



December 29, 2025

False Alarm Reduction Services

RFP NO.: FARU 02 ADDENDUM NO. 2

ALL BIDDERS: This Addendum No. 2 contains information pertinent to the above referenced project. This Addendum No. 2 shall supplement, amend and become part of the RFP Document for the title project and contract. All Bids shall be based on this Addendum No. 1 in accordance with the RFP Documents.

This Addendum No.2 contains the following:

- **The responses to the Pre-proposal Conference, held on December 10, 2025.**
- **The closing date for this solicitation has been extended to January 12, 2026.**
- **Section II: Scope of Work:**

RUNOUT PROCESS AND TRANSITION PROCEDURE.

The Offeror agrees that there shall be a seamless and smooth transition during any termination or contract expiration. The Offeror understands the need for the County to reconcile any outstanding balances and accounts. The Offeror shall use all reasonable efforts to minimize any disruption or confusion during this runout transition period. The Offeror shall be cooperative with the County and any County designated offeror during this transition.

The parties agree that there shall be a six (6) month runout period after the expiration or termination of this Contract (the “Runout Period”). During the Runout Period, the Offeror shall continue to provide the County with any necessary invoices and supporting documentation to substantiate any and all payment of fees stated under this Contract. Beginning on the first day of the Runout Period, the Offeror shall cease operation of processing of false alarms occurring prior to the expiration or termination of this Contract. During the Runout Period, the Offeror also shall continue to provide the noticing, customer service, payment processing, including lockbox, and services required under the Contract, provided, however that Offeror shall not be required to: 1) continue with noticing or delinquent collections services for the last thirty (30) days of the Runout Period. On the last day of the Runout Period (the “Runout End Date”), the Offeror shall cease all collection activities related to this Contract and at the County’s request. The Offeror shall be entitled to payment for services during the Runout Period. The Offeror

shall not be entitled to any payment after the Runout End Date. The Web-based payment system and telephone payment system shall continue operation for the entire Runout period.

Within ten (10) business days after the Runout end date, the Offeror shall transmit to the County all records in an electronic database format, which the County determines is appropriate. The County shall have the exclusive right to collect on all such unpaid invoices after the Runout end date.

THIS RFP ACKNOWLEDGEMENT CONTAINS MATERIAL CHANGES AND MUST BE ACKNOWLEDGED, SIGNED AND RETURNED WITH BID. FAILURE TO ACKNOWLEDGE IN THIS MANNER MAY RENDER THE RFP NON-RESPONSIVE.

SIGNATURE

COMPANY

DATE



REVENUE
AUTHORITY
OF PRINCE
GEORGE'S
COUNTY

Revenue Authority of Prince George's County
REQUEST FOR PROPOSALS NO. FARU02

Pre-Proposal Conference Questions and Answers

December 29, 2025

1. Question: What is the total number of false alarms in the years 2022, 2023, and 2024?

Answer: Please see the chart below for available information.

2. Question: What is the total amount billed for false alarms in the years 2022, 2023, and 2024?

Answer: Please see the chart below for available information.

3. Question: What is the total amount collected for false alarms in the years 2022, 2023, and 2024?

Answer: Please see the chart below for available information.

4. Question: What is the total number of active alarm systems at the end of years 2022, 2023, and 2024?

Answer: Please see the chart below for available information.

5. Question: What is the total amount billed for permits in the years 2022, 2023, and 2024?

Answer: Please see the chart below for available information.

6. Question: What is the total amount collected for permits in the years 2022, 2023, and 2024?

Answer: Please see the chart below for available information.

7. Question: Page 7 of the RFP states "The Contractor shall provide all necessary developing, copying, faxing, postal costs, and all other such related services at the Contractor's cost." This

contradicts the information provided on page 8 (i.e., Funds Deducted from Receipts). Please provide clarification.

Answer: The Offeror must cover all implementation costs upfront, including copying, faxing, and postal services. These costs will be reimbursed from program revenues before any revenue-sharing percentage is applied.

8. Question: Can you please provide the following information about the County's alarm program?

Answer: To our best ability.

9. Question: What is the total number of false alarms in the years 2015, 2016, and 2017, year-to-date?

Answer: Please see the chart below for available information.

10. Question: What is the total number and dollar amount of the alarms waived in the years 2015, 2016, and 2017, year-to-date?

Answer: Please see the chart below for available information.

11. Question: What is the total amount billed for false alarms in the years 2015, 2016, and 2017, year-to-date?

Answer: Please see the chart below for available information.

12. Question: What is the total amount collected for false alarms in the years 2015, 2016, and 2017, year-to-date?

Answer: Please see the chart below for available information.

13. Question: What is the collection rate for false alarms in the years 2015, 2016, and 2017, year-to-date?

Answer: Please see the chart below for available information.

