



## REQUEST FOR PROPOSALS (RFP)

Department of Administration  
County of Dane, Wisconsin

**COUNTY AGENCY**

Public Safety Communications

**RFP NUMBER**

**#115107**

**RFP TITLE**

### **Request for Purchase of 911 Equipment**

**PURPOSE**

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for **purchase of 911 equipment**.

**DEADLINE FOR  
RFP SUBMISSIONS**

2:00 P.M. Central Time

**September 16, 2016**

LATE, FAXED, ELECTRONIC MAIL OR UNSIGNED PROPOSALS WILL BE REJECTED

**SUBMIT RFP TO  
THIS ADDRESS**

DANE COUNTY PURCHASING DIVISION  
ROOM 425 CITY- COUNTY BUILDING  
210 MARTIN LUTHER KING JR BLVD  
MADISON, WI 53703-3345

**MANDATORY VENDOR  
CONFERENCE &  
SITE VISITS**

August 10, 2016, 9:30 a.m.

City-County Building, 210 MLK, Madison, WI & 3111 Luds Ln, McFarland, WI

**SPECIAL  
INSTRUCTIONS**

- ☐ **Label the lower left corner of your sealed submittal package with the RFP number**
- ☐ **Place the Signature Affidavit as the first page of your proposal**
- ☐ **Submit one original and ( 9 ) copies of your technical proposal**
- ☐ **Submit one original of your cost proposal**
- ☐ **Submit a flash drive with each item (technical proposal original, copies and cost proposal) with the contents in Microsoft Word or Adobe PDF format.**

**DIRECT ALL INQUIRES  
TO**

<b>NAME</b>	Carolyn A. Ninedorf
<b>TITLE</b>	Purchasing Agent
<b>PHONE #</b>	608/266-4933
<b>FAX #</b>	608/266-4425
<b>EMAIL</b>	<a href="mailto:Ninedorf.carolyn@countyofdane.com">Ninedorf.carolyn@countyofdane.com</a>
<b>WEB SITE</b>	<a href="http://www.danepurchasing.com">www.danepurchasing.com</a>

**DATE RFP ISSUED: July 18, 2016**

RFP BLANK REVISED 5/13

RFP NO. 115107

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## 1.0 GENERAL INFORMATION

### 1.1 Introduction

**The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for a Next Generation 9-1-1 (NG911) telephone system for Dane County Public Safety Communications (PSC).**

The County intends to use the results of this process to award a contract(s) or issuance of purchase order for the product(s) and or services(s) stated above.

The contract resulting from this RFP will be administered by Dane County, Department of Public Safety Communications

The contract administrator will be Rich McVicar, Technical Services Manager.

This Request for Proposal (RFP) is issued on behalf of Dane County by the Purchasing Division, which is the sole point of contact for the County during the procurement process.

### 1.2 Scope of the Project

1.2.1 Dane County Public Safety Communications is seeking a qualified vendor/contractor to provide NG911 equipment for the main and backup/training communications centers. The vendor/contractor will be responsible for the installation, network equipment, training, testing, and final acceptance.

Some relevant information about Dane County and current 911 operations is as follows:

1. The 2014 population of Dane County was 516,284 with an approximately 5.8% rate of annual growth.
2. PSC handles approximately 21 law enforcement, 26 fire and 21 EMS agencies.
3. The Cities of Middleton and Monona operate E9-1-1 PSAPs, with a small number of wireless calls handled in Middleton.
4. Wisconsin State Patrol, Capitol Police and the University of Wisconsin also operate dispatch centers within the county, with the UW-Madison also handling some E9-1-1 calls.
5. The Wisconsin Air National Guard (USAF) answers landline calls originating on-base.
6. The Sauk and Green County Sheriff's Offices answer landline 9-1-1 calls from portions of Dane County.
7. The PSC has 77 full-time communicators, nine supervisors, four technical staff, four managers and administrative staff interact with the system. Operations staffing approximately:
  - a. 12-15 day shift

- b. 15-16 afternoon shift
- c. 9-15 night shift
- 8. 184,074 9-1-1 calls in 2015.
- 9. 230,752 administrative calls in 2015.

1.2.2 The primary objectives are to:

- 1. Replace functionality currently provided by the Positron LifeLine/IWS, Positron MIS, Nortel PBX, Nuance IVR, analog backup phones and Spectraclock time source at the primary PSAP.
- 2. Replace functionality currently provided by the Nortel key system and analog backup phones at the backup PSAP.
- 3. Expand user positions to 21 at the primary PSAP, and 14 at the new backup PSAP.
- 4. Provide options for call handling at incident or home locations, in support of planned and unplanned events.
- 5. Allow Next Generation migration as connectivity and content become available.
- 6. Provide simultaneous, seamless operations at both sites, and at either site in the event of catastrophe at the other site.
- 7. Allow segregated training operations at the backup site.
- 8. Train users in effective use of the system.
- 9. Maintain the system through preventative maintenance, upgrades and reactive maintenance.

1.2.4 Current systems:

Telephone

- 1. Positron Lifeline 100 and Nortel Option 11C PBX with 18 IWS positions installed in the primary PSAP by AT&T in 2005 and live since 2006. A Nortel 2616 serves as a maintenance phone, and three Nortel 3035s are used at the remaining three operator positions. IWS Positions currently provide telephone instant recall. All to be replaced by this project.
  - a. Primary PSAP equipment is served by eight combined CAMA 9-1-1 trunks, an ISDN/PRI serving most administrative calls, and several Centrex and other analog trunks for special and backup purposes. Will mainly remain through this project, but the ISDN/PRI could be updated with newer technology.
  - b. Nuance Automated Attendant / IVR located at the primary PSAP and handling several DID destinations with four channels. To be replaced by this project.
  - c. Countywide Mitel PBX including RightFax, used by department administrative offices and remaining throughout this project. An interface between the new phone system and the Mitel could occur.
  - d. Verint Audiolog recording of analog trunks, digital phone positions, and computer screens occurs at the primary

PSAP, and also makes available telephone and radio instant recall via CAD workstations. This system will remain, but need to be connected to the new phone system. Phone system screen recordings are not envisioned.

- e. Network and database services by/through AT&T.
  - f. TCS GEM9-1-1® for Text to 9-1-1 at the primary PSAP. To be replaced by this project, with text capability to be available at both PSAPs for both 9-1-1 and administrative calls.
2. Nortel key system at the backup center with 11 positions served by 11 analog Centrex lines.

## CAD

TriTech InformCAD 5.7, with production servers and workstations at the primary PSAP and providing mapping, plus mobile and RMS interfaces. Mapping is ESRI-based, covering the County plus a six-mile buffer. To remain throughout this project, and interface with the new phone system.

Backup CAD servers and workstations will be moved to the new backup PSAP, where an ALI interface should be made with the new phone system.

## Radio

Motorola MCC7500 and Harris Symphony IP radio consoles. Harris Symphony consoles will also be installed at 10 of the 14 new backup PSAP positions. Equipment installed through this project will connect only to the Harris Symphony.

EF Johnson Stargate consoles are not expected to remain long-term.

## Other

- Current primary PSAP phone time synchronization and wall displays via Spectracom 9383.
- Generator and UPS-backed power are available at both the primary and new backup PSAP sites. These will remain, and are expected to serve the phone replacement without the need for standalone UPS equipment dedicated to the phone system.
- Air conditioned server room and user spaces at the primary and backup PSAPs that will remain unaffected.
- Xybix consoles and raised floor at the CCB site and office furniture without raised floor at the backup site.

### 1.3 Definitions

The following definitions are used throughout the RFP:

**ALI** means Automatic Location Identification

**ANI** means Automatic Number Identification

**CAMA** means Centralized Automated Message Accounting

**Contractor** means vendor awarded the contract

**County** means Dane County

**County Agency** means Department /Division utilizing the service or product

**DID** means Direct Inward Dial

**Proposer/vendor** means a firm submitting a proposal in response to this RFP.

**PSAP** means Public Safety Answering Point

**Shall, Must, Will** denotes mandatory requirements

**Should** denotes a desirable action

**TDD/TTY** means Telecommunications Device for the Deaf / [landline] Text Telephone

### 1.4 Clarification of the specifications

All inquiries concerning this RFP must be directed to the **person indicated on the cover page** of the RFP Document. (electronic mail is the preferred method)

Any questions concerning this RFP must be submitted in writing by mail, fax or e-mail on or before the stated date on the **Calendar of Events** (see Section 1.6)

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposer should immediately notify the contact person of such error and request modification or clarification of the RFP document.

#### **Mailing Address:**

**Dane County Purchasing Division  
Room 425 City-County Bldg.  
210 Martin Luther King Jr. Blvd  
Madison, WI 53703-3345**

Proposers are prohibited from communicating directly with any employee of Dane County, except as described herein. No County employee or representative other than those individuals listed as County contacts in this RFP is authorized to provide any information or respond to any question or inquiry concerning this RFP.

### 1.5 Addendums and/or Revisions

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be posted on the Purchasing Division web site at [www.danepurchasing.com](http://www.danepurchasing.com)

It shall be the responsibility of the proposers to regularly monitor the Purchasing Division web site for any such postings. Proposers must acknowledge the receipt / review of any addendum(s) at the bottom of the RFP Cover Page /Signature Affidavit.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof.

## 1.6 Calendar of Events

Listed below are specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the County. In the event that the County finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing a supplement to this RFP and posting such supplement on the Dane County web site at [www.danepurchasing.com](http://www.danepurchasing.com) . There may or may not be a formal notification issued for changes in the estimated dates and times.

DATE	EVENT
Mon Jul 18, 2016	Date of issue of the RFP
Wed Aug 10, 2016, 9:30 am	Vendor Conference & Site Visits
Fri, Aug 12, 2016	First round of questions due (2:00 p.m. Central Time)
Fri Aug 19, 2016	First round supplements or revisions to the RFP posted on the Purchasing Division web site at <a href="http://www.danepurchasing.com">www.danepurchasing.com</a>
Fri Aug 26, 2016	Final round of questions due (2:00 p.m. Central Time)
Fri Sept 2, 2016	Final round supplements or revisions to the RFP posted on the Purchasing Division web site at <a href="http://www.danepurchasing.com">www.danepurchasing.com</a>
Fri Sep 16, 2016	Proposals due from vendors
Mon-Fri Sep 19-23, 2016	Proposal review
Mon Sep 26, 2016	Notify finalists of interview/demonstrations
Thu-Fri Oct 13-14, 2016	Interviews/Demonstrations for finalists on site at Dane County
Late October 2016	Notification of intent to award sent to vendors
November 2016	Contract negotiations
Jan 3, 2017	Contract start date

## 1.7 Vendor Conference & Site Visits

A **mandatory** conference and site visits will be held to respond to written questions and to provide any needed additional instruction to vendors on the submission of proposals. All vendors who intend to respond to the RFP **shall** attend the vendor conference.

### ***The schedule for Wednesday, August 10 is as follows:***

**9:30 a.m.** Vendor Conference, City-County Building, Room 357, 210 Martin Luther King Jr. Blvd., Madison followed by a site tour of the primary PSAP site in the same building

### **Break for lunch**

**1:30 p.m.** Site visit at the Backup PSAP site, 3111 Luds Lane, McFarland, WI



Vendors are responsible for ensuring that the appropriate staff is on site and available for the vendor conference and site tours.

