

Lincoln County PSAP  
Request for Proposal (RFP)  
911 Telephone Answering Equipment  
January 23<sup>rd</sup>, 2017

## Lincoln County PSAP Telephone Request for Proposal

### **Introduction**

Lincoln County Sheriff's Office (LCSO) desires to purchase and have installed a new IP based telephone system capable of taking 911 calls for residents of Lincoln county, Montana. To that end, LCSO is accepting a Request For Proposal (RFP) and final pricing for an IP based 911 telephone answering system. This document defines the equipment requested with minimum specifications. Due to the fact that nationally, public safety answering points are migrating to NG911, we are wanting to determine how this will affect the cost of a new system. Although this is not a requirement, the equipment outlined in each proposal should have the most up to date technology and be able to at a minimum be upgraded to NG911 functionality.

Lincoln County is located in northwest Montana and is home to roughly 19,000 citizens. Libby is the county seat. The major towns within the county are Libby, Eureka and Troy. Each of these towns has its own 911 center with PSAP. The PSAP overseen by LCSO takes calls for Libby and rural areas of Lincoln County.

Presently, the county has two operator positions at the sheriff's office in Libby located at 512 California Avenue capable of answering 911 calls; the expectation is to remain at that number. The existing system is serviced by a IP based T1 circuit with two voice paths presented to the answering system as analog CAMA trunks with MF loop start signaling. This service is currently provided by CenturyLink of Montana. Additionally, a modem circuit exists which connects to Intrado for ALI database queries. A total of 3,401 calls were taken in 2015 by this dispatch center from callers dialing 911.

Three (3) Plain Old Telephone Service (POTS) exist which provide residents non-911 line access to the PSAP. In addition, three PBX lines are available as a telephone interface to county departments. All of these non-911 lines exist on a Nortel Networks PBX phone installed at each operator position. The county wishes the new phone system to communicate on these six lines.

The existing telephone system, a Plant/CML Patriot is no longer in production and is quickly becoming outdated. Currently, no maintenance contract exists on this equipment. It is not NG911 capable.

LCSO is interested in providing a fair methodology for selecting a system and awarding this project to a vendor. Given that, we have listed general scoring criteria below which will be used to make that selection. Due to the complexity of the technology and in the interest of having all parties involved well informed, the expectation is that many questions will arise from the committee and the vendor candidates. Prior to vendor selection, all questions from either party will be sent to all vendor candidates for the purpose of transparency. LSCO reserves the right to reject any and all proposals submitted. Vendors are responsible for any expenses incurred in response to this RFP. Responses will become part of public record; vendors should not include any confidential information in their responses. Should proprietary information need to be discussed, a confidentiality agreement may be negotiated between the vendor and LCSO.

Throughout this document, the words "SHALL" and "must" are used. They indicate a requirement. In addition a "Required by customer" column in the specifications table below indicates a possible "Y" or

YES next to a specification. Where a “Y” or YES is notated, this specification is a requirement as well.

### **Proposal Due Date**

Sealed proposals SHALL be received by: Lincoln County Emergency Management Attn: Kirk Kraft, 952 E. Spruce Street #205 Libby, MT 59923 by 5 p.m., MST on February 24th, 2017.

No late submissions will be accepted.

### **Point of Contact**

For questions regarding this project, please email Kirk Kraft, [kkraft@lcsso.mt.gov](mailto:kkraft@lcsso.mt.gov). Please understand that any questions, answers or dialog may be disseminated to competing vendors for the purpose of transparency.

### **Time Line**

01/23/2017, RFP advertised

02/06/2017, Deadline for vendor questions

02/13/2017, Deadline for responses to vendor questions

02/24/2017, **Deadline for vendor proposal submission at 5 p.m.**

02/28/2017, Proposal review process begins

03/07/2017, Vendor meeting, tentative date; this will be confirmed.

03/13/2017, Tentative date for final vendor selection

### **Proposal Requirements**

1. Responses SHALL be submitted in a manilla envelope with the title “Proposal Submission”, “Lincoln County 911 Telephone Answering System”, the date, the name of the responding vendor, and the name of the responding person.
2. Responses SHALL include the vendor point of contact, mailing address, email address and telephone number.
3. Responses SHALL be single spaced and formatted similar to the RFP using the Times New Roman 12 font.
4. Responses SHALL include a final response price in an invoice format with options also in an invoice format separate from the final response price. A response to the system specifications SHALL be in table format. The county point of contact has the ability to email the system specifications table in .docx format as needed.
5. Responses SHALL include a performance bond of five percent (5%) of the final response price indicated in the invoice format as specified above. Performance bond will be returned to winning vendor upon completion of equipment installation and submission of first vendor invoice. Performance bond(s) will be returned to losing vendor(s) after winning vendor is selected and contract is successfully negotiated.
6. Responses SHALL include an original, three (3) hard copies and one on a USB drive in .pdf format.
7. Responses SHALL be signed and dated by an officer or official who is legally able to bind the responding company.
8. Vendors SHALL introduce themselves, providing information on location(s), staff size,

products and services offered, length of time in business, length of time providing 911 call taking equipment and number of systems presently in operation.

