

# Great Lakes Bay 911 Consortium

Next Generation 9-1-1 Call Handling System - Request for Proposal

## Great Lakes Bay 911 Consortium Next Generation 9-1-1 Call Handling System

REQUEST FOR PROPOSAL  
Release Date: June 13<sup>th</sup> 2014

*Proposal Due Date: July 21<sup>st</sup>, 2014 at 11:00 a.m. local time*



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## 1. Information to Vendors

### 1.1. Project Identification and Scope

This Request for Proposal (RFP) encompasses the installation and maintenance services for the Great Lakes Bay 911 Consortium Next Generation 9-1-1 call handling system. Great Lakes Bay 911 Consortium (hereinafter referred to as "GLB") invites all qualified Vendors to submit a proposal. The GLB presently consists of Bay, Midland and Tuscola County 911 operations and is subject to new members as stated by their intergovernmental agreement.

Through this RFP, GLB is seeking a qualified Vendor to migrate existing legacy call handling equipment onto a next generation 9-1-1 call handling platform that will easily accommodate present and future growth requirements of the consortium and provide Enhanced 9-1-1 (E911) service for 9-1-1 calls originating from wireline, wireless, IP-based telephones, as well as Next Generation services, i.e. *text, multimedia and telematics*. The NG9-1-1 capabilities of the Customer Premise Equipment (CPE) must be in accordance with National Emergency Number Association (NENA) standards for next-generation services.

GLB is seeking proposals to provide and install new NG9-1-1 CPE and an associated IP-based administrative telephone system or a hosted solution or a hybrid configuration. The goal of the project is to position these Public Safety Answering Points (PSAPs) for the next generation of Enhanced 9-1-1 (NG9-1-1) voice and data delivery through the establishment of a robust private 9-1-1 Internet Protocol (IP) network and implement solutions to efficiently pass call and GIS data to dispatching entities.

The goal of the GLB is to provide the most efficient and reliable NG9-1-1 service in a timely manner and within the proposed budget. The NG9-1-1 solution should also include a mapped ALI software that works with ESRI shape files

### 1.2. Issuing Association

**Great Lakes Bay 911 Consortium as an association, only. The members of GLB are assuming no individual liability or obligations in this Project.**

### 1.3. Contact Information

**Dale Klimmek  
dale@klimmektech.com**

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Any contact with GLB regarding this RFP must be forwarded through the above defined contact only. Vendor who seeks information, clarification or interpretations from any other GLB employee may be excluded from the RFP process.

## **1.4. Pre-Proposal Conference and Bid Openings**

A pre-proposal conference and bid opening will be held for this project as listed in the important dates section of this document and will held at the County of Bay located at 515 Center Ave 8<sup>th</sup> Floor Street, Bay City, Michigan, we will also travel to other locations as listed in this document and additional onsite visit are welcomed and must be scheduled through Dale Klimmek. GLB request that all Vendors' visits be supervised by a GLB representative. It is necessary for Vendors to inform themselves of the conditions under which work is to be performed, the site of the work, the structures, the obstacles that may be encountered and all other relevant matters concerning the work to be performed. The Vendor, if awarded the contract, shall not be allowed any extra compensation because of a failure to have informed self, prior to submitting the proposal.

## **1.5. Vendor Questions and Inquires**

It is the responsibility of the Vendors to read and understand all parts of the RFP. All correspondence should be email to Dale Klimmek at dale@klimmektech.com. Questions received after the date/time specified in the important dates of this document, will not be considered. Only questions answered by formal written addenda shall be binding and no oral interpretations will be given. If the Vendor's response is incomplete, or does not follow all RFP instructions, or does not meet specifications of any part of the RFP document, that Vendor's response may be rejected with no penalty to GLB.

## **1.6. Submittal of Proposal**

All proposals must follow the format of the Vendor RFP Response Form. All responses must be delivered to County of Bay at the Bay County Building located at 515 Center Ave., 7th Floor, Bay City, Michigan. ATTN: Frances Moore, Purchasing Agent, not later than 11:00 a.m. local time in Bay City, MI on the date defined in Important Dates section of this document. Proposals arriving after the deadline will be rejected and returned to senders. Proposals and accompanying documents arriving before the deadline will become the property of the GLB Authority and may not be returned unless a written request to withdraw the proposal is received before the response due date and time, RFP responses may then be returned at the Vendor's expense.

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All bids are confidential until the listed bid opening time and date; however, as a public entity, GLB members are subject to the Michigan Freedom of Information Act (FOIA). Information contained in proposals may be subject to FOIA requests.”

Vendors assume the risk of the method of dispatch chosen. The GLB assumes no responsibility for delays caused by the U.S. Postal Service or other delivery services. Postmarking by the due date will not substitute for actual proposal receipt by GLB. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor. Proposals may not be delivered by facsimile or other electronic means.

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package that can be considered independently of any other proposal from the same Vendor.

Proposals must be submitted in a sealed envelope with the labeled as follows:

Address to: Frances Moore

Purchasing Agent and Housing Rehabilitation Coordinator

County of Bay

515 Center Ave., 7th Floor

Bay City, MI 48708

Label as: Sealed Bid Enclosed for:

Call Handling System for Great Lakes Bay 911 Consortium

RFP GLB2014-1

Submitted by: Vendor Name

By submitting a proposal, the Vendor is acknowledging that GLB will have no legal obligation to the Vendor until there is a written contract signed by the parties.

## **1.7. Important Dates**

Times listed are local time for Bay City, MI

- ✓ Release Date: June 13, 2014
- ✓ Vendor Walk Through June 26, 2014
  - Bay County 9:00 a.m.
  - Midland County 11:00 a.m.
  - Tuscola County 2:30 p.m.
- ✓ Closing Date for Questions: 4:00 p.m. July 3, 2014

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- ✓ Last Day for Issue Addenda: 4:00 p.m. July 10, 2014
- ✓ Proposals Due: 11:00 a.m. July 21 2014
- ✓ Public Proposal Opening 11:00 a.m. July 21, 2014
- ✓ Vendor Presentations July 29 and 30, 2014

## **1.8. Terminology**

The term “RFP” refers to this Request for Proposal document.

The terms “Project,” “Solicitation,” and “Agreement” refer to the project described in this RFP and for which proposals are being solicited.

For the purpose of this RFP, the terms “contractor,” “vendor,” and “respondent” are used interchangeably.

Any statement in this document that contains the word “must” or the word “shall” requires mandatory compliance. Failure of the Vendor to comply may be cause for rejection of the proposal or cancellation of the contract.

Technical terms used in this RFP are intended to follow industry conventions. Respondents should request clarification of terms whenever there is uncertainty as to the exact meaning.

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## 2. Vendor Information and Qualifications

### 2.1. Required Contact Information

At a minimum, the respondent must provide the name, office address and telephone number for each of the parties below. The respondent should also provide fax numbers and/or e-mail addresses.

#### 2.1.1.1 PRINCIPALS

Provide the names of Company principals or corporate officers.

#### 2.1.1.2 CONTRACT EXECUTIVES

List executive(s) that will be the contract authority for the project described in this RFP. This person must also be the point of contact for questions regarding the submitted proposal.

#### 2.1.1.3 ACCOUNT EXECUTIVES

List executive(s) that will be responsible for managing the business relationship between the respondent and GLB.

#### 2.1.1.4 PROJECT MANAGER

List the Person(s) that will be responsible for the project management of the implementation of the system(s).

#### 2.1.1.5 SALES ENGINEER

List the person(s) who will be responsible for the technical response in the proposal and the overall system design.

### 2.2. Subcontractors

The respondent shall provide names, addresses, and contact information (as above) for each subcontractor to be employed in the execution of the contract. Include a brief background on each subcontractor involved, description of the subcontractor's activities, and three references of work similar to that which they would be performing as subcontractor on this project.

### 2.3. Vendor Background Information

Provide the following information:

- a. Parent Company (if applicable):
- b. Organizational Type/Structure:
- c. State of incorporation:

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- d. Federal Identification Number:
- e. Business License Number
- f. Vendor Experience:
  - 1. Years company in business in the state of Michigan:
  - 2. Years firm has represented the equipment manufacturer:
  - 3. Number of systems installed by the proposing office, same model:
  - 4. Other products/manufacturers represented:
  - 5. Additional background information (optional):

## **2.4. Manufacturer's Background Information**

Provide the following information on all proposed manufactures

- a. Years in business
- b. Filed for any type of bankruptcy protection
- c. Years manufacturing proposed system

## **2.5. Manufacturer's Continuity Letter**

The Vendor shall provide a letter of continuity from the manufacturer of the proposed NG 9-1-1 system, addressed to GLB. The letters shall guarantee full service and support for GLB in the event of the Vendor's failure or discontinuation of the product by the manufacturer. The commitment must be effective for at least seven years and must include local availability of all software, hardware, parts, service, and support. The letter must be on the manufacturer's letterhead and signed by an authorized representative, and be included with the RFP Response Form.

## **2.6. Project Team Information / Certification**

The proposal must include a list of the proposed project team members, including the local technical staff available for on-site service work after the installation. The list shall include the title, role and responsibility for each team member and any pertinent certifications they have obtained. Specific roles that should be itemized include the project manager, the system designer, the system database developer, the system database programmer, the trainer, the installer/technician, and any engineers used during design and implementation. Normal location refers to where the individual's office is and whether travel expenses may apply to future (post-project) work.

