



REQUEST FOR PROPOSAL

RFP [132012](#)

Bay County

On behalf of Emergency Management and
Homeland Security Division Region 3

THOMAS HICKNER
BAY COUNTY EXECUTIVE

**REQUEST FOR PROPOSAL- THIS IS NOT AN ORDER OR OFFER
IF FOR ANY REASON YOU CANNOT BID, RETURN THIS FORM SO STATING TO ENSURE THAT YOUR
NAME MAY BE RETAINED ON OUT BIDDERS LIST**

DATE OF REQUEST	DECEMBER 19, 2012
REFERENCE PROPOSAL NUMBER	RFP 132012
PROPOSED DATE/TIME REQUIRED	JANUARY 30, 2013 10:00 A.M.
SUBMIT PROPOSAL TO	BAY COUNTY PURCHASING DIVISION ATTN: FRANCES HORGAN BAY COUNTY BUILDING 8TH FLOOR 515 CENTER AVENUE BAY CITY, MI 48708-5128
MARK PROPOSAL	“GENESEE COUNTY 911 PROJECT 11-0332- 02 911 TELEPHONE SYSTEM DELIVER TO THE PURCHASING OFFICE IMMEDIATELY”

BACKGROUND:

Funding for this project has been acquired through the State of Michigan 2010 Homeland Security Grant Program (CFDA Number 97.067). The County of Bay, through its Department of Recreation and Administrative Services, is the designated fiduciary for the Region 3 Homeland Security Planning Board. The purchase of the “Project 11-0332-02 911 Telephone System” is undertaken on behalf of Genesee County, a political subdivision assigned to the Region 3 Homeland Security Planning Board.

The Bay County Recreation & Administrative Service Department is soliciting sealed proposals on behalf of Emergency Management & Homeland Security Division Region 3 – for the following:

A TURNKEY SOLUTION TO 911 TELEPHONE EQUIPMENT, INSTALLATION AND INTEGRATION AT THE GENESEE COUNTY 911 CENTRAL DISPATCH.

The **complete original proposal** is due no later than 10:00 am, January 30, 2013 to:

Bay County Purchasing Division
 Attention: Frances Horgan, Purchasing Agent
 Bay County Building
 8th Floor
 515 Center Ave
 Bay City, MI 48708-5128

SPECIFICATIONS:

Vendor is required to address each item within the specification table by utilizing the following format:

- C = Comply, whereby the vendor states that it is going to supply the item/feature requested, that the item/feature requested is a standard item/feature incorporated within the technology and that no exceptions or additional cost is associated with the item/feature.
- D = Does not comply with the item/feature requested and the vendor will not add this item/feature to its technology.
- E = Exception to the request for item/feature. Whereby the vendor could supply the item/feature but it is not included in the standard product offering. Any items/features marked with an “E” must be addressed by supporting documentation and cost to include the requested item/feature.
- M = Modification, whereby the requested item/feature is available to some degree within the standard product offering but requires a modification to the existing product offering to fulfill the actual desires of the County Project. The modification will be offered as a standard feature set to the “Project” by adding supporting documentation as to requirements of the vendor, the County and that “no cost” is associated with the modification.

Specification Table (Exhibit A):

Item	Description	C,D,E or M	Added Cost Y/N
Current system information			
1	Nine (9) Primary Calltaker positions – Six (6) Backup Calltaker positions (in basement) – system expandable to 30		
2	Ten (10) 911 wireline CAMA call trunks – all positions		
3	(3) Wireless call trunk integration – future		
4	(4) VoIP trunk integration – future		
5	TDD line integration all positions(pots type)		
6	One-thousand (1000) one-button transfer – One-Thousand (1000) speed dial transfers		
7	Ten (10) pots lines – including alarm line (from outside alarm companies)		
8	Five (5) ring down lines		
9	Two (2) ISDN PRI (line groups)		
10	Fifteen (15) extensions for admin phone positions with/VoIP phones		

Item	Description	C,D,E or M	Added Cost Y/N
Technology Interface Requirements			
11	Interface to Intergraph CAD ANI/ALI Data – as required		
12	Interface to new radio console Motorola MCC7500 (both headset audio and instant recall recorder)		
13	Interface to logging Recorder – DSS Equiture		
14	Interface to local network VPN connection for monitoring, support and upgrades		
15	Interface to time sync system multiple formats		
16	Integrate to IP Network (list security type requirements) provide network switch/router and firewall specifications		
General Specification			
17	Meets NENA CPE Standards and Specifications as a minimum listed below		
18	DNS		
19	FTP		
20	HTTP/S		
21	SIP/S		
22	SMTP		
23	TELNET		
24	NTP		
25	TCP		
26	UDP		
27	S/RTP		
28	RTCP		
29	IGMP		
30	IPv4		
31	OSPF		
32	EGRIP		
33	RIP		
34	IPsec		
35	ARP		
36	RARP		
37	ICMP		
38	Ethernet		
39	PPTP		

Item	Description		C,D,E or M	Added Cost Y/N
40	TLS			
41	BGCP			
42	B2BUA			
43	Multicast			
44	CODEC G.711			
45				
46	RFC 3261	Session Initiation protocol		
	RFC 3264	SDP		
	RFC 3265	SIP event notification		
	RFC 3410-3418	SNMPv3		
	RFC 3725	Third Party Call Control		
	RFC 1889	RTP		
	RFC 3550	RTCP		
47				
48	NENA 02-010	Recommended Formats & Protocols for ALI Data Exchange, ALI Response & GIS Mapping		
49	NENA 02-011	Recommended Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions		
50	NENA 02-012			
51	NENA 02-013	Provisioning and Maintenance of MSAG files to VDBs and ERDBs		
52	NENA 02-014	GIS Data Collection & Maintenance		
53	NENA 02-501	Wireless ALI Data Content		
54	NENA 03-001	Network QA		
55	NENA 03-002	Enhanced MF Signaling – E911 Tandem to PSAP		
56	NENA 03-003	Inter-Networking, E911 Tandem to Tandem		
57	NENA 03-004	E9-1-1 Functional Entity Model		
58	NENA 03-005	E9-1-1 Selective Routing Switch		
59	NENA 03-006	E9-1-1 Call Congestion Management		
60	NENA 03-501	Network Quality Assurance		
61	NENA 03-502	Trunking for Private Switch 9-1-1 Service		
62	NENA 03-503	SS7 Guidelines		
63	NENA 04-001	E9-1-1 PSAP Equipment Standards		

