



LA CROSSE COUNTY
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REQUEST FOR PROPOSALS (RFP)

La Crosse County, Wisconsin

COUNTY AGENCY

**Emergency Services
Public Safety Communications**

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.

DATE ISSUED

Date RFP issued: **08/09/2018**

**DEADLINE FOR
RFP SUBMISSIONS**

Deadline to return RFP:

Date: **9/6/2018**
10:00 AM Central Standard Time

LATE AND ELECTRONIC MAIL PROPOSALS WILL BE REJECTED

**SUBMIT RFP TO
THIS ADDRESS**

LA CROSSE COUNTY FINANCE DEPARTMENT
La Crosse County Administrative Center
212 6th Street North
La Crosse, WI 54601

DIRECT ALL INQUIRES TO:

NAME	Bryan Jostad
TITLE	Purchasing Manager
PHONE #	608-785-5879
EMAIL	bjostad@lacrossecounty.org
WEB SITE	http://lacrossecounty.org/RFP/default.htm

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1.0 PROJECT SCOPE

The following definitions are used throughout the RFP.

Word(s)	Meaning
ALI	Automatic Location Identification
ANI	Automatic Number Identification
CAMA	Centralized Automated Message Accounting
Contractor	Vendor awarded the contract
County Agency	Department /Division utilizing the service or product
DID	Direct Inward Dial
Proposer	A firm submitting a proposal in response to this RFP
Vendor	Company that supports/owns the product
PSAP	Public Safety Answering Point
PSC	Public Safety Communications
Shall, Must, Will	Mandatory requirements
Should	A desirable action
TDD/TTY	Telecommunications Device for the Deaf / [landline] Text Telephone
The County	La Crosse County
FXO	Foreign Exchange Office
FXS	Foreign Exchange Subscriber

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 La Crosse County Public Safety Communications (PSC).

1.2 Scope Overview

La Crosse County Public Safety Communications is seeking a qualified vendor to provide NG911 equipment for its communications center. The vendor/contractor will be responsible for the installation, network equipment, training, testing, and final acceptance.

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

2017 Community	<ul style="list-style-type: none"> • 118,274 Population of La Crosse County was • 0.42% Approximately rate of annual growth
PSC Agencies	<ul style="list-style-type: none"> • 8 Law Enforcement • 9 Fire • 9 EMS agencies
PSC Employees	<ul style="list-style-type: none"> • 23 Full-time telecommunicators • 5 Supervisors • 1 Administrator
Operation Staffing	<ul style="list-style-type: none"> • 4-5 Day Shift personnel • 5 Afternoon Shift personnel • 4-5 Night Shift personnel
2017 Calls	<ul style="list-style-type: none"> • 30,564 911 • 210,029 Administrative • 61,664 Outgoing Administrative

1.3 Primary Objectives

1. Replace functionality currently provided by PlantCML Sentinel 9-1-1 IWS, Nortel/Avaya PBX, and analog backup phones.
2. Maintain 7 user positions in the PSAP, and 1 position in administration office.
3. Provide options for call handling at incident or home locations, in support of planned and unplanned events.
4. Allow Next Generation 9-1-1 migration as connectivity and content become available.
5. Train users in effective use of the system.
6. Maintain the system through preventative maintenance, upgrades and reactive maintenance.

1.4 Current systems:

Telephone

PlantCML Sentinel 9-1-1 IWS and Nortel/Avaya BCM450 PBX with 8 positions installed in 2006 and live since 2006. 8 Nortel T3716E handsets with 2 KEM's each are installed at each workstation. PlantCML Sentinel 9-1-1 IWS positions currently provide 9-1-1 telephone and selected radio channel instant recall. All to be replaced by this project.

- Primary PSAP equipment is served by eight 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.
- 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.
- Nice Inform Lite recording of analog trunks, digital phone positions, and also makes available telephone and radio instant recall via CAD workstations. This system will remain and need to be connected to the new phone system.

