

Carbon County 9-1-1

Request for Proposals



2-Position 9-1-1 Call Taking System

Carbon County 9-1-1 in Red Lodge, Montana

RFP Release Date:

September 26, 2017

Carbon County: Vendor Administrative Requirements

Proposals:

- Number of copies:
 - Proposing vendors will submit (1) hard copies and one (1) soft copy
 - Soft copy should be on a jump drive or data disk
 - Do not email the soft copy
- Hard and Soft Copies can be mailed to:
Carbon County
c/o Tom Kohley
PO Box 887
Red Lodge, MT 59068
- All communication regarding this RFP, including all technical questions, shall be directed to Carbon County DES: Tom Kohley tkohley@carboncomt.com, 406-446-1038
 - Technical questions will be fielded until October 13th, 2017
- All vendors must respond in detail to each element of this RFP in order to be considered for a contract award
- RFP responses must be received by 4:00 PM October 24th, 2017 and clearly marked on the outside of the parcel “Carbon County 911 RFP”

Cover Page:

- Must include the vendor’s legal name and contact information, as well as the name of the RFP, federal Tax Identification Number, the vendor’s contact person for the proposal, and the date the proposal is due
- Suppliers are expected to provide their best and most competitive proposal

Disclaimer:

- This RFP does not form or constitute a contractual document. Carbon County shall not be liable for any loss, expense, damage or claim arising out of the advice given or not given or statements made or omitted in connection with this RFP. The County also will not be responsible for any expenses that may be incurred in the preparation of this RFP.
- The County reserves the right to reject any or all proposals and to determine which proposal is, in their judgment, the lowest, most responsible proposal. The County also reserves the right to waive any informalities, irregularities, or minor deviations in any proposal and to delete certain items listed in the proposal if they will not meet the County’s needs or budget requirements.

Signature:

- All proposals must be signed in longhand by the proposer or proposer’s agent or designee, with his/her usual signature
- Proposing vendors will add the text below to the signature lines of their proposals:
 - Conditions and Non-Collusion Agreement
 - We have read and agree to the conditions and stipulations contained in the County of Carbon’s Request for Proposals and to the Standard Terms and Conditions contained therein.

- In signing this proposal, I(we) also certify that I(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 due date and time to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

Withdrawal of Proposals:

- Proposers may withdraw their proposal either personally or by written request at any time prior to the due date set for receiving proposals (Due Date: October 24th, 2017). No proposal may be withdrawn or modified after the due date and time, unless and until the award of the contract is delayed beyond December 31, 2017

Quote Valid:

- The proposer must honor their quote until December 31, 2017

Insurance Requirements:

- Successful Vendor shall carry a Commercial General liability policy having limits not less than One Million and 00/100 Dollars (\$1,000,000) naming the County as an additional insured and providing that should Successful Vendor default in any manner under said insurance policy that County be notified by the insurer prior to cancelation of said insurance policy. It is understood and agreed that Successful Vendor's insurance policy is primary to any other valid and collectible insurance available. For any claims Proposer's insurance coverage shall be primary insurance as respects the County, its elected officials, employees and attorneys. Any insurance or self-insurance maintained by the County, its elected officials, employees, or attorneys shall be excess of the Successful Vendor's insurance and shall not contribute with it. Successful Vendor shall at the time of the execution of the Contract, provide County a Certificate of Insurance indicating that it meets the requirements herein, including but not limited to confirmation by Successful Vendor's insurance carrier that Successful Vendor's insurance is the primary insurance as set forth above.

Vendor Letter of Introduction

- Please include with your proposal a letter of introduction including:
 1. Company name
 2. Address
 3. Contact Name
 4. Contact Phone
 5. Contact E-mail
 6. Company website
 7. Provide a brief company history
 8. How many locations do you have in the United States where this equipment has been installed?
 9. How many years has your company been doing business under this name?