**If a vendor fails to attend the entire vendor conference and site visits to both sites, and submits a proposal, the proposal will be rejected.**

#### 1.8 Contract Term and Funding

The contract shall be effective on the date indicated on the contract execution date and shall run through the end of the first year warranty period and four subsequent years of maintenance, with an option by addendum, to renew for one-year maintenance contracts for the life of the product.

The contract may be amended to align maintenance periods and payments with calendar years following system acceptance.

#### 1.9 Reasonable Accommodations

The County will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you need accommodations at a proposal opening/vendor conference, contact the Purchasing Division at (608) 266-4131 (voice) or Wisconsin Relay (711).

### 2.0 PREPARING AND SUBMITTING A PROPOSAL

#### 2.1 General Instructions

The evaluation and selection of a contractor and the contract will be based on the information submitted in the proposal plus references and any required on-site visits or oral interview presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

#### 2.2 Proprietary Information

All restrictions on the use of data contained within a proposal and all confidential information must be clearly stated on the attached "Designation of Confidential and Proprietary Information" form. Proprietary information submitted in a proposal, or in response to the RFP, will be handled in accordance with the applicable Wisconsin State Statute(s).

To the extent permitted by law, it is the intention of Dane County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of Dane County. At that time, all proposals will be available for review in accordance with the Wisconsin Open Records Law.

### 2.3 Incurring Costs

Dane County is not liable for any cost incurred by proposers in replying to this RFP.

### 2.4 Vendor Registration

**All proposers wishing to submit a proposal must be a paid registered vendor with Dane County.** Prior to the RFP opening, you can complete a registration form online by visiting our web site at [www.danepurchasing.com](http://www.danepurchasing.com), or you can obtain a Vendor Registration Form by calling 608.266.4131. Your completed Vendor Registration Form and Registration Fee must be received for your bid to be considered for an award.

### 2.5 Submittal Instructions

Proposals must be received in by the County Purchasing Division by the specified time stated on the cover page. All proposals must be time-stamped in by the Purchasing Division by the stated time. Proposals not so stamped will not be accepted. Proposals received in response to this solicitation will not be returned to the proposers.

All proposals must be packaged, sealed and show the following information on the outside of the package:

- ☐ Proposer's name and address
- ☐ Request for proposal title
- ☐ Request for proposal number
- ☐ Proposal due date

### 2.6 Required Copies

Proposers must submit **an original and the required number of copies** of all materials required for acceptance as instructed on the cover page of the RFP (Special Instructions).

All hard copies of the proposal must be on 8.5"x11" individually securely bound. **In addition, proposers must submit one complete electronic copy in Microsoft Word or PDF format on a flash drive.**

### 2.7 Proposal Organization and Format

Proposals should be organized and presented in the order and by the number assigned in the RFP. Proposals must be organized with the following headings and subheadings. Each heading and subheading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are:

- Introduction (See Section 4 of this RFP)
- Response to general requirements (See Section 4 of this RFP)
  - Organizational qualifications
  - Staff qualifications and Facilities
  - References
- Response to technical requirements (See Sections 5-19 of this RFP)
- Cost proposal (See Section 20 of this RFP)
- Required forms (See Section 22 of this RFP)
- Appendices (Additional Information the proposer submits)

## 2.8 Multiple Proposals

Multiple proposals from a vendor will be permissible; however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc.

## 2.9 Oral Presentations and Site Visits

Top ranked selected proposers may be required to make oral interview presentations and/or site visits to supplement their proposals, if requested by the County. The County will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the proposer. Failure of a proposer to conduct a presentation to the County on the date scheduled may result in rejection of the vendor's proposal.

## 2.10 Demonstrations

Top-scoring vendor(s) will be expected to come to the County and provide a scripted demonstration and answer questions per the Calendar of Events. Failure of a vendor to furnish the product(s) and/or service(s) it has proposed for demonstration within the time constraints of the preceding paragraph may result in rejection of that proposal. Failure of any product(s) and/or service(s) to meet the County's specified requirements during the demonstration may result in rejection of the vendor's proposal.

The successful demonstration of the vendor's product(s) and/or service(s) does not constitute acceptance by the County. Any product(s) and/or service(s) furnished by the vendor for the purposes of this demonstration must be identical in every respect to those which will be furnished if a contract results.

## 3.0 PROPOSAL SELECTION AND AWARD PROCESS

### 3.1 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met, and if additional mandatory requirements are met. (see Section 4.0). Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all vendors do not meet one or more of the mandatory requirements, the County reserves the right to continue the

evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

### 3.2 Proposal Scoring

Accepted proposals will be reviewed by an evaluation team and scored against the stated criteria. This scoring will determine the ranking of vendors based upon their written proposals. If the team determines that it is in the best interest of the County to require oral presentations, the highest ranking vendors will be invited to make such presentations. Those vendors that participate in the interview process will then be scored, and the final ranking will be made based upon those scores.

### 3.3 Right to Reject Proposals and Negotiate Contract Terms

The County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the County may negotiate a contract with the next highest scoring proposer.

### 3.4 Evaluation Criteria

The proposals will be scored using the following criteria:

	<u>Description</u>	Percent
1.	General requirements	25
	a. Organization and Staffing	
	b. Experience & Resources	
	c. Implementation and Project Management	
	d. Training and Documentation	
2.	Technical requirements	35
	a. Hardware Design and System Architecture Approach and Security	
	b. Application Software and Integration	
	c. NG911 and Expansion Capability	
	d. MIS - Reports	
	e. Acceptance Test Plan	
3	System Support, Maintenance, and Warranty	30
	a. Trouble Reporting Procedures	
	b. Support Response, resolution & satisfaction	
	c. Maintenance and Warranty	
3.	Cost	10

### 3.5 Award and Final Offers

The award will be granted in one of two ways. The award may be granted to the highest scoring responsive and responsible proposer. Alternatively, the highest scoring proposer or proposers may be requested to submit final and best offers. If final and best offers are requested, they will be evaluated against the stated criteria, scored and ranked. The award will then be granted to the highest scoring proposer.

### 3.6 Notification of Intent to Award

As a courtesy, the County may send a notification of award memo to responding vendors at the time of the award.

## 4.0 GENERAL PROPOSAL REQUIREMENTS

### 4.1 **Dane County PSAP Configuration for RFP**

The primary and backup PSAPs each require seven CAMA trunks and a transfer circuit, sufficient facilities for administrative calls and one analog backup line per position.

AT&T is the 9-1-1 network and database provider, and the ILEC for the primary PSAP. Frontier is the ILEC for the backup PSAP.

The backup location will be a dark site, also used as a training facility for dispatchers, with occasional overflow use.

The backup center is under construction with a completion date of September, 2016.

### 4.2 Organization Capabilities

1. Company Name & Legal name (if different)
2. Total number of years providing 911 hardware and software
3. Total number of years installing systems similar to this RFP
4. Provide a brief history of your company and experience and capabilities in installation and maintaining 911 equipment. Provide five examples of full service provided with names, dates, and locations.
5. Total number of installations nationwide
6. Total number of installations worldwide
7. Total number of installations in Wisconsin

8. Provide a list of Wisconsin current customers
9. If Sub Contractors are used, provide a company name for each
10. If Sub Contractors are used, provide the information requested in the first ten items of this list
11. Provide reference data sheets as required for each company name
12. Provide information and label as "**Attachment H**"

#### 4.3 Staff Qualifications

Provide resumes describing the educational and work experiences for each of the key staff who would be assigned to the project. Be sure to include the resumes for the proposed project manager/project management team.  
"Provide Information in **Attachment H**"

#### 4.4 Proposer References

Proposers must include a list of organizations, including points of contact (name, address, email address and telephone number), which can be used as references for work performed in the area of service required. Each installation begun within 24 months of this proposal deadline and for the product being proposed shall be included. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project.

### 5.0-19.0 TECHNICAL REQUIREMENTS

Please see checklists later in this document.

### 20.0 COST PROPOSAL

#### 20.1 General Instructions on Submitting Cost Proposals

Proposers must submit an original and the required number of copies of the cost proposal as instructed on the **cover page of the RFP** (Special Instructions).

Cost proposal should be submitted in a separate envelope labeled **Cost Proposal** with the written proposal. (Refer to Cost Proposal Form)

The proposal will be scored using a standard quantitative calculation where the most cost criteria points will be awarded to the proposal with the lowest cost.

## 20.2 Format for Submitting Cost Proposals

Submit cost information on Attachment G.

## 20.3 Fixed Price Period

All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for 180 days starting on the due date for proposals.

## 21.0 SPECIAL CONTRACT TERMS AND CONDITIONS

### 21.1 Living Wage Requirement

All employees working on this project are covered by the Dane County Living Wage Ordinance Section 25.015 (d). See Section 27.0 Standard Terms and Conditions. The minimum living wage rate for 2017 is \$11.69. The successful proposer will be required to sign a Living Wage Certification upon completion of the contract. Details are available on the Dane County Purchasing Division web site at [www.co.dane.wi.us/purch/purch.htm](http://www.co.dane.wi.us/purch/purch.htm)

### 21.2 Domestic Partner Equal Benefits Requirement

The contractor [or grant beneficiary] agrees to provide the same economic benefits to all of its employees with domestic partners as it does to employees with spouses, or the cash equivalent if such a benefit cannot reasonably be provided. The contractor [or grant beneficiary] agrees to make available for County inspection the contractor's payroll records relating to employees providing services on or under this contract or subcontract [or grant]. If any payroll records of a contractor [or grant beneficiary] contain any false, misleading or fraudulent information, or if a contractor [or grant beneficiary] fails to comply with the provisions of s. 25.016, D. C. Ords., the contract compliance officer may withhold payments on the contract; terminate, cancel or suspend the contract in whole or in part; or, after a due process hearing, deny the contractor the right to participate in bidding on future County contracts for a period of one year after the first violation is found and for a period of three years after a second or subsequent violation is found

### 21.3 Local Purchasing Ordinance

Under County ordinances, a Local Vendor is defined as a supplier or provider of equipment, materials, supplies or services that has an established place of business within the County of Dane. An established place of business means a physical office, plant or other facility. A post office box address does not qualify a vendor as a Local Vendor.

County ordinance provides that a local vendor automatically receive five points toward the evaluation score and vendors located within the counties adjacent to Dane County (Columbia, Dodge, Green, Iowa, Jefferson, Rock, Sauk) automatically receive two points toward the evaluation score.

## 21.4 Dane County Sustainability Principles

On October 18, 2012, the Dane County Board of Supervisors adopted Resolution 103, 2012-2013 establishing the following sustainability principles for the county:

- Reduce and eventually eliminate Dane County government's contribution to fossil fuel dependence and to wasteful use of scarce metals and minerals;
- Reduce and eventually eliminate Dane County government's contribution to dependence upon persistent chemicals and wasteful use of synthetic substances;
- Reduce and eventually eliminate Dane County government's contribution to encroachment upon nature and harm to life-sustaining ecosystems (e.g., land, water, wildlife, forest, soil, ecosystems); and
- Reduce and eventually eliminate Dane County government's contribution to conditions that undermine people's ability to meet their basic human needs.