A copy of the resume of the Project Manager, the lead Sales Engineer, and the Lead Maintenance Technician assigned for post-installation support shall be submitted as part of the proposal.

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## **2.7. Number of References**

The respondent must provide at least three (3) references with similar size and scope of this RFP.

## **2.8. Reference Qualifications**

The references provided must have had the system installed within the past 36 months.

## **2.9. Reference Information**

Company name, contact name, mailing address, and telephone number must be provided for each reference.

A brief description of the size and the type of system to demonstrate the relevance of the reference must be provided for each reference.

## **2.10. Additional Information**

The GLB reserves the right to request and/or obtain additional information as required.

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## 3. Form and Content of Proposals

### 3.1. *Legibility and Organization*

Proposals must be typed or printed, must be written in English and must be legible and reasonably organized. Pages must be consecutively numbered. Proposals must be bound.

### 3.2. *Completeness of Response*

Vendors must include responses to all of the provisions and items of this RFP using the RFP Response Form. To be considered responsive, the Vendor must submit a complete proposal that satisfies all requirements stated in this RFP.

### 3.3. *Abbreviated Responses*

Simple concurrence or acknowledgement to items not needing a specific Vendor statement may be used. However, simple concurrence or acknowledgement of items that do require a specific Vendor statement, explanation, or supporting materials may be considered non-responsive.

### 3.4. *Vendor Responsible for Completeness of Response*

Before submitting proposals, each Vendor is requested to carefully consider the amount, character, and timeline of the work to be done as well as the difficulties involved in its proper execution. The Vendor shall include in the proposal all costs deemed necessary to cover all contingencies essential to successfully procuring, installing and maintaining the GLB's communication systems. Any cost not specifically itemized in the proposal shall not be incurred unless specifically agreed upon, in writing. No claims for compensation shall be considered or allowed for extra work resulting from ignorance of any existing conditions on the part of the Vendor.

### 3.5. *Problem Resolution Escalation Information*

The Vendor must provide a problem resolution escalation chart or a list indicating the order of contacts to be made in efforts to resolve all issues or problems with any aspect of the contract conditions.

### 3.6. *Copies*

Please provide four (4) copies of the vendor proposal and one (1) electronic format copy of the proposal for this RFP.

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## **3.7. Bid Bond**

A bid deposit of 5% of the total bid will be required with the submission of the proposal. This must be in the form of a bid bond, certified check, treasurer's or cashier's checks in equal amounts issued to GLB, care of the Midland County Central Dispatch Authority as GLB's agent.

## **3.8. Signatures**

Each hard copy of the proposal shall contain an original signature by a duly authorized representative who may legally bind the company.

- a. Corporations: Signature of official shall be accompanied by a certified copy of the resolution of the Board of Directors authorizing the individual signing to bind the corporation.
- b. Partnerships: Signature of one partner shall be accompanied by a certified copy of the power of attorney authorizing the individual signing to bind all partners. If the proposal is signed by all partners, no authorization is required.
- c. Individual: No authorization is needed.
- d. All manual signatures must have the name typed (or inserted by word processing) directly under line of signature and each signature must be witnessed.

## **3.9. Liability Insurance**

Vendor shall maintain in full force and effect during the term of the Contract the insurance described in this section. The insurance policies shall name GLB and its consortium members as an additional insured and copies of certificates shall be provided to GLB before commencing performance of the contract. The minimum acceptable limits shall be as indicated below for each of the following categories:

- a) Commercial General Liability covering the risks of bodily injury (including death), property damage, personal injury, and advertising injury, which includes coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;
- b) Business Automobile Liability (owned, hired, or non-owned) covering the risks of bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of not less than \$1 million per accident.

## **3.10. Performance and Payment Bond**

Prior to the execution of a contract, the Vendor shall furnish to GLB a performance and payment bond for this project in the amount of one hundred percent (100%) of the contract amount covering the faithful performance of the Contract and the

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payment of all obligations arising there under. Said bond shall be secured through a recognized surety company licensed to do business in the State of Michigan and may be obtained through the Vendor's usual sources. Performance, labor, and material bond in the full amount of the proposal will be required of the successful Vendor. Cost of same shall be included in the proposal.

### **3.11. Proposal Format**

It is essential that GLB be able to easily match a Vendor's response with this RFP's requirements for information. Where asked, indicate compliance and/or note any exceptions to the requirements and provide responses to the listed questions. Proposals must be submitted on 8½ by 11 inch paper in standard binders. Foldouts for charts, tables, spreadsheets, and single line diagrams are acceptable. Pre-printed materials, such as brochures or technical documents, may be included, but should be placed within the binders whenever possible. Electronic copies of brochures, pre-printed technical documents, and blank contract agreements are not required.

Failure to provide a complete response may be grounds for rejection. Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, and clarity of content. Elaborate or unnecessarily lengthy documents are discouraged. In addition, non-requested information unrelated to the specific proposed solution, such as marketing or customer write-ups, is discouraged.

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## 4. RFP and Proposal Terms and Conditions

### 4.1. *Right to Withdraw Proposals*

Proposals may be withdrawn by the Vendor at any time before notification that the Vendor has been selected. If the Vendor withdraws after selection but before signature of the Contract for any reason, the 5% bid bond will be forfeited.

### 4.2. *Right to Reject/Accept Proposals*

The GLB reserves the right to accept any proposal or, at its discretion, reject any or all proposals for whatever reason it deems appropriate, even after notification to the Vendor that it has been selected, but prior to the execution of a binding contract. GLB reserves the right to accept all or any part of a Vendor's proposal.

### 4.3. *Right to Modify Proposals*

With the concurrence of the Vendor, GLB reserves the right to modify minor irregularities in proposals received. The GLB also reserves the right to modify a Vendor's proposal(s) to change the quantities of equipment or features to be furnished in order to reflect changes that may have occurred after release of the proposal.

If discrepancies between sections or other errors are found in a proposal, GLB may reject the proposal; however, GLB may, at its sole option, correct any arithmetical error in extended price calculations or in the addition of line items. Vendors are responsible for all errors or omissions in their proposals, and any such errors or omissions shall not serve to diminish their obligations to GLB. Any arithmetical errors GLB reserves the right to accept or reject the adjustment.

### 4.4. *GLB Not Responsible for Proposal Expenses*

Receipt of a proposal does not obligate GLB to pay any expenses incurred by the Vendor in the preparation of its proposal or obligate GLB in any other respect.

### 4.5. *GLB Right to Modify Specifications*

GLB reserves the right to modify the specifications contained herein at any time during the proposal period. No modification or interpretation of the specifications other than through the issuance of addenda shall be binding upon GLB. Vendors must notify GLB as soon as possible of any omissions or errors in the specifications so corrective addenda may be issued.

### 4.6. *Alternatives to Specification*

Alternatives to the specification are encouraged and will be reviewed and evaluated, but only if they are in addition to, and not in place of GLB's stated requirements.

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Any exception must be clearly specified as such and GLB reserves the right to reject any proposal that does not comply with this instruction.

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package that can be considered independently of any other proposals from the same Vendor.

## **4.7. Clarifications**

GLB reserves the right to obtain clarification of any point in a Vendor's proposal or to obtain additional information necessary to properly evaluate a proposal. Failure of a Vendor to respond to a request for additional information or clarification may result in rejection of the Vendor's proposal. GLB's retention of this right shall in no way reduce the responsibility of Vendors to submit complete, accurate and clear proposals.

## **4.8. Guarantee**

The Vendor shall guarantee for the life of the contract field support, maintenance, and preventative maintenance as necessary to protect the GLB from the interruption of the communication system. GLB further expects the Vendor will regularly conduct marketing sessions with GLB on the industry and product developments relevant to the systems installed.

## **4.9. Restricted Communications**

During the period from publication of this RFP until contract is awarded, all questions regarding the RFP, the Contract, or any aspect of this project shall be directed to specific points of contact (see Contact Information selection of the document) at GLB. Conversations with persons other than designated contacts about any aspect of the RFP, proposal, contract, or project may be ground for rejection of the respective proposal.

## **4.10. Distribution of Questions and Answers**

All addendums will be posted on the website where this document was procured from

## **4.11. Confidentiality/ Publicity**

All materials received relative to this RFP will be kept confidential until the agenda for a contract award is filed with GLB, at which time all materials received may be available to the public. GLB will attempt to protect legitimate trade secrets of any Vendor. Examples of trade secrets would be unpublished descriptions of proprietary aspects of the systems proposed. Any proprietary information contained in the proposal must be designated clearly and should be labeled with the words

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“Proprietary Information.” Marking the entire proposal proprietary may result in the rejection of the proposal.

Vendors should be aware that GLB is required by law to make its records available for public inspection, with certain exceptions. It is GLB’s belief that this legal obligation would not require the disclosure of proprietary, descriptive literature that contains valuable designs, drawings, or documentation. However, the Vendor, by submission of materials marked “Proprietary Information,” acknowledges and agrees that GLB shall have no obligation or liability to the Vendor in the event that either is required by a court of competent jurisdiction to disclose these materials.