Item	Description		C,D,E or M	Added Cost Y/N
64	NENA 04-002	Master Clock Standard		
65	NENA 04-003	E9-1-1 ISDN PSAP Equipment Utilizing Basic Rate Interface		
66	NENA 04-004	Standard IWS Equipment		
67	NENA 04-005	ALI Query Service Standard		
68	NENA 04-501	Integrating Applications on Intelligent Workstations		
69	NENA 04-502	CPE Site Characteristics		
70	NENA 04-503	PSAP Security		
71	NENA 05-001	e2 Interface		
72	NENA 06-001	Recommended Standards for Local Service Provider Interconnection Information Sharing		
73	NENA 07-501	Future 9-1-1 Models		
74	NENA 07-502	Non-Traditional Communications to PSAP Equipment		
75	NENA 07-503	Network Interfaces for 9-1-1 and Emerging Technologies		
76	NENA 07-504	Collision Notification & Telematics Information		
77	NENA 08-001	Interim VoIP Architecture (i2)		
78	NENA 08-002	Functional & Interface Standards for NG9-1-1 (i3)		
79	NENA 08-501	Network Interface to IP Capable PSAP		
80	NENA 08-502	E9-1-1 Requirements		
81	NENA 08-503	VoIP Characteristics		
82	NENA 08-504	VoIP Standards Development Organizations (SDOs)		
83	NENA 08-505	Location Determination: IP-Based Emergency Services		
84	NENA 08-751	i3 Requirements (Long Term Definition)		
85	NENA 08-752	Location Information to Support IP-based Emergency Services		
86	NENA 71-001	NG9-1-1 Additional Data		
87	NENA 71-501	Synchronizing GIS with MSAG and ALI		
88	USPS Publication 28	ALI Information		
89	TIA/EIA-IS-968	Terminal Equipment Requirements		
90	ETSI TBR-4			

Item	Description		C,D,E or M	Added Cost Y/N
91	ETSI TBR-13	Requirements for Connection to Digital Leased Lines		
92	ETSI TBR-21	Media Gateways		
	Hardware			
93	The solution – deployed on commercially available Common Off the Shelf (COTS) hardware (preferred).			
94	The solution requiring proprietary interface cards or modules of any kind is (not preferred). Vendor shall define the reasoning for utilizing this method if proposed.			
95	System must have overall reliability of 99.999%, measured on a 24 hour per day, 7-day per week basis, calculated over an accumulated period per/year.			
96	System to support automated, unassisted restoration from stoppages or outages, including significant network components and application software			
97	System to provide positive/affirmative alert to each call taker position of off-line status, error conditions or conditional events			
98	The system shall support localized supervision and reporting of ANI and ALI failures, network outages, etc on any portion of the incoming 3 rd party interfaces, internal system equipment, software, network and external interfaces as required to other agencies			
99	All incoming and outgoing interfaces, network, telco, etc. shall be built with distributive architecture to prevent any loss of more the 50% of the interfaces. Notification will be sent to all positions indicating the loss, disruption or failure with a description of the event			
100	All power supplies, boards, drives and processes will be redundant to prevent catastrophic outages and system down time (vendor will explain how they accomplish this through system design and diagrams of the redundancy)			
101	The system shall have on-line diagnostics to report any failure and the extent “level” of the failure. Any failure will have the ability to be removed from the system and the redundant equipment and or process automatically brought on-line preventing any outage or loss of service.			
102	Automatic corrective action that is built in will activate and attempt to cure the failure. If the failure cannot be cured the operator will be notified and the failed part, board or process will be reported to the system administrator or service agency/manufacturer’s support team in an automated on-line fashion for immediate attention			
103	Hardware shall be the latest “State-of-the-Art” design and manufacture “Proven Technology” (speculative, prototype, alpha design, and new release hardware) without a proven operational track record will not be allowed or accepted.			
104	System Architecture			
105	Redundancy must be built into the operation where there is no single point of failure. The primary PSAP will failover to the alternate and or backup PSAP automatically as required during a catastrophic event or need for evacuation of the primary PSAP. The failover may be via SIP or CAMA or a combination of both			
106	The proposed network architecture shall provide sufficient bandwidth to support PSAP applications. The network shall incorporate QoS, performance, backup system scheduling to prevent system bandwidth issues as recommended by NENA			
107	System downtime will be restricted to individual components that require scheduled maintenance or software upgrades. The system as a whole must remain operational and functional as scheduled or routine maintenance as required.			

Item	Description	C,D,E or M	Added Cost Y/N
108	NO SINGLE POINT OF FAILURE ALLOWED, explain how your system prevents this possibility from occurring		
109	Routing must automatically occur where a call cannot be processed by the primary PSAP it automatically reroutes to the alternate of backup PSAP. Due to (2) different location involved in this process the need shall be for dual routing (1) first to alternate PSAP and then to Backup PSAP when manned.		
	General Specifications		
110	Supports wireless Phase I, II and future III for elevations and multi-extension identification and in-facility location		
111	Supports VoIP in the wireline mode		
112	Supports VoIP in the IP Browser mode		
113	The current 9-1-1 system is intended to remain intact until full installation and testing of all new E-911 equipment is complete and accepted by Genesee 911		
114	The system shall be Microsoft Windows based, Centrally located Client/Server based ANI/ALI/MIS system		
115	All software, programs and processes will be password protected and have multiple levels of access to specific processes and actions (vendor to describe their access protection)		
116	All data and information in reference to the E911 system and activity will be recorded on the server and saved in file(s) for the history of the system. This includes but is not limited to, audio recordings, ANI, ALI, operator comments, TDD conversations. E911 call data on the server is automatically backed up to DVD-RAM disks for long term storage. E911 information is buffered at each position if the server is unavailable or down. This information shall be automatically transferred to the server when it becomes available so no data is lost. All E911 telephone operations shall operate independent of the server so that there is no need for the cost and complexity of redundant servers.		
117	A diagnostic printer will be utilized to report any failures or interruptions in service and any service or maintenance provided to the system either from local or remote access		
118	All standard E911 features are to be provided. This includes ANI, ALI, TDD, data/voice logging, FAX, Statistics reporting, operator logon/logoff, call queue, abandoned-call queue, ALI request, distinctive ringing, and CAD interface.		
119	Defined reports as a minimum <ul style="list-style-type: none"> • E911 call log report • E911 call detail report • E911 statistics report 		
120	E911 call report <ul style="list-style-type: none"> • Time and date of the call • Name of the operator position that picked up the call • Operator login name • ANI data • Call release time and date • Call duration 		
121	Built-in Automatic Call Distribution (ACD) Feature		
122	The ANI/ALI controller system must minimally be capable of providing a manner that the call-taker can determine the oldest 9-1-1 and/or Central Office line type (POTS) calls and answer in a minimum amount of keystrokes or mouse clicks		
123	Built in Spatial ACD functionality option		
124	Load balanced between the soft-switches		