9. Vendors SHALL include a list of three to five references of existing customers utilizing similar equipment including the agency name, a contact name, an email address and a telephone number.
10. Vendors SHALL indicate whether any litigation has been brought against the vendor from a public safety customer within the last seven (7) years.
11. Vendors SHALL indicate the lead time needed to begin the installation of the proposed equipment.
12. Vendors SHALL indicate how much time is needed to install the equipment.
13. Vendors SHALL include training for dispatch personnel in the quotation as a separate line item
14. Vendors SHALL certify how they would respond in the event of a maintenance need and certify a response time line. This SHALL be responded similar to "I certify".
15. Proposals SHALL provide equipment for two operator positions. Proposals SHALL indicate how many positions are possible.
16. Vendors SHALL certify whether or not the proposed system is NENA standards compliant; if not where compliance is not met. This SHALL be responded similar to "I certify" or "I do not certify".
17. Vendors SHALL certify that the proposed system is able to transit 911 calls using analog CAMA trunks with loop start MF signalling as currently provisioned. This SHALL be responded similar to "I certify" or "I do not certify".
18. Proposals SHALL indicate whether or not the proposed system is able to transit 911 calls using SIP, specifically in conformance with the I3 standard; if not how much an upgrade to SIP would cost.
19. Proposals SHALL indicate whether the proposed system supports Phase 1 and Phase 2 wireless 911 calls.
20. Proposals SHALL indicate whether the proposed system supports legacy serial ALI interfaces as currently provisioned.
21. Proposals SHALL detail the system design, utilizing block diagrams and hardware specific specifications.
22. Proposals SHALL include pricing to replace the existing AudioCodes MP-118 Analog VOIP Gateway with new equipment capable of providing the same functionality. Also, as an option, pricing for a cold standby Analog VOIP Gateway SHALL be included.
23. Proposals MAY detail vendor specific options not outlined herein which vendor may consider a benefit to Lincoln county over and above a competitor's equipment solution and detail the cost of such options.
24. Vendors SHALL develop and document a detailed cut over plan from existing equipment to new equipment if vendor is selected. Detail SHALL include a method to allow call taking personnel to continue to process 911 calls during the cut over process.
25. NG911 is an evolving standard. Responses SHALL indicate whether or not the proposed equipment meets the current NG911 standard. Additionally, the respondent SHALL indicate how the equipment will continue to meet the NG911 standard as it evolves. Please include costs for this as an option.
26. If NG911 capability is optional proposal SHALL detail the NG911 capability and cost as an option.
27. Vendors SHALL indicate that they will maintain a stock of repair components for the system for a period of not less than five (5) years after initial delivery. This SHALL be responded similar to "I certify" or "I do not certify".
28. Vendors SHALL certify that their proposal addresses Montana Code Annotated (MCA)

10.4.103 regarding PSAP requirements. This SHALL be responded similar to “I certify” or “I do not certify”.

### **Vendor Meeting**

After proposals are received the selection committee will review the documents and begin the selection process. During the proposal review, internal discussion will ensue generating questions about the equipment proposed. The questions will be compiled and submitted to all of the vendors who submitted timely responses. A response time line will be determined at that time. Once the selection committee is comfortable that their questions have been answered, the vendors who submitted timely responses will be contacted for a meeting where the prospective vendors may demonstrate the key features of their equipment as outlined in their proposals. During that time, a free flow of discussion will take place between the vendors and selection committee. Furthermore, an inspection of the existing equipment installation will be offered to responding vendors and their staff in attendance.

### **Final Selection/Evaluation Criteria**

Selection of the successful vendor will take place after internal discussion within the selection committee and its designated consultant(s). Cost will be the most heavily weighted criteria. Other criteria which will be considered, but not limited to follows:

Vendor merits:

- Length of time in business
- Length of time in business of 911 call taking equipment, number of systems installed
- Customer references
- Description of how maintenance will be performed and what the certified timeframe is

Technical merits:

- Design complexity
- Redundancy
- OS version/versions
- Processor/Hard Disk Drive/memory specifications
- Cutover plan
- Adherence to NENA standards
- SIP and CAMA trunk capability and readiness
- NG911 capabilities
- Lead time and installation time frame

User considerations:

- Ease of use
- Calling features as outlined in the specification table
- ALI display readability/functionality
- TDD readability/functionality
- Text to 911 readability/functionality/capability

Cost:

- Base system price
- Available option pricing
- Software, operation system and firmware maintenance option pricing
- Warranty extension pricing

### **Selected Vendor/Contract Negotiation**

When the successful vendor has been chosen, that vendor will be notified and contract negotiations will begin. If a successful contract is not negotiated within a short time frame, an alternate vendor or vendors may be contacted to begin negotiations. If contract negotiations fail between Lincoln County and a vendor, that vendor will be notified of such and will be removed from future consideration. Successful bidder SHALL begin project only after formal authorization to proceed has been received from LCSO.