All proposals become the property of GLB upon receipt.

## **4.12. RFP, Proposals and Acceptance Do Not Obligate**

The parties agree that they will not consider either distribution of this RFP, or receipt of Vendors’ proposal(s) by GLB or even notification of bid acceptance by GLB, as an obligation or commitment by the GLB to either purchase equipment from the Vendor or to enter a contractual agreement. Rather, the parties understand that GLB will have no binding obligation until it signs the Contract approved by its legal counsel.

## **4.13. Use of Information**

GLB reserves the right to use any or all design ideas or concepts presented in any proposal submitted in response to this RFP regardless of whether the ideas or concepts are contained in the winning proposal. This right shall exist even if the proposal states otherwise.

## **4.14. Evaluation Committee**

A proposal evaluation committee will be formed to determine the proposal that is in the best interest of GLB.

## **4.15. Preliminary Evaluations**

The first round of proposal evaluations will reject all proposals that fail to meet the mandatory requirements of the RFP or in any way demonstrate gross inability of the Vendor to deliver the quality of materials and services required.

## **4.16. Weighted Preliminary Evaluation Criteria**

The following primary evaluation criteria have been identified and are shown below. . GLB will initially check the proposals to validate that all information required to conform to this RFP is included. Absence of required information will be cause for rejection. GLB will then evaluate the proposals for performance requirements compliance and technical merit. Proposals deemed acceptable will be reviewed to establish life cycle costs.

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Under the evaluation committee's discretion, GLB may select a group of Vendor finalists that may be asked to present and demonstrate the products and services included in their proposal. Such demonstration must address the system operating the same hardware and software version as proposed. Each finalist will be afforded approximately 3 hours for its presentation, which should include a product demonstration, at a mutually agreeable location, and an overview of the Vendor's ability to meet GLB's requirements. Vendors must be prepared to show how any of the individual features of the system work, and that they in fact operate as GLB requires.

A contract shall be awarded to the most responsible and responsive Vendor based upon, but not limited to, the following criteria:

1. The quality of the system(s) proposed, conformity with technical specifications, ease of operation, ease of servicing and conformance to NENA standards.
2. The ability, capacity and skill of the Vendor to provide the goods and services required. This includes the character, integrity, reputation, judgment, experience and efficiency of the Vendor, including the quality of the proposal document and the Vendor's performance on similar contracts.
3. The capital (purchase) cost and life cycle costs for all products and services considered or proposed.
4. Support issues such as training, maintenance capabilities, and service and maintenance issues, including capacity, capability and future options.
5. Additional system functions or capabilities beyond the specified requirements, but pertinent to GLB's use of the system, to meet the best interests of the GLB.

#### **4.17. Debriefing of Unsuccessful Proposers**

Upon request, a debriefing conference may be scheduled with an unsuccessful Proposer at the Vendor's request and in GLB's sole discretion. The request for a debriefing conference must be received by the GLB within three (3) business days after the Notification of Unsuccessful Vendor notification e-mailed to the Vendor. The debriefing will be held within five (5) business days of the request.

Discussion will be limited to a critique of the requesting Vendor's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour. By requesting and/or participating in this process, the Vendor is waiving and releasing any claim that it might have the GLB or its agents or members acted in any improper manner in the award of the bid and contract.

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## **4.18. Minority Subcontractors and Suppliers**

Vendors are urged to utilize the services of minority subcontractors and suppliers where possible in the pursuance of this project.

## **4.19. Michigan Products**

All Vendors, their subcontractors, and suppliers shall utilize Michigan made products whenever possible where price, quality and performance are equal to or better than non-Michigan products.

## **4.20. Non-Discrimination Clause**

State of Michigan funds may be used in this project. Therefore, in connection with the performance of work under this contract, the design/contractor agrees as follows:

- a. The Vendor will not discriminate against any employee or applicant for employment because of race, religion, color, national origin, age or sex. The design/contractor will take affirmative action to insure that applicants are employed and that employees are treated during employment, without regard to their race, religion, color, national origin, age or sex. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
- b. The Vendor will, in all solicitations or advertisements for employees placed by or on behalf of the Vendor; state that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, or "sex."
- c. The Vendor or his collective bargaining representative will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representative of the design/contractor's commitments under this section.
- d. The Vendor will comply with all published rules, regulations, directives, and orders of the Michigan Civil Rights Commission relevant to Section 4, Act No. 251, Public Acts of 1955, as amended, which may be in effect prior to the taking of proposals for any individual state project.
- e. The Vendor will furnish and file compliance reports within such time and upon such forms as provided by the Michigan Civil Rights Commission; said forms may also elicit information as to the practices, policies, program, and employment statistics of each subcontractor as well as the design/contractor himself, and said design/contractor will permit access to his books, records, and accounts by the Michigan Civil Rights Commission, and/or its agent, for

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purposes of investigation to ascertain compliance with this contract and with rules, regulations, and orders of the Michigan Civil Rights Commission relevant to Section 4, Act No. 251, Public Acts of 1955, as amended.

- f. In the event that the Civil Rights Commission finds, after a hearing held pursuant to its rules, that a Vendor has not complied with the contractual obligations under this agreement, the Civil Rights Commission may, as part of its order based upon such findings, certify said findings to the Administrative Board of the State of Michigan, which Administrative Board may order the cancellation of the contract found to have been violated, and/or declare the design/contractor ineligible for future contracts with the state and its political and civil subdivisions, departments, and officers, and including the governing boards of institutions of higher education, until the design/contractor complies with said order of the Civil Rights Commission. Notice of said declaration of future ineligibility may be given to any or all of the person with whom the design/contractor is declared ineligible to contract as a contracting party in future contracts. In any case before the Civil Rights Commission in which cancellation of an existing contract is a possibility, the design/contracting agency shall be notified of such possible remedy and shall be given the option by the Civil Rights Commission to participate in such proceedings.
- g. The Vendor will include, or incorporate by reference, the provisions of the foregoing paragraphs in every subcontract or purchase order unless exempted by the rules, regulations or orders of the Michigan Civil Rights Commission,\*\* and will provide in every subcontract or purchase order that said provisions will be binding upon each subcontractor or seller.
- h. Section 3a (a), Act No. 344, Public Acts of 1965, as amended by Act No. 349, Public Acts of 1966, reads: "It is an unfair employment practice:"(a) For any employer, because any individual is between the ages of 35 and 60, or because of the sex of any individual, to refuse to hire or otherwise to discriminate against him with respect to hire, tenure, terms, conditions or privileges of employment. Any such refusal to hire or discrimination shall not be an unfair employment practice if based on law, regulation, the requirements of any federal or state training or employment program or on a bona fide occupational qualifications and except in selecting individuals for an apprentice program or an on-the-job training program intended to have a duration of more than 4 months."
- i. Except for those subcontracts 1) for goods or services in any amount of less than \$5,000.00; 2) entered into with parties employing less than three employees.
- j. b) For all state contracts for goods or services in an amount of less than \$5,000.00, or for contracts entered into with parties employing less than

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three employees: The Contractor, pursuant to the requirements of Act No. 251, Public Acts of the State of Michigan of 1955, and as amended by Act No. 344, Public Acts of 1965 and act No. 349, Public Acts of 1966, agrees not to discriminate against any employee or applicant for employment, to be employed in the performance of this contract, with respect to his hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of his race, color, religion, national origin, ancestry, age or sex. The Contractor further agrees that every subcontract entered into from the performance of this contract will contain a provision requiring nondiscrimination in employment, as herein specified, binding upon each subcontractor. Breach of this covenant may be regarded as a material breach of the contract.

## **4.21. Unfair Labor Practice**

- a. Public Act No. 278 of 1980 prohibits the State of Michigan from awarding a Contract or Subcontract to an employer who has been found in contempt of court by a Federal Court of Appeals, on not less than three (3) occasions involving different violations during the preceding seven (7) years, for failure to correct an unfair labor practice as prohibited by Section 8 of Chapter 372 of the National Labor Relations Act, 29 U.S.C. 158.
- b. An employer who has a Contract with the State of Michigan may not, in relation to that Contract, Subcontract with such as employer.
- c. The State of Michigan may rescind the Contract if the name of the employer or the name of a subcontractor, manufacturer, or supplier of the employer subsequently appears in the register of such employers which will be compiled by Michigan's Department of Labor pursuant to Section 2 of Public Act No. 278 of 1980.

## **4.22. Davis Bacon/Prevailing Wage**

The selected bidder shall pay its laborers and mechanics not less than the prevailing wage rates and fringe benefits for the corresponding classes of laborers and mechanics employed on similar projects in the Bay, Midland and Tuscola Counties. For the purposes of this Section, a Contractor shall be in compliance if the Contractor is in compliance with the Davis-Bacon Act, 40 U.S.C. §3141, et seq., and pays wages consistent with the prevailing wage rates published by the United States Department of Labor, which can be found at [www.WDOL.gov](http://www.WDOL.gov). This provision will be enforced by requiring the contractor to submit a certified payroll record within 10 days of the end of each payroll period and GLB reserves the right to conduct on-site interviews with the Contractor's employees to ensure compliance with the Section.