Item	Description	C,D,E or M	Added Cost Y/N
125	Utilizes 3 rd Party Call Control (3PCC)		
126	Supports unlimited number of incoming trunks		
127	Local administrator established/managed dial plans – open, multi-tiered, long distance		
128	Boundary Control Function (BCF) supported		
129	Receives VoIP calls directly from internet		
130	XML, ALI, and AQS		
131			
132	Abandoned (Dropped) Call Report Utility, The server side software shall provide a utility application that allows the operator to search for abandoned call data and to abandoned call reports. In addition, this utility shall allow the operator to clear one or more selected abandoned calls. The report shall include: <ul style="list-style-type: none"> • Start time and stop time of the reporting interval. The operator shall be able to choose one of the following. <ul style="list-style-type: none"> • Today • Previous week • Previous month • All abandoned calls • Date range specified by the operator • Select active (not cleared), cleared, or both. • Search for specified ANI (full or partial match) 		
133	Abandoned call search criteria, date, time, ESN location, trunk seized, ring time, average ring time, un-cleared call and cleared call status		
134	Scheduled system maintenance and usage reporting must be provided and allowed to be printed on a prescheduled basis determined by the user		
135	Remote maintenance must be provided for support from the manufacturer or local service agency		
136	Automatic call distribution must be included for next available operator, longest ringing call, call waiting queue, etc.		
137	System must provide call routing assignment, and have different ring tones for each group of phone line/911 trunk/ring down type. System must support at least five (5) different types of ring tones		
138	Call parking up to 15 different parking groups		
139	Auto attendant with (3) different voice messages available to (5) different called numbers with automatic message selection by time of day.		
140	Call flow changes by time of day to different routing extensions, voice mail, call forwarding, etc.		
141	Advanced follow me roaming to allow a one button selection to initiate the event and routed to any number of extensions, cell phone, land line, etc.		
142			
143	Spare (critical boards – equipment) are provided with your system – specify equipment type and device nomenclature		
144	Software upgrades and version changes will be available on the web for download and programming		
145	System to provide for a Management Information System (MIS) reporting of transaction volumes and system performance for overall system as well as significant components		
146	MIS reporting to be fully initialized prior to operational use of system; this includes any necessary procedures, routines and scripts for daily, monthly and annual periodic reporting		

Item	Description	C,D,E or M	Added Cost Y/N
147	MIS and reporting application to allow access to all captured database elements		
148	Detail of MIS reporting to provide for both individual PSAP and system-wide transaction volumes and call handling performance		
149	MIS reporting to provide for time of day and day of week summary reporting in tabular and graphical formats		
150	MIS to capture and report System Availability, including alarms, error reports, and platform status		
151	MIS to capture response time to PSAP ALI database inquiries and re-bids		
152	MIS shall be capable of capturing data from all lines within the system, including inbound 9-1-1 trunks, seven - digit business and administrative lines and dedicated ring down circuits, as well as outbound calling traffic and all aspects of SIP integration traffic		
153	Each PSAP shall be equipped with a management information system which tracks incoming calls and provides flexible real-time information and periodic reporting. Available information for a requested time period shall include at a minimum		
154	Each PSAP shall be equipped with a Call Detail Record (CDR) function that provides for capture, search and retrieval, display, and printing of at least the following information regarding each 9-1-1 call, date received, trunk seize/call appearance time, caller's telephone number (call back), ANI, ESRK or other routing identification, answer time, answering position, trunk/circuit, SIP identification, time of call release, time of transfer. Abandoned call indicator, ringing start time, time placed on hold, taken off hold, ALI data, name, address, community, ESN, class of service, etc.		
155	Ability to export formatted detailed records or summary report tables for analysis with third-party applications (e.g., Microsoft Office)		
156	Ability to create and save ad-hoc reports		
157	Voice mail is required as part of the system operation. 60 voice mail boxes are required with capability to support 300		
158	Voice mail shall be configured to support 50 messages for 60 mail boxes, the maximum duration of each voice mail shall be 2 minutes. Each voice mail shall be accessible from any extension to the system, by dialing a voice mail retrieval number from outside the facility or accessed through the internet, cell phone, Ipod, etc.		
159	Voice mail access shall require calling the voice mail extension or outside direct retrieval number and entering the voice mail box name or number and entering a pre-associated pass-code number		
160	Long distance access shall be pre-determined and programmable. Certain extensions shall have open access while others may be assigned by area code access, PIN code access associated with caller or any combination of the above		
161	Paging – shall be provided by extension, group of extensions, overhead PS system or a combination		
	Positions		
162	Customizable User Interface		
163	Programmable hot keys (list number of keys available)		
164	Unlimited speed dial		
165	Advanced Teletype (TTY) for speech and hearing impaired (List number of instant messages available to be programmed)		
166	TTY keyboard shall be simulated on the touch screen large enough to provide independent letter access without touching (2) letters at once		