## 22.0 REQUIRED FORMS

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.0. Blank forms are attached.

Attachment A	Signature Affidavit
Attachment B	Vendor Registration Certification
Attachment C	Reference Data Sheet
Attachment D	Designation of Confidential and Proprietary Information
Attachment E	Fair Labor Practices Certification
Attachment F	Vendor Data Sheet
Attachment G	Cost Summary Page – submitted separately



**RFP COVER PAGE  
SIGNATURE AFFIDAVIT**

**NAME OF FIRM:**

In signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, submitting this proposal hereby agrees with all the terms, conditions, and specifications required by the County in this Request for Proposal, and declares that the attached proposal and pricing are in conformity therewith.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Name (type or print**

\_\_\_\_\_  
**Date**

☐ **Addendums** -This firm hereby acknowledges receipt / review of the following addendum(s) (If any)

Addendum #\_\_\_\_\_ Addendum #\_\_\_\_\_ Addendum #\_\_\_\_\_ Addendum #\_\_\_\_\_

## VENDOR REGISTRATION CERTIFICATION

Per Dane County Ordinance, Section 62.15, "Any person desiring to bid on any county contract must register with the purchasing manager and pay an annual registration fee of \$20."

Your completed Vendor Registration Form and Registration Fee must be received for your bid to be considered for an award. Your bid/proposal may not be evaluated for failure to comply with this provision.

Complete a registration form online by visiting our web site at [www.danepurchasing.com](http://www.danepurchasing.com). You will be prompted to create a username and a password and you will receive a confirmation message, then log back in and complete the registration. Once your registration is complete you will receive a second confirmation. Retain your user name and password for ease of re-registration in future years.

Payment may be made via credit card on-line or by check in the mail or in person at the Purchasing Division office. If paying by check make check payable to Dane County Treasurer and indicate your federal identification number (FIN) on the subject line.

## CERTIFICATION

The undersigned, for and on behalf of the **PROPOSER, BIDDER OR APPLICANT** named herein, certifies as follows:

- ☐ This firm is a paid, registered vendor with Dane County in accordance with the bid terms and conditions.

Vendor Number # \_\_\_\_\_

Paid until \_\_\_\_\_

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

\_\_\_\_\_  
Officer or Authorized Agent

\_\_\_\_\_  
Business Name

REFERENCE DATA SHEET		
Provide company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) used for three (3) or more installations/services with requirements similar to those included in this solicitation document. <b>Also, each installation begun within 24 months of this proposal deadline and for the product being proposed shall be included. Include additional pages as needed.</b>		
<b>NAME OF FIRM:</b>		
<b>STREET ADDRESS:</b>		
<b>CITY, STATE, ZIP</b>		
<b>CONTACT PERSON:</b>		<b>EMAIL:</b>
<b>PHONE #:</b>		<b>FAX #:</b>
<b>Product(s) and/or Service(s) Used:</b>		
<b>Commencement date of installation</b>		
<b>NAME OF FIRM:</b>		
<b>STREET ADDRESS:</b>		
<b>CITY, STATE, ZIP</b>		
<b>CONTACT PERSON:</b>		<b>EMAIL:</b>
<b>PHONE #:</b>		<b>FAX #:</b>
<b>Product(s) and/or Service(s) Used:</b>		
<b>Commencement date of installation</b>		

<b>NAME OF FIRM:</b>		
<b>STREET ADDRESS:</b>		
<b>CITY, STATE, ZIP</b>		
<b>CONTACT PERSON:</b>		<b>EMAIL:</b>
<b>PHONE #:</b>		<b>FAX #:</b>
<b>Product(s) and/or Service(s) Used:</b>		
<b>Commencement date of installation</b>		
<b>NAME OF FIRM:</b>		
<b>STREET ADDRESS:</b>		
<b>CITY, STATE, ZIP</b>		
<b>CONTACT PERSON:</b>		<b>EMAIL:</b>
<b>PHONE #:</b>		<b>FAX #:</b>
<b>Product(s) and/or Service(s) Used:</b>		
<b>Commencement date of installation</b>		

<b>Designation of Confidential and Proprietary Information</b>		
<p>The attached material submitted in response to this Proposal includes proprietary and confidential information which qualifies as a trade secret, as provided in Sect 19.36(5), Wisconsin State Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records law. As such, we ask that certain pages, as indicated below, of this proposal response be treated as confidential material and not be released without our written approval. Attach additional sheets if needed.</p>		
Section	Page Number	Topic

Check mark : ☐ This firm is not designating any information as proprietary and confidential which qualifies as trade secret.

**Prices always become public information when proposals are opened, and therefore cannot be designated as confidential.**

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in Sect. 134(80)(1)(c) Wis. State Statutes, as follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

**In the event the Designation of Confidentiality of this information is challenged, the undersigned hereby agrees to provide legal counsel or other necessary assistance to defend the Designation of Confidentiality.**

Failure to include this form in the proposal response may mean that all information provided as part of the proposal response will be open to examination or copying. The County considers other markings of confidential in the proposal document to be insufficient. The undersigned agree to hold the County harmless for any damages arising out of the release of any material unless they are specifically identified above.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Name (type or print)**

\_\_\_\_\_  
**Date**

**FAIR LABOR PRACTICES CERTIFICATION**  
**Dane County Ordinance 25.11(28)**

The undersigned, for and on behalf of the PROPOSER, BIDDER OR APPLICANT named herein, certifies as follows:

1. That he or she is an officer or duly authorized agent of the above-referenced PROPOSER, BIDDER OR APPLICANT, which has submitted a proposal, bid or application for a contract with the county of Dane.

That PROPOSER, BIDDER OR APPLICANT has: (Check One)

\_\_\_\_\_ not been found by the National Labor Relations Board ("NLRB") or the Wisconsin Employment Relations Commission ("WERC") to have violated any statute or regulation regarding labor standards or relations in the seven years prior to the date this Certification is signed.

\_\_\_\_\_ been found by the National Labor Relations Board ("NLRB") or the Wisconsin Employment Relations Commission ("WERC") to have violated any statute or regulation regarding labor standards or relations in the seven years prior to the date this Certification is signed

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

\_\_\_\_\_  
Officer or Authorized Agent

\_\_\_\_\_  
Business Name

**NOTE: You can find information regarding the violations described above at:**  
[www.nlr.gov](http://www.nlr.gov) and <http://werc.wi.gov>.

**For Reference Dane County Ord. 28.11 (28) is as follows:**

**(28) BIDDER RESPONSIBILITY. (a)** Any bid, application or proposal for any contract with the county, including public works contracts regulated under chapter 40, shall include a certification indicating whether the bidder has been found by the National Labor Relations Board (NLRB) or the Wisconsin Employment Relations Committee (WERC) to have violated any statute or regulation regarding labor standards or relations within the last seven years. The purchasing manager shall investigate any such finding and make a recommendation to the committee, which shall determine whether the conduct resulting in the finding affects the bidder's responsibility to perform the contract.

If you indicated that you have been found by the NLRB or WERC to have such a violation, you must include a copy of any relevant information regarding such violation with your proposal, bid or application.

## VENDOR DATA SHEET / LOCAL PURCHASING PROVISIONS

This address will be used to determine local purchasing preference and the mailing address where County purchase orders/contracts will be mailed:

1. **Company Name:**

ADDRESS:

CITY:

COUNTY:

STATE:

ZIP+4:

TEL:

TOLL FREE TEL:

FAX:

2. **Contact person in the event there are questions about your bid/proposal**

NAME

TITLE:

TEL

TOLL FREE TEL

FAX

E-MAIL

3. **Local Vendor:**

Are you claiming a local purchasing preference under DCO 25.11(8) based on your response to section 1 of this form?

- ☐ **No** – continue on to the next page  
☐ **Yes** – complete the remainder of this form

Indicate if your firm/company has an established place of business located in any of the following Wisconsin Counties. An established place of business means a physical office, plant or other facility. A post office box address does not qualify a vendor as a Local Vendor. DCO 25.04(7h)

**Select one:**

We are claiming a preference as a Dane County Business

☐ **Dane County**

We are claiming a preference as a business located in a county adjacent to Dane County

☐ **Columbia County**

☐ **Dodge County**

☐ **Green County**

☐ **Iowa County**

☐ **Jefferson County**

☐ **Rock County**

☐ **Sauk County**

REVISED 9/12

<b>COST / FINANCIAL PROPOSAL</b>	
<b>NAME OF FIRM:</b>	
	<p>The Vendor must provide itemized and detail pricing of all the costs of items that are included in the RFP.  Main Categories are listed below  Each Category must have a sub total  Each blank cell must be filled.  Insert lines and details as needed.</p>

NG-9-1-1 SYSTEM	
Item	Cost
Base E 9-1-1 System Hardware and Software	
Base System Professional Services Installation	
First Year Warranty (Full Service)	
Total Capital Cost E 9-1-1 System	

**NG-9-1-1 Ongoing Maintenance**

Item	Full Service Maintenance
2nd Year Maintenance Costs	
3rd Year Maintenance Costs	
4th Year Maintenance Costs	
5th Year Maintenance Costs	
6th Year Maintenance Costs	
7th Year Maintenance Costs	
8th Year Maintenance Costs	
9th Year Maintenance Costs	
10th Year Maintenance Costs	
Total Ten-Year Maintenance NG911 Costs	



Item	Basic Service Maintenance
2nd Year Maintenance Costs	
3rd Year Maintenance Costs	
4th Year Maintenance Costs	
5th Year Maintenance Costs	
6th Year Maintenance Costs	
7th Year Maintenance Costs	
8th Year Maintenance Costs	
9th Year Maintenance Costs	
10th Year Maintenance Costs	
Total Ten-Year Maintenance NG911 Costs	

Summary of Base System Cost	
Total Capital Cost	
Five-Year Maintenance Costs (Full Service)	
Total	

### Alternates


**NG911 Ongoing Maintenance**

<b>Item</b>	<b>Full Service Maintenance</b>
2nd Year Maintenance Costs	
3rd Year Maintenance Costs	
4th Year Maintenance Costs	
5th Year Maintenance Costs	
6th Year Maintenance Costs	
7th Year Maintenance Costs	
8th Year Maintenance Costs	
9th Year Maintenance Costs	
10th Year Maintenance Costs	
Total Ten-Year Maintenance NG911 Costs	

<b>Item</b>	<b>Basic Service Maintenance</b>
2nd Year Maintenance Costs	
3rd Year Maintenance Costs	
4th Year Maintenance Costs	
5th Year Maintenance Costs	
6th Year Maintenance Costs	
7th Year Maintenance Costs	
8th Year Maintenance Costs	
9th Year Maintenance Costs	
10th Year Maintenance Costs	
Total Ten-Year Maintenance NG-9-1-1 Costs	

<b>Summary of Base System Cost</b>	<b>X</b>
Total Capital Cost	
Ten-Year Maintenance Costs (Full Service)	
Total	

<b>Alternate 2 - Integrated Text SMS</b>	<b>X</b>
Cost of Software/Hardware	
Cost for installation	
Annual Maint cost	

<b>Alternate 3 - Remote Position</b>	
Cost of Software/Hardware	
Cost for installation	
Annual MaintX cost	

<b>Alternate 4 - recommended spares kit</b>	<b>X</b>
Cost of Software/Hardware	
Cost for installation	
Annual Maint cost	

**Insert Bill of Materials showing part numbers, quantities, unit cost, extended cost, and total cost for all proposed hardware, software, and labor.**

## STANDARD TERMS AND CONDITIONS

(Request For Bids/Proposals/Contracts)

Dane County Purchasing Division

Rev. 11/13

1.0 **APPLICABILITY:** The terms and conditions set forth in this document apply to Requests for Proposals (RFP), Bids and all other transactions whereby the County of Dane acquires goods or services, or both.