CAD

- TriTech VisionCAD 3.7, with production servers and workstations providing mapping, plus mobile and RMS interfaces.
- Mapping is ESRI-based, covering the County plus a five-mile buffer. To remain throughout this project, and interface with the new phone system.

Radio

- Motorola MCC7500

Other

- Current PSAP phone time synchronization and wall displays via net clock.
- Generator and UPS-backed power is available 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 communications center and at the backup server room that will remain unaffected.

2.0 SUBMITTING A PROPOSAL

2.1 Submission of Questions

Please submit questions to:

Bryan Jostad, Finance Department, 608-785-5879
bjostad@lacrossecounty.org

Questions will be forwarded to the appropriate person at La Crosse County for a response.

2.2 Addendums and/or Revisions

In the event it becomes necessary to amend, alter or delete any part of the RFP, changes to the RFP will be posted on the website <http://www.co.la-crosse.wi.us/RFP>

2.3 Timeline

Activity	Time	Date
RFP released		08/09/2018
Submission of proposals	10 am (CST)	09/06/2018
Notification of Vendors advancing to Interview / Demonstration	Noon (CST)	09/19/2018
Vendor Interviews / Demonstration		10/23/2018
Committee Approval		11/06/2018

2.4 Submittal Instructions

All proposals shall be submitted in complete original form. No faxed or emailed proposals will be accepted. Proposals shall be sealed and marked "911". Vendors shall submit one (1) copy of their proposal in a paper form and one (1) copy in an electronic format such as a CD or jump drive.

Sealed Proposals must be delivered no later than 10 am, September 6, 2018 to:

**Bryan Jostad
 Finance Dept, Suite 2500
 212 North 6th Street
 La Crosse, WI 54601**

Proposals received after the above date and time will be returned unopened.

2.5 Opening of Proposals

The proposals will be publicly opened at 10:05 am, September 6, 2018 in the following location:

**Finance Dept, Suite 2500
North 6th Street
La Crosse, WI 54601**

At that time, the names of vendors who properly submitted proposals will be announced. Announcement of the names of the vendors who submitted proposals is not a guarantee that the proposals otherwise comply with the specifications of this RFP

2.6 Public Records Law

All proposals are subject to the Wisconsin Public Records Law.

2.7 Ownership of Proposals

All proposals submitted on time become the property of the County upon submission, and the proposals will not be returned to the Vendors. By submitting a proposal, the Responder agrees that the County may copy the proposal for purposes of facilitating the evaluation

2.8 How to respond to this RFP

Proposals should be organized and presented in the order and by the number assigned in the RFP. Each Section should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded are to be:

- Section 4 Proposer Qualifications
- Sections 5 Technical Requirement Instructions
- Sections 6-20
- Section 21 Cost Proposal
- Additional Information Vendor wants to provide

2.9 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.

3.0 PROPOSAL EVALUATION

3.1 Evaluation and Scoring

Each proposal shall receive an initial evaluation by an evaluation team. The highest evaluated vendors (up to 3) shall be requested to meet with the evaluation team for an interview / demonstration.

Vendor Notification

- Vendors will be notified of their interview status by **noon September 19, 2018 CST**
- Vendors advancing to the Interview / Demonstration stage will also be provided an agenda.

Interview

- Vendor Interview / Demonstrations will be scheduled for **October 23, 2018**
- Vendors must be available on that date to interview.
- Interview / Demonstrations will be 90 minutes in length.

The Evaluation Team will make a recommendation for approval to the La Crosse County Judiciary and Law Committee at the committee’s November 6, 2018 meeting. The recommendation will not be publicly disclosed prior to the committee meeting. The committee meeting is a public meeting.

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, the County may negotiate a contract with the next highest evaluated proposer.