Item	Description	C,D,E or M	Added Cost Y/N
167	System shall have an physical keyboard attached so the operator may use either the physical keyboard or the touch screen		
168	The E-911 platform must provide superior printing functionality so that agents can print out supplemental information on the network printer, print workstation screens, print TTY conversations, and print selective sections of the phone directory.		
169	System log-on: The system shall provide log-on capability. Each call-taker will be prompted to log-on based on a user name and password. Upon successful completion, all personalized features, functions, and capabilities shall be made available to the call-taker. In addition a separate administrative login will provide all MIS and Call Detail reports from any workstation		
170	E911 system must have Windows functionality for user interface and ease of position navigation		
171	System shall have an operator help key that brings down a menu for assistance to the dispatcher		
172	System shall be supplied with a complete set of operator and programming manuals, hardware and software to allow for complete system programming by authorized 911 personnel		
173	System shall support and perform with fully integrated touch screen technology. (all keyboard and pointer activity must be available on the touch screen) Vendor to explain their process and level of available use		
174	A complete on screen access to a phone book will be incorporated with telephone line access for instant dialing of phone number from phone book. The phone book will be driven by a pull down menu and instant letter to name scrolling "pick list" correlation for ease of use		
175	<p>The administrator or approved access level may view the following from any PC or terminal on the system or network</p> <ul style="list-style-type: none"> • Current status of system • Set system time • Change system passwords • Change system diagnostic settings and values • Perform testing and acknowledgement of test results • Place cards off line • Download software updates and feature changes • Reset cards and processes • View history of testing and error logs of system operation and create reports • View history of system activity and statistics of calls and call load for each line, trunk, duration and type of call • Exit to Windows • Configuration changes of the entire system or position • View current status and system activity including date and time 		
176	Ali request or (Ali retry) shall be a one button feature located on the touch screen		
177	Complete flexibility in operator screen layout. Any combination of screens, buttons, and pop-up windows can be accommodated. All operations shall be controlled through this uniform user interface, the touch screen or mouse. E911 and telephone resources can be displayed in pop-up windows as needed manually, automatically, or all at the same time. If screen real estate is limited, additional monitors shall be added to increase available screen area.		
178	The screen design can be changed by the customer technical staff at any time. The screen design process is provided by a straight forward drag-and-drop visual tool. All screen design, card, and system options are included in this environment		
170			

Item	Description	C,D,E or M	Added Cost Y/N
180	<p>Features</p> <ul style="list-style-type: none"> • Single button answer of oldest call • ANI/ALI display • System wide call queue • Abandoned call queue • Abandoned call ringback • Statistics reporting • Operator logon/logoff • ALI request • Distinctive ringing • Auto detect TDD • Pre-programmed TDD messages • On-screen TDD keyboard • Complete logging of all incident information including data and voice recordings. • CAD interface • Mapping Viewer • SOP • Supplemental ALI • Automatic Call Distribution • VoIP Migration • NEXGEN 911 – detail to follow 		
181	<p>Phonebook add where each operator may add a number to the phone book. Phone Books are used to track phone numbers and for auto-dial processing. The system can contain up to ten (10) independent phone books. Each phone book may contain up to one-thousand (1000) phone numbers entries. Each entry has a field for a Name, Phone Number, FAX Number, and Comment. The Phone Book Add, Edit, Delete, Display, Search, and Dial buttons are required to build each Phone Book. Settings include: Phone Book Number (1 through 10). Field selection is required where any field may be selected on the top for ascending or descending order. All entries shall track accordingly across the group.</p>		
182	<p>Conference button allowing conference of multiple phone lines and calls: The system must provide the operator the ability to remain on a call and add a new party (i.e. Language Line Services) to the conversation without regard to the type of line or trunk. Conferencing must not degrade the quality of the audio. Any party shall be able to drop out of the conference, leaving the others talking as long as at least one of the other parties possesses central office trunk supervision on his/her connection. Conferences should be set up using a single keystroke without putting the caller on hold in a non-attended fashion. The caller may or may not remain online at all times. The system shall allow a minimum of four parties to be placed in a conference simultaneously</p>		
183	<p>Phone dial display, allows the operator to view the number as it is being dialed on the screen</p>		
184	<p>Large telephone number keypad located on the screen. As the operator requests a line for outbound calls the dial button automatically pops up for dialing convenience or is always located on the screen (real estate specific)</p>		
185	<p>Phone flash button – reset for dial tone of request extension transfer process</p>		
186	<p>Phone redial button to redial last number dialed</p>		
187	<p>Phone release button to hang up the call</p>		
188	<p>The answering position shall allow the operator to automatically dial a pre-programmed system-wide speed dial with the push of a single button or a single key stroke. The system shall</p>		

Item	Description	C,D,E or M	Added Cost Y/N
	provide for a minimum of 2500 system-wide speed calling numbers.		
189	Speed dialing shall be capable of performing primary and secondary dialing for dialing, transfers, conferences, and other functions, such as, long distance access, card numbers, and PIN access. Speed Dial Libraries shall be stored in a database that resides either on a local drive, network drive, or a combination of both - Each button or icon shall provide access to a single entry, a group of entries, or a group of groups		
190	The operator speed dial shall allow the operator to quickly access frequently called telephone numbers from a programmed list. The list shall provide access to an unlimited number of telephone numbers arranged by logical categories. Each list shall be properly identified with a descriptive tab such as Hospital, Administrative, etc		
191	Operator speed dial library is required to be available in a manner that personnel can easily update all of the workstations upon accepting the entry.		
192	Ring Back/Call Back, shall have the ability to ring back a Wireline, Wireless or VoIP 9-1-1 caller by utilizing the ANI or Caller ID received or embedded in the ALI response using a single feature key		
193	Hold: The answering position shall allow the operator to place up to three 9-1-1 or administrative calls on hold with a single keystroke or mouse click. The duration the call has been on hold and the user that placed the call on hold must be visibly displayed, To assist in retrieving the proper call, any operators shall be presented with a list of calls on hold, showing the ANI, the ESN, the trunk number, the time, and date at which each call was placed on hold, Operators shall also have the capability of retrieving 9-1-1 calls that have been placed on hold at another operator's position, An audible and visual alarm must be configurable to alert the user that placed the call on hold of the On Hold status at time intervals determined and locally managed by system settings, An audible and visual alarm must be configurable to alert the supervisor or other individuals of the On Hold status at time intervals determined and locally managed by system settings, The system shall store the ANI/ALI information while the call is on Hold, hence avoiding repetition of the ALI request.		
194	Monitor: Any operator, with the proper permission level, shall have the ability to silently listen to another operator's telephone conversation from his/her answering position or at any individual workstation which have dual jack headsets. Such action shall not cause any audio or visual disturbance at the workstation		
195	Join: Any operator, with the proper permission level, shall have the ability to enter an operator conversation. The operators, supervisor and caller are then part of a multi-way conference		
196	Barge In: Any operator, with the proper permission level, shall have the ability to barge into an existing call by clicking on the appropriate circuit indicator on their screen. Upon entering any 9-1-1 or administrative call for which ANI/ALI or Caller ID information is available, such information shall be immediately displayed on the operator's display		
197	Caller ID: The system shall be capable of providing the name and telephone number of the caller, both on digital, IP and analog telephone lines		
198	Auto-Greeting: The system shall allow the operator to record a personal greeting message in his/her own voice, which will be played automatically to the caller immediately after the call is answered by the operator, multiple greetings should be available based on line type such as 9-1-1, 10-digit emergency or administrative,		
199	Advance ALI Display: The system shall provide the ability to display ALI information to the call taker before the call is answered		
200	Auto ALI Rebid: The system shall automatically update Latitude/Longitude (X/Y) coordinates at regular PSAP determined intervals. This feature shall be configurable as to the number and frequency of intervals on a per wireless provider basis or per PSAP		
201	Simplified Call Completion: the system shall keep ALI information on the workstation screen		