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## 5. Terms and Conditions of Contract

### 5.1. Governing Laws

If the Vendor submits standard terms and conditions with its proposal, and if any of those terms and conditions are in conflict with the laws of the State of Michigan, the laws of the State of Michigan shall govern.

### 5.2. Non-Performance

In the event of non-performance on the part of the Vendor (i.e., failure and/or inability to meet agreed upon deadlines or specifications as outlined herein), consequential damages will be claimed by GLB. GLB may terminate the Agreement and be relieved of the payment of any consideration to the Vendor should the Vendor fail to perform as required by the Agreement. In the event of such termination GLB may proceed with the work in any manner they deem proper. The cost to the GLB shall be deducted from any sum due the Vendor under the Agreement.

### 5.3. Contract Components

The RFP, written questions, answers to questions, Vendor's proposal, and other documents associated with this proposal shall become part of the resultant Contract.

### 5.4. Precedence of Conflict Resolution

In the event of a conflict, the order of precedence to resolve the conflict is as follows: Michigan State law, the terms and conditions of the signed Contract, the terms and conditions of this RFP, and last, the Vendor's proposal.

### 5.5. Contract Responsibilities for the GLB

The Vendor shall clearly define, in writing, the expected responsibilities of GLB during the course of the Contract.

### 5.6. Failure to Conform

GLB reserves the right to stop work in progress that does not conform to industry standards or does not meet manufacturer's installation criteria or the specifications and standards set forth in this RFP. GLB will report discrepancies to the Vendor in writing. The Vendor will respond to GLB representatives in writing within 24 hours to determine a plan of action.

### 5.7. Rejected Work

If work is rejected during normal inspections or at the final acceptance inspection, it will be reported to the Vendor in writing.

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If the Vendor does not take action to repair, remove or replace rejected material within ten (10) calendar days after receipt of written notice, the GLB reserves the right to remove and replace such work. The Vendor shall be responsible for all expenses and costs associated with this remediation work.

## **5.8. Escalation and Penalties**

Vendor shall describe escalation procedures if problems are not resolved according to these maintenance specifications. The Vendor shall detail the consideration or remediation it intends to provide GLB in the event it does not meet these specifications.

## **5.9. Changes to Contract**

During the course of the Contract, either party may issue requests for changes in the Contract terms. This shall take the form of a Change Proposal, which, if accepted by both parties, shall be executed as a change to the Contract, which will thereby be amended to the extent of the change. When, in the judgment of GLB, a need for immediate action exists, the Vendor may be directed to proceed on a time and materials basis with the proposed change. In no event, shall changes involving extra cost to GLB be allowed to proceed without prior written approval.

GLB reserves the right to modify the quantities and types of equipment covered under this agreement as the result of new equipment additions or expiring older technology. The quantities and types of equipment will be reviewed annually by GLB.

## **5.10. Materials and Warranties**

Any replacement materials provided to GLB under the contract must be newly manufactured and carry the manufacturers original warranty, unless otherwise specified by GLB in writing.

Any replacement material must be unaltered and conform to the manufacturer's official published specifications. The warranty shall begin at the material replacement date and remain in effect for the manufacturer's standard product warranty period. Maintenance rates shall be updated to include provisions of all offered warranties.

During the warranty period for replacement materials, the Vendor shall agree to repair, adjust, and/or replace (as determined by GLB to be in its best interest) any defective materials or other parts of the system at the Vendor and/or manufacturers' sole cost. GLB shall incur no costs for service or replacement of parts during the warranty period.

The Vendor will be the sole point of contact for GLB with respect to warranty issues.

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## **5.11. Respondent as Prime**

The respondent to this RFP shall be considered the primary Vendor and shall assume total responsibility for meeting all terms and conditions of the contract including standards of service, quality of materials and workmanship, costs and schedules.

## **5.12. Subcontractor Approval**

GLB reserves the right to approve subcontractors; the primary Vendor must agree to be responsible for the actions and quality of workmanship of the subcontractor(s).

## **5.13. Subcontractor Disputes**

Any dispute arising between the primary Vendor and its subcontractors or between subcontractors must be resolved without involvement of any kind on the part of GLB and without detrimental impact on the delivery of the contracted goods and services.

## **5.14. Valid License**

Only proposals from Vendors licensed to do business in the State of Michigan will be considered.

## **5.15. Legal Compliance**

During the course of work for GLB, Vendors, sub-contractors, and their employees are required to comply with all applicable local, State and Federal laws, codes, ordinances, and regulations. This includes, but is not limited to wiring done on GLB premises that is subject to inspection by authorities having jurisdiction. The Vendor shall take all required actions to comply with authorities having jurisdiction inspection requirements.

## **5.16. Safety Considerations**

The Vendor shall be responsible for compliance with all relevant State and Federal workplace safety requirements to include compliance with GLB safety directives and policies. The Vendor shall be responsible for ensuring that its employees are trained in the safety procedures appropriate to assigned work.

The Vendor agrees to indemnify, defend and save harmless the State of Michigan, the GLB, its Board of Trustees, officers, agents and employees from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by the Vendor in the performance of this contract. The Vendor shall provide necessary worker's compensation insurance at Vendor's own cost and expense.

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## **5.17. Drug Use Policy**

Use of illegal drugs, alcohol, or controlled substances on GLB premises is strictly prohibited. Working on this project while under the influence of drugs or alcohol is strictly prohibited and will be grounds for removal of the offending employee from the project.

## **5.18. Harassment, Discrimination, Fraternization**

Any form of harassment, discrimination, or improper fraternization with GLB employees is strictly prohibited and will be grounds for removal of the offending employee from the project.

## **5.19. Unprofessional Behavior**

Use of profanity or other behaviors inconsistent with professionalism by Vendor or sub-contractor employees will be grounds for removal of the offending employee from the project.

## **5.20. Attire**

All Vendor employees must be properly attired while on GLB properties, failure will be grounds for removal of the offending employee from the project.

## **5.21. Identification Badges**

All Vendor employees must wear identification badges (supplied by the Vendor) while on GLB properties.

## **5.22. Collective Bargaining**

Labor unions involved in any collective bargaining agreements covering any Vendors employees who will be working on GLB's premises must be specified.

## **5.23. Building Access**

Vendor and/or subcontractor(s) shall get initial clearance from project manager or GLB staff before entering any building to perform work assignments.

## **5.24. Patent Infringements**

The Vendor shall agree to indemnify GLB with respect to any legal suit, claim, or proceeding, which may be brought against it claiming the use of the proposed system constitutes an infringement of any patent or trade secret. The Vendor shall further agree to defend GLB against any such claims and to pay all litigation costs attorneys' fees, settlement payments, and any damages awarded or resulting from any such claims.

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## **5.25. Segmentation of Award**

Should GLB proceed with the project described in this RFP; the contract award will not be split across multiple respondents. A single contract for all required labor and materials will be awarded.

## **5.26. Non-Collusion**

The Vendor certifies that his/her firm has not entered into any agreement of any nature whatsoever to fix, maintain, increase or reduce the prices or competition regarding the items covered by this Request for Proposal.

## **5.27. Codes and Standards**

It shall be the responsibility of the Vendor to identify all codes, and/or agencies having jurisdiction and governing the execution of this proposal and to insure conformance with those codes and agencies. At a minimum, the execution of this RFP and all acts of the Vendor selected to perform work described herein, shall conform with and/or follow the guidelines of the following:

- a. Federal Communications Commission (FCC)
- b. OSHA
- c. Electronic Industries Association (EIA)
- d. NENA Standards to include NG9-1-1 and i3 standards
- e. Telecommunications Industry Association (TIA)
- f. American National Standards Institute (ANSI)
- g. National and Local Electrical Codes, including NFPA 70
- h. BICSI Telecommunications Distribution Standards
- i. Communications Assistance for Law Enforcement Act, including 2005 regulatory postings
- j. Michigan Department of Labor
- k. State and Federal Anti-Discrimination Law
- l. Others having jurisdiction

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## **5.28. Project Management.**

All proposals shall provide a comprehensive project management plan and schedule for the entire project. The vendor shall provide a reasonable and attainable system installation schedule based upon major activities that will occur after the contract is awarded. This will include project and site milestones, testing, training and system implementation completion.

## **5.29. Payment Schedule**

Payment terms will apply to the purchase of goods and services defined as part of this Contract based on project milestones.

The Vendor may propose a payment schedule for GLB's consideration; however, any final payment terms must include a minimum of 10% to be paid upon formal acceptance. GLB will not provide a down payment as part of payment terms.

## **5.30. Final System Acceptance**

Once the installation has been completed, acceptance testing shall be performed upon the system following its cutover. This test and verification period, if successful, shall consist of thirty consecutive days of normal traffic load with no major component failures and no major alarms. GLB shall accept the installed system after a signed letter of official system certification with successful acceptance test results, accompanied by four sets of as-built documentation provided by the Vendor, is received and accepted by GLB.