3.2 Evaluation Criteria

Category	Points
Proposer Qualifications	50
Technical Requirements	125
System Features and Options	125
Support	125
Cost	75
Initial Evaluation Total	500
Interview / Demonstration	250
Grand Total	750

4.0 PROPOSER QUALIFICATIONS

4.1 Proposer Information

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. Provide a list of Wisconsin current customers
8. If Sub Contractors are used, provide a company name for each. Provide the above information from this list (1-7).

4.3 Proposer 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.

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.

If Sub Contractors are used, provide reference information for each Sub Contractor.

5.0 TECHNICAL REQUIREMENTS INSTRUCTIONS

The following sections contain specific questions. Responses are required to all questions. In addition to the responses, provide supporting documentation to method used to address the requirements.

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 in production and use.**

6.0 GENERAL SPECIFICATIONS & REQUIREMENTS

La Crosse County RFP – Vendor Response		Y	N	Alt
6.1 Proposer/Vendor Requirements				
6.1.1	The Vendor shall provide a full turnkey system. This includes the equipment, installation, implementation, training, testing, and acceptance.			
6.1.2	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.			
6.1.3	The Contractor will be required to work with Communications and IT staff and other personnel as required.			
6.1.4	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 Law Enforcement Center building.			
6.1.5	The Contractor will provide, install and test necessary network and other cabling.			
6.1.6	The Contractor will provide all telephone wiring to meet the requirements of the RFP.			
6.1.7	The Contractor will provide a pre-installation meeting outlining the schedule.			
6.1.8	The Contractor will lead collection and complete configuration of needed system parameters.			
6.1.9	The Contractor will complete the initial setup but allow for changes and/or adjustments as needed by the County.			
6.1.10	The Contractor will provide a checklist of items completed or necessary for the cutover to the new system.			
6.1.11	Proposers shall offer a system that supports wireless, landline and VOIP 9-1-1 calls.			
6.1.12	The Vendor shall be responsible for the installation of all required hardware, network switches, software applications, and interfaces.			
6.1.13	The Vendor shall provide necessary personnel to ensure a professional and responsible installation not disrupting the existing 911 service.			

La Crosse County RFP – Vendor Response		Y	N	Alt
6.2 Materials				
6.2.1	All materials and products provided must be new and unused of the latest design, with full manufacturer warranties.			
6.2.2	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.			
6.2.3	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.			
6.2.4	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, adaptors, 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.			
6.3 Servers and Installation				
6.3.1	All proposed servers are to be installed in existing County racks.			
6.3.2	The County will supply UPS power at the PSAP and at the backup server locations.			
6.3.3	The Contractor shall verify project site conditions and plan and coordinate accordingly.			
6.4 Workstations				
6.4.1	All workstations shall be installed in the appropriate locations provided by the County. Vendors must visit the sites to understand the necessary details.			
6.5 Requirements for System Acceptance				
The Contractor is required to ensure the following items are complete prior to system acceptance:				
6.5.1	All workstations are receiving calls and are in full operation.			
6.5.2	All backroom equipment is installed to the specifications in this RFP and to standards recommended by the manufacturer.			

La Crosse County RFP – Vendor Response		Y	N	Alt
6.5.3	Installation is completed in a professional manner; all areas affected are clean; and unused equipment and packaging material is disposed of properly.			
6.5.4	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.			
6.5.5	All outstanding adds, moves, or changes are complete.			
6.5.6	Station software changes are complete and up to current version.			
6.5.7	The Vendor must provide dedicated and labeled demark terminations for the CAD, logging recorder, and mapping data feeds.			
6.6 Spare Parts				
6.6.1	Spare parts shall be able to be on site within two hours of determining they are needed. If more than two hours please provide turn-around time details.			
6.7 Grounding				
6.7.1	Proposers shall identify and treat any grounding deficiencies at the PSAP location and at the backup server location.			
6.8 Cables				
6.8.1	The County IT will approve all wiring standards.			
6.8.2	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.			
6.8.3	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.			
6.8.4	All cables shall be separated into like groups according to signal or power levels.			
6.8.5	All equipment rack wiring and cabling shall be neatly dressed.			
6.8.6	All cables shall have service loops.			
6.8.7	Rack cabling shall be adequately supported with Velcro wire wraps and horizontal support cable managers fastened to rack frame.			
6.8.8	All cables are to run above the ceiling in halls or corridors and below any available raised floor at the PSAP.			

