found under the “Vendor Registration” group of “Qualifications” on the BidSync website for the City of Pembroke Pines?

Vendor Information Form	Yes_____
Form W-9 (Rev. October 2018)	Yes_____
Sworn Statement on Public Entity Crimes Form	Yes_____
Local Vendor Preference Certification	Yes_____
Local Business Tax Receipts	Yes_____
Veteran Owned Small Business Preference Certification	Yes_____
Equal Benefits Certification Form	Yes_____
Vendor Drug-Free Workplace Certification Form	Yes_____
Scrutinized Company Certification	Yes_____
E-Verify System Certification Statement	Yes_____

**C) Sample Proposal Form**

The following sample price proposal is for information only. The vendor must provide their pricing through the designated lines items listed on the BidSync website.

Item #	Item Description	Total Cost
1)	Percentage of the fee requested to be paid to the proposer as a portion of the revenue collected	Percent to be Submitted Via BidSync

§ 134.05 POLICE FALSE ALARMS.

(A) Declaration of intent. The intent of this section is to encourage alarm users and alarm businesses to maintain operational reliability, to promote the proper use of alarm systems and to reduce or eliminate dispatch requests for false alarms.

This section governs systems intended to summon police to require permits to establish fees, to provide penalties for violations, to establish a system for the administration and to establish criteria for limited response to alarms.

(B) Definitions. As used in this section, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

ALARM BUSINESS. Any business operated by a person for a profit which engages in the activity of altering, installing, leasing, maintaining, repairing, replacing, selling, monitoring, servicing or responding to an alarm system, or which causes any of these activities to take place.

ALARM COORDINATOR. A person or persons selected by the Chief of Police to administer, control and review alarm applications, permits and false alarm notifications and to provide technical assistance to alarm users in preventing false alarms from their systems.

ALARM PERIOD. The designated 12-month period of January 1 to December 31 of each year.

ALARM SYSTEM. Any mechanical or electrical device sold or installed, which is designed for use for the detection of an unauthorized entry into a building, structure, facility or enclosed area, or for alerting others of unauthorized entry, or any other crime or fire emergency and which emits sound or transmits a signal or message when activated.

ALARM USER. The person(s), firm, partnership, corporation, association, organization, company or other entity that owns the premises on which the alarm system is maintained, or the lessee of the premises, if the lessee is legally responsible for the operation and maintenance of the alarm system.

APPLICANT. Any person, firm, corporation, partnership or other entity using an alarm system and which submits the required registration to the city.

FALSE ALARM. The activation of an alarm system for any reason other than an unauthorized entry, such as mechanical failure, malfunction, improper installation, weather related, or an action or omission of the owner or lessee of an alarm system or of his employees or agents.

LIMITED RESPONSE. That the Police Department may respond only to verified emergencies, i.e., crime in progress, panic button, silent alarm, call from person on-site or alarm company to report a crime.

RESPONSE FEE. Those expenses incurred by the city whenever the city dispatches personnel and equipment to the premises of a false alarm.

(C) Registration of alarm system.

(1) Required registration.

(a) Before placing an alarm system into operation, every alarm user shall register the alarm system for each alarm system the user operates in the city. Applications to register an alarm system shall be made on forms provided by the Police Department. An incomplete application form shall be returned to the applicant for completion within 30 calendar days during which time the system shall be considered unregistered.

(b) The alarm system shall be installed pursuant to division (C)(5) below related to alarm permit. If the alarm system has been installed without a permit, the applicant shall have 30 calendar days to secure the required permit. If the applicant does not secure the required permit, the alarm user is subject to penalties pursuant to division (C)(5) below.

(c) Alarm systems shall be registered on an annual basis by the alarm user, to ensure that the alarm user certifies that the registration information maintained in the city's records is correct. The registration shall be effective for the period of January 1 to December 31 of each calendar year. If the city responds to an alarm call that has not been registered, the city shall allow 30 days for the alarm to be registered. If not registered within 30 days from that date, a \$50 fine will be assessed against the user.