1.1 **ENTIRE AGREEMENT:** These Standard Terms and Conditions shall apply to any contract, including any purchase order, awarded as a result of this request. Special requirements of a resulting contract may also apply. Said written contract with referenced parts and attachments shall constitute the entire agreement, and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the County. Unless otherwise stated in the agreement, these standard terms conditions supersede any other terms and/or conditions applicable to this agreement.

1.2 **DEFINITIONS:** As used herein, "vendor" includes a provider of goods or services, or both, who is responding to an RFP or a bid, and "bid" includes a response to either an RFP or a bid.

2.0 **SPECIFICATIONS:** The specifications herein are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability or performance level, or any combination thereof, desired. When alternates are proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. Dane County shall be the sole judge of equivalency. Vendors are cautioned to avoid proposing alternates to the specifications that may result in rejection of their bid.

3.0 **DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from terms, conditions, or specifications shall be described fully on the vendor's letterhead, signed, and attached to the bid. In the absence of such statement, the bid shall be accepted as in strict compliance with all terms, conditions, and specifications and vendor shall be held liable for injury resulting from any deviation.

4.0 **QUALITY:** Unless otherwise indicated in the request, all material shall be first quality. No pre-owned, obsolete, discontinued or defective materials may be used.

5.0 **QUANTITIES:** The quantities shown herein are based on estimated needs. The County reserves the right to increase or decrease quantities to meet actual needs.

6.0 **DELIVERY:** Deliveries shall be FOB destination freight prepaid and included unless otherwise specified. County will reject shipments sent C.O.D. or freight collect.

7.0 **PRICING:** Unit prices shown on the bid shall be the price per unit of sale as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price, the unit price shall govern in the bid evaluation and contract administration.

7.1 Prices established in continuing agreements and term contracts may be lowered due to market conditions, but prices shall not be subject to increase for the term specified in the

award. Vendor shall submit proposed increases to the contracting department thirty (30) calendar days before the proposed effective date of the price increase. Proposed increases shall be limited to fully documented cost increases to the vendor that are demonstrated to be industry wide. Price increases may not be granted unless they are expressed in bid documents and contracts or agreements.

7.2 Submission of a bid constitutes bidder's certification that no financial or personal relationship exists between the bidder and any county official or employee except as specially set forth in writing attached to and made a part of the bid. The successful bidder shall disclose any such relationship which develops during the term of the contract.

8.0 **ACCEPTANCE-REJECTION:** Dane County reserves the right to accept or reject any or all bids, to waive any technicality in any bid submitted and to accept any part of a bid as deemed to be in the best interests of the County. Submission of a proposal or a bid constitutes the making of an offer to contract and gives the County an option valid for 60 days after the date of submission to the County.

8.1 Bids **MUST** be dated and time stamped by the Dane County Purchasing Division Office on or before the date and time that the bid is due. Bids deposited or time stamped in another office will be rejected. Actual receipt in the office of the purchasing division is necessary; timely deposit in the mail system is not sufficient. THERE WILL BE NO EXCEPTIONS TO THIS POLICY.

9.0 **METHOD OF AWARD:** Award shall be made to the lowest responsible responsive vendor conforming to specifications, terms, and conditions, or to the most advantageous bid submitted to the County on a quality versus price basis.

10.0 **ORDERING/ACCEPTANCE:** Written notice of award to a vendor in the form of a purchase order or other document, mailed or delivered to the address shown on the bid will be considered sufficient notice of acceptance of bid. A formal contract containing all provisions of the contract signed by both parties shall be used when required by the Dane County Purchasing Division.

11.0 **PAYMENT TERMS AND INVOICING:** Unless otherwise agreed, Dane County will pay properly submitted vendor invoices within thirty (30) days of receipt of goods and services. Payment will not be made until goods or services are delivered, installed (if required), and accepted as specified. Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order.

11.1 **NO WAIVER OF DEFAULT:** In no event shall the making of any payment or acceptance of any service or product required by this Agreement constitute or be construed as a waiver by County of any breach of the covenants of the Agreement or a waiver of any default of the successful vendor, and the making of any such payment or acceptance of any such service or product by County while any such default or breach shall exist shall in no way impair or prejudice the right of County

with respect to recovery of damages or other remedy as a result of such breach or default.

12.0 TAXES: The County and its departments are exempt from payment of all federal tax and Wisconsin state and local taxes on its purchases except Wisconsin excise taxes as described below. The State of Wisconsin Department of Revenue has issued tax exempt number ES41279 to Dane County.

12.1 The County is required to pay the Wisconsin excise or occupation tax on its purchase of beer, liquor, wine, cigarettes, tobacco products, motor vehicle fuel and general aviation fuel. The County is exempt from Wisconsin sales or use tax on these purchases. The County may be subject to other states' taxes on its purchases in that state depending on the laws of that state. Vendors performing construction activities are required to pay state use tax on the cost of materials.

13.0 GUARANTEED DELIVERY: Failure of the vendor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the vendor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include administrative costs.

14.0 APPLICABLE LAW AND VENUE: This contract shall be governed under the laws of the State of Wisconsin, and venue for any legal action between the parties shall be in Dane County Circuit Court. The vendor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct.

15.0 ASSIGNMENT: No right or duty in whole or in part of the vendor under this contract may be assigned or delegated without the prior written consent of Dane County.

16.0 NONDISCRIMINATION/AFFIRMATIVE ACTION: During the term of this Agreement the vendor agrees, in accordance with sec. 111.321, Wis. Stats., and Chapter 19 of the Dane County Code of Ordinances, not to discriminate against any person, whether an applicant or recipient of services, an employee or applicant for employment, on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest record or conviction record, military participation or membership in the national guard, state defense force or any other reserve component of the military forces of the United States, or political beliefs. The vendor shall provide a harassment-free work environment. These provisions shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, training, including apprenticeships, rates of pay or other forms of compensation.

16.1 Vendors who have twenty (20) or more employees and a contract of twenty thousand dollars (\$20,000) or more must submit a written affirmative action plan to the County's Contract Compliance Officer within fifteen (15) working days of the effective date of the contract. The County may elect to accept a copy of the current affirmative action plan filed with and approved by a federal, state or local government unit.

16.2 The vendor agrees to post in conspicuous places, available for employees and applicants for employment, notices setting forth the provisions of this Agreement as they relate to affirmative action and nondiscrimination.

16.3 Failure to comply with these Terms and Conditions may result in the vendor being debarred, termination of the contract and/or withholding of payment.

16.4 The vendor agrees to furnish all information and reports required by Dane County's Contract Compliance Officer as the same relate to affirmative action and nondiscrimination, which may include any books, records, or accounts deemed appropriate to determine compliance with Chapter 19, D.C. Ords. and the provisions of this Agreement.

16.5 *Americans with Disabilities Act*: The vendor agrees to the requirements of the ADA, providing for physical and programmatic access to service delivery and treatment in all programs and activities.

17.0 PATENT, COPYRIGHT AND TRADEMARK INFRINGEMENT: The vendor guarantees goods sold to the County were manufactured or produced in accordance with applicable federal labor laws, and that the sale or use of the articles described herein do not infringe any patent, copyright or trademark. The vendor covenants that it will, at its own expense, defend every suit which shall be brought against the County (provided that such vendor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent, copyright or trademark by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.

18.0 SAFETY REQUIREMENTS: All materials, equipment, and supplies provided to the County must fully comply with all safety requirements as set forth by the Wisconsin Department of Commerce and all applicable OSHA Standards.

18.1 MATERIAL SAFETY DATA SHEET: If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29 CFR 1910.1200, provide one (1) copy of the Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

19.0 WARRANTY: Unless specifically expressed otherwise in writing, goods and equipment purchased as a result of this request shall be warranted against defects by the vendor for one (1) year from date of receipt. An equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the vendor. The time limitation in this paragraph does not apply to the warranty provided in paragraph 27.0.

## 20.0 INDEMNIFICATION & INSURANCE.

20.1. PROVIDER shall indemnify, hold harmless and defend COUNTY, its boards, commissions, agencies, officers, employees and representatives against any and all liability, loss (including, but not limited to, property damage, bodily injury and loss of life), damages, costs or expenses which COUNTY, its officers, employees, agencies, boards, commissions and representatives may sustain, incur or be required to pay by reason of PROVIDER furnishing the services or goods required to be provided under this Agreement, provided, however, that the provisions of this paragraph shall not apply to liabilities, losses, charges, costs, or expenses caused by or resulting from the acts or omissions of COUNTY, its agencies, boards, commissions, officers, employees or representatives. The obligations of PROVIDER under this paragraph shall survive the expiration or termination of this Agreement.

20.2. In order to protect itself and COUNTY, its officers, boards, commissions, agencies, agents, volunteers, employees

and representatives under the indemnity provisions of the subparagraph above, PROVIDER shall, at PROVIDER's own expense, obtain and at all times during the term of this Agreement keep in full force and effect the insurance coverages, limits, and endorsements listed below. When obtaining required insurance under this Agreement and otherwise, PROVIDER agrees to preserve COUNTY's subrogation rights in all such matters that may arise that are covered by PROVIDER's insurance. Neither these requirements nor the COUNTY's review or acceptance of PROVIDER's certificates of insurance is intended to limit or qualify the liabilities or obligations assumed by the PROVIDER under this Agreement. The County expressly reserves the right to require higher or lower insurance limits where County deems necessary.

**20.2.1. Commercial General Liability.**

PROVIDER agrees to maintain Commercial General Liability insurance at a limit of not less than \$1,000,000 per occurrence. Coverage shall include, but not be limited to, Bodily Injury and Property Damage to Third Parties, Contractual Liability, Personal Injury and Advertising Injury Liability, Premises-Operations, Independent PROVIDERS and Subcontractors, and Fire Legal Liability. The policy shall not exclude Explosion, Collapse, and Underground Property Damage Liability Coverage. The policy shall list DANE COUNTY as an Additional Insured.

**20.2.2. Commercial/Business Automobile Liability.**

PROVIDER agrees to maintain Commercial/Business Automobile Liability insurance at a limit of not less than \$1,000,000 Each Occurrence. PROVIDER further agrees coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event PROVIDER does not own automobiles, PROVIDER agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

**20.2.3. Environmental Impairment (Pollution) Liability**

PROVIDER agrees to maintain Environmental Impairment (Pollution) Liability insurance at a limit of not less than \$1,000,000 per occurrence for bodily injury, property damage, and environmental cleanup costs caused by pollution conditions, both sudden and non-sudden. This requirement can be satisfied by either a separate environmental liability policy or through a modification to the Commercial General Liability policy. Evidence of either must be provided.