La Crosse County RFP – Vendor Response		Y	N	Alt
6.8.9	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.			
6.8.10	Cable Ties and Velcro Straps: Ties and straps shall be installed snugly without deforming cable insulation. No sharp burrs should remain where excess length of the cable tie has been cut.			
6.8.11	Obstruction: The Contractor shall notify the County immediately if obstruction or hazard is discovered in a pathway provided by others.			
6.8.12	Cable Treatment: Cable shall be stored and handled to assure that it is not stretched, kinked, crushed, or abraded in any way.			
6.8.13	Splicing: No splices shall be installed in any cable less than five hundred (500) feet in length.			

7.0 GENERAL SYSTEM REQUIREMENTS

Section 7 GENERAL SYSTEM REQUIREMENTS				
La Crosse County RFP – Vendor Response		Y	N	Alt
7.1.1	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.			
7.1.2	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.			
7.1.3	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.			
7.1.4	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.			
7.1.5	All proposing manufacturers' must be certified to the latest ISO standards.			
7.1.6	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.			
7.1.7	The Vendor shall include ANI/ALI controller equipment as required with the system			
7.1.8	The Vendor shall include other hardware as required with the system.			
7.1.9	The Vendor shall include a complete set of user guides, administration guides and configuration manuals for all equipment and applications proposed.			
7.1.10	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.			

Section 7 GENERAL SYSTEM REQUIREMENTS				
La Crosse County RFP – Vendor Response		Y	N	Alt
7.1.11	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.			
7.2 Workstations / Operator Positions				
7.2.1	The Vendor shall provide (see next item regarding County hardware provision) seven (7) fully configured networked NG911 workstations for the PSAP.			
7.2.2	The County will purchase all PC workstations, servers, keyboards, mice, monitors and provide them to the vendor per the vendor’s schedule. Vendors shall specify in their proposals the specific system requirements.			
7.2.3	Does your system support touch-screen monitors?			
7.3 Administrative Workstation				
7.3.1	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.			
7.4 Network				
7.4.1	The Vendor shall design and implement necessary networking. The County does not intend to purchase the networking hardware and services.			
7.4.2	The county prefers to connect the PSAPs via fiber connections. The Vendor shall specify specific needs to support the proposed system.			
7.4.3	The Vendor shall provide and maintain any network hardware/switches required in the network configuration.			

8.0 CALL TAKING SYSTEM

Section 8 CALL TAKING SYSTEM				
La Crosse County RFP – Vendor Response		Y	N	Alt
8.1 System Architecture				
8.1.1	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 to the PSAP and the other half connected to the backup server allowing the PSAP to maintain operations with only a reduction in capacity specific to the lines lost.			
8.1.2	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.			
8.1.3	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 main connection to the data network is unavailable. Each PSAP will have alternate connectivity available, such as analog lines.			
8.1.4	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.			
8.1.5	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.			
8.1.6	Proposed system must be expandable to accommodate growth from current capacity.			
8.1.7	The system shall support the deployment of remote centers and call taking positions over an IP network.			
8.1.8	The system shall support call answering and supervisor call answering/monitoring by providing mobile call taking positions that are compact and portable.			
8.1.9	The system shall support a virtualized environment allowing the deployment and operation of multiple applications on virtualized servers.			