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## 6. General Requirements

With submission of a proposal, the Vendor understands and agrees to the following:

1. GLB's members will have no financial or other legal obligation to the Vendor for the project at any time and GLB will not have a legal obligation to the Vendor until such time as it signs a written contract approved by its legal counsel.
2. It shall be the responsibility of the Vendor to design, furnish, install, and test all hardware and software as outlined in this RFP.
3. This RFP is intended to represent a functional description and performance criteria for systems required. The Vendor shall conduct actual system engineering and design activities that will lead to the final system configuration.
4. The Vendor accepts any available blueprint and/or site plans provided by GLB as guidelines only, and accepts that the plans are not guaranteed to be an accurate representation of all conditions.
5. The Vendor shall provide all supervision, labor, materials, equipment, and testing instrumentation required for the work associated with this RFP. Costs associated must include any overtime for pre-installation, installation, and cutover work that may occur. Cutover work will need to be carefully scheduled and performed with minimal disruption to GLB operations.
6. The Vendor shall secure all permits, inspections, and authorizations required to complete its work associated with this RFP, at no additional cost to GLB.
7. The Vendor shall provide sufficient on-site support for post cutover questions and problems. This includes adequate personnel for technical issues and user problems that develop on the following day(s) immediately following cutover.
8. All equipment and installation material required to fulfill the specifications of this RFP shall be furnished and installed by selected vendor whether or not specifically stated in this RFP. The NG9-1-1 system installation shall be handled as a turnkey project, inclusive of delivery, installation, system acceptance testing, and written acceptance of all equipment from the planning phase to system go-live.
9. Installation of all equipment, conduit, wiring, and any necessary cabling shall be the total responsibility of the selected Vendor. The Vendor shall have total responsibility for system compatibility and successful performance. Vendors shall verify that the existing equipment room and

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dispatch areas are sufficient for the proposed system. Any PSAP preparation and/or modifications shall be clearly outlined in the submitted proposal. Any modification of the dispatch facilities necessary for the deployment of NG9-1-1 CPE as well as any change for each of the dispatch stations will be the responsibility of GLB.

10. The Vendor shall include all equipment, installation, maintenance, and training needed to provide the GLB with a fully operational CPE.
10. It is understood by GLB that the implementation of this project will likely take many weeks to complete. The vendor will meet with all parties involved to develop a plan and schedule for the project prior to commencement of any work.
11. Vendor will provide a migration plan to the new communication system with continuity of service maintained to the end user.

## **7. Background**

The GLB PSAP's are manned 24-hours per day, 365 days per year and processes all emergency and non emergency calls for service for their service area. The PSAP's handles approximately 300,000 calls each year, of which approximately 150,000 are 9-1-1 emergency calls.

The Local Exchange Carriers (LEC) for GLB are ATT and Frontier. All members of GLB are presently served by legacy Motorola telephone systems, DSS Equature Logging and the MPSCS Radio System. Midland County 911 is not currently on the MPSCS system but will be migrating to that system in 2015. They currently have Motorola 7500's using a VHF system. Tuscola County 911 and Midland County 911 use Logisys CAD and Bay County 911 uses New World CAD. Both Bay County 911 and Midland County 911 have off site back up PSAP's. Tuscola County 911 has a CAD to CAD back up with Huron County 911.

Midland and Tuscola County 911's administrative phone system is part of their current 9-1-1 system. Bay County 911's administrative phone system is a part of the phone system used by Bay County separate from their 9-1-1 system.

It is expected that the advent of NG9-1-1 will bring additional emergency communication traffic to the PSAP via text messaging, photo images and telematics, at least initially. The NG9-1-1 system and the proposing vendor must prove to the GLB that the system, as proposed can handle the stated call volumes with reasonable increases each year as well as increased traffic during emergencies such as natural disasters or other events that generate an inordinate amount of 9-1-1 call traffic.

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It is anticipated that at some point at the State level an Emergency Services IP Network (ESInet) will be implemented and will interconnect regional ESInets, individual PSAPs and eventually will be part of a nation-wide ESInet keeping with the ideals NG9-1-1. The GLB fully intends to participate in this State network when it is available to the Michigan PSAP's.

## **7.1 Proposed NG 9-1-1 System**

The GLB is seeking proposals that describe the vendor's solution for a multi-site geo-diverse NG9-1-1 system that describes their capability to provide an agency hosted solution, a carrier (i.e. AT&T, Frontier) hosted solution and a vendor hosted solution.

The proposal must describe the growth capacity to host additional PSAP's and secondary PSAP's to be added a later date.

The system must be capable of providing 9-1-1 services, non-emergency lines, reporting and recording support.

## **8. Technical Requirements**

### **8.1 NG 9-1-1 System Requirements**

These specifications define the minimum requirements and standards for a complete 9-1-1 communications system, an interface to existing loggers and SIP integration with existing county phone systems. The Vendor will provide a description of their capability to fulfill the requirements listed below.

1. The proposed system must meet or exceed the NENA standards for i3 Next Generation, E9-1-1 system standards and be compliant with consensus standards of industry associations, regulatory bodies, carriers and vendors.. The vendor shall cite knowledge of system compliance to these specifications, as well as any exceptions that may exist within the system.
2. All hardware in the proposed system is preferred to be commercial off-the-shelf (COTS) hardware.
3. All equipment shall comply with, but not be limited by, the following specifications and standards:
  - a. Comply with FCC rules part 15, class A for EMI

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- b. Comply with FCC rules part 68
  - c. UL/CSA 6950 3<sup>rd</sup> edition
  - d. NENA Standards for E9-1-1 PSAP Equipment.
4. The proposed NG 9-1-1 system must be built on open standards, secure, non-proprietary standard hardware so that interoperability with other NENA compliant systems and ESInets is assured.
  5. The 9-1-1 ANI/ALI Telephony controller must be fully fault-tolerant with fully redundant standby systems so there is no loss of functionality. Legacy circuits must be distributed across multiple gateways.
  6. Under no circumstance shall a failure in any system component disable more than 50% of the workstation/phone positions following the NENA Standards.
  7. No single point of failure shall render the CPE non-functional. Hardware redundancy, automatic switchover and hot-swap capability shall be provided on the various components, where appropriate. Vendor shall explain how the proposed CPE will meet this requirement and how redundancy will be built into the system.
  8. The system must be designed so that routine maintenance procedures, troubleshooting, loading hardware and software revisions, etc., may be performed without the necessity of taking the system out of service. In other words, these routine maintenance functions must be performed without having to re-initialize the system, perform 'cold' or 'warm' boots, etc. The system must be capable of switching processors and other components "on-the-fly" in real time.
  9. All power supplies shall be redundant and distributed. It shall be possible to remove redundant components that are in standby mode without any interruption in service. All redundant components shall be easily accessible.
  10. The vendor shall provide a detailed description of their capability to meet the five 9's (99.999%) industry standard. The description should include information on expected downtime and failover processes.
  11. Power must be delivered to the Central Equipment such that the failure of a single power feed will not result in the loss of more than 50% system capacity following the NENA Standards.
  12. The proposed system must have a distributed, fault-tolerant architecture that meets NENA Standards. All vital system modules must be protected through the use of redundant modules to ensure single-point failure tolerance. A single component failure shall not result in complete loss of ANI delivery to the answering stations.

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13. The vendor will describe the proposed system's ability to recover in the event of site failure, sub-system or data link failure and how it will handle alternate routing.
14. The proposed system must be able to connect to one or more ALI Databases via IP or serial RS-232.
15. The CPE must be capable of displaying all call and device information provided by the LEC to include ANI, ALI, wireless telephone carriers, location data (X,Y,Z), class of service and ESN along with the functions specified in this RFP.
16. ALI requests shall be made immediately after the ANI has been decoded. Systems that wait for the call taker to go off-hook before sending requests for ALI will be given secondary consideration.
17. The proposed system shall have the ability to interface with multiple local and remote ALI databases for wireline and wireless providers, as well as for NG9-1-1 connections. The proposed system shall support 7, 8, or 10 digit ALI requests.
18. The NG 9-1-1 ANI/ALI controller must be IP based and shall comply with all current NENA standards and be adaptable to future requirements and possible changes to the existing protocols. IP-based switch means that the design of the system is such that primary processing of voice communications is done within the IP architecture. Real-time Transport Protocol (RTP) must define the packet format for delivering audio and other formats in the future.
19. The proposed system shall support both IPv4 and IPv6 allowing for interoperability of devices of both types.
20. The vendor shall provide a detailed description of their capability to provide network security and /or how the network will work within the overall security framework of existing systems.
21. The ANI/ALI Equipment must be Wireless Phase I and II compatible per FCC requirements.
22. The ANI/ALI Controller shall support SIP for the proposed system and other SIP IP-based telephone systems.
23. The ANI/ALI Controller must provide legacy support for CAMA trunks.
24. The ANI/ALI Controller shall capture, and store, all available information pertaining to each 9-1-1 call on the application/telephony server and be accessible to the MIS package for reports.
25. The ANI/ALI controller shall display ALI data appropriately and consistently displayed when interfacing with different ALI providers who may send their information in various formats (i.e. wireline vs. wireless).
26. The proposed system must provide a method for formatting the ALI for calls with 20-digit ANI Call Path Associated Signaling (CAS) and 10-digit Non-Call Path

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Associated Signaling (NCAS) so the CPN appears in the same location as it does for landline calls. This formatting or "normalizing" must provide the CPN to the ANI callback list for CAS and NCAS calls received.