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	after a call is completed giving call takers the opportunity to reference the information even after the caller has hung up		
202	View of ALI Calls in Queue: The system shall allow supervisors and/or call-takers to view, in real time, concise ALI information of all 9-1-1 calls in queue at the PSAP. The system must be capable of providing queue information at each workstation similar to a reader board functionality where the color of each queue description line indicates the current threshold (number of calls waiting) reached by that queue		
203	ALI Parsing: The system shall guarantee that ALI data is appropriately and consistently displayed when interfacing with different ALI providers that send their information in various formats (i.e. wireline vs. wireless)		
204	Automatic Redial: The system must provide each user with the ability to redial the last five numbers (minimum) answered at his/her console		
205	Ability to support separate inbound call queues if emergency and non-emergency circuit provisioning is deployed		
206	Ability to support one-button re-dialing of recent calls, including abandoned calls		
207	Ability to display location information at each call taker position for calls pending		
208	PSAP equipment shall retrieve ALI information from customer's database system or ALI service provider		
209	PSAP equipment shall provide for ALI retrieval from Caller ID (Business Lines) or manually entered telephone number		
210	System shall provide Automatic Number Identification (ANI) and Automatic Location Identification (ALI) data display in a consistent format regardless of the originating carrier or routing of the call		
211	System shall accommodate the handling and display of Wireless 9-1-1 Phase I and Phase II information, including, Latitude, Longitude and Confidence Uncertainty		
212	Intelligent Workstation to provide history of prior calls at time of call presentation to call taker		
213	Ability to place calls on hold for retrieval by any call taker (Call Park)		
214	Intelligent Workstation platform to support the installation of third-party applications		
215	To the extent that peripheral network components (such as telephone instruments) outside of centralized equipment rooms require supplemental electrical power, this shall be provided via Power Over Ethernet (POE) provisioning		
216	Allows Creation of Incoming Call Queues, unlimited number of queues		
217	Allows Creation of Spatial Incoming Call Queues		
218	Ability to monitor the audio of call taking at another position, with or without muting		
219	Contractor to provide back-up SIP phone at each call taker position. SIP phone must display ANI/ALI at a minimum. Describe additional capabilities of the proposed telephone instruments		
220	Backup telephone instruments shall be provided with handsets and function independently or in parallel with the Intelligent Work Station at each position		
221	Ability to support Baudot-format TDD/TTY dialogue from callers at every position		
222	Ability to capture and provide permanent record of TDD/TTY dialogue; Contractor to describe approach to TDD/TTY call logging		

Item	Description	C,D,E or M	Added Cost Y/N
223	Ability to support Instant Messaging (IM) and Short Messaging Service (SMS) dialogue from public 'callers', multi-media and video		
224	System shall transfer all of the available ANI/ALI data into a CAD incident entry application, including location/latitude-longitude data		
225	System shall provide interface to third-party or Contractor mapping application for real-time display of inbound call information. Integrated mapped ALI display is preferred		
226	Ability to support integrated mapping application co-resident on Intelligent Workstation		
227	Ability to integrate with existing analog voice logging recorder(s) at each PSAP		
228	Contractor to provide Instant Recall Recording and playback application software at each workstation position		
229	Phone release button, allows supervisor by logon location to release a call from another position automatically		
230	Telephone on line, allows operator to hear mobile radio traffic in their ear without being heard by the calling party		
231	Six (6) wire headset interface, for receive audio, talk audio and handset off hook closure to indicated to radio console interface that the phone is active or inactive and that the talk audio is either routed to the radio or phone		
232	Window done allows operator to put away a window when not in use but does not close down any program or function		
233	Multiple colors for different buttons and functions to indicate button type and grouping		
234	Visual clock on screen indicating time in military format (clock must associate with the network time sync provider) and operate via NENA or NTP format		
235	Speaker must be available for hearing the rx audio of a phone conversation when headset is not in use. Upon activating the (headset or handset) the speaker goes mute		
236	All audio levels must be automatically controlled within standard ranges. Each associated audio may have a system adjustment to allow fine tuning of the audio levels		
237	Mouse and keyboard must be provided for backup of the touch screen if touch failure is encountered. The mouse and keyboard must have all the functions of the touch screen and visa versa – (KVM usage may be required feature)		
238	Positions may be configured as automatic call distribution or non-automatic call distribution		
239	Busy lamp field on equitable phone extensions as well as screens		
	Options that must be available but not incorporated		
240	Add VoIP caller to outbound conference call		
241	Connect (2) PBX networks together		
242	Add off premise extension phones (home, cell, etc.)		
	NG911 i3		
	Technology must adhere to all features, protocols and guidelines as adopted by NENA Standard i3 and as further refined by the State of Michigan upon adopting the final standards		
243	NG911 i3 (Next Generation 911) i3 functionality required as part of the future process <ul style="list-style-type: none"> • Integration to WWW for incoming IP device 911 calls with secure network access by allocated IP address and system name association • Integration to State of Michigan NG-i3 platform 		

Item	Description	C,D,E or M	Added Cost Y/N
	<ul style="list-style-type: none"> • IP tunneling provided when Michigan becomes NEXGEN compliant • Text message to cellular world or IP – SMS • Video file storage allocation to SAN system for video from cellular and or IP information • Network switch included and configured to NENA standards as approved today • Firewall feature installed and configured to NENA standards as approved today • Optional equipment offered today 		
244	SIP integration to local telco company – system features, diagram and equipment list and functionality		
245	List any functionality that your company has that is specific to your product and not available from other vendors. Describe your specific offerings in sufficient detail for evaluation of the option and why Genesee 911 should consider your company relative to another		
	Provide cost and concept to integrate to another PSAP for SIP integration and call routing. The interconnection path shall be multi-path for required redundancy and reliability.		
	Optional NG911 i3 – integration requirements – listed under optional pricing		
	Provide network integration to (2) dual fiber connections (bi-directional) applications for integrating additional PSAPs		
	Provide equipment and cost to add (1) PSAP as a slave to the system whereby the additional PSAP houses (5) CAMA trunks converted to SIP and (4) operator positions		
	All features provided in the above specifications must be available to the additional PSAP		
	Web-Based Statistical Display		
	Ability to graphically view the vital signs of the system from the PSAP floor		
	At a minimum this application must be able to display: queued calls, active calls, alarms on the system		
	Application must include an integrated map display showing incoming system calls with caller information		
	Integrated display map located on the PSAP floor showing all 911 calls from the lat/log callers location.		