(d) Alarm users having more than one alarm system, protecting two or more separate structures, shall be required to register each alarm separately for each structure, unless the structures are protected by the same alarm system.

(e) The individual or entity that procures the alarm system and engages an alarm service provider shall be responsible for compliance with this section.

(2) Registration procedures.

(a) Registration forms will be available at the Police Department. The application form shall require the applicant to provide the following information, which includes, but is not limited to:

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1. The name, address and telephone number of the applicant's property to be serviced by the alarm and the name, address and telephone numbers of the person who will be responsible for the proper maintenance and operation of the alarm system and payment of fees and fines assessed under this section of the code.
 2. The name, address and telephone number of the applicant, if different from the property to be serviced.
 3. The name, address and telephone number of the alarm user, if different than the applicant. In the event that the applicant or alarm user is a corporation, the president of the corporation shall be listed.
 4. The make and type of alarm.
 5. Whether the alarm is for residential or for nonresidential use; if for nonresidential use, the applicant shall attach sufficient documentation to ascertain compliance with UL (Underwriter's Laboratories), FM (Factory Mutual) standards or all other appropriate licenses and certificates for burglary testing and installation.
 6. The name, address and telephone number of the alarm business maintaining and/or monitoring the alarm, if any, if different from the business installing the alarm.
 7. The names, addresses and telephone numbers of no less than two key-holders, persons or entities to be contacted in the event of an alarm, who have access to the premises for emergencies or when multiple alarms occur within a 24-hour period or for resetting or shutting off the alarm should the alarm be false.
 8. The applicant shall be required to acknowledge that they have read and understand the requirements of this section.
 - (b) In the event that the user of the registered alarm changes, the new user shall register the alarm with the Police Department.
- (3) Requirements for alarm permit.
- (a) It shall be unlawful for a person, firm, corporation, partnership or other entity to install or maintain an alarm in operational order unless it first obtains a permit to install the alarm from the city's Building Division, Department of Public Works.
 - (b) In addition to satisfactory completion of the registration required pursuant to this section:
 1. A new installation of an alarm system at a nonresidential location shall be registered only if it is demonstrated that the alarm system has been installed by an alarm business and only if the installation is of equipment approved and listed by UL (Underwriter's Laboratories) or FM (Factory Mutual) standards and has received all other appropriate licenses and certificates for burglary and testing installation.
 2. An existing alarm in a nonresidential location shall be registered only if it is demonstrated that the alarm has been inspected and validated by an alarm business and only if the alarm has been certified by an alarm business that the alarm meets or exceeds UL (Underwriter's Laboratories) or FM (Factory Mutual) standards for burglary testing or installation.
 3. The alarm system has the capacity to prevent false alarms by the use of a backup power supply.
 4. Every audible alarm system installed by a licensed contractor shall have a device to automatically terminate the audible signal within 15 minutes of activation.
- (4) Penalties. Alarm without permit, unregistered alarm or expired alarm registration.
- (a) It is hereby determined that the occurrence of an alarm caused by an alarm system for which no permit has been issued, no registration is filed or the registration has expired, is a violation of this section.
 - (b) The fine for an alarm without a permit issued and which user does not receive a permit within 30 days after notification for the first alarm response shall be \$50 in addition to any administrative costs imposed pursuant to § 32.051 of this code.
- (5) Response to alarm; determination of false alarm.
- (a) Whenever an alarm is activated in the city, thereby requiring a response to the location by the Police Department, a law enforcement officer on the scene of the activated system shall inspect the premises protected by the system and shall determine whether the city's response was due to a false alarm.
 - (b) In making said determination, the investigating officer shall presume that the alarm was a false alarm when there is no sign or physical evidence of an unauthorized entry or an attempted unauthorized entry.
 - (c) All residential or commercial intrusion/burglary alarms that have a central monitor shall have a central monitoring verification call made to the premises generating the alarm signal, prior to alarm monitor personnel contacting the Police Department for alarm dispatch.
- (6) Report of false alarm; notice to alarm user. If the law enforcement officer at the scene determines that the alarm is false, the false alarm shall be documented by the Police Department.