27. The vendor will describe the proposed system's ability to support Phase 3, Z axis.
28. The proposed system must be capable of automatic call distribution (ACD) including multiple distribution algorithms.
29. The proposed system shall support the following ACD algorithms:
  - a. Ring All
  - b. Ring All with Conference (Rings all Dispatchers, As each answers, they are joined in the conference)
  - c. Priority
  - d. Longest Idle
30. The proposed system shall use self-diagnosing software for detecting, alarm initiation and logging of component failures. Diagnostic reports and software programming shall be available remotely. The system shall activate an GLB designated detection system of certain alarm types. All default passwords for remote programming access shall be removed or changed to a unique password.
31. Access to the proposed system shall be dependent upon a proper password. The system shall support multiple levels of access, in order to allow for system access and programming capability by service personnel and PSAP administrators based on their level of expertise or authorization.
32. The proposed system must allow the administrator to setup simple descriptions to incoming call channels i.e. 9-1-1, police administration, city building, etc.
33. Personnel must be able to remotely access the 9-1-1 system and be able to perform the following minimum tasks:
  - a. Modify the answering positions' parameters
  - b. Modify the user login ID information and permissions
  - c. Modify the 9-1-1 trunk parameters
  - d. Modify the Central Office (CO) line parameters
  - e. Modify the ring-down line parameters

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34. A local system administrator shall be able to perform the following without technical assistance from the manufacture:
  - a. Customize the system according to the operational preferences of a particular configuration.
  - b. Upgrade the system for new or expanded uses.
  - c. Safeguard the system by backing-up the system database.
  - d. Troubleshoot the system.
  - e. Quickly view a multitude of system settings for each entity (9-1-1 trunk, user, etc.)
35. The vendor shall include in the proposal any required onsite spares.
36. The proposed system shall continuously monitor system health and provide alerts if issues arise.
37. The proposed system must be capable of an automatic email notification or text message of the occurrence of critical events.
38. Remote administration and access shall be required through a secure means.
39. The proposed system should be virtually non-blocking internally; that is, all lines within the system can be off-hook and in-use with a P.01 (1% probability of blocking) grade of service. In addition, the IP Telephony system must directly interoperate with industry standard QoS markings and techniques for all IP transport links.
40. The CPE shall provide interfacing to CAMA trunk lines, Analog FXO, and FXS lines as well as industry-standard SIP trunking all with the same system.
41. The CPE shall be easily accessible by personnel with a moderate amount of technical expertise.
42. The CPE system architecture must consist of a complete ANI / ALI Controller system with interface modules to external circuits. The ANI / ALI control functions shall combine into a fully redundant system. The architecture must conform to NENA standards.
43. The proposed system shall be designed to future-proof the GLB against the requirement for a 'forklift' upgrade of the 9-1-1 Controller or CPE equipment at any time during the transition to NG9-1-1.

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44. As part of the evolution of 9-1-1, new multi-media calls for assistance will be directed to PSAPs. The GLB intends to be able to accept multi-media calls natively in the future, potentially before national standards are fully adopted. These types of calls include, but are not limited to Text (SMS), Picture messages, automatic crash notifications, and video.

The vendor will describe and demonstrate their ability to process a variety of different call formats including:

- a. Traditional analog or digital telephone calls
- b. Wireless calls in compliance with the FCC Phase 1 and Phase II mandate for full call integration
- c. Voice over IP in native format
- d. Text Message (SMS)
- e. Photo messages
- f. Automatic Crash Notifications (ACN)

45. The proposed system shall be capable of Call-Associated Signaling (CAS), Non-Call Associated Signaling (NCAS) Hybrid Call-Associated Signaling (HCAS). The system shall be capable of delivering a Call Back Number (CBN) and receive cell site sector information.

46. The proposed system shall provide for NENA compliant serial system interfaces for the delivery of ANI/ALI information to CAD and Mapping applications.

47. The proposed system, including software, hardware and interconnections, shall be compatible with the local telephone company's network infrastructure.

48. The proposed system described in these specifications shall be capable of meeting today's trunk requirements as well as future expansion should the GLB need to expand the system.

49. The vendor shall state the number of incoming 9-1-1 trunks, the number of answering positions and the number of telephone lines the system is capable of handling.

50. The proposed system should be capable to integrating with existing administrative phone systems.

51. The proposed system should provide expansion opportunity for additional answering positions and additional agencies, some of which may be remote.

52. The vendor will describe the maximum number of queues the proposed system will support to include a description of how these queues are shared with each agency.

53. The vendor will describe how the proposed system handles priority queuing.

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54. The vendor will describe the proposed system's ability to receive text to 9-1-1 through the CPE.
55. The vendor will describe the proposed system's ability to auto detect a TDD call.
56. The vendor will describe the proposed system's ability to convert all incoming lines to SIP digital format without the use of additional equipment.
57. The vendor will describe the proposed system's ability to record an auto answer message on the fly.
58. The proposed system must support not only selective router transfers, but other forms such as IP, POTS, etc.
59. The proposed system must support the following:
  - a. Native VoIP technology.
  - b. Common IP signaling protocols
  - c. Standard voice communications signaling
  - d. VOIP compression / encoding standards
60. Any CODEC audio signal protocol entering the central CPE equipment from direct VoIP Internet Service Providers (ISPs) must be supported utilizing VoIP CODEC techniques. The system shall attempt to negotiate the use of G.711 to maximize call fidelity.
61. The vendor will describe the proposed system's architecture and describe any areas that are not natively SIP.
62. The proposed system shall use secure TCP/IP network connectivity and client/server network design. Calls shall be transported via IP between the Controller and the Answering Positions.
63. The vendor must state the bandwidth requirements for remote dispatcher positions, lines and trunks, including the potential for other GLB dispatch facilities to be added to the system.
64. The GLB will provide for all IP connectivity and required routing as specified by Vendor. Vendor must specify bandwidth, jitter, and allowable packet loss and latency requirements between locations in submitted proposal.
65. The vendor shall provide at least two managed Ethernet switches at each main dispatch location of sufficient capacity to allow for distribution of all IP-based devices across such switches in such a fashion that the loss of one Ethernet switch will not disable more than 50% of the dispatch positions/phone positions, servers and gateways.

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66. All required equipment shall be rack mounted in a cabinet. Rack shall be black 42U with vented front and back doors and 36" deep.
67. The vendor shall provide network requirements for proposed system.
68. The vendor will describe their hosted solution's NOC and 24/7 service availability.
69. The vendor will describe the proposed system's capacity for user names to include the ability to integrate with multiple active directory domains and how it handles generic user names.
70. The vendor will describe the proposed system's SNMP trap ability.
71. The vendor will describe the proposed system's hardware and operating system.
72. The vendor will describe the proposed system's ability to handle virtualization.
73. The proposed system shall have a master clock port to accept date and time information. The master clock shall keep all display and printed date and times synchronized.
74. The proposed system must include two rack mount NENA-compliant GPS Master Clocks to be installed and configured in Bay City and Midland data racks.
75. The vendor will describe the proposed system's IRR availability and functionality.
76. The vendor will describe the proposed system's process for back PSAP functionality and queues.
77. The vendor will describe the power requirements, heat load and space requirements for the proposed system and workstations.
78. The proposed system must operate from standard 115V, 60 Hz, single-phase power. The vendor shall furnish to the GLB their solution's specific power requirements. The vendor must provide rack mount PDU as needed. Vendor must specify in submitted proposal.
79. System grounding must comply with industry standards and good engineering practices.
80. The proposed system shall have a complete portable solution for off-site call handling. The Vendor will describe the solution and the technical requirements.
81. The proposed system should be capable of integrating with disparate Computer-Aided Dispatch (CAD) systems.
82. The proposed system shall support integration to MIS.

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83. The proposed system should provide upgrade and enhancement path to remain current with NENA standards.
84. The proposed system must be capable of interfacing to DSS Equature and NICE loggers.
85. The proposed system must be capable of interfacing with Logisys and New World CAD systems.
86. The vendor will describe the proposed system's ability to interface with an overhead building paging system or the ability to provide one.

## **8.2 NG 9-1-1 Workstation Requirements**

The Vendor will provide a description of their capability to fulfill the requirements listed below.

1. The workstation shall provide an analog audio interface to a headset and to the radio system arbitration unit to accommodate both radio and 9-1-1 audio in the same headset without manual switching.
2. The vendor will describe the proposed system's ability to work with 4 and 6 wire headsets and the ability to support their use at the same time. For example, a trainee and a trainer plugged into the same console will each be using a different headset type, one wireless and one wired.
3. Incoming 9-1-1 calls must be presented to a dispatcher even if the caller hangs up or if there is a failure in the call path; the dispatcher must be able to initiate a call back.
4. An abandoned call must be treated as an alert within the system. The abandoned call shall be acknowledged and sent to the dial pad for call back.
5. The ANI/ALI Controller shall provide the capability for an established E9-1-1 call to be transferred by the Dispatcher on an outgoing trunk to another PSAP without requiring hook flash signaling. The transfer shall be initiated by the single click of a transfer button and shall be transparent to the tandem. The ANI shall be transmitted with the transferred call. The vendor will describe their capability to visually identify the PSAP that is transferring the call to the receiving call taker.
6. The call taking position must be capable of supporting both a button-based telephone and PC-based dialing. Connected back-up keyboard, mouse and telephone handsets are required for each answering position with ability answer live calls without call loss.