8. EVALUATION OF PROPOSALS

Award Criteria

The most important criteria within the evaluation will be the County's sole opinion of the operational and functional ability of the equipment proposed as well as future expansion and integration to future systems (interoperability).

Contract award will be to the responsible Vendor that satisfies the criteria of the proposal with respect to functionality, operational aspects and price based upon an analysis by the following criteria:

- Satisfies user friendly, ergonomic and esthetic qualities desired by the County
- Conforms to physical (hardware and software) specifications
- Vendor's reputation with current and past users
- Availability of service and support
- Quality of service and support
- Potential for system growth
- Available options
- Compatibility with existing radio, telco, computer hardware and software systems
- Cost of the proposed equipment, training, and other items

Evaluation of the proposals is expected to be completed within 30 days after opening. An evaluation team composed of representatives of the County will evaluate proposals on a variety of quantitative and qualitative criteria set forth herein. The proposal selected shall provide the most desired approach that meets the County's requirements. The lowest price proposal will not necessarily be selected.

The Contract shall be awarded to the most favorable design and highest rated proposal deemed solely by the desires of the County evaluation committee. In determining the highest rated proposal, consideration will be given to several factors including but not limited to, favorable design and functionality, price, financial responsibility of the proposer, completion date, responsiveness to the specifications, and the experience of the County and other purchasers with the proposer.

The County also reserves the right to require modifications to initial proposals or to make partial or multiple awards. The County further reserves the right to excuse technical defects or irregularities in a proposal when, in the sole discretion of the County, such defect or irregularity is non-substantive or such excuse is beneficial to the County.

The County may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations to County personnel. The vendor representative(s) attending the oral presentation must be technically qualified to respond to questions related to the proposed system and its components as well as the financial and technical stability of the proposer.

The evaluation process will be scored in the following manner:

Proposal (40%)

- Has the vendor addressed the full intent of the RFP
- Has the vendor met the specifications listed within the RFP
- Vendor's willingness to work with the County and its agents to complete a fully functional and integrated 911 emergency telephone system including working with other vendors to integrate their systems to complete the implementation.

Contract Terms and Conditions (10%)

- The vendor's willingness to negotiate a contract, including payment terms, acceptable to the County. The number of exceptions taken to the County's terms and conditions will be noted and identified as to substance and acceptance.

Costs (35%)

- Costs are important, although the proposer with the lowest cost may not necessarily be awarded the contract.
- Annual costs for maintenance and support.

Vendor Experience and Resources (10%)

- Evaluation of references from past projects vendor has implemented
- Length of time vendor has been financially stable within the 911 Telecommunications business
- The ability to successfully install the system, indicated through previous installation of like kind within similar facilities.

Customer Support/Warranty and Maintenance (5%)

- Location of service agencies supporting the vendor's product, stability and responsiveness. Along with negotiated restore time for outages
- Experience and technical expertise of the vendor's support staff

Requirements:

1. Each bidder is required to submit a completed Exhibit A. **(LABEL AS "ATTACHMENT A")**
2. Each bidder is required to submit pricing on the required attachment. Pricing is to be valid for 90 days after the date of bid opening. **(LBELED "ATTACHMENT B")**
3. Each bidder is required to submit three (3) business references. **(LBELED "ATTACHMENT C")**
4. Each bidder is required to submit a Financial Statement. **(PLEASE LABEL "ATTACHMENT D")**
5. Each bidder is required to submit resumes/work experiences of each employee attached to this project. **(PLEASE LABEL "ATTACHMENT E")**
6. Each bidder is required to accompany their formal bid with a written sworn statement affirming they have not been a party to a collusive agreement. **(LBELED "ATTACHMENT F")**

The above information is required in order to accept your bid as complete; any bids received without the above information will be marked incomplete and rejected. The request below is required but will not be included in the determination of the bid award.

7. Business Information **(LBELED "ATTACHMENT G")**
8. Authorization Agreement for Automatic Payment Deposit Form. **(LBELED "ATTACHMENT H")**
This form may be submitted after award of the contract should your company be awarded this bid.

GENERAL INFORMATION:

1. ADDENDA: All additions, corrections or changes to the solicitation documents will be made by addenda only. Bidders shall not rely upon interpretations, corrections, or changes made in any other manner, whether by telephone or in person. Additions, corrections, and changes shall not be binding unless made by addenda. All addenda issued shall become part of the Agreement documents. Addenda will be sent to all known potential bidders by e-mail.
2. CONTACT INFORMATION: To receive these communications, possible bidders are asked to immediately send contact information by email to Frances Horgan, Bay County Purchasing Agent, at horganf@baycounty.net; failure to do so may limit your ability to submit a complete, competitive proposal.
3. TAX-EXEMPT STATUS: Bay County is a tax exempt entity. A tax exempt form will be provided to the successful bidder.
4. FOIA: All bids are confidential until the listed bid opening time and date; however, as a public entity, Bay County is subject to the Michigan Freedom of Information Act (FOIA). Information contained in proposals may be subject to FOIA requests.
5. RESPONSIBILITY: Bidders are solely responsible for ensuring their bid is received by the Bay County Purchasing Agent in accordance with the solicitation requirements, before the date and time specified in this Request, and at the place specified.

Deliveries made before the due date and time but to the wrong office will be considered non-responsive unless re-delivery is made to the office specified before the due date and time specified in this Request.

The Bay County Purchasing Agent shall not be responsible for any delays in mail or by common carrier or mistaken delivery. Delivery of bid shall be made to the Bay County Purchasing Agent, Bay County Building, 8TH Floor, Bay City, MI 48708.

6. INSURANCE: The Supplier shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the Supplier's service, whether such service be by himself or by any subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:
 - a. Worker's compensation insurance for claims under Michigan's Workers' Compensation Act or other similar employee benefit act of any other state applicable to an employee.
 - b. Employer's liability insurance, in conjunction with workers' compensation insurance, for claims for damages because of bodily injury, occupational sickness or disease or death of an employee when workers' compensation may not be an exclusive remedy, subject to a limit of liability of not less than \$100,000 each accident.
 - c. Motor vehicle liability insurance required by Michigan law including no-fault coverage for claims arising from ownership, maintenance or use of a motor vehicle with liability limits of not less than \$1,000,000 per occurrence combined single limit bodily injury and property damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.

