

Proposal deadline will be 7:30 am ET the day before opening
Rockingham County Sheriff's Office
96 North Road
Brentwood, NH, 03044
Network Administrator Brynda Poggi

Proposal Submission Deadline:
01/07/2026 at 7:30 a.m.
Eastern Time
Proposal Opening is noted on
page 2.

REQUEST FOR PROPOSALS
Emergency Dispatch Radio and 9-1-1 Recording System/Equipment
Rockingham Sheriff's Office

You (ORGANIZATION) are hereby invited to submit a proposal in accordance with the specifications outlined in this Request for Proposal (RFP). All necessary information required to complete your submission is contained within this document. Please refrain from adding our e-mail addresses to your marketing or distribution lists. Failure to comply may result in your domain being blocked, which could hinder the receipt of future proposals or communications from you.

Rockingham County, New Hampshire (Rockingham County) is a public entity composed of various departments, including general administrative offices, a nursing home, an assisted living facility, a correctional facility, facilities operations, and offices of Elected Officials such as the Commissioners, the Delegation, County Attorney, High Sheriff, Register of Deeds, and Treasurer.

QUESTIONS?

For questions specific to the product or service listed in this RFP, please direct inquiries to the contact listed in the upper-left corner of this page. For questions regarding the proposal submission process, please send an email to the RFP submission email listed below.

Please note: Any alteration or modification of documents or proposal forms downloaded from Rockingham County or Public Purchase is strictly prohibited. Such actions may result in disqualification from the proposal process.

INSTRUCTIONS

Proposals can be submitted through one of the following methods:

1. Hard Copy Submission

Submit two (2) copies, or one (1) copy along with a thumb drive, in a sealed envelope labeled **"RFP – (Emergency Dispatch Radio and 9-1-1 Recording System/Equipment)"**.
Deliver to:

Rockingham County Commissioners
94 North Road
Brentwood, NH 03833

2. Email Submission

Email your proposal as a PDF attachment to rfp@co.rockingham.nh.us. Ensure that no submissions are sent to any other Rockingham County email address, as this may result in disqualification. File attachments must not exceed 20 MB in total. If your attachments exceed this limit, send multiple emails as needed. You will receive a confirmation email within one business day. If you do not receive confirmation, please contact the individual listed in the upper-left corner of this document.

3. Online Submission

Proposals may also be submitted online via Public Purchase. Account registration is free, but please allow 24 hours for activation. Visit the [Public Purchase: Rockingham County Home Page](#), or www.rockinghamcountynh.org/rfpbidding for more information and the submission link.

Submission must include:

- Organization legal name with DBA if applicable.
- Tax ID.
- Physical address and mailing address (if different).
- Organization representative name and contact information (phone, fax, and email).
- Itemized pricing (including shipping or freight, if applicable).
- Cut sheets, specifications, brochures, etc. for all products quoted, if applicable.
- Equivalents must be clearly identified, with all variations from the specification annotated and are subject to approval.
- Complete details about warranty and service availability.
- The proposed start and completion time schedule for after bid has been awarded.
- Insurance requirements, non-appropriations and indemnification obligations.

Proposal Openings

Authorization to open proposals will be given during the regularly scheduled Rockingham County Board of Commissioners meeting on **01/08/2026 at 1:00 PM**. Please note that proposals will not be reviewed during this meeting. Instead, they will be forwarded to the respective department that issued the RFP for thorough review after the meeting. Proposals will be awarded or rejected once Rockingham County has completed a comprehensive evaluation and comparison of all submissions.

Meetings are conducted in the Lobby Conference Room at the Rockingham County Municipal Building, located at 94 North Road, Brentwood, NH. Remote attendance is available via Zoom. To register for virtual access, please contact the Commissioners' Office at 603-679-9350 at least 24 hours prior to the meeting.

Please note that meeting schedules are subject to change. For the most up-to-date information, visit: www.rockinghamcountynh.org/events.

Proposal Award

Proposals will be formally awarded and publicly announced at a regular scheduled Rockingham County Board of Commissioners meeting. Following the announcement, formal notification of the award decision will be provided.

Pricing

Proposal prices must remain valid for a period of sixty (**60**) days from the proposal opening date and must remain firm once the proposal is awarded to the successful organization(s).

- Vendors holding a state bid/contract are encouraged to offer the corresponding pricing.
- If any variations, such as discounts or penalty clauses, may affect the proposed price, please specify them clearly in your submission.

Additional Materials

Organizations may be invited to participate in the final selection process following the review and screening of all proposals. This process may include providing additional information, such as cost adjustments or other clarifications, as requested by Rockingham County.

Performance Clause

In the event that the successful organization or Rockingham County defaults on any stipulations outlined the RFP, and such default is not corrected within thirty (30) days of receiving written notice, either party may opt to cancel the agreement.

Contractual Obligations

Should the proposal require contracts for the provision of materials, equipment, or services, the Rockingham County Board of Commissioners reserves the right to review and amend these contracts to ensure compliance with county legal requirements. All agreements or contracts requiring our signature must be submitted in Microsoft Word format to facilitate efficient review and tracking. All contracts must include Non-Appropriation and Indemnification clauses, as specified in the RFP.

Sample language for these clauses is provided below.

Non-Appropriation

Rockingham County is obligated to pay only such contract amounts that can lawfully be made from funds budgeted and appropriated for that purpose during Rockingham County's then current fiscal year, subject to annual approval by the Rockingham County Delegation. Should Rockingham County fail to budget, appropriate, or otherwise make available funds to make payments under this contract, such contract shall be deemed terminated at the end of the then current term. Rockingham County agrees to deliver prompt notification after any decision to non-appropriation is made, but failure to give such notice will not extend the term beyond such Original or Renewal Term.