**20.2.4. Workers' Compensation.**

PROVIDER agrees to maintain Workers Compensation insurance at Wisconsin statutory limits.

**20.2.5. Umbrella or Excess Liability.**

PROVIDER may satisfy the minimum liability limits required above for Commercial General Liability and Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for the Commercial General Liability and Business Auto Liability. PROVIDER agrees to list DANE COUNTY as an "Additional Insured" on its Umbrella or Excess Liability policy.

**20.3.** Upon execution of this Agreement, PROVIDER shall furnish COUNTY with a Certificate of Insurance listing COUNTY as an additional insured and, upon request, certified copies of the required insurance policies. If PROVIDER's insurance is underwritten on a Claims-Made basis, the Retroactive Date shall be prior to or coincide with the date of this Agreement, the

Certificate of Insurance shall state that professional malpractice or errors and omissions coverage, if the services being provided are professional services coverage is Claims-Made and indicate the Retroactive Date, PROVIDER shall maintain coverage for the duration of this Agreement and for six (6) years following the completion of this Agreement. PROVIDER shall furnish COUNTY, annually on the policy renewal date, a Certificate of Insurance as evidence of coverage. It is further agreed that PROVIDER shall furnish the COUNTY with a 30-day notice of aggregate erosion, in advance of the Retroactive Date, cancellation, or renewal. It is also agreed that on Claims-Made policies, either PROVIDER or COUNTY may invoke the tail option on behalf of the other party and that the Extended Reporting Period premium shall be paid by PROVIDER. In the event any action, suit or other proceeding is brought against COUNTY upon any matter herein indemnified against, COUNTY shall give reasonable notice thereof to PROVIDER and shall cooperate with PROVIDER's attorneys in the defense of the action, suit or other proceeding. PROVIDER shall furnish evidence of adequate Worker's Compensation Insurance. In case of any sublet of work under this Agreement, PROVIDER shall furnish evidence that each and every subcontractor has in force and effect insurance policies providing coverage identical to that required of PROVIDER. In case of any sublet of work under this Agreement, PROVIDER shall furnish evidence that each and every subcontractor has in force and effect insurance policies providing coverage identical to that required of PROVIDER.

**20.4.** The parties do hereby expressly agree that COUNTY, acting at its sole option and through its Risk Manager, may waive any and all requirements contained in this Agreement, such waiver to be in writing only. Such waiver may include or be limited to a reduction in the amount of coverage required above. The extent of waiver shall be determined solely by COUNTY's Risk Manager taking into account the nature of the work and other factors relevant to COUNTY's exposure, if any, under this Agreement.

**21.0 CANCELLATION:** County reserves the right to terminate any Agreement due to non-appropriation of funds or failure of performance by the vendor. This paragraph shall not relieve County of its responsibility to pay for services or goods provided or furnished to County prior to the effective date of termination.

**22.0 PUBLIC RECORDS ACCESS:** It is the intention of the County to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Bid openings are public unless otherwise specified. Records are not available for public inspection prior to issuance of the notice of intent to award or the award of the contract. Bid results may be obtained by visiting the Dane County Purchasing Office Monday – Friday, between 8:00 a.m. and 4:00 p.m. Prior appointment is advisable.

**22.1 PROPRIETARY INFORMATION:** If the vendor asserts any of its books and records of its business practices and other matters collectively constitute a trade secret as that term is defined in s. 134.90(1)(c), Wis. Stats., County will not release such records to the public without first notifying the vendor of the request for the records and affording the vendor an opportunity to challenge in a court of competent jurisdiction the requester's right to access such records. The entire burden of maintaining and defending the trade secret designation shall be upon the vendor. The vendor acknowledges and agrees that if the vendor shall fail, in a timely manner, to initiate legal action to defend the trade secret designation or be unsuccessful in its defense of that

designation, County shall be obligated to and will release the records.

22.2 Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which vendor believes qualifies as a trade secret, as provided in section 19.36(5), Wis. Stats., must be identified on a designation of Confidential and Proprietary Information form. Pricing will not be held confidential after award of contract.

22.3 Data contained in a bid, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations shall be the property of the County.

23.0 RECYCLED MATERIALS: Dane County is required to purchase products incorporating recycled materials whenever technically and economically feasible. Vendors are encouraged to bid products with recycled content which meet specifications.

24.0 PROMOTIONAL ADVERTISING: Reference to or use of Dane County, any of its departments or sub-units, or any county official or employee for commercial promotion is prohibited.

25.0 ANTITRUST ASSIGNMENT: The vendor and the County of Dane recognize that in actual economic practice, overcharges resulting from antitrust violation are in fact usually borne by the Purchaser. Therefore, the successful vendor hereby assigns to the County of Dane any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.

26.0 RECORDKEEPING AND RECORD RETENTION-PUBLIC WORKS CONTRACTS: The successful bidder on a public works contract shall comply with the State of Wisconsin prevailing wage scale and shall establish and maintain adequate payroll records for all labor utilized as well as records for expenditures relating to all subcontracts, materialmen and suppliers. All records must be kept in accordance with generally accepted accounting procedures. The County shall have the right to audit, review, examine, copy, and transcribe any such records or documents. The vendor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

26.1 RECORDKEEPING AND RECORD RETENTION-COST REIMBURSEMENT CONTRACTS: Where payment to the vendor is based on the vendor's costs, vendor shall establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. The County contracting agency shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to any contract resulting from this bid/proposal held by the vendor. The vendor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

27.0 LIVING WAGE REQUIREMENT: The vendor shall, where appropriate, comply with the County's Living Wage requirements as set forth in section 25.015, Dane County Ordinances.

27.01 In the event its payroll records contain any false, misleading or fraudulent information, or if the vendor fails to  
RFP NO. 115107

comply with the provisions of s. 25.015, D.C. Ords., the County may withhold payments on the contract, terminate, cancel or suspend the contract in whole or in part, or, after a due process hearing, deny the vendor the right to participate in bidding on future County contracts for a period of one (1) year after the first violation is found and for a period of three (3) years after a second violation is found.

27.02 Bidders are exempt from the requirement of this section if:

- The maximum value of services to be provided is less than \$5,000;
- The bid involves only the sale of goods to the County;
- The bid is for professional services;
- The bid is for a public works contract where wages are regulated under s. 62.293, Wis. Stats.;
- The bidder is a school district, a municipality, or other unit of government;
- The service to be provided is residential services at an established per bed rate;
- The bidder's employees are persons with disabilities working in employment programs and the successful bidder holds a current sub-minimum wage certificate issued by the U.S. Department of Labor or where such a certificate could be issued but for the fact that the employer is paying a wage higher than the minimum wage;
- The bidder is an individual providing services to a family member; or
- The bidder's employees are student interns.

27.03 COMPLIANCE WITH FAIR LABOR STANDARDS. During the term of this Agreement, PROVIDER shall report to the County Contract Compliance Officer, within ten (10) days, any allegations to, or findings by the National Labor Relations Board (NLRB) or Wisconsin Employment Relations commission (WERC) that PROVIDER has violated a statute or regulation regarding labor standards or relations within the seven years prior to entering this Agreement. If an investigation by the Contract Compliance Officer results in a final determination that the matter adversely affects PROVIDER'S responsibilities under this Agreement, and which recommends termination, suspension or cancellation of this agreement, the County may take such action.

27.04 PROVIDER may appeal any adverse finding by the Contract Compliance Officer as set forth in sec. 25.015(11)(c) through (e).

27.05 PROVIDER shall post the following statement in a prominent place visible to employees: "As a condition of receiving and maintaining a contract with Dane County, this employer shall comply with federal, state and all other applicable laws prohibiting retaliation for union organizing.

## REQUIREMENT & SPECIFICATION INSTRUCTIONS

The following sections contain specific questions, and responses are required. In addition to the responses, we would appreciate supporting documentation on the method the vendor uses to accomplish the requirements and overall information on the systems.

1. The following tables contain one column of statements and three response columns. Each non-shaded numbered item requires one response with an "X." Multiple "X" marks on a row will be considered a "No."
2. Areas in the tables that are grayed out are titles and information that does not require a response.
3. In the response columns,
  - A. "Y" means yes. An "X" in this column means your product and/or company meets the requirement.
  - B. "N" means no. An "X" in this column means you cannot provide these functions or services.
  - C. "Alt" means alternate. An "X" in this column means an alternate solution option exists or is scheduled in a developing release or could be developed.
4. If the vendor's product meets the requirement and they wish to include additional information, please mark an "I" in the "Yes" column, insert a row immediately below the item and include the additional information
5. **The responses must be based upon current existing software that is in production and use.**



<b>Section 5 General Specifications &amp; Requirements</b>				
<b>Dane County RFP – Vendor Response</b>		<b>Y</b>	<b>N</b>	<b>Alt</b>
<b>5.1 Vendor/Contractor Requirements</b>				
5.1.1	The Vendor shall provide a full turnkey system. This includes the equipment, installation, implementation, training, testing, and acceptance.			
5.1.2	It is the requirement of Vendors and representatives responding to this RFP to ensure the proposed equipment and systems meet or exceed all applicable standards for 911 systems, including National Emergency Number Association (NENA) i3 guidelines and standards and others as may apply. For reference, Vendors are directed to “NENA Recommended Generic Standards for NG911 PSAP Equipment” NENA 04-001 Issue 2, March 2001 or more current as of proposal deadline. Also refer to the NENA IP Capable PSAP Features and Capabilities Standard (Operations) Document 58-001.			
5.1.3	The Contractor will be required to work with Communications and IT staff and other personnel as required.			
5.1.4	Proposers shall include a diagram of the proposed solution with building addresses and room numbers, also describing general factors to be considered in locating backup control equipment at a location other than the backup PSAP, for example a state data center.			
5.1.5	The Contractor will provide, install and test necessary network and other cabling.			
5.1.6	The Contractor will provide all telephone wiring to meet the requirements of the RFP.			
5.1.7	The Contractor will provide a pre-installation meeting outlining the schedule.			
5.1.8	The Contractor will lead collection and complete configuration of needed system parameters.			
5.1.9	The Contractor will complete the initial setup but allow for changes and/or adjustments as needed by the County.			
5.1.10	The Contractor will provide a checklist of items completed or necessary for the cutover to the new system.			
5.1.11	Proposers shall offer a system that supports wireless, landline and VOIP 9-1-1 calls, as well as 3-1-1 calls.			
5.1.12	The Vendor shall be responsible for the installation of all			

<b>Section 5 General Specifications &amp; Requirements</b>				
<b>Dane County RFP – Vendor Response</b>		<b>Y</b>	<b>N</b>	<b>Alt</b>
	required hardware, network switches, software applications, and interfaces.			
5.1.13	The Vendor shall provide necessary personnel to ensure a professional and responsible installation not disrupting the existing 911 service.			