- d. General liability insurance for claims for damages because of bodily injury or death of any person, other than the Supplier's employees, or damage to tangible property of others, including loss of use resulting by other specific liability insurance and are ordinarily insurable under general liability insurance, subject to bodily injury limits of not less than \$2,000,000 each occurrence and mandatory \$3,000,000 annual aggregate and property damage limits of not less than \$1,000,000 each occurrence; or combined bodily injury/property damage limits of not less than \$1,000,000 each occurrence, and \$2,000,000 annual aggregate.

Insurance required shall be in force throughout the contract and shall be written for not less than any limits of liability specified above. The Supplier has the responsibility of having any subcontractor comply with these insurance requirements. Certificates of insurance, acceptable to the County, shall be filed with the County prior to commencement of the project. These certificates shall contain a provision that coverages afforded under the policies will not be modified or canceled without 30 days prior written notice to the County.

The following wording shall appear on the certificates of insurance:

"It is understood and agreed that thirty (30) days advance written notice of cancellation, non-renewal, reduction, and/or material change in coverage will be mailed to Bay County."

Commercial general liability as described above shall include an endorsement stating the following shall be ADDITIONAL INSUREDS:

"It is understood and agreed that the following shall be additional insureds: The County of Bay including all elected and appointed officials, all employees and volunteers, all boards, commissions and/or authorities and their board members, employees, and volunteers"

This coverage shall be primary to the additional insureds, and not contributing with any other insurance or similar protection available to the additional insureds, whether said other available coverage be primary, contributing, or excess.

SUB-CONTRACTORS: If the Supplier should subcontract any part of the project to a third party, Supplier shall ensure that such third party shall carry similar insurance before commencing work. Upon County or owner's request, Supplier shall promptly furnish evidence of insurance for any such third party doing work for or under Supplier.

All coverages shall be with insurance carriers licensed and admitted to do business in Michigan.

7. COST OF DEVELOPING PROPOSAL: The Respondent shall be responsible for all costs incurred in the development and submission of this response. The County assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a response by a Respondent, the evaluation of an accepted response, or the selection of finalists. The County shall not be contractually bound until the County and the successful Respondent have executed a written contract for performance of the work. The bidder may not begin any part of this project until the signed contract is received.

8. PROPOSAL DELIVERY: Proposals must be returned no later than **January 30, 2013 @ 10:00 A.M.** in a sealed envelope clearly marked "**Genesee County 911 Project 11-0332-02 911 Telephone System**" --- **Deliver to the Purchasing Office immediately.** The same should be mailed or hand delivered to the Bay County Purchasing office, Bay County Building, 8th Floor, Bay City, Michigan 48708. The County will not accept proposals sent by FAX machine or E-mail.
9. NON-DISCRIMINATION: In the performance of the bid, bidder agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental disability. Bidder further agrees that every contract or subcontract entered into for the performance of this bid will contain a provision requiring non-discrimination in employment, as here specific, binding upon each Supplier or sub-Supplier. This covenant is required pursuant to the Elliot-Larsen Civil Rights Act (MCL 37.1201 et seq.) or the Michigan Persons with Disabilities Civil Rights Act (MCL 37.1101 et seq.) And any breach of this provision may be regarded as a material breach of the contract or subcontract.
10. BID OPENING: There will be a public bid opening on January 30, 2013 at 10:00 a.m. in the Bay County information Systems Department conference room located in the Bay County Building, 8th Floor, 515 Center Avenue, Bay City, Michigan. All bidders are invited to attend and hear the proposals read.
11. BID REJECTION/ACCEPTANCE: The County reserves the right to accept or reject any or all bids, to waive any irregularities and to make the final determination as to the best low qualified bid.
12. AWARD: In the event the bid is awarded directly by the Finance Officer, a Notice of Intent to Award will be used to notify all bidders of his intent to award the bid to the vendor providing the best value to the County. If a bidder disagrees with this intent, the bidder may obtain from the Purchasing Office, a bid protest form, which must be completed and returned to Frances Horgan, Bay County Purchasing Agent, Bay County Finance Department, 8th Floor, Bay County Building, 515 Center Avenue, Bay City, MI 48708-5128, (989) 895-4037 within ten (10) working days from the date of the notice of intent to award.
13. Any questions shall be submitted via email no later than January 11, 2013 5:00 PM EST, questions received after this date or any other medium will be disregarded and will not receive a response. Written responses will be provided to all known vendors by January 18, 2013. Any questions or clarification to this bid will be directed to:

Frances Horgan
Purchasing Agent
Bay County
horganf@baycounty.net

14. ADA Assistance: The County of Bay will provide necessary and reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered, to individuals with disabilities upon two days' notice to the County of Bay. Individuals with disabilities requiring auxiliary aids or services should contact the County of Bay by writing or calling:

Michael Gray, Assistant County Executive for Administrative Services
Office of the Bay County Executive
Bay County Building,
515 Center Ave
4th Floor, Suite 401
Bay City, MI 48708-5128
(989) 895-4130
(989) 895-4049 TDD

Frances Horgan, Purchasing Agent
Bay County Recreation and Administrative Services Department
Bay County Building
515 Center Ave
8th Floor
Bay City, MI 48708-5128
(989) 895-4037
[Email: horganf@baycounty.net](mailto:horganf@baycounty.net)

This proposal process will be conducted in conformity with the Bay County Purchasing Policy.

EXHIBIT A QUESTIONNAIRE

BID SUMMARY

EQUIPMENT & INSTALL (LINE ITEM) PRICING SCHEDULE

Pricing (Line Item) Format: Proposer is encouraged to provide as much detail as they feel will allow the evaluators optimum knowledge and understanding of the items and concepts proposed. Provide a detailed cost breakdown by line item for the related product or service.