14. Question: What is the total number of active alarm systems at the end of years 2015, 2016, and 2017, year-to-date?

Answer: Please see the chart below for available information.

15. Question: What alarm information is currently being transferred between the County's Hexagon (Intergraph) CAD system and the current vendor's alarm program software? How often is the information transferred?

Answer: The County is using a Motorola Premier One CAD system. Alarm calls for service are transmitted to the alarm vendor daily, including the incident number, location, call disposition, permit number, license number, operator ID, and call comments.

16. Question: Is the County reducing false alarms as expected?

Answer: Yes, the program sees a reduction in false alarms year after year.

17. Question: Are there specific elements of the current alarm program that the County would like to see improved?

Answer: The RA would like to see the latest technology in reporting, operational efficiency, and customer support.

18. Question: What format requirements should the submission adhere to, and is there a must-not-exceed total of pages, excluding appendices or electronic (25–35 MB) size limitation?

Answer: Adobe PDF is preferred and the file size should not exceed the County's maximum file size of 20 MB.

19. Question: What were the program revenues in 2017 broken down by alarm registration and false alarms?

Answer: Please see the chart below for available information.

20. Question: Will the RVA reconsider its position on "All prices shall remain firm/fixed for the initial three (3) year term of the contract," given the ever-increasing economic climate and annual inflation rate?

Answer: No, the initial term shall remain firm/fixed.

21. Question: What is the total number of false alarms in the years 2023, 2024, and 2025, year-to-date?

Answer: Please see the chart below for available information.

22. Question: What is the total number and dollar amount of the alarms waived in the years 2023, 2024, and 2025, year-to-date?

Answer: Please see the chart below for available information.

23. Question: What is the total amount billed for false alarms in the years 2023, 2024, and 2025, year-to-date?

Answer: Please see the chart below for available information.

24. Question: What is the total amount collected for false alarms in the years 2023, 2024, and 2025, year-to-date?

Answer: Please see the chart below for available information.

25. Question: Provide the amount of revenues per tier below:

Answer: Information is unavailable per tier. Please see the chart below for available information.

26. Question: What is the collection rate for false alarms in the years 2023, 2024, and 2025, year-to-date?

Answer: Please see the chart below for available information.

27. Question: What is the total number of active alarm systems at the end of years 2023, 2024, and 2025, year-to-date?

Answer: Please see the chart below for available information.

28. Question: What alarm information is currently being transferred between the County's P1 CAD system and the current vendor's alarm program software? How often is the information transferred?

Answer: The County is using a Motorola Premier One CAD system. Alarm calls for service are transmitted to the alarm vendor daily, including the incident number, location, call disposition, permit number, license number, operator ID, and call comments. Data is transferred daily.

29. Question: Is the County reducing false alarms or enhancing the efficiency of public safety response as expected, and if so, by how much?

Answer: Yes, the dispatch rate for false alarms is reducing. Please see the chart below for available information.

30. Question: Are there specific elements of the current alarm program that the County would like to see improved or eliminate?

Answer: There is always room for improvement in reporting, operational efficiency, and customer support. There are no eliminations sought at this time.

31. Question: What were the program revenues in 2025, broken down by alarm registration and five (5) false alarm occurrence tiers?

Answer: Information is unavailable per tier. Please see the chart below for available information.

32. Question: What is the current online transactions processing fee incurred?

Answer: The program does not currently charge a processing fee for online payments.

33. Question: Who is the incumbent, and for how long have they held the contract, how many staff do they currently have dedicated to this program, and why are the services being recompeted?

Answer: Central Square is the current vendor, the agreement was ratified in March of 2020, we have 6 members on the team, they provide a turnkey solution which includes but is not limited to database development and management, registration of alarm systems, alarm tracking, billing,

collecting, and accounting services for registration fees and false alarm services as directed by the Revenue Authority.

34. Question: How are Panic Alarm statistics calculated in this False Alarm billable modeling?

Answer: Panic Alarms are not separated from burglar alarms and follow the same fee structure.

35. Question: What is the anticipated handover process, cut-over process, assuming the incumbent contractor is not the winning contractor?

Answer: The Revenue Authority will work with the current vendor to ensure a smooth transition during any termination or contract expiration. Offeror shall provide necessary interfaces to upload all data from the County's current database.

36. Question: Total number of alarm active users in the database, total residential by number and percentage, and total business (commercial) by number and percentage?

Answer: The question has no date parameters. The total numbers will be provided; percentage is unavailable.

37. Question: Who will administer and update, provide FAQ for the program website, and if the Offeror, would this be a reimbursable expense?

Answer: The Revenue Authority will create FAQs. The Offeror understands that all costs of providing service, including setup, integration with various systems, operation, maintenance, training, hosting, customer support, and marketing, will be based on a revenue-sharing agreement of registration fees and service charges collected from the alarm companies and alarm system users.