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7. The dispatch position shall receive incoming emergency and non-emergency calls by both audible and visual means.
8. The dispatch position must allow dispatchers to communicate with text based callers directly from their 9-1-1 workstation keyboard, without requiring the use of any external equipment.
9. The vendor will describe their functionality for conference calls to include:
  - a. the ability to remain on a call and add a new party to the conversation without putting the caller on hold - the caller must remain on-line at all times.
  - b. Dispatchers must have the ability to block a caller from hearing and talking with the remaining parties in the conference.
11. The vendor will describe the maximum number of speed dials the system will allow.
12. The speed dial functionality shall allow the Dispatcher to quickly access frequently-called telephone numbers from a pre-programmed list of contacts.
13. Speed-dial numbers should dial with a one button feature.
14. Speed dials shall be customizable.
15. The Dispatcher shall be allowed to initiate a speed dial simply by clicking on an icon which has been preconfigured with the telephone number. It shall be possible to group speed dial icons in a logical manner.
16. The vendor will describe call back features and functionality for 9-1-1 and non emergency calls received to include 9-1-1, text based contact and wireless calls.
17. The answering position must allow the Dispatcher to place call on hold with one button.
18. Dispatchers shall be capable of releasing an existing E9-1-1 call at any time, regardless of whether the calling party has hung up.
19. The system must have the ability to silently listen to another Dispatcher's telephone conversation from his/her workstation. The vendor will list the maximum amount of monitors allowed.
20. The Dispatch position shall give the Dispatcher the ability to break into an existing call. The vendor will describe this functionality to include the maximum number of break ins allowed.
21. The vendor will describe the maximum amount of hot keys.

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22. The vendor will describe the proposed system's ability to adjust both talk and audio volumes.
23. The vendor will describe the proposed system's ability to mute.
24. The vendor will describe the proposed system's ability to adjust the ringer volume at each station.
25. The vendor will describe the proposed system's ability to allow a dispatcher to answer any incoming call, not just the oldest, newest, etc.
26. The vendor will describe the proposed system's speaker phone capability.
27. The vendor will describe the proposed system's ability for auto attendant.
28. The vendor will describe the proposed system's ability for call forwarding.
29. The vendor will describe the proposed system's ability for call park.
30. The vendor will describe the proposed system's ability for placing calls on hold including ring back options.
31. The vendor will describe the proposed system's ability to display caller ID.
32. The vendor will describe the proposed system's maximum of transfer buttons.
33. The vendor will describe the proposed system's ability to redial the last number called.
34. The vendor will describe the proposed system's ability to allow a call to be picked up after on hold or call park by any user including administrative phones.
35. The vendor will describe the proposed system's ability to dial extensions.
36. The system shall require users to log-in with a username/password combination. The password combination shall be definable by the system administrator.
37. The vendor will define how phone screen layouts and system sounds are created, defined and administered.
38. The GUI must consist of a number of configurations with toolbars, tabs, and a map display of which can be located in a position on the screen deemed most optimal by the dispatcher.
39. The GUI shall have the ability to provide a quick search of telephone numbers.
40. The GUI shall have hyperlinks for all phone numbers to load in the soft phone -for easy call back. The system must not allow this function to automatically dial phone numbers. The system must allow for a one button call back ability.

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41. Each position monitor shall present the following categories:
  - a. All active 9-1-1 Calls
  - b. All 9-1-1 Calls on Hold
  - c. All 9-1-1 Calls Ringing
  - d. All 9-1-1 Abandoned Calls
  - e. ANI/ALI information for every active call, not just the calltakers call.
  - f. Active Dispatchers
  - g. SIP Extension
42. The dispatch position shall display the caller's telephone number and street address information based on the ANI. The system must also be capable of extracting geographical coordinate information from the ALI file received and transmit this information to the mapping software.
43. The dispatch position shall present wireless calls graphically and dispatchers must have the ability to manually rebid and plot the call location. The system must have the ability to automatically rebid a wireless call.
44. The dispatch position must be able to store pre-canned messages based on the nature of the call for quick response to the text based caller.
45. The vendor shall describe and demonstrate their solution for text based calls to include the following:
  - a. The ability to create a conference between the text message based caller and other dispatchers.
  - b. The ability to transfer a text based call to another dispatch position.
  - c. The ability to show 'transmit vs. receive' status.
  - d. The ability to copying text based message to the clipboard.
  - e. The ability to dump text based conversations and information into an interfaced system such as a CAD call screen.
46. The vendor will describe the proposed system's ability to view call history to include the ability to view all of the call history from the time of log-in. A history icon must be visible so the dispatcher can quickly determine if it was a past call.
47. The vendor will describe the proposed system's ability to visually indicate if a call is a repeat call within the previous two hours.

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48. The dispatcher shall be able to scroll and search through a rolodex of saved numbers.
49. The dispatch GUI shall have an integrated map. The vendor will describe the map's ability to display layers, place a call and transfer a call from the map.
50. The vendor will describe the proposed system's ability to allow the dispatcher to answer a specific call not just answer based on oldest, newest, etc.
51. The vendor will describe the proposed system's ability to create and display a message on the phone screen.
52. The vendor will describe the proposed system's ability to allow the dispatcher to view the ANI/ALI information prior to answering a call.
53. The vendor will describe the system's ability to print screens, print errors and print from the phone book.
54. The vendor will describe how many users can access documents and resources at the same time. For example, how many users can be in the phonebook at the same time?
55. The vendor will describe the proposed system's maximum entries in the phone book.
56. The vendor will describe the proposed system's ability to capture and display additional data to the call taker. For example, the call taker receives information on a key holder for an elderly resident. The call taker can add these notes to the resident's telephone number so when she calls again, a visual prompt for additional information is displayed on the screen where the call taker can view it.
57. The vendor will describe the proposed system's ability to interface to additional databases such as a third party vendor like SMART911 or an existing local CAD database.
58. The vendor will describe the proposed system's ability to add and display a document created by the agency. For example, a saved document that lists all the questions to ask on a larceny complaint.
59. The vendor will describe the proposed system's maximum number of windows that can be open at the same time.
60. The vendor will describe the proposed system's ringtone types, quantity and the ability to assign them to different line types.

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61. The vendor will describe the proposed system's ability to maintain the display of ANI/ALI on the screen after the call is disconnected.
62. The vendor will describe the proposed system's ability to display a clock on each station.
63. The vendor will describe the proposed system's ability for instant messaging to include if this functionality can be turned off by the administrator..
64. Vendor must specify workstation cabling as required in submitted proposal.
65. The vendor will describe the proposed system's ability to support different types of input devices including keyboard, mouse, touch screen and dial pads.

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## **9. Administrative Telephone System Requirements**

The proposal must include the vendor's ability to provide an integrated IP based administrative telephone system solution that leverages the call processing equipment used to support NG911 telephony functions of the dispatch solution. Both Midland County 911 and Tuscola County 911 will be replacing their existing administrative phones. Bay County 911 will be interfacing their existing administrative phone system with the proposed NG 9-1-1 solution. Midland County 911 will require 5 stand alone administrative phone stations and Tuscola County 911 will require 7. All NG 9-1-1 phone stations must be integrated with the administrative phones so that it allows seamless call pickup, call transfer, ring down and other call features. Each NG 9-1-1 phone station must have access to the administrative phone system.

The vendor will describe their ability to meet the following criteria and describe functionality and features of each:

A. Integrate with the proposed NG911 telephone solution.

B. Permit out dial capabilities to include:

1. Dial from selected line
2. Dial from automatic line pool
3. Dial from individual speed dial list
4. Dial from group speed dial list
5. Internally dial any user in the system to include stations on the NG 9-1-1 system
6. Overhead building paging capabilities

C. Permit incoming call capabilities to include:

1. Ringing at one station or all stations
2. Ring down
3. Receive any incoming calls directly
4. Receive calls from any user in the system
5. Display Caller ID name and number
6. Place a call on hold
7. Place a call on call park

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8. Transfer a call internally and outside the system
  9. Three way call conferencing
  10. Recorded announcement per incoming line
  11. Busy lamp field for the attendant
- 
- D. Support incoming lines (PBX extensions, Centrex, Ring Down, 1FB) .
  - E. Support DID and Caller ID.
  - F. Appear on the NG911 CTI monitor at the workstations.
  - G. Voice mail. The vendor should include their ability to provide email integration with voice mail messaging.
  - H. Be based on SIP telephone architecture.
  - I. Support call forwarding.
  - J. Support hands free and headset use.
  - K. Support call conferencing.
  - L. Support an interface to a logger and the ability to turn the recording feature on or off.
  - M. Do not disturb (DND)
  - N. Speed dial list

The vendor's proposal shall include a narrative regarding the proposed system's general attributes and ability for expansion. Responses should address features and functionality listed above as well as other optional features recommended by the vendor.

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## **10. General Requirements**

### **10.1 Warranty and Maintenance**

The Vendor shall include warranty and support which shall include all maintenance and upgrades to latest release of software covering the first (2) two years following cutover. The Vendor will bill each member of the GLB yearly for post warranty support starting at year (3) three. The Vendor represents and warrants that it shall maintain the systems, and all related equipment in the systems, in working order twenty-four hours per day, seven days per week, 365 days per year, and shall provide emergency telephone numbers where emergency service can be obtained. The Vendor must be capable of providing priority response during warranty and whenever under a contract for ongoing maintenance.