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(a) For the second false alarm in the designated 12-month alarm period, notice shall be provided to the alarm user by first-class mail or by personal service. If by mail, there shall be a presumption of receipt within five calendar days of mailing. This notice shall include a listing of documented false alarms during the 12-month alarm period and include a warning to the alarm user that in the event of a third false alarm within the 12-month alarm period, at the same location, the alarm user shall be required to reimburse the city for the cost of the city's response to said false alarm.

(b) For the third or subsequent false alarm in the designated 12-month alarm period, notice shall be provided to the alarm user by first-class mail. This notice shall include a listing of documented false alarms during the 12-month alarm period and include the amount of fee due to the city.

(7) False alarm fines. The city shall maintain records for all false alarms. In the event of a third false alarm and for each subsequent alarm within the designated 12-month alarm period, the alarm user shall be responsible to pay a fine to the city according to the following schedule:

(a) Police Department. One hundred dollars for the third false alarm and for each false alarm thereafter.

(b) The false alarm response fee shall be paid within 30 calendar days of the incident of alarm or the alarm user must contest the charge within 30 calendar days of the incident of alarm consistent with division (C)(13) of this section. Failure to pay the fee or contest the charge within the 30 calendar days of the incident of alarm shall result in a limited response by the Police Department and prosecution of the case before a special magistrate pursuant to the requirements of F.S. § 162.09, as amended from time to time.

(8) It is the intent of this section that the 12-month alarm period during which the alarm user shall be responsible for penalties pursuant to this section for the third and each succeeding false alarm shall be the period January 1 to December 31 of each calendar year.

(9) Violations. Response fees shall be paid within 30 calendar days from the date of receipt of the notice. Failure to make payment within 30 calendar days from the date of receipt of the notice shall constitute a separate offense against the city. The penalty for this violation shall be a fine of not more than \$500.

(10) Multiple alarms within a 24-hour period. For locations which have multiple alarms within a 24-hour period (midnight to midnight), it shall be the responsibility of the monitoring company for the second or subsequent alarm during this period to require a key-holder (person who has access to the alarmed premises and has the ability to operate the alarm system) to meet the officer on-site, unless there is evidence of a verified emergency. If an alarm is not monitored, the key-holder listed on the alarm registration shall be responsible for meeting the officer on-site unless there is evidence of a verified emergency. If a key-holder is not available to meet the officer on-site, the city has the option not to respond to the alarm unless there is evidence of a verified emergency.

(11) Limited response.

(a) An alarm system may be placed on limited response for one or more of the following occurrences:

1. Alarm systems with six or more false alarms, and corrective action prescribed by the alarm coordinator has not been completed: or

2. The alarm user has response fees which are overdue for 60 or more calendar days: or

3. The alarm system is unregistered and the applicant has not registered or obtained a permit within 30 calendar days after notification.

(b) Prior to being placed on limited response, except for an unregistered system, the alarm user shall be notified in writing with the date specific as to when the alarm system shall be placed on limited response. Said notice shall be sent by certified mail to the alarm user. Any unregistered system may be placed on limited response, if the applicant has not registered within 30 calendar days of notification, until such time that the alarm system is registered with the city. In addition, the user of an unregistered system or a system installed without a permit may be subject to a notification to appear before a special magistrate and/or be issued a city citation.

(c) The alarm user shall pay a reinstatement fee of \$250 to be reinstated to non-limited response status together with certification by an alarm system contractor that any and all problems with the alarm system have been corrected.

(12) Appeal of response fee and appeal of limited response status.

(a) An alarm user may appeal assessment of the response fee to the special magistrate by filing a written request for review setting forth the reasons for the appeal within 30 calendar days of the incident of alarm. A special magistrate shall conduct a hearing and consider the evidence presented. The decision of the special magistrate is final. The filing of a request for an appeal stays the assessment of the response fees until the special magistrate makes a final decision.

(b) An alarm user placed on limited response may appeal the limited response status by filing a written request setting forth the reasons for the appeal within ten calendar days of receipt of notification. A special magistrate shall conduct a hearing and consider the evidence presented. The decision of the special magistrate is final.