Section 8 CALL TAKING SYSTEM				
La Crosse County RFP – Vendor Response		Y	N	Alt
8.1.10	The solution shall align to the applicable NENA i3 standards.			
8.1.11	The system shall provide NENA i3 connectivity without requiring any additional servers.			
8.1.12	The system shall provide an upgrade path to emerging and new NENAi3 capabilities utilizing component upgrades, if required, instead of hardware replacement.			
8.2 System Features				
8.2.1	The system must provide call-handling capabilities in excess of 50,000 911 calls and 350,000 administrative calls per year.			
8.2.2	The system shall allow the use of dedicated or DID lines to create simulated ‘ring-down’ circuits with other PSAPs or sites.			
8.2.3	The system shall provide an option for handling texts (including SMS) to both 9-1-1 and ten digit numbers pending eventual connection to an ESInet.			
8.2.4	The system shall pass to the PSAP’s Nice Inform recording system details related to each call as it is being handled per workstation.			
8.2.5	The system shall make an instant recall feature available at each position.			
8.3 Line and Trunk Interfaces				
8.3.1	The system shall provide interfacing to CAMA lines, Analog FXO and FXS lines.			
8.3.2	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.			
8.3.3	The systems shall provide interfacing to digital T1 trunks using CAS or ISDN signaling.			
8.3.4	Proposers shall describe the level of connectivity with the County’s and the City of La Crosse Phone Systems as it pertains to calls to and from, transfers and conferences in or out.			
8.3.5	The system shall provide off-hook status indication to the status light towers per workstation.			

Section 8 CALL TAKING SYSTEM				
La Crosse County RFP – Vendor Response		Y	N	Alt
8.4 Automatic Call Distribution – ACD (Optional)				
8.4.1	The system shall have the capability to support ACD distribution with routing schemes that include longest idle agent, circular and linear distribution.			
8.5 Automatic Location Information - ALI				
8.5.1	The system shall provide the ability to configure multiple ALI links associated to specific trunk groups.			
8.5.2	Each ALI group shall be configurable for a specific ALI protocol and assignable to individual trunks.			
8.5.3	The system shall support ALI parsing to extract each individual ALI record field.			
8.5.4	The system shall support multiple ALI request schemes across dual redundant ALI links including Priority, Simultaneous and Alternating ALI requests.			
8.5.5	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.			
8.5.6	It is preferred that the system integrates with the NG9-1-1 Clearinghouse.			
8.6 CAD Interfacing				
8.6.1	The system shall provide interface to multiple CAD servers using a standard NENA CAD spill over serial port.			
8.6.2	The system shall provide an optional CAD spill update when ALI is rebid.			
8.6.3	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.			
8.7 Contact Management and Dialing				
8.7.1	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.			
8.7.2	The contact list shall support the ability to define up to 10 custom fields for each contact list.			
8.7.3	The system shall support dialing rules based on different contexts including the line type and the state of the console.			

Section 8 CALL TAKING SYSTEM				
La Crosse County RFP – Vendor Response		Y	N	Alt
8.7.4	A contact’s dialing instructions can be programmed to also include call control commands such as transfer and conference.			
8.7.5	The system shall offer a migration tool to migrate existing dialing data onto the new system rather than by manual entry.			
8.7.6	The system shall support the ability to import and/or export the contact list data utilizing CSV format.			
8.7.7	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.			
8.8 Remote Portable Consoles				
8.8.1	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 other locations			

9.0 CONSOLE FEATURES

Section 9 CONSOLE FEATURES				
La Crosse County RFP – Vendor Response		Y	N	Alt
9.1 User Interface Configurability				
9.1.1	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.			
9.1.2	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.			
9.2 Interface Capabilities				
9.2.1	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.			
9.2.2	The console shall provide pre-answer ANI and ALI to any shared call appearance.			
9.2.3	The console shall provide the ability to include a multi-call appearance that queues multiple calls from assigned line groups and rings multiple positions.			
9.2.4	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.			
9.3 Call Control				
9.3.1	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.			
9.3.2	The console shall provide the ability to perform a supervised transfer, a blind transfer, or a supervised blind transfer.			
9.3.3	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.			