<b>5.2 Materials</b>				
5.2.1	All materials and products provided must be new and unused of the latest design, with full manufacturer warranties.			
5.2.2	Material and products have been selected based on the functional and performance requirements fit for the purpose for which they are intended and meet the requirements in this document.			
5.2.3	Products and materials named in this document that are discontinued or updated by the manufacturer shall be replaced at no cost by equipment equal to or better than the specified models. The Contractor shall provide the County with specification information on both the original and replacement materials and products. Approval of replacement product or material is at the discretion of the County.			
5.2.4	The Contractor shall provide additional system components typically and reasonably required to make the system operational even though not stated specifically indicated in Drawings, Appendices, or Specifications, including but not limited to cable, connectors, connecting accessories, adapters, power supplies, rack mounting adapters and shelves, cover plates and closure panels, relays and switches, remote antenna mounts, terminal blocks, and related connector and termination hardware required by but not supplied with the equipment.			
<b>5.3 Servers and Installation</b>				
5.3.1	All proposed servers are to be installed in existing County racks.			
5.3.2	The County will supply UPS power at both PSAP locations.			
5.3.3	The Contractor shall verify project site conditions and plan and coordinate accordingly.			
<b>5.4 Workstations</b>				

5.4.1	All workstations shall be installed in the appropriate locations provided by the County. Vendors must visit the sites to understand the necessary details.			
<b>5.5 Requirements for System Acceptance</b>				
The Contractor is required to ensure the following items are complete prior to system acceptance:				
5.5.1	All workstations are receiving calls and are in full operation as per this RFP with Vendor's response.			
5.5.2	All backroom equipment is installed to the specifications in this RFP and to standards recommended by the manufacturer.			
5.5.3	Installation is completed in a professional manner; all areas affected are clean; and unused equipment and packaging material is disposed of properly.			
5.5.4	A punch list of all items not complete is compiled and distributed daily to a list of interested parties determined by County's Contract Administrator.			
5.5.5	All outstanding adds, moves, or changes are complete.			
5.5.6	Station software changes are complete and up to current version.			
5.5.7	The Vendor must provide dedicated and labeled demark terminations for the CAD, logging recorder, and mapping data feeds.			
<b>5.6 Spare Parts</b>				
5.6.1	Spare parts shall be able to be on site within two hours of determining they are needed.			
<b>5.7 Grounding</b>				
5.7.1	Proposers shall identify and treat any grounding deficiencies at either PSAP location.			
<b>5.8 Cables</b>				
5.8.1	The County contracts with Integral Building Systems, Inc. ( <a href="http://ibsystemsinc.com/">http://ibsystemsinc.com/</a> ) for wiring, and proposers shall use IBSI for cabling between positions and rooms.			
5.8.2	The County IT will approve all wiring standards.			
5.8.3	Telecommunications cabling must be installed and tested in accordance with BICSI standards. A copy of the cable test results must be provided as part of the project documentation.			
5.8.4	All cables, regardless of length, shall be labeled within 18" of both ends with an identifier that is keyed to the door, room, or			

	corridor number as identified.			
5.8.5	All cables shall be separated into like groups according to signal or power levels.			
5.8.6	All equipment rack wiring and cabling shall be neatly dressed.			
5.8.7	All cables shall have service loops.			
5.8.8	Rack cabling shall be adequately supported with Velcro wire wraps and horizontal support cable managers fastened to rack frame.			
5.8.9	All cables are to run at right angles to the structure, placed above the ceiling in halls or corridors at the backup PSAP, and below any available raised floor at the primary PSAP.			
5.8.10	Concealment: The Contractor shall make every effort to conceal wiring and other apparatus into walls, floors, and ceilings, assuming code and good engineering practice allows and suggests. All cabling systems installed in public areas shall be installed within walls, ceiling, or floors or within surface wiring pathways as dictated by codes and good engineering practice.			
5.8.11	Cable Ties and Velcro Straps: Ties and straps shall be installed snugly without deforming cable insulation. Ties shall be spaced at uneven intervals not to exceed four feet. No sharp burrs should remain where excess length of the cable tie has been cut.			
5.8.12	Obstruction: The Contractor shall notify the County immediately if obstruction or hazard is discovered in a pathway provided by others.			
5.8.13	Cable Treatment: Cable shall be stored and handled to assure that it is not stretched, kinked, crushed, or abraded in any way. Bend radiuses shall meet manufacturer specifications and/or recommendations. Cable should not be installed in ambient temperatures or moisture conditions above or below the rating of the manufacturer.			
5.8.14	Splicing: No splices shall be installed in any cable less than five hundred (500) feet in length.			
<b>Section 6 General System Requirements</b>				
6.1.1	The proposed system shall be purpose built for mission critical 9-1-1 call handling. Proposers must clearly identify any single point(s) of failure to interrupt call processing from the call ingress point to the call answering position.			
6.1.2	The proposed system shall be engineered such that if a			

	component or software service fails it may be replaced or corrected without loss of call taking operations. Such unscheduled outages will not interrupt call taking operations.			
6.1.3	The proposed system shall be engineered such that a system update or upgrade shall not take the system out of service. Such scheduled outages will not interrupt call taking operations.			
6.1.4	Proposed system shall be based on NENA i3 NG911 technologies and be IP based. The system shall be flexible enough to support legacy E9-1-1 technologies as well in order to support any migration and swing over as required.			
6.1.5	All proposing manufacturers' must be certified to the ISO 9001:2008 standard.			
6.1.6	The Vendor shall warrant compliance with known applicable standards at the time of system acceptance and shall provide regular updates to the system as may be required to meet evolving standards for the duration of the contract.			
6.1.7	The Vendor shall include ANI/ALI controller equipment as required with the system			
6.1.8	The Vendor shall include other hardware as required with the system.			
6.1.9	The Vendor shall include a complete set of user guides, administration guides and configuration manuals for all equipment and applications proposed.			
6.1.10	The Vendor shall provide a turnkey system with redundancy capable of allowing for components to be located geographically at two different locations, and act as backup for each other and replicating any and all data between the two sites.			
6.1.11	The Vendor shall provide a Project Management Team for program planning; direction, structure and controls in order to provide superior implementation service and to ensure all contract requirements and specifications are strictly adhered to. The Project Manager's primary act will be to prepare a comprehensive management plan for technical services staffing. Vendor shall provide an overview of their project management process.			
<b>6.2 Workstations / Operator Positions</b>				
6.2.1	The Vendor shall provide (see next item regarding County hardware provision) 21 fully configured networked NG911 workstations for the main communications center and 14 for			

	the backup center.			
6.2.2	The County will purchase all PC workstations, servers, keyboards, mice and touch-screen monitors and provide them to the vendor per the vendor's schedule. Vendors shall specify in their proposals the specific system requirements of each as necessary to satisfy the County's requirements and to maintain 5 years of growth with NG911 implementation in accordance with NENA i3.			
<b>6.3 Administrative Workstation</b>				
6.3.1	The Vendor shall provide an administrative workstation (Proposer to specify hardware requirements per section 6.2.2) with security requirements, software and connectivity for in house administrative support of the system at both PSAP locations.			
<b>6.4 Network</b>				
6.4.1	The Vendor shall design and implement necessary networking. The County does not intend to purchase the networking hardware and services..			
6.4.2	The county prefers to connect the PSAPs with dark fiber, and the Vendor shall specify specific needs to support the proposed system.			
6.4.3	The Vendor shall provide and maintain any network hardware/switches required in the network configuration.			
<b>Section 7 Call Taking System</b>				
<b>7.1 System Architecture</b>				
7.1.1	All major components proposed in the system should be redundant allowing for full geographical split location of the system. The system shall be designed to allow distribution of major components between multiple locations without requiring the purchase of multiple systems. It is expected that half the telco facilities will be connected at each PSAP, allowing a single PSAP to maintain operations with only a reduction in capacity specific to the lines lost.			
7.1.2	The proposed system will provide full capacity call processing, defined as call from ingress to call taker positions during scheduled (fixes, updates and upgrades) or unscheduled (failure) outages.			
7.1.3	The controller system shall be deployable as a Geo diverse deployment with redundancy at each location. The back-up PSAP should be survivable if the connection to the data			

	network is unavailable. Each PSAP will have analog lines serving it.			
7.1.4	Proposed system shall support a distributed architecture and allow for flexible rules based call routing using different gateways in different locations, including automated fail-over in case a gateway is temporarily unavailable.			
7.1.5	The system shall include an integrated soft switch with auto-attendant and IVR equal to or exceeding the current system, and including voice mail.			
7.1.6	The system can be deployable in a hosted and/or shared environment allowing the allocation of logical system resources, console layouts, notifications, reporting, and call handling rules on a per agency basis.			
7.1.7	Proposed system must be expandable to accommodate a 25% growth from current capacity.			
7.1.8	The system shall support the deployment of remote centers and call taking positions over an IP network.			
7.1.9	The system shall support call answering and supervisor call answering/monitoring by providing mobile call taking positions that are compact and portable.			
7.1.10	The system shall provide a virtualized environment allowing the deployment and operation of multiple applications on the same virtualized servers.			
7.1.11	The solution shall align to the applicable NENA i3 standards.			
7.1.12	The system shall provide NENA i3 connectivity without requiring any additional servers.			
7.1.13	The system shall provide an upgrade path to emerging and new NENAi3 capabilities utilizing component upgrades, if required, instead of hardware replacement.			
7.1.14	System components shall fit in available rack and workstation space as surveyed by the proposer.			
<b>7.2 System Features</b>				
7.2.1	The system must provide call-handling capabilities in excess of 200,000 911 and 250,000 administrative per year.			
7.2.2	The system shall allow the use of dedicated or DID lines to create simulated 'ringdown' circuits with other PSAPs or sites.			
7.2.3	The system shall provide an interim option for handling texts (including SMS) to both 9-1-1 and seven digit numbers pending eventual connection to an ESInet.			