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(c) If an alarm user is found in violation of city code, a fine amount may be imposed not to exceed \$250 per day for the first violation and not to exceed \$500 per day for a repeat violation. Should an appeal be heard by the special magistrate, pursuant to F.S. § 162.09 and the required corrective action is not taken, a lien may be imposed on the property where the violation exists and upon any real or personal property owned by the violator.

(13) Existing alarms. This section shall apply to all existing alarm systems. Alarm users with existing and installed systems shall have 180 calendar days from the effective date of this section to comply with the provisions herein.

(14) This section shall not apply to the following:

- (a) An alarm attached to a motor vehicle.
- (b) Property owned by a governmental entity.

(D) Alarms; limitation on period that audible alarm may sound.

(1) It shall be unlawful for any person, natural or corporate, to maintain or operate any form or type of alarm or system in any place or on any premises being so placed and operated that sounds can be heard for more than 15 minutes in a residential district and more than 30 minutes in a business and/or industrial district from any neighboring property, whether public or private. This restriction shall apply whether the sound is continuous or repeated over the respective 15-and/or 30-minute period.

(2) Audible alarms or systems operating over 15 minutes in residential districts and over 30 minutes in business and/or industrial districts are declared to be so loud, disturbing, and unnecessary as to be detrimental to the citizens of Pembroke Pines and a disturbance of the public peace and welfare.

(3) Every audible alarm system installed by a licensed contractor shall have a device to automatically terminate the audible signal within 15 minutes of activation.

(4) Remedies and penalties.

(a) When an audible alarm has sounded in accordance with the provisions of this section and every reasonable effort has been made to contact persons authorized to enter the premises to deactivate the alarm, or if the contacted person has failed to appear within the respective time frame, the law enforcement officer at the scene may take the necessary steps to disconnect the system or alarm.

(b) All costs that may be incurred by the City of Pembroke Pines shall be paid by the alarm user. The alarm user shall also assume all liabilities that may arise from the entry to the premises and the disconnection.

(c) It shall be unlawful for any person to refuse or fail to pay any cost assessed for deactivating an alarm pursuant to this section. The refusal or failure to pay within a reasonable time shall constitute a separate offense against the City of Pembroke Pines. The penalty for this violation shall be a fine of not more than \$500.

('69 Code, § 12-19.8) (Ord. 512, passed 6-25-79; Am. Ord. 731, passed 3-27-85; Am. Ord. 1590, passed 9-5-07; Am. Ord. 1648, passed 6-17-09) Penalty, see § 134.99

Attachment H - Summary of Previous Alarms and Revenue

Summary of Revenue				1st False Alarm: No fine			2nd False Alarm: Warning letter			3rd False Alarm and above: \$100 each		
Year	Annual Total Revenue For False Alarms	20% of total revenue for False Alarm Contractor	Net City Revenue	Non-Govt. Bldgs.	Govt. Bldgs.	All Bldgs.	Non-Govt. Bldgs.	Govt. Bldgs.	All Bldgs.	Non-Govt. Bldgs.	Govt. Bldgs.	All Bldgs.
2014	\$ 29,089.00	\$ 5,817.80	\$ 23,271.20	4730	82	4812	1534	60	1594	1706	544	2250
2015	\$ 155,980.00	\$ 31,196.00	\$ 124,784.00	4480	81	4561	1414	57	1471	1537	470	2007
2016	\$ 115,115.00	\$ 23,023.00	\$ 92,092.00	4239	75	4314	1312	52	1364	1477	557	2034
2017	\$ 160,935.00	\$ 32,187.00	\$ 128,748.00	3992	76	4068	1186	59	1245	1491	435	1926
2018	\$ 148,850.00	\$ 29,770.00	\$ 119,080.00	3762	65	3827	1135	48	1183	1430	379	1809
2019	\$ 102,675.00	\$ 20,535.00	\$ 82,140.00	3629	62	3691	1013	52	1065	1180	341	1521