Indemnification

To the fullest extent permitted by law, (ORGANIZATION) shall protect, indemnify, save, defend and hold harmless Rockingham County, including its officials, agents, volunteers and employees, ("Indemnified Parties"), from and against any and all liabilities, obligations, claims, damages, penalties, causes of action, costs, interest and expenses, including but not limited to reasonable attorney and paralegal fees, which Indemnified Parties may become obligated or suffer by reason of any accident, bodily injury, personal injury, death of person, or loss of or damage to property, arising indirectly or directly under, out of, in connection with, or as a result of this Contract or the activities of (ORGANIZATION) or its agents, employees, contractors or subcontractors, and even if caused in whole or in part by any negligent or intentional act or omission of Indemnified Parties.

In addition, and regardless of respective fault, (ORGANIZATION) shall defend, indemnify and hold harmless the Indemnified Parties for any costs, expenses and liabilities arising out of a claim, charge or determination that (ORGANIZATION) officers, employees, contractors, subcontractors or agents are employees of the Indemnified Parties, including but not limited to claims or charges for benefits, wages, fees, penalties, withholdings, damages or taxes brought in connection with laws governing workers compensation, unemployment compensation, social security, Medicare, state or federal taxation, and/or any other similar obligation associated with an employment relationship.

(ORGANIZATION'S) obligations to defend, indemnify and hold harmless the Indemnified Parties hereunder shall survive the term of this Contract.

Rockingham County shall not be required to defend or indemnify (ORGANIZATION) or its agents, employees, contractors or subcontractors or any professional service provider.

Insurance Requirements

The organization shall maintain insurance coverage throughout the duration of this proposal. Subcontractors engaged by the organization must also maintain the required coverage. Any requests for modifications to these insurance requirements must be submitted in writing with the proposal and will be subject to evaluation.

1. Coverage Requirements

The organization must have professional liability/errors and omissions insurance with limits of no less than \$1,000,000 per occurrence. The insurance certificate and coverage must be issued by a carrier authorized to conduct business in the State of New Hampshire, with an A.M. Best Company rating of "A" or better.

2. Workers' Compensation Insurance

The organization shall carry workers' compensation insurance as mandated by the State of New Hampshire.

3. Comprehensive General Liability Insurance

The organization must maintain a comprehensive general liability insurance policy, including contractual liability coverage, with limits of no less than \$1,000,000 per occurrence.

4. Motor Vehicle Insurance

The organization must carry motor vehicle insurance, including coverage for bodily injury, property damage, and uninsured motorists, with a combined single limit of no less than \$1,000,000 per accident.

5. Insurance Certificate

The organization shall provide an insurance certificate confirming the required coverage. Certificates must be filed with Rockingham County and included with the proposal submission. A 30-day notice is required for cancellation or material changes to coverage, and notices must be sent directly to the Rockingham County Commissioners' Office, 94 North Road, Brentwood, NH 03833.

NOTICE:

1. The Rockingham County Board of Commissioners reserves the right to accept or reject any proposals or parts thereof, select the proposal deemed to be in the best interest of Rockingham County, and waive any formalities in the bidding process.
2. Proposals are subject to public review and cannot include proprietary, confidential, or restricted information that conflicts with New Hampshire's Right to Know law.
3. The information provided in this RFP is solely for the purpose of preparing proposals detailing costs and services for Rockingham County. Organizations are expected to carefully review these specifications. Failure to meet specified conditions may result in invalidation.
4. Although believed to be accurate, the information provided herein is not warranted and should be verified independently.
5. Rockingham County reserves the right to award contracts to multiple providers.
6. All modifications to the specifications must receive prior approval from Rockingham County.
7. Any variations, including discounts or penalty clauses, that may affect pricing, must be clearly specified in the proposal.
8. Payment for satisfactory work completion or product delivery is subject to Rockingham County's standard accounts payable process.

DETAIL OF ITEM(S), SCOPE OF SERVICE(S), SERVICES

SPECIFICATIONS

BACKGROUND

The Rockingham County Sheriff's Office dispatches for 27 town police and 13 fire departments. We currently use four (4) radio channels (may add more in the future) and ten (10) 9-1-1 emergency phone lines at ten (10) dispatch consoles. The Radio system currently used is a Motorola MCC7500 and Dispatch CAD software by Pro Suite by Central Square Technologies. The phones are Avaya IP.

MINIMUM FUNCTIONALITY REQUIREMENTS

- Installation and training
- 1 year 24/7 warrantee and helpdesk support including all software updates
- Ability to extend warrantee, helpdesk support and software updates in following years
- Health monitor alert system to alert of failure/inability to record/playback
- Direct tie in with Motorola or record off donor radios
- Licensing for up to 30 users with varying degrees of permissions)
- Ability to set up users with varying degrees of permissions/rights

- Audit who records off the system or who listens to recordings
- Instant recall and playback while call is active
- Redaction
- Record at LEAST 5 Radio channels and 10 phone lines (future expansion ready)
- Hardware: Hot swappable drives with ability to expand (additional drive bays)
- Hardware: Redundant power supply
- 2 year retention
- Bidding company “certified” or “authorized” by Motorola (Please specify)

OPTIONS

Any optional or offered modules, software and/or equipment should be priced out individually if not included in the basic system.

Optional modules, software, equipment could include the following:

- More than one year 24/7 warrantee/support
- More than two year retention/larger memory
- Customizable statistical data reporting
- Cad integration
- 9-1-1 text documentation

A. **PRICE SHEET**

An itemized price proposal is required with submission unless otherwise noted.