38. Question: What is the Program's preferred electronic database to track all security alarm registrations?

Answer: The alarm program software should be able to receive alarm calls for service data in a secure manner (e.g., FTPS, SFTP, Azure blob storage, etc.). Criminal Justice Information (CJI) and Personally Identifiable Information (PII) should be stored in accordance with applicable standards (e.g., SOC 2, PCI, ISO 27001, CJIS).

39. Question: Explain how "Best Value" is evaluated when Cost is not an evaluation criterion, but instead Background and Experience (maximum of 50 points); Compliance with Scope of Work (maximum of 20 points), and Technical Approach (maximum of 30 points), which would imply the highest rated and responsive to the RFP?

Answer: Best Value is about selecting the proposal that meets or exceeds technical requirements, has proven success in similar projects, and optional enhancements beyond the minimum requirements. Effectiveness, adaptability, mission alignment, and impact outweigh cost considerations.

40. Question: Provide the name and contact for the RFP's sole point of contact (POC) for matters related to this RFP who is authorized to discuss this RFP with any interested parties, including Offerors?

Answer: All communication should be sent to RVAFARURFP@co.pg.md.us.

41. Question: Identify any hardware and software requirements that may be required?

Answer: No specific database software is required. The proposed solution should allow registration via a web browser, and all websites should comply with accessibility standards and offer multilingual options.

42. Question: Can the RVA provide an alarm registration for each site's respective municipality for False Alarm Reduction Unit?

Answer: The question is unclear.

43. Question: If experience is obtained through commercial buildings and federal buildings, does this experience meet the contractor's minimum requirements?

Answer: All Offerors shall have at least three (3) years of experience in providing full or partial False Alarm Processing Services to municipal governments. This experience must include, but is not limited to, processing up to 30,000 false alarms in a 12-month period serving a combined municipal population of at least 13,000 accounts during this period.

44. Question: Who shall be responsible for preapproving templates for correspondence prior to use by the contractor?

Answer: The Revenue Authority.

45. Question: Who will be responsible for conducting bi-annual promotional campaigns to educate the public on false alarm reduction, and at whose cost?

Answer: The Revenue Authority and the Contractor will work together on promotional campaigns, and the cost will be billed to the program.

Revenue Authority False Alarm Reduction Pre-Proposal Q&A's: The totals provided are based on a Fiscal Year.

Fiscal Year	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25	FY26- TO DATE
Operations												
Active Accounts	110,995	122,482	135,166	147,234	163,466	173,719	180,911	187,690	193,185	198,508	206,256	211,156
Residential entered	10,125	1,090	12,078	11,048	15,056	9,659	6,631	6,112	4,992	4,888	7,318	4,705
Commercial/Govt. Entered	553	587	606	1,020	1,176	594	561	667	503	435	430	195
Total Registrations	10,678	11,487	12,684	12,068	16,232	10,253	7,192	6,779	5,495	5,323	7,748	4,900
False Alarms Processed	36,367	31,391	32,552	44,480	32,354	26,613	21,107	23,622	23,830	23,324	18,611	7,340
Alarms Billed	2,514	1,749	2,227	3,955	3,204	2,722	1,820	2,719	4,098	3,209	2,840	1,152
Revenue												
Amount Billed	\$499,301	\$470,250	\$493,051	\$942,520	\$902,050	\$740,485	\$676,255	\$914,035	\$2,146,645	\$1,421,025	\$1,306,145	\$570,505
Fees Waived/Refunded	\$750	\$1,075	\$800	\$1,038	\$16,601	\$25,704	\$22,502	\$21,405	\$24,906	\$15,760	\$2,692	\$365
Alarm fees collected	\$287,337	\$205,076	\$279,367	\$480,458	\$334,713	\$282,672	\$192,272	\$185,115	\$615,971	\$289,993	\$181,920	\$73,828
Account Fees Collected	\$170,693	\$193,625	\$165,990	\$369,474	\$389,550	\$388,281	\$371,585	\$495,888	\$793,662	\$1,028,156	\$948,895	\$355,720
Duplicate Permits Fees Collected	\$50	\$75	\$225	\$5,225	\$3,550	\$2,075	\$1,650	\$1,400	\$2,095	\$1,275	\$1,500	\$365
Totals	\$458,080	\$398,776	\$445,582	\$855,157	\$727,813	\$673,028	\$565,507	\$682,403	\$1,411,728	\$1,319,424	\$1,132,315	\$429,913
Collection Rate	92%	85%	90%	91%	81%	91%	84%	75%	66%	93%	87%	75%
Dispatch rate	25.02%	18.28%	20.66%	22.01%	17.92%	13.07%	10.33%	11.47%	10.44%	8.48%	7.40%	7.52%