Pricing Schedule is divided into (2) parts – **(1) primary pricing information for single PSAP**
(2) optional SIP/multi-agency integration for (2 or more) PSAPs

Item	Description “Examples”	Qty	Individual Cost	Extended
1	E911 – Phase I, II, III and NG911 i3 Compliant , Telephone CPE (central server & electronics)	1	\$	\$
2	Dispatch Positions – PC, keyboard, mouse, interface, etc	10		
2a	Concurrent software seat licenses	10		
2b	Backup positions in basement – PC, keyboard, mouse, interface, etc. – Located in EOC utilizing the primary software seat licenses when activated if possible)	6		
2c	Backup – concurrent software seat licenses	6		
3	Radio System interface – audio	8		
4	Spare (critical) card set (list contents)	1 set		
5	Touch Screen Monitors (19”)	16		
6	Handset interface – (List manufacturers that have be interfaced with successfully)	9		
7	TDD interface and operation	16		
8	911 trunks – VoIP – Wireline – Wireless on all trunks – existing trunks are CAMA	10		
9	Admin trunks – POTS lines – with associated hunt groups	10		
10	Interface to (2) ISDN PRI telco networks	2 sets		
11	N/C			
12	FXS-FXO admin interface extensions – replacing existing Meridian PBX	12		
	<i>Admin phone instruments (full sized w/30 buttons)</i>	4		
	<i>Admin phones with limited functionality</i>	4		
	<i>Conference phones</i>	2		

	<i>Fax interface (2) locations</i>	2		
13	Speed Dial Icons	150		
14	One Button Transfers	75		
15	Control cables from CEP to Positions approximately 100'	2 ea.		
16	Grounding and bonding	1 set		
17	Radio/telephone instant recall recorder interface to radio console	9		
18	Telephone instant recall recorder for positions with 911 calltaker only	6		
19	Installation of entire system	1		
20	Dispatcher – Calltaker training	34		
21	Administrative training	6		
22	Temporary staging of existing systems	1		
		Total		
Maintenance and Support Options				
23	3 year support/maintenance – vendor to perform all services and programming – remote and/or on site requests	3 yrs		
24	3 Years support/maintenance - vendor to provide remote support – all on site services and programming will be provided by Genesee 911 IT personnel	3 yrs		
(2) Optional – NG911 i3 “Virtual Consolidation”				
25	Upsize servers to handle an additional (30) workstations located in adjacent PSAPs	1 set		
26	Software enhancements for additional PSAPs	1 set		
27	Hardware enhancements (switches, routers, fiber connections, etc) for integrating to adjacent PSAPs	1 set		
28	Workstation position licensing for adjacent PSAPs	3		
29	SIP connection and routing of SIP circuits to servers for the additional PSAP	1		
30	System Implementation for the network, backbone, backhaul interface, 3 rd party interfaces (install)	1		
31	NEXGEN integration and operational (list all	1 system		

	components required to implement this feature) example = Software – Network Switch Type – Firewall Type – etc.			
32	Interface to Intrado’s – “Great Migration” System	1		

MAINTENANCE & SUPPORT

First Year	\$ _____
Second Year	\$ _____
Third Year	\$ _____
Forth Year	\$ _____
Fifth Year	\$ _____

WARRANTY INFORMATION:

Please provide any warranties for this system:

REFERENCES

1	Customer Name:	Contact Name:	Contact Title:
Address:			Phone Number:
_____			Fax Number:
_____			How long have you had this account?

2	Customer Name:	Contact Name:	Contact Title:
Address:			Phone Number:
_____			Fax Number:
_____			How long have you had this account?

3	Customer Name:	Contact Name:	Contact Title:
Address:			Phone Number:
_____			Fax Number:
_____			How long have you had this account?

FINANCIAL STATEMENT

RESUMES/WORK EXPERIENCE

CERTIFICATION

The individual signing below certifies:

1. That he or she is are fully authorized to submit this bid, including all assurances, understanding and representations contained within it which shall be enforceable as specified.
2. The individual has been duly authorized to act as the official representative of the bidder, to provide additional information as required and, if selected, to consummate the transaction subject to additional, reasonable standard terms and conditions presented by County.
3. This proposal was solely developed and prepared without any collusion with any competing bidder or County employee.
4. The content of this proposal has not and will not knowingly be disclosed to any competing or potentially competing bidder prior to the proposal opening date, time, and location indicated.
5. No action to persuade any person, partnership, or corporation to submit or withhold a bid has been made.

Signature: _____

Print Name: _____

Title: _____

Company Name: _____

Company Address: _____

Phone Number: _____

Fax Number: _____

E-mail Address: _____

Date: _____

BUSINESS INFORMATION

Federal ID#: _____ Incorporated: Yes No

Name:

DBA:

Contact Person Email:

Contact Person Phone: _____

Contact Person Fax: _____

Address:

Payment Address:

To receive purchase orders electronically please provide an email address:

**PLEASE NOTE: A completed W-9 form is required before Set Up requests will be processed.
Incomplete forms will not be processed.**

AUTHORIZATION AGREEMENT FOR AUTOMATIC PAYMENT DEPOSIT

The below listed company (COMPANY) sells goods and/or services to Bay County located in Bay City, Michigan. Bay County desires to make payments for such goods and/or services electronically through the ACH Network. COMPANY agrees to grant such flexibility.

Therefore, COMPANY hereby (1) authorized Bay County to make payments for goods and/or services by ACH, (2) certifies that it has selected the following depository financial institution, and (3) directs that all such payments be made as provided below:

Please Print/Type

Name: _____

Company Contact: _____

Phone Number: _____

Email Address: _____
Please provide an email address to receive deposit advice

Financial Institution Name: _____

Financial Institution Address: _____

Account Type: _____ Checking _____ Savings

Bank Routing Number (contact your bank for this number): ____ - ____ - ____ - ____ - ____ - ____

Account Number: _____

COMPANY understands that you (Bay County) will verify the information provided above and, in the absence of a discrepancy or other unusual circumstances will begin the direct deposit of payments for goods and/or services within 15 days of your receipt of this form.

In the event of a discrepancy, COMPANY understands that COMPANY will be required to provide corrected information by completing a new form.

COMPANY acknowledges and agrees that the terms and conditions of all agreement with Bay County concerning the method and timing of payments for goods and/or services shall be amended as provided herein.

Company will give thirty (30) days advance written notice to Bay County of any changes in depository financial institution or other payment instructions.

Authorized Signature: _____

Date: _____

The authority granted by me on this form is to remain in full force and effect until you have received written notification of its termination in such a time and in such a manner as to afford you and my Financial Institution a reasonable opportunity to act on it.

COMPANY hereby discharges Bay County from all liability whatsoever for any actions taken by Bay County in accordance with the above request and authorization.