11. Please provide a statement confirming that your firm can meet the County of Carbon's minimum insurance requirements

Vendor Background:

- How many employees are dedicated solely to public safety?
- Has your company ever been party to a buy-out, merger, company acquisition, or had a majority of its ownership interest transferred?
 - If so, explain
- Has your company or any company employee ever been named in litigation and/or arbitration related to the company's product, services or for any security breaches?
 - If so, explain
- Are there, or have there been, any lawsuits against your company by current or former clients?
 - If so, explain

W9 Tax Form:

- If the vendor is new to the county, Carbon County requires a W9 Form to be filled out.

Vendor References:

- Please provide a list of several customer references including contact information, years using the system and programs/modules in use that demonstrate your company's capabilities to meet the requirements listed in this RFP.

Standard Terms and Conditions:

- The successful vendor will be required to comply with the following standard contractual terms and conditions:

1. **BACKGROUND INVESTIGATION/FINGERPRINTS REQUIRED.** The contract will include a requirement that the vendor's employees assigned to this project must consent to and pass a fingerprint based background check and sign a confidentiality agreement prior to commencing work on the project.

2. **NON-DISCRIMINATION.** All hiring shall be on the basis of merit and qualification and there shall be no discrimination in employment on the basis race, ancestry, color, physical or mental disability, religion, national origin, sex, age, marital or familial status, creed, ex-offender status, physical condition, political belief, public assistance status or sexual orientation, gender identity or expression, except where these criteria are reasonable bona fide occupational qualifications.

3. **AFFIRMATIVE ACTION POLICY.** Contractors, subcontractors, sub grantees, and other firms doing business with Carbon County must be in compliance with Title 49 Montana Codes Annotated, entitled "Human Rights" and all other applicable laws or forfeit the right to continue such business dealings.

4. **COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA).**

Contractor shall comply with any applicable provisions of the AMERICANS WITH DISABILITIES ACT with respect to the performance of this contract. Contractor shall incorporate or communicate the intent of the following statement in all publications, announcements, video recordings, course offerings or other program outputs: "Contractor will provide reasonable accommodations for any known disability that may interfere with a person in participating in any service, program or activity offered by the Contractor. In the case of documents, recordings or verbal presentations, alternative accessible formats will be provided. For further information call the Contractor."

5. **EVIDENCE OF WORKERS COMPENSATION COVERAGE.** Contractor hereby certifies that Contractor is covered by a Workers' Compensation insurance program with either the State of Montana, a private insurance carrier, or an approved self-insurance plan in accordance with Montana State law and that the County has no liability for Contractor's worker's compensation insurance or claims or that the Contractor has received a waiver of such coverage from the State of Montana. If the Contractor has not received a waiver from such coverage, the Contractor shall provide evidence of such coverage to the County prior to the execution of the agreement.

6. **COMPLIANCE WITH OTHER FEDERAL, STATE, COUNTY, AND MUNICIPAL LAWS.** Contractor shall obey all other laws, ordinances, regulations and rules of the Federal, State, County and Municipal governments which may be applicable to its operations. Said laws include, but are not limited to, the Equal Employment Opportunity laws, the Fair Labor Standards Act, and Occupational Safety and Health Administration (OSHA). Any violation of applicable law shall constitute a breach of this Agreement and Contractor shall hold the County harmless from any and all liability arising out of, or in connection with, said violations including any attorney's fees and costs incurred by the County as a result of such violation.

7. **OWNERSHIP AND PUBLICATION OF MATERIALS.** All records, drawings, reports, information, data, and other materials prepared by the Contractor pursuant to this Contract are the property of the County, which has the exclusive and unrestricted authority to release, publish or otherwise use, in whole or part, information relating thereto. No material produced in whole or in part under this Contract may be copyrighted or patented in the United States or in any other country without the prior written approval of the County who shall be the owner of such copyright or patent.

8. **REPORTS AND INFORMATION.** The Contractor will maintain accounts and records, including personnel, property and financial records, adequate to identify and account for all costs pertaining to this Contract and such other records as may be deemed necessary by the County to assure proper accounting for all project funds, both federal and non-federal shares. These records will be made available for audit purposes to the County or its authorized representative, and will be retained for three years after receipt of final payment for the services rendered under this Contract unless permission to destroy them is granted by the County.