### **Performance and Payment**

Upon the successful installation of the equipment by the selected vendor, Lincoln County will accept an invoice for 50% of the project total, payable within 30 days. The operation of the equipment will be evaluated as per the specifications detailed herein and the representations made in the selected vendor's proposal. Vendor will be contacted within 30 days of installation if deviations occur so that the selected vendor can provide remedy. After the 30 day evaluation window, provided that all concerns have been remedied, Lincoln County will accept a final invoice for the remaining 50% of the project total.

### **General Requirements**

The equipment proposed SHALL meet or exceed industry standards for quality and reliability. All equipment, parts and materials SHALL be new, in new condition and SHALL not have been used in for any prior installation, demonstration or test. The equipment SHALL be free from any visible damage, blemish or defects. The system design and installation SHALL be consistent with current engineering and installation practices.

The equipment manufacturer SHALL be ISO 9000 certified. The equipment SHALL comply with all applicable U.S. F.C.C rules and regulations for telecommunications equipment and computing devices.

### **Warranty**

Bidder SHALL warrant all equipment, wiring and installation to be free from defects in material and workmanship and to operate in accordance with the specifications detailed herein for a period of not less than one (1) year. In addition, bidder SHALL warranty software and computer functionality free from bugs, failures, errors or faults for a period of not less than one (1) year. Further, bidder SHALL provide optional pricing for warranty extensions up to 5 years.

### **System Specifications**

In the table below the specifications and requirements of the system are detailed. To the right of the

description is an indication of whether the item is a requirement or SHALL be listed as optional. By indicating (I) for included in the vendor system proposal, (O) for optional in the vendor system proposal or (NA) for not available. Finally, the vendor comment column is provided for explanation or additional detail which the vendor may want to communicate specific to the respective feature description. While not all features for a 911 system are included, we would like a system which is compliant with NENA specifications. Please refer to those specifications before indicating questions regarding a particular feature, requirement or design consideration.

<b>Description</b>	<b>Required by customer (Y/N)</b>	<b>Provided by vendor: Included, Optional or Not Available (I/O/NA)</b>	<b>Vendor Comments</b>
CAMA trunk compatibility with MF ANI, as presently exists	Y		
ALI database interconnection port compatible with existing connection	Y		
Manual ALI lookup/request capability per position	Y		
Interface allowing for connection of customer supplied NICE recorder per position and per line	Y		
Centralized printer interface	Y		
Caller ID, direct line access and ALI display per position	Y		
Master clock port for time synchronization	Y		
POTS line compatibility	Y		
Compatibility with presently installed Nortel Networks PBX	Y		
Ring down line capability	N		
Baudot TDD/TTY data compatibility for POTS lines and CAMA trunks with preprogrammed messaging and easy switching between voice and data	Y		
Radio/Telephone headset to provide an interface to the Motorola MCC 5500 radio console; this mutes the telephone during radio transmission and moves radio traffic from headset to speakers during a telephone conversation	Y		
Remote Alarm capability	Y		
Visual and audible alarm indication locally	Y		
Remote access security	Y		
Virus/malware security	Y		
Hold, hookflash, per position TX and RX volume control and conference call	Y		
Call park, ready/not ready indication, speed dial, call transfer, redial, mute, release, answer, dial, blind transfer, attended transfer and ALI transfer	Y		
Call barge in and silent call barge in	Y		
Show dial pad, dial and clear buttons	Y		
Provide a backup deskphone option per position.	N		
Management Information System (MIS)/Call Detail Record (CDR) storage and reporting system allowing for search, retrieval and report/statistic generation from system call detail data.	Y		
PSAP access to 24 x 7 support	Y		
User specific login with per user system privledges	Y		
Detailed As-Built diagram	Y		



User, administrator and technical manuals detailing system operation and maintenance	Y		
System design ensuring that if any one component fails, it will not affect more than 50% of the positions or trunks or lines or visual line/trunk indications	Y		
Comprehensive operator and administrative personnel training	Y		
On-site spare cards/equipment	Y		
Abandoned call display with one touch call back.	Y		
Minimum of 22" touchscreen monitors per position	Y		
At least RAID 1 for any centralized computers or servers	Y		
A Border Controlled Function (BCF)	N		
Provide SIP connectivity to an ESIInet	N		
Ability to process legacy analog and I3 calls simultaneously if equipped	Y		
Ability to expand to four (4) positions	Y		
Able to expand to 4 911 CAMA trunks, 6 POTS lines, 6 PBX lines and 2 ring down lines	Y		
Instant Recall Recorder (IRR)	Y		
Extender to allow KVM operation remotely allowing operator position CPUs to be installed in equipment room. Presently Gefen products are used. Seperate components SHALL be included in response to allow for keyboard, video and mouse operation; one component per operation.	Y		