Section 9 CONSOLE FEATURES				
La Crosse County RFP – Vendor Response		Y	N	Alt
9.3.4	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.			
9.3.5	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.			
9.3.6	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.			
9.3.7	Conferences shall not require the telecommunicator to remain on the line.			
9.3.8	Reduced-size keyboards, (i.e. Genovation keypad) shall be available for frequently-used functions that might otherwise require a full PC keyboard.			
9.3.9	The console shall support conference capability.			
9.3.10	The console which initiated a conference shall support the ability to selectively drop, hold and un-hold individual parties of a conference call.			
9.3.11	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			
9.3.12	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.			
9.4 Mapping (Preferred Option)				
9.4.1	Users shall have mapping available from the phone console.			
9.4.2	Phone console mapping should aid users in seeing available location information for incoming calls, and manually prioritizing answer.			

Section 9 CONSOLE FEATURES				
La Crosse County RFP – Vendor Response		Y	N	Alt
9.4.3	Phone console mapping should allow call takers to see and use map data in cases where CAD is not available.			
9.4.4	Phone console mapping should connect with existing County ESRI 10-based map and image servers as much as possible.			
9.5 Call Information Display				
9.5.1	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.			
9.5.2	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.			
9.5.3	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.			
9.5.4	The Manual ALI request capability can be enabled on a per role basis.			
9.5.5	The console shall support the selective display of ALI for past recent calls.			
9.5.6	The console shall support the search of saved ALI.			
9.5.7	The console shall support the ability to print current or saved ALI.			
9.6 Agent View				
9.6.1	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.			
9.7 Dialing				
9.7.1	The console shall provide a user interface where contacts can be displayed in an array of buttons for one click dialing.			
9.7.2	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.			

Section 9 CONSOLE FEATURES				
La Crosse County RFP – Vendor Response		Y	N	Alt
9.7.3	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.			
9.7.4	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.			
9.7.5	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.			
9.7.6	The console shall provide a one button callback of the most recent emergency call.			
9.7.7	The console shall provide a one button redial of the last outgoing call.			
9.8 Abandoned Call Handling				
9.8.1	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.			
9.8.2	The console shall provide the ability to automatically distribute the callback of the abandoned calls to individual agent positions.			
9.8.3	The console shall provide the ability to allow agents to selectively perform callback of abandoned call from the agency’s abandoned call list.			
9.8.4	The user shall be able to send ALI information to CAD as if the 9-1-1 call was still live.			
9.9 Audio and IO Management				
9.9.1	The console shall provide an audio management device allowing the connection of up to two headsets, a long term recorder, a radio console call director and auxiliary audio inputs.			
9.9.2	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.			
9.9.3	The console shall provide the ability to individually control the volume of each headset, the IRR playback and the auxiliary audio input ports.			

Section 9 CONSOLE FEATURES				
La Crosse County RFP – Vendor Response		Y	N	Alt
9.9.4	The console shall provide the ability to manually mute attached headset microphones individually or all simultaneously at the click of one button.			
9.9.5	The console shall provide the ability to manually control a relay output included in the audio management device.			
9.10 TDD/TTY and Video Relay				
9.10.1	A TDD/TTY detection and conversation capability shall be available for every console.			
9.10.2	The console shall support both Baudot and ASCII encoding and decoding.			
9.10.3	The console shall be able to detect the encoding to be used for the TDD/TTY conversation.			
9.10.4	The console shall provide the ability to program an automated TDD answering string.			
9.10.5	The console shall support pre-programmed configurable TTY messages.			
9.10.6	The console shall support transferring and conferencing of TDD/TTY calls.			
9.10.7	The console shall support multiple voice modes such as Hearing Carry Over and Voice Carry Over.			
9.10.8	Proposers shall describe any capability to handle video relay calls for Next Gen Network.			
9.11 System Monitoring and Administration				
9.11.1	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 is located at the PSAP and at the back server site, and is capable of monitoring the primary, backup and all remote positions.			
9.11.2	The system shall be equipped to run self-diagnostic programs and to automatically report any error via audible and visible alarms.			
9.11.3	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.			