9. **ACCESS TO RECORDS.** It is expressly understood that the Contractor's records relating to this Contract will be available during normal business hours for inspection by the County or their authorized representatives.

10. **INDEMNIFICATION.** The Contractor waives any and all claims and recourse against the County of Carbon including the right of contribution for loss and damage to persons or property arising from, growing out of, or in any way connected with or incidental to the Contractor's performance of this contract except for liability arising out of sole negligence of the County or its officers, agents or employees. Further, the Contractor will indemnify, hold harmless, and defend the County against any and all claims, demands, damages, costs, expenses or liability arising out of the Contractor's performance of this Contract except for liability arising out of the sole negligence of the County or its officers, agents or employees.

11. **LEGAL FEES.** In the event either party incurs legal expenses to enforce the terms and conditions of this Contract, the prevailing party is entitled to recover reasonable attorney's fees and other costs and expenses, whether the same are incurred with or without suit.

12. **INSURANCE - TERMS AND LIMITS.** Without limiting any of the other obligations or liabilities of the Contractor, Contractor shall obtain and maintain all required insurance from companies lawfully authorized to do business in the State of Montana.

13. **CONTRACTOR'S LIABILITY NOT LIMITED.** By requiring such insurance and insurance limits as listed in this document, Owner does not represent that coverage and limits will necessarily be adequate to protect Contractor, and such coverage and limits shall not be deemed as a limitation on Contractor's liability under the indemnities granted to Owner in the Contract Documents.

9-1-1 Call Taking System: Technical and Operational Requirements:

System sizing:

- The proposed solution will support 2 individual 9-1-1 call-taking positions
- Both positions will have standard 9-1-1 call-taking functionality
- System will replace an existing 2-position Sentinel Patriot system

Interfaces to the Public Switched Telephone Network:

- List technical interface options that the proposed solution can support
 - Presently, there are 4 standard 911 CAMA trunks in service
- Describe how the proposed solution will terminate the two ALI links
- Describe vendor approaches to splitting ALI information and handing off to Computer Aided Dispatch (CAD) or mapping
- If possible, vendors are encouraged to stop into Carbon County 911 and perform a site survey to confirm 911 CAMA trunk hand off, PBX interfaces, wiring configurations and availability, and/or any other constraints to implementation

ANI-ALI display:

- The system will have the ability to process ANI/ALI records for each 911 call

- It is a requirement that the proposed solution provide a NENA compliant ANI/ALI display
- Vendors must describe how ALI is displayed on the system, either unchanged/blocked or parsed into windows fields
- Vendors must also describe options for printing and/or copy-pasting the ALI record into other applications

Administrative Phone Lines:

- Carbon County 911 would prefer one telephone at the 911 workstation
- The 911 call taking telephone will answer all 911 calls, as well as administrative phone calls into the center
- Local administrative lines are provided by CenturyLink in Red Lodge
- There are currently 3 or 4 admin lines into the 911 system; these lines are handed off via the Zultys MX 250 PBX
 - Vendors are encouraged to verify the number of administrative lines and to clearly label them
- If the vendors system cannot support one telephone for 911 and admin lines, vendor will submit a diagram of the dual phone configuration

Touch Screen Monitors:

- Carbon County 911 would prefer touch screen monitors included as part of the 911 workstation
- If the vendors' proposed system does not support touch screen monitors, please indicate in the proposal, as well as list any plans to support touch screen monitors in the future

Dispatcher Headsets:

- Carbon County 911 dispatchers utilize Plantronics Sound Innovation headsets at the 911 workstations
- Vendors will confirm that their telephone systems will be able to allow the continued use of these Plantronics headsets

Manual ALI query:

- Assuming that Automatic Number Information (ANI) is available, it is a requirement that the proposed solution support manual (reverse) ALI queries based on the users' / dispatchers' permissions
- All manual (reverse) ALI queries must be logged in the system and historically retrievable