7.2.4	The system shall pass to the County's Verint AudioLog recording system details related to each call as it is being handled per workstationl.			
7.2.5	The system shall make an instant recall feature available at each position.			
7.2.6	The system shall be scalable to support possible future 3-1-1 call handling.			
<b>7.3 Line and Trunk Interfaces</b>				
7.3.1	The system shall provide interfacing to CAMA lines, Analog FXO and FXS lines.			
7.3.2	The system shall automatically throttle CAMA line bandwidth to a County-configured number of lines that takes into account the combined status of both PSAPs.			
7.3.3	The systems shall provide interfacing to digital T1 trunks using CAS or ISDN signaling.			
7.3.4	Proposers shall describe the level of connectivity the system would provide with the County's Mitel and City of Madison's Cisco PBX systems as it pertains to calls to and from, transfers and conferences in or out.			
7.3.5	The system shall provide off-hook and ACD status indication to the County's radio console and status light towers.			
<b>7.4 Automatic Call Distribution - ACD</b>				
7.4.1	The system shall support ACD distribution with routing schemes that include longest idle agent, circular and linear distribution.			
7.4.2	The system shall be configurable to allow Call Takers to bypass ACD assignment and answer any ringing 9-1-1 call directly, based on configured layout.			
7.4.3	The ACD shall be able to estimate an expected wait time that might be visible to users and also might be shared with callers.			
7.4.4	The ACD shall support the ability to overflow to an alternate queue based on: maximum wait time, maximum calls in queue, current predicted wait time, or no agent signed in to the queue.			
7.4.5	Proposed system must support multiple call queues, with maximum numbers stated.			
7.4.6	The ACD shall allow an agent to place a call on hold or otherwise set it aside for later handling him/herself or by another, and the agent able to return to the ACD queue to			



	handle another call.			
7.4.7	The ACD audio messages shall include an audio message when the caller enters the queue and a separate message played while the caller is in queue.			
7.4.8	The ACD shall provide the configurable ability to provide post-call-processing time for giving the agent time to wrap up the previous call prior to becoming available for new ACD calls.			
7.4.9	The ACD shall re-queue a call when the call is presented to an agent and not answered in a configured amount of time. Supervisors should be notified if this feature is activated, and information available for later reporting.			
7.4.10	The ACD shall re-queue a call when a workstation failure is encountered during the call. Supervisors should be notified if this feature is activated, and information available for later reporting.			
7.4.11	The ACD shall provide routing based on console positions and/or based on agent role/skills.			
7.4.12	The system shall include wall display panels for the primary and backup PSAP, configurable to show the number of calls in queue, longest call waiting time, number of active calls and number, position, location and identity of available agents.			
7.4.13	The system shall provide the ability to route any call to a specific queue based on the DID number dialed by the caller.			
7.4.14	The system shall support the ability to transfer a call from a console to any ACD queue in the system.			
7.4.15	The system shall support multiple roles per agent. The ACD can then distribute calls based on the active role for each agent.			
7.4.16	The console shall provide the ability for an agent to refuse an ACD call presented to the workstation and whereby the refused call is re-queued to the ACD. Such occurrences might be automatically reported to supervisors at the time, and available for later detail reporting.			
7.4.17	The console shall provide the ability for an agent to change their state to and from ready and not ready to receive an ACD call. This information should be available for later detail reporting.			
7.4.18	The console shall provide the ability to automatically answer incoming ACD calls.			
7.4.19	The console shall provide the ability for an agent to pre-record			

	greetings based on the line type of the incoming call whereby when the call is answered at the console the caller is automatically played the appropriate agent greeting based on the line group.			
<b>7.5 Automatic Location Information - ALI</b>				
7.5.1	The system shall provide the ability to configure multiple ALI links associated to specific trunk groups.			
7.5.2	Each ALI group shall be configurable for a specific ALI protocol and assignable to individual trunks.			
7.5.3	The system shall support ALI parsing to extract each individual ALI record field.			
7.5.4	The system shall support multiple ALI request schemes across dual redundant ALI links including Priority, Simultaneous and Alternating ALI requests.			
7.5.5	The system shall provide the ability to create an incorrect location information report and send it to a printer and/or email to a pre-configured email recipient.			
<b>7.6 CAD Interfacing</b>				
7.6.1	The system shall provide interface to multiple CAD servers using a standard NENA CAD spill over serial port.			
7.6.2	The system shall provide an optional CAD spill update when ALI is rebid.			
7.6.3	The system shall be configurable to print the ALI record and the TTY/TDD conversation text for TTY/TDD calls, as well as create and efficiently offload PDF files.			
<b>7.7 Contact Management and Dialing</b>				
7.7.1	The system shall support the creation of contact lists for dialing, with each contact list assignable based on the role or agency of the users.			
7.7.2	The contact list shall support the ability to define up to 10 custom fields for each contact list.			
7.7.3	The system shall provide the ability to assign any contacts to a group to be used by an agent for selective transfer based on the ESN. The contacts associated to a caller's ESN can then be accessed with one click of the mouse or button.			
7.7.4	The system shall support dialing rules based on different contexts including the line type and the state of the console.			
7.7.5	A contact's dialing instructions can be programmed to also include call control commands such as transfer and			

	conference.			
7.7.6	The system shall offer a migration tool to migrate existing dialing data onto the new system rather than by manual entry.			
7.7.7	The system shall support the ability to import and/or export the contact list data utilizing CSV format.			
7.7.8	The system shall allow dialing with and without a calling line ID block or unblock as desired by the operator at the time of the call.			
<b>7.8 Multi-Agency Support Features</b>				
7.8.1	The system shall support the creation of multiple agencies in the system allowing the allocation of lines, agent roles, phone groups, and screen layouts on a per agency basis.			
7.8.2	Abandoned calls for a specific agency shall be presented only to agents logged in to that agency.			
7.8.3	System held calls shall only be visible within the defined agency of the agent that put the call on hold.			
7.8.4	Incorrect Location Report shall be generated, printed and emailed on a per agency basis to a destination specific to each agency.			
<b>7.9 User Role Based Login</b>				
7.9.1	The system shall provide the ability to assign multiple roles to an agent.			
7.9.2	An agent can be assigned roles from different agencies allowing the agent to answer calls from any agency at any position in the system.			
7.9.3	The role shall be associated with a specific agency ID, ACD routing, line mapping, permissions, all possible user configurations, console user interface layout, contact list and audible alerts to be chosen by the user at login to any workstation.			
7.9.4	An agent shall be able to choose any of their assigned roles during their login with the ability to quickly login with their default role.			
<b>7.10 Remote Portable Consoles</b>				
7.10.1	The system shall be capable of providing portable operator answering positions using a high speed IP connection to remotely access the Central Communications Platform. Remote consoles will be based on laptop or ruggedized computers. Such positions may be used in support of remote			

incident dispatch, as well as work from home.				
<b>Section 8 Console Features</b>				
<b>8.1 User Interface Configurability</b>				
8.1.1	The call taking console shall permit customization of the user interface, including window and button layout, window sizes, control element sizes and properties, font size and types on a per console UI layout basis.			
8.1.2	The console shall support the assignment of one or multiple console UI layouts and configuration based on the call taker role within an agency.			
8.1.3	The console shall be administrative configurable for type of tone alerts/on/off tones for incoming calls, on hold calls, parked calls, and tones when going out of a queues.			
<b>8.2 Interface Capabilities</b>				
8.2.1	The console shall provide the ability to include a shared call appearance resource for any inbound line or trunk of the system that will show the status of the line, pre-answer ALI of the caller, ability to pick up that line or join the call.			
8.2.2	The console shall provide pre-answer ANI and ALI to any shared call appearance.			
8.2.3	The console shall provide the ability to include a multi-call appearance that queues multiple calls from assigned line groups and rings multiple positions.			
8.2.4	The multi-call appearance, if mapped to the current console UI layout, shall indicate the number of calls queued on that appearance as well as the waiting time for the oldest call.			
<b>8.3 Call Control</b>				
8.3.1	The console shall provide the ability for a call taker to answer incoming ACD calls, pick up a call on any line appearance or multi-call appearance configured on its current console UI layout.			
8.3.2	The console shall provide the ability to perform a conference, or transfer to any contact in the contact list with minimum effort, and take into account the incoming line so as to make any necessary dialing adjustments.			
8.3.3	The console shall provide the ability to perform a supervised transfer, a blind transfer, or a supervised blind transfer.			
8.3.4	The console shall provide the ability to put a call on local hold, where only the agent who put the call on hold can retrieve the			

	call, or on system hold, where any agent in the same agency can retrieve the call.			
8.3.5	The console shall provide the ability for an agent to join a call on any of the shared line appearances configured on the console. When joining, the call taker that was initially on the call shall receive information that another agent has joined as well as the extension or console ID of the joining agent.			
8.3.6	The console shall provide the ability to perform a no-hold conference where the existing parties on the call are not put on hold when conferencing in a new party.			
8.3.7	The console shall provide the ability to perform a hold conference where the existing parties on the call are put on hold when conferencing in a new party.			
8.3.8	Conferences shall not require the telecommunicator to remain on the line.			
8.3.9	Reduced-size keyboards shall be available for frequently-used functions that might otherwise require a full PC keyboard.			
8.3.10	The console shall support conference capability.			
8.3.11	The console which initiated a conference shall support the ability to selectively drop, hold and un-hold individual parties of a conference call.			
8.3.12				
8.3.13	A supervisor or trainer shall be able to initiate an observation session on an agent logged in with a role the supervisor is allowed to monitor whereby the supervisor is silently connected to the agent's audio path. The supervisor can listen in on the call and optionally become an active participant in the call and establish a two way audio path with all participants in that call.			
8.3.14	The observe function can be silent providing no indication that an agent is being monitored or can be configured to provide a notification tone to notify the agent of the observation in progress.			
<b>8.4 Mapping</b>				
8.4.1	Users shall have mapping available from the phone console.			
8.4.2	Phone console mapping should aid users in seeing available location information for incoming calls, and manually prioritizing answer.			
8.4.3	Phone console mapping should allow call takers to see and use map data in cases where CAD is not available.			

8.4.4	Phone console mapping should connect with existing County ESRI 10-based map and image servers as much as possible.			
<b>8.5 Call Information Display</b>				
8.5.1	The console shall provide the ability to display the Calling Party Number and Location Information (ALI) of an incoming 9-1-1 or emergency call before the call has been answered.			
8.5.2	The console shall provide the ability to request the system to rebid the ALI of the caller and update the ALI in the call information display.			
8.5.3	The console shall provide the ability to perform a manual ALI request whereby the agent enters a phone number and the system performs an ALI query and displays the results on the console. This manual ALI query can be performed while the agent is idle or on a call.			
8.5.4	The Manual ALI request capability can be enabled on a per role basis.			
8.5.5	The console shall support the selective display of ALI for past recent calls.			
8.5.6	The console shall support the search of saved ALI.			
8.5.7	The console shall support the ability to print current or saved ALI.			
<b>8.6 Agent View</b>				
8.6.1	The console shall provide a window showing all agents logged currently into the agency including information such as their name, the name of their position, their current role, their call status and the name of the line if they are on a call.			
<b>8.7 Dialing</b>				
8.7.1	The console shall provide a user interface where contacts can be displayed in an array of buttons for one click dialing.			
8.7.2	Multiple layers of these buttons can be organized such that a call taker shall be able to navigate to the appropriate contact button for dialing.			
8.7.3	The console shall also provide a search capability of all contacts whereby the search results are narrowed and displayed as the agent enters characters in the search field.			
8.7.4	The search capability shall provide a simple search of the contact name or an advanced search where the agent can enter additional search criteria for other fields in the contact record.			