Section 9	CONSOLE FEATURES			
La Crosse County RFP – Vendor Response		Y	N	Alt
9.12 Greetings Manager (Optional)				
9.12.1	The system shall feature an automatic greetings system.			
9.12.2	Users can record, edit, save and set unique greetings for themselves which are controlled securely by authorized log-in and log-off.			
9.12.3	Greetings are saved within a centralized database and loaded to user workstation upon successful log-in.			
9.12.4	Greetings are removed from a user workstation upon successful log-off.			
9.12.5	Users can activate or de-activate their unique greetings.			
9.12.6	Auto-answer mode allows users to associate a particular greeting to play automatically when answering a call.			

10.0 MANAGEMENT INFORMATION SYSTEMS (MIS)

Section 10	MANAGEMENT INFORMATION SYSTEM (MIS)			
La Crosse County RFP – Vendor Response		Y	N	Alt
10.1 Reporting				
10.1.1	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.			
10.1.2	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.			
10.1.3	Proposers shall describe available reports and provide samples of each.			
10.1.4	The desired solution must also contain a capability which automatically associates a related call, dispatch or radio event to allow for evidence organization.			
10.1.5	The system also shall be able to auto-schedule the generation of any reports.			
10.2 The MIS solution must be capable of the following requirements:				

Section 10 MANAGEMENT INFORMATION SYSTEM (MIS)				
La Crosse County RFP – Vendor Response		Y	N	Alt
10.2.1	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.			
10.2.2	State of the art technology shall be used for the MIS solution. Describe what technology the application is based.			
10.2.3	The MIS system shall be designed to be highly reliable and protect data security and integrity.			
10.2.4	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.			
10.2.5	The MIS system shall allow users to associate related events.			
10.2.6	Describe what capabilities the MIS solution has regarding integration and support for next generation media types.			
10.2.7	The MIS solution shall support the ability to filter, group, and set preferences for each user. Describe the MIS solution capabilities.			
10.2.8	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.			
10.2.9	The MIS solution shall include the ability to build ad hoc reports. Such reports shall mean the ability to build a report template from scratch; not simply based on selected filtered items from a list.			
10.2.10	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.			
10.2.11	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.			
10.2.12	Describe how the MIS solution manages data in terms of migration of data from legacy systems, archiving, and backups.			
10.2.13	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.			
10.2.14	The system shall allow County read-only access at the database level without impacting live operations performance.			

11.0 MAINTENANCE AND SERVICES

Section 11	MAINTENANCE AND SERVICES			
La Crosse County RFP – Vendor Response		Y	N	Alt
11.1 Net Clock for All System Components				
11.1.1	The system proposed must have the ability to independently use NTP protocol to maintain clock synchronization with a master clock.			
11.2 Software Updates				
11.2.1	The Vendor must provide at no additional cost to the County, per the annual maintenance agreement, that all software releases designed to enhance the system to keep the system state-of-the-art and fully functional.			
11.2.2	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.			
11.2.3	The Vendor must provide any specific constraints, terms, or conditions in detail.			

12.0 TRAINING

Section 12	TRAINING			
La Crosse County RFP – Vendor Response		Y	N	Alt
12.1.1	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.			
12.1.2	The Vendor shall provide training and documentation for call takers and dispatchers.			
12.1.3	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.			
12.1.4	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.			

13.0 TROUBLE REPORTING AND MAINTENANCE

Section 13 TROUBLE REPORTING AND MAINTENANCE			
La Crosse County RFP – Vendor Response	Y	N	Alt
13.1.1 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 hours from the time of call. If more than 2 hours please provide turn-around time details.			
13.1.2 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.			
13.1.3 Twenty-four hour remote diagnostics shall be provided with alarm sent to notify maintenance personnel.			
13.1.4 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.			
13.1.5 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.			
13.1.6 Proposers shall clearly explain any remote access capability, including treatment of security risks.			