The Vendor must have manufacturer-certified technicians for the equipment it is proposing as well as for any equipment remaining after installation of the new equipment. The Vendor shall provide a list of those employees who are within a two hour commute of GLB's location and certified to work on its equipment. The Vendor shall be an authorized installer and maintenance provider of the equipment it proposes. The Vendor shall have, as a minimum, three certified technicians and shall provide a list of all such employees, where they start their day, and their level of certification.

The Vendor must be capable of responding to a major alarm condition within one hour and to minor alarm conditions within 24 hours. Acceptable response shall be either dispatch of a technician to the site or remote access by a qualified technician via a GLB approved VPN connection to the system.

### **10.2 Warranty Period Start**

The beginning of the warranty period shall commence concurrent with a dated Letter of Acceptance issued by GLB to the Vendor. This letter will constitute GLB's formal acceptance of the system. The Vendor shall provide either a no cost full coverage warranty for one year or include in the initial quote the cost to extend full coverage maintenance for one year.

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## **10.3 Training**

The Vendor shall provide a recommended training schedule and an outline for the training program to be evaluated and approved by GLB at least two weeks prior to beginning training. All trainers shall be certified to instruct on the equipment being installed and shall have at least one year of field training experience. The Vendor shall train using live system equipment and provide all training materials required at no additional expense to GLB. At a minimum, the following types of training are required.

The Vendor shall provide all users of the system with the opportunity for hands-on training on the use and function of the appropriate features and supplied manuals for reference. Appropriate handbooks as published by the system manufacturer, or a GLB approved substitute, shall be provided to each user.

Advanced training shall be provided for any system management and/or administration software, with costs included in the proposal price to train a minimum of three GLB designated personnel. Training shall include system administration and administration for any other peripheral systems or programs. At the conclusion of the training, GLB personnel must have sufficient training to maintain the proposed system(s).

## **10.4 System Environmental / Cutover Requirements**

List on the RFP Response Form the special site requirements and environmental requirements for all systems proposed. The Vendor shall schedule the delivery of all materials and equipment to the site with GLB's representatives to eliminate staging conflicts. Identify on the Response Form any special hardware receiving requirements and space requirements for cutover purposes.

It is understood by GLB that the implementation of this project will likely take many weeks to complete the vendor will meet with all parties involved to develop a plan and schedule for the project prior to commencement of any work.

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## **10.5 System Reports**

The vendor shall provide comprehensive management and statistical reporting functionality to provide the PSAP management personnel with real-time and historical information. It shall be user friendly, searchable, customizable and capable of generating user definable reports. The system also shall be able to auto-schedule the generation of predefined reports.

As a minimum, the following information shall be readily available and searchable for reporting purposes:

1. ANI
2. ALI
3. Seizure time
4. Position answered
5. Answer time
6. Disconnect time
7. Incoming trunk number.
8. Total count of call by class of service (This include wireline, wireless, and VOIP)
9. Average Call Waiting Report
10. Average call duration
11. Total Abandoned calls by class of service
12. Calls by incoming trunk
13. Calls by hour of day
14. Calls answered by position
15. Outbound calls
16. 7 and 10 digit number search on non emergency incoming and outgoing lines

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## 10.6 Scalable Solution

The system shall provide scalable options such that every GLB location will have the same set options, features, and capabilities. The objective is to create the look and feel of a single system, with an extension (3 or 4-digit) dialing plan and access to all common system resources.

The system shall have the latest version of the manufacturer's hardware and operating software that is in production and available for general distribution. The Vendor shall provide all hardware and software documentation as part of the as-built information.

## 10.7 Documentation

A complete set of as-built drawings is required. As-built drawings must be submitted in a Microsoft Visio format, or other agreed upon graphic format. The vendor shall also supply a digital copy of the As-built drawings.

Vendor shall provide simple user manuals of the system installed. An online Help section must also be available.

## 10.8 System Configuration

GLB provides a configuration for the purpose of competitive proposals based upon a fixed size. GLB may later modify the final configurations after submission of proposals and prior to installation.

Location	Dispatch	Admin	Portable	FXS	FXO	CAMA	SIP	PRI	Paging
	Station	Station	Station			Trunk	Trunk		Port
Midland Primary	8	6	0	2	0	15	1	1	1
Bay Primary	7	2	1	6	0	15	0	1	0
Tuscola Primary	4	7	1	2	0	15	0	1	0
Midland Backup	0	0	6	0	2	8	0	0	0
Bay Backup	4	0	0	0	10	8	0	0	0

## 10.9 Itemized System Costs

The Vendor must include an itemization of all hardware, software, and labor for the proposed system by location, with line item pricing and be willing to maintain prices for up to 90 days. GLB may modify the final configurations after submission of proposals and prior to installation, using the itemized pricing provided to determine contract price adjustments.

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## **10.10 No Unspecified Costs**

Only items included in this RFP will be considered part of the proposal, and only those items may be included in any payments to the Vendor.

## **10.11 Post Cutover Pricing**

Provide a list of all commonly ordered parts, expansion equipment, add-on equipment, software packages, right-to-use charges, services, components, or additional options.

# Great Lakes Bay 911 Consortium

Next Generation 9-1-1 Call Handling System - Request for Proposal

## APPENDIX A:

### PROPOSAL FORM

**OWNER:** Great Lakes Bay 911 Consortium

**PROJECT:** Next Generation 9-1-1 Call Handling System  
RFP No. GLB2014-1

**Name of Vendor:** \_\_\_\_\_

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

**Telephone #:** \_\_\_\_\_

**Fax #:** \_\_\_\_\_

**Email:** \_\_\_\_\_

# Great Lakes Bay 911 Consortium

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## PROPOSAL

Pursuant to and in compliance with the Request for Proposal and the Contract Documents relating to the NG 911 Communication System and two year warranty, the Undersigned agrees to enter into an Agreement in a commercially reasonable form to be approved by GLB's legal counsel for the Stipulated Sums as listed below.

### ***NG 9-1-1 Call Handling System - two year warranty and support***

\_\_\_\_\_ Dollars

(\$ \_\_\_\_\_)

### ***Warranty and Support - year three***

\_\_\_\_\_ Dollars

(\$ \_\_\_\_\_)

### ***Warranty and Support - year four***

\_\_\_\_\_ Dollars

(\$ \_\_\_\_\_)

### ***Warranty and Support - year five***

\_\_\_\_\_ Dollars

(\$ \_\_\_\_\_)

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## ADDENDA:

The undersigned has included in the Proposal the modifications to the work described in the following addenda issued subsequent to the Request for Proposal and received prior to this submission.

Addendum No. \_\_\_\_\_ Date: \_\_\_\_\_

# Great Lakes Bay 911 Consortium

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## PROPOSAL SIGNATURE:

The undersigned agrees to execute a contract for the Work covered by this proposal in a commercially reasonable form to be approved by GLB's legal counsel provided he or she is notified of its acceptance with ninety (90) days of the proposals due date. The contract shall incorporate by reference the information and promises contained in the RFP response.

Date: \_\_\_\_\_

Name of Vendor \_\_\_\_\_

Signature \_\_\_\_\_

Print name \_\_\_\_\_

Title \_\_\_\_\_

Witnessed in Presence of:

Signature \_\_\_\_\_

Print name \_\_\_\_\_

Date: \_\_\_\_\_ Title \_\_\_\_\_

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I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. I/we understand that GLB's members will have no legal or financial obligation for this project and that GLB will not be legally bound until it signs a contract approved by its legal counsel.
2. I/we declare that all answers and statements made in the proposal are true and correct.
3. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
4. The attached proposal is a firm offer for a period of 90 days following receipt, and it may be accepted by GLB without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 90-day period.
5. In preparing this proposal, I/we have not been assisted by any current or former employee of the GLB whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
6. I/we understand that GLB will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of GLB, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
7. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Vendor and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Vendor or to any competitor.
8. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
9. No attempt has been made or will be made by the Vendor to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Signature \_\_\_\_\_

Print name \_\_\_\_\_

Date: \_\_\_\_\_ Title \_\_\_\_\_

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## AMERICAN MADE PRODUCTS & SERVICES:

GLB endeavors to buy products made in the United States of America whenever an American made\* product is available that meets or exceeds the specifications requested and the price is equal to or lower than a foreign made product. Vendors are requested to bid American made products and/or service whenever available. Vendors may bid foreign made products or services when:

- 1.They are specified.
- 2.As an alternate as long as they are technically acceptable.

Each vendor must check the appropriate box for the products and/or services proposed. IF NOT CHECKED YOUR PROPOSAL MAY BE CONSIDERED INVALID.

\_\_\_\_\_ Yes, meets the definition of American made products or services.

\_\_\_\_\_ Are foreign made and/or foreign services.

\*More than 50% of the product is manufactured or assembled in the United States.

## VENDOR EXPECTATIONS

Please list any sections and subsections that you cannot meet the terms and/or requirements in this document and provide an explanation of the exception(s). Please use additional pages if needed.

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# Great Lakes Bay 911 Consortium

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