Voice Logging Recorder:

- The vendor product must be capable of interfacing with existing analog voice logging recorder system
- Vendor will provide proposed configuration options for trunk-level and/or station-level recording, including solutions for connecting to both 9-1-1 call-taking positions

Private Branch Exchange Integration:

- Vendor will explain their approach to interfacing with, or integrating PBX systems into their call-taking solution
 - Presently Carbon County uses a Zultys MX-250 PBX
 - The Zultys MX-250 PBX can utilize FX-O, FX-S, or SIP interfaces
 - The SIP standard that the Zultys uses is RVS 3261
 - More information about the Zultys can be found at:
 - <http://www.zultys.com/products/ip-phone-systems/mx-series/>
- Vendors will list supported technical interfaces to the PBX systems
- Diagrams with configuration options for PBX integration are preferable

General Reports:

- The 911 system will have the ability to generate general call-taking reports for PSAP Management
- Vendors will provide a list of general reports that are available for PSAP management
- Vendors will describe how these call-taking reports are generated
- Vendor will also list optional reporting upgrades to the proposed system

NENA i3 compliance:

- As it is made available from future network service providers, it is a requirement that the proposed solution accept calls via a potential TCP/IP - ESINet that is compliant with the version of the NENA i3 standards
- In addition, the successful vendor must plan for and commit to compliance with NENA i3 standards that are released subsequent to implementation, and to make the transition to remain compliant with i3 standards in a timely and efficient manner following release of those standards

Text-to-911:

- It is a requirement that the solution support NENA i3 text messaging / SMS services
- Vendors will provide documentation describing how they will terminate NG911 i3 text messages and deliver the information to dispatcher workstations
- Vendor will list options for Text-to-911 records retrieval

Multimedia Messages: Video and Pictures to 9-1-1:

- As they are made available from future network NG911 service providers, vendors will describe how video and pictures that are sent to 9-1-1 will be handled, displayed, and stored on the 9-1-1 system
- Include a summary of expected bandwidth necessary to terminate Multimedia Messages into the system
- Vendors will list options for Multimedia Message retrieval

Sound quality

- It is a requirement that the proposed solution accurately reproduce the sounds transmitted by the devices connected to the call
- The system cannot introduce echo, static, interference, delay, or anything else that reduces the ability of the parties on the call to communicate with each other

Instant recall recorder:

- It is a requirement that the proposed solution provides call-takers with a method to quickly playback recent recordings of 9-1-1 calls at the 9-1-1 workstation
- The timeframe for providing access to calls with the instant recorder must be configurable and the minimum duration that calls are accessible through the instant call recorder is 24 hours

9-1-1 Call Notifications:

- It is a requirement that the call handling application in the proposed solution provide both audible and visual methods to notify the call-taker of an incoming call
- Vendor will list all options for 911 call alerting

System Users:

- Users must each have a unique single login throughout the system
- The solution must maintain a historical record of all users and logins
- All users must be authenticated with a password

Call Transfers and Selective Transfers:

- It is a requirement that the proposed solution allow a call to be transferred to any other position in the system
- It is a requirement that the proposed solution be able to selectively transfer to any other PSAP on the same 9-1-1 network
- Standard transfer buttons as well as Star-Code selective transfer buttons must be easily programmable and available to dispatchers on the user interface

Time synchronization:

- Proposed solution must provide or be capable of synchronization with the PSAP master clock or network-based master timing source

General Reliability and Availability:

- Vendors will submit a summary of their approach to component and system maintenance including processes for customer notification for all maintenance functions
- It is a requirement that the proposed solution provide 99.999% overall system availability with no unscheduled or complete system downtime
- It is a requirement that any redundant components in the proposal must provide redundancy automatically, without human intervention
- If there are single points of failure identified, vendor will describe their strategy for addressing these potential points of failure

Teletype (TTY) and Telephone Device for the Deaf (TDD):