14.0 FUTURE EXPANSION

Section 14 FUTURE EXPANSION				
La Crosse County RFP – Vendor Response		Y	N	Alt
14.1.1	The system shall be capable of supplying the equipped wired and maximum quantities specified in this document without replacing any in-place common equipment.			
14.1.2	Bidder shall state the expansion capability of their equipment, describing overall system capacities, including: <ol style="list-style-type: none"> 1. The number of incoming 9-1-1 trunks 2. The number of answering positions 3. The number of telephone lines Include as an attachment in this section.			
14.1.3	Proposer shall provide product lifecycle information, including dates proposed product was released, first installed and future dates with descriptions of anticipated changes in support.			

15.0 SYSTEM STAGING FOR TESTING

Section 15 SYSTEM STAGING FOR TESTING				
La Crosse County RFP – Vendor Response		Y	N	Alt
15.1.1	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.			
15.1.2	The Vendor shall notify the County when testing has been completed prior to shipping.			
15.1.3	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.			

16.0 SYSTEM TESTING PRIOR TO CUTOVER

Section 16 SYSTEM TESTING PRIOR TO CUTOVER				
La Crosse County RFP – Vendor Response		Y	N	Alt
16.1.1	The Vendor must thoroughly test the entire system prior to conversion. Include as an attachment in this section.			
16.1.2	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.			
16.1.3	The Vendor must include testing of CAD, logging recorder and mapping interfaces.			
16.1.4	The Vendor shall complete their acceptance testing and notify the County that the testing is complete and schedule the County testing acceptance plan.			

17.0 CUTOVER AND FINAL ACCEPTANCE

Section 17 CUTOVER AND FINAL ACCEPTANCE				
La Crosse County RFP – Vendor Response		Y	N	Alt
17.1.1	The Vendor must provide an on-site engineer for the first 48 hours after cutover, at a minimum.			
17.1.2	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.			
17.1.3	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.			

18.0 COST PROPOSAL REQUIREMENTS

Section 18 COST PROPOSAL REQUIREMENTS				
La Crosse County RFP – Vendor Response		Y	N	Alt
18.1.1	The vendor must provide detailed pricing of all the cost items included in the system requirements			
18.1.2	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.			
18.1.3	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.			
18.1.4	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.			

19.0 CONTRACT DOCUMENTS

Section 19 CONTRACT DOCUMENTS				
La Crosse County RFP – Vendor Response		Y	N	Alt
19.1.1	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.			
19.1.2	The Vendor selected for this 911 project shall be required to include this entire RFP response to be incorporated into the contract.			
19.1.3	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.			

20.0 ADDITIONAL INFORMATION

Section 20 ADDITIONAL INFORMATION			
La Crosse County RFP – Vendor Response	Y	N	Alt
20.1.1 If the Vendor wishes to provide additional product information not requested within this RFP please include as an attachment in this section.			

21.0 COST PROPOSAL SUBMITTAL

21.1 Format for Submitting Cost Proposals

Submit cost information in the table below. If additional information is needed please include on a separate sheet(s) and place after the Cost Proposal.

21.2 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.

COST / FINANCIAL PROPOSAL

The Vendor must provide itemized and detail pricing of all the costs listed below in the “NG-9-1-1 Base SYSTEM Cost Summary” grid below.

NAME OF FIRM:

NG-9-1-1 Base SYSTEM Cost Summary	
Item	Cost
Base - E 9-1-1 System Hardware and Software	
Base - System Professional Services Installation	
Base – Maintenance First Year	
Base Total Capital Cost E 9-1-1 System	
Opt - Texting SMS Solution (If not included in base)	
Opt - Mapping (If not included in base)	
Opt - Remote Station Cost (Per position)	