8.7.5	The system shall provide a list of recent incoming and outgoing calls for up to the last 100 calls. The list shall show detailed information about the call including the date and time, phone numbers, incoming circuit, ALI and ESN.			
8.7.6	The console shall provide a one button callback of the most recent emergency call.			
8.7.7	The console shall provide a one button redial of the last outgoing call.			
<b>8.8 Abandoned Call Handling</b>				
8.8.1	The console shall provide the ability to notify the agent of any abandoned calls. The notification shall be in the form of a visual indicator showing the quantity of abandoned calls as well as an audible indicator specific to abandoned calls.			
8.8.2	The console shall provide the ability to automatically distribute the callback of the abandoned calls to individual agent positions.			
8.8.3	The console shall provide the ability to allow agents to selectively perform callback of abandoned call from the agency's abandoned call list.			
8.8.4	The user shall be able to send ALI information to CAD as if the 9-1-1 call was still live.			
<b>8.9 Audio and IO Management</b>				
8.9.1	The console shall provide an audio management device allowing the connection of up to three headsets, a long term recorder, a radio console call director and auxiliary audio inputs.			
8.9.2	The auxiliary audio inputs shall provide the ability to be automatically activated when the console is idle and disabled when the console is active in a call.			
8.9.3	The console shall provide the ability to individually control the volume of each headset, the IRR playback and the auxiliary audio input ports.			
8.9.4	The console shall provide the ability to manually mute attached headset microphones individually or all simultaneously at the click of one button.			
8.9.5	The console shall provide the ability to manually control a relay output included in the audio management device.			
<b>8.10 TDD/TTY and Video Relay</b>				
8.10.1	A TDD/TTY detection and conversation capability shall be			

	available for every console.			
8.10.2	The console shall support both Baudot and ASCII encoding and decoding.			
8.10.3	The console shall be able to detect the encoding to be used for the TDD/TTY conversation.			
8.10.4	The console shall provide the ability to program an automated TDD answering string.			
8.10.5	The console shall support pre-programmed configurable TTY messages.			
8.10.6	The console shall support transferring and conferencing of TDD/TTY calls.			
8.10.7	The console shall support multiple voice modes such as Hearing Carry Over and Voice Carry Over.			
8.10.8	Proposers shall describe any capability to handle video relay calls.			
<b>8.11 System Monitoring and Administration</b>				
8.11.1	The system shall allow supervisors and/or call-takers to view real time, concise ALI information of all 9-1-1 calls in queue at the PSAP. The system shall be equipped with a monitoring capability that located in both the primary and backup PSAPs, and capable of monitoring the primary, backup and all remote positions.			
8.11.2	The system shall be equipped to run self-diagnostic programs and to automatically report any error via audible and visible alarms.			
8.11.3	Most server maintenance and administration functions shall be accessed via a browser based application. Core critical (OS and VM) systems shall be securely accessed locally.			
<b>8.12 Greetings Manager</b>				
8.12.1	The system shall feature an automatic greetings system.			
8.12.2	Users can record, edit, save and set unique greetings for themselves which are controlled securely by authorized log-in and log-off.			
8.12.3	Greetings are saved within a centralized database and loaded to user workstation upon successful log-in.			
8.12.4	Greetings are removed from a user workstation upon successful log-off.			
8.12.5	Users can activate or de-activate their unique greetings.			



8.12.6	Auto-answer mode allows users to associate a particular greeting to play automatically when answering a call.			
<b>Section 9 Management Information System (MIS)</b>				
<b>9.1 Reporting</b>				
9.1.1	The Bidder shall provide a comprehensive Management and Reporting (MIS) solution which will provide PSAP management and other authorized personnel historical information. It shall be user customizable and capable of generating reports for varying time periods.			
9.1.2	In addition to static reporting capabilities, the MIS solution should provide a dynamic reporting capacity which would allow for custom groups, filters and unique totals for defined reports.			
9.1.3	Proposers shall describe available reports and provide samples of each.			
9.1.4	The desired solution must also contain a capability which automatically associates a related call, dispatch or radio event to allow for evidence organization.			
9.1.5	The system also shall be able to auto-schedule the generation of any reports.			
<b>9.2 The MIS solution must be capable of the following requirements:</b>				
9.2.1	The MIS system shall provide a Call Management Information Application that will track the incoming calls and provide the PSAP management personnel with information and strategic management reports.			
9.2.2	State of the art technology shall be used for the MIS solution. Describe what technology the application is based.			
9.2.3	The MIS system shall be designed to be highly reliable and protect data security and integrity.			
9.2.4	The MIS system shall contain near real-time information (shortly after call completion) and allow users to search for recently completed events and event details.			
9.2.5	The MIS system shall allow users to associate related events.			
9.2.6	Describe what capabilities the MIS solution has regarding integration and support for next generation media types.			
9.2.7	The MIS solution shall support the ability to filter, group, and set preferences for each user. Describe the MIS solution capabilities in these areas.			

9.2.8	Provide a description of the standard reports and capabilities in the MIS system. Include a list of the available reports and include as an attachment in this section.			
9.2.9	The MIS solution shall include the ability to build ad hoc reports. An ad hoc report shall mean the ability to build a report template from scratch; not simply based on selected filtered items from a list.			
9.2.10	The MIS system shall have the ability to segment data and functionality by user so that users at one call center cannot see data from another call center.			
9.2.11	The MIS system shall support Enterprise capability. Enterprise functionality is defined as the ability to provide consolidated reporting over multiple call centers, even if they have more than one call handling system.			
9.2.12	Describe how the MIS solution manages data in terms of migration of data from legacy systems, archiving, and backups.			
9.2.13	The architecture of the MIS solution shall wherever possible provide consistent reporting totals and minimize the possibility of over/under counting of calls. Describe how the MIS system accomplishes this.			
9.2.14	The system shall allow County read-only access at the database level without impacting live operations performance.			
<b>Section 10 Maintenance and Services</b>				
<b>10.1 Net Clock for All System Components</b>				
10.1.1	The system proposed must have the ability to independently use NTP protocol to maintain clock synchronization with a master clock.			
<b>10.2 Software Updates</b>				
10.2.1	The Vendor must provide – at no cost to the County – all software releases designed to enhance the system and to keep the system state-of-the-art for the proposed contract period and as approved by the County.			
10.2.2	The Vendor must describe the software release (including release notes, known issues lists) and support offered by the manufacturer, as well as the availability and cost related to subsequent or special software releases.			
10.2.3	The Vendor must provide any specific constraints, terms, or conditions in detail.			

<b>Section 11 Training</b>				
11.1.1	The Vendor shall provide training and documentation for minimum of six administrators. This must include all technical training that is required for the County to maintain the system as expected by the Vendor. Support from the vendor is required in all areas that training was not provided.			
11.1.2	The Vendor shall provide training and documentation for call takers and dispatchers.			
11.1.3	Proposers shall detail training and include as an attachment in this section. Details should include a full training curriculum and the level of proficiency expected.			
11.1.4	The Vendor will schedule and present refresher training and a question and answer period four months after the system has been accepted and in full operation. The Vendor must itemize this training and costs in the cost proposal.			
<b>Section 12 Trouble Reporting and Maintenance</b>				
12.1.1	The Vendor shall provide a layered support plan based upon the degree of support needed. System failure of any type requires 24/7 telephone support within 30 minutes or less. Remote support must begin within 30 minutes of the telephone call and on-site support if required within 2.0 hours from the time of call.			
12.1.2	The Vendor shall provide along with their response a narrative concerning the procedures for reporting trouble including telephone number and email address for first, second, and third level supervision and general maintenance overview. The Vendor shall include where hardware, software, and technical support are located. Include as an attachment in this section.			
12.1.3	Twenty-four hour remote diagnostics shall be provided with alarm sent to notify maintenance personnel.			
12.1.4	Proposers shall option the ability – including any training costs and equipment plus any support cost savings - for department technical staff to perform Tier 1 maintenance activities.			
12.1.5	Proposers shall summarize trouble overall trouble ticket history for the system, to include the total number of tickets, percentages open and dispositioned by any categories tracked, resolution time metrics and any metrics tracking customer satisfaction in ticket handling.			
12.1.6	Proposers shall clearly explain any remote access capability, including treatment of security risks.			

<b>Section 13 Future Expansion</b>				
13.1.1	The system shall be capable of supplying the equipped wired and maximum quantities specified in this document without replacing any in-place common equipment.			
13.1.2	Bidder shall state the expansion capability of their equipment, describing overall system capacities, including: <ol style="list-style-type: none"> <li>1. The number of incoming 9-1-1 trunks</li> <li>2. The number of answering positions</li> <li>3. The number of telephone lines</li> </ol> Include as an attachment in this section.			
13.1.3	Proposer shall provide product lifecycle information, including dates proposed product was released, first installed and future dates with descriptions of anticipated changes in support.			
<b>Section 14 System Staging and Lab Testing</b>				
14.1.1	The Vendor shall set up and test all equipment at their facility to identify any defects in hardware, software, and functionality. The County shall be allowed to observe, if the County desires.			
14.1.2	The Vendor shall notify the County when testing has been completed prior to shipping.			
14.1.3	The Vendor shall provide the County with an "Acceptance Test Plan" for review. The County may require additional items to be added to the test plan. Include as an attachment in this section.			
<b>Section 15 System Testing Prior to Cutover</b>				
15.1.1	The Vendor must thoroughly test the entire system prior to conversion. Include as an attachment in this section.			
15.1.2	The Customer requires the Vendor to ring-talk test each trunk to PSAP position at least twice prior to cutover. During the testing of the E-9-1-1 equipment prior to cutover, the Vendor shall log all troubles found and make any necessary repairs or adjustments at their cost. These reports shall be submitted to the Customer showing all errors found and corrective action taken to resolve troubles.			
15.1.3	The Vendor must include testing of CAD, logging recorder and mapping interfaces (if applicable).			
15.1.4	The Vendor shall complete their acceptance testing and notify the County that the testing is complete and schedule the County testing acceptance plan.			

<b>Section 16 Cutover and Final Acceptance</b>				
16.1.1	The Vendor must provide an on-site engineer for the first 24 hours after cutover, at a minimum.			
16.1.2	After cutover the County will use the system for thirty days and notify the Vendor of any deficiencies found. The Vendor shall correct any critical deficiencies to the County's satisfaction or roll back the cutover at the County's discretion.			
16.1.3	After the initial 30 day period and corrections made the Vendor shall show the system to be deficiency free for 15 days before final acceptance. If additional deficiencies are found the 15 day cycle will repeat until system is operating properly.			
<b>Section 17 Cost Proposal</b>				
17.1.1	The vendor must provide detailed pricing of all the cost items included in the system requirements			
17.1.2	The Cost Proposal shall include a detailed breakdown of hardware, software, cables, third party software, licensing, technical services, installation, training, maintenance and support, and hardware extended warranty.			
17.1.3	The Vendor shall warranty 100% of the system for one year and shall commence upon final acceptance by the County at no cost to the County.			
17.1.4	The Vendor warrants that title to all commodities, materials, and/or equipment covered by an application for payment will pass to the County upon receipt of payment by the Vendor, free and clear of liens, claims, security interests, or encumbrances, and that no commodities, materials, and/or equipment covered by an application for payment in which an interest therein or an encumbrance thereon is retained by the seller. There shall be no additional cost to the County.			
<b>Section 18 Contract Documents</b>				
18.1.1	If the vendor has required documents for a contract they must be submitted for review with the RFP. Include as an attachment in this section.			
18.1.2	The Vendor selected for this 911 project shall be required to include this entire RFP response to be incorporated into the contract.			
18.1.3	The Vendor shall be responsible for providing all items that they respond "Yes" to regardless if the Vendor incurs further costs not listed in the cost proposal.			

<b>Section 19 Additional Information</b>				
19.1.1	If the Vendor wishes to provide additional product information not requested within this RFP please include as an attachment in this section.			