- It is a requirement that the proposed solution fully support all ADA laws with integrated TDD/TTY features at each call-taking position
- TDD/TTY calls must have the same level of functionality as voice calls
- TDD/TTY detection must be automatic

- The TDD/TTY interface must support the creation and use of pre-programmed messages

Cellphone / Wireless 9-1-1 ALI rebid:

- It is a requirement that the proposed solution provide automatic ALI rebid on all Phase 1 and Phase 2 wireless calls, without losing the original ALI data
- The auto-rebid timer must be configurable
- It is a requirement that the proposed solution also provide manual ALI rebid on all phase 1 and 2 wireless calls, without losing the original ALI data

Abandoned call handling:

- The systems will have the ability to detect and provide information on abandoned or silent calls, with location and call back information
- It is a requirement that the proposed solution alert call-takers, both visually and through a distinct tone, that a call was abandoned while in queue and allow callback with a single action

CAD and Mapping interface:

- The system will have the ability to integrate with Computer Aided Dispatch and Mapping Systems via industry standard serial connections
- Vendors will provide a description of their specific approach to splitting ALI interfaces and connecting to multiple interfaces
- The 9-1-1 call-taking system will support multiple ALI/ANI dumps into CAD and Mapping servers
- Vendors will describe events that initiate ALI/ANI record dumps into CAD
- For example, when a Phase II record comes in as a result of an ALI re-bid, is the Phase II ALI data re-dumped into CAD?
- What initiates an ALI dump into CAD?

Facility Wiring:

- Vendors should be able to re-use existing facility wiring
- If wiring work is needed:
 - The winning bidder will be required to follow best practices in installation
 - This includes, but is not limited to:
 - All wiring and connections must be secure, tidy, and labeled in accordance with the ANSI/TIA-606-B standard for identification and labeling
 - As-built technical graphics and documentation must be provided
 - If the vendor finds the need to add or include additional facility wiring, the work will be done on a time and materials basis

UPS:

- Vendors will propose and quote in installation of an Uninterruptable Power Supply (UPS) to support the power requirements of their 911 system if and when local facility power is lost
- There is currently rack space available for the UPS

- Vendor should also include the general lifecycle of UPS; i.e. how many years it will likely run before needing to be replaced

System Training:

- Dispatchers must be trained on the new system to a level where they feel comfortable using the system
- Rather than requiring dispatchers to change schedules for training, the winning bidder will offer call-taking systems training across multiple existing dispatcher shifts
- The winning bidder will be required to provide an electronic copy of user documentation suitable for call-takers
- Training materials must be given to the County as a finished, fully tested format
- Optional Follow-Up Visit:
 - Carbon County 9-1-1 encourages vendors to include the cost of a post-install, follow-up visit, wherein the vendor can do final configuration changes if needed, and host a follow-up training session for dispatchers who might have questions or who may have missed the initial training
 - Vendors will schedule this optional visit for 30 - 45 days after install

Unique Systems Features / Vendor Feature Spotlights:

- Why is your 9-1-1 call taking system better than the others?
- Vendor should include graphics that include the 911 workstation GUI and call taking telephones
- What system features are unique to your system?
- How is your system's maintenance and support better than the others?
- Summarize your key feature differentiators from other vendors' systems

Additional Vendor Requirements:

Background checks:

- The 9-1-1 PSAP is located in secure facilities and all support personnel, regardless of whether they work for the vendor or for a third party entity providing support on behalf of the vendor must be escorted by staff in accordance with Montana's Criminal Justice Information security (CJIS) requirements
- Background checks will be done on all technician who will need unescorted access to the PSAPs technical systems
 - Fingerprints will be kept on file
 - Unescorted vendors will also be required to sign an FBI Security Addendum that will be kept on file

System Implementation:

- It is a requirement that the proposal include a comprehensive project management plan for the installation and user training on the system
- Generally, system should be installed within 90 days of contract signing or purchase order
 - Timeframes are adjustable and can be worked out with PSAP management

- The project management team will be responsible for the successful completion of all phases of this project, including, but not limited to:
 - A detailed plan that describes the steps involved with migrating from the current 9-1-1 system to the proposed new call taking system
 - It must include provisions to rollback if problems occur during the transition
 - The winning bidder will also develop a comprehensive acceptance test plan to be reviewed before installation

Maintenance Contract:

- Vendors will provide a detailed description of maintenance options, prices, levels of support, including duration of standard maintenance agreements
- If there are tiered layers of maintenance, describe in detail what services are provided for each tier, and the associated pricing
- Include maintenance prices for 5 years
- Include summary of total maintenance charges for 5 years
- Include any discounts for signing up for 5 years maintenance versus yearly maintenance contracts: See “Complete Pricing Summary” requirements at the end of this RFP

System Monitoring, Alarming, and Local “Smart Hands”:

- It is a requirement that system alarming be employed and follow a best practice tiered severity level methodology, to include hardware, software, server services, and overall system health and security
- It is a requirement that the system vendor provide live 24x7x365 technical support for the entire 911 call taking system
- Vendor will provide a description of their Network Operations Center, and their approach to system support
- Include methodologies and mean-time-to-repair for general component outages
- Vendors will explain their approach to local “Smart Hands” if or when hands-on maintenance is needed; in other words; for example, who will be the local technicians if there is a late-night technical outage?
- It is a requirement that individuals who provide service and support must have proper training, certifications, and/or supervision to ensure that manufacturer guidelines are followed
- It is a requirement that call takers be able to report outages, and/or submit Help Desk requests to the vendor through all of the following means:
 - Via email
 - Via a toll free number
- All scheduled maintenance will occur in a predetermined maintenance window; maintenance window will be determined by the PSAP

Response time:

- It is a requirement that all calls for support be responded to within one hour
- If it is necessary to provide on-site support, the response time is four hours
- Describe the vendor’s escalation process for problems that are not quickly resolved

Backups and Change Management:

- It is a requirement that the proposed solution include provisions to regularly backup all system data and system configurations
- Vendors will also include solutions for storing 9-1-1 ALI and call detail information on a long-term basis
- It is a requirement that the proposed solution include comprehensive change management processes to ensure that all changes made to the system are engineered, tested, and documented before being installed locally

Warranty:

- All components must be covered by a warranty that begins at the time of delivery and extends for one year from the acceptance date
- Warranty will be supported for as long as Carbon County pays the yearly maintenance fees
- During this period, the system must function properly in accordance with the proposal, and contract
- The winning bidder must remedy any initial defects or malfunction for no charge

Software Licensing:

- If the Solution includes software to be licensed from the vendor, Vendors shall insert software licensing requirements into the proposal
- Vendor shall propose the licensing options available and to recommend the advantages of those various options. For example, licensing options may include:
 - Per workstation
 - Per server
 - Enterprise-wide
 - Concurrent

Bug fixes and Software Upgrades:

- It is acceptable to install new executable files to fix a bug; however, if the user experience or system operation is significantly changed, altered to the degree that additional user training is necessary, the vendor will retrain system users to match the changes in the system
- It is a requirement that the system operator provide patches and upgrades for all components supplied under the contract resulting from this proposal
- Patches that address serious security vulnerabilities must be applied within 48 hours of patch release, unless other mitigation measures can address the security vulnerability
- It is important that you address how often this equipment or software will need to be upgraded, include cost estimates

Equipment Refresh:

- It is a requirement that the vendor describe the frequency with which it will need to replace system hardware, including computers, servers, network termination equipment, and workstations, during the term of the contract
- Vendor will include a summary of how many years each hardware component of the system will last before needed to be replaced

- An estimate of timeframe and potential replacement charges should accompany this description

Complete System 5-Year Pricing Summary:

- Vendor will include price for base system and 5 years of maintenance support
- Pricing Summary will be clearly marked and easy to find
- Pricing Summary will include a 5-year complete cost of ownership summary; including all hardware, software, and maintenance options
- If there are multiple or tiered levels of system maintenance, vendor will include a 5-year cost of ownership summary for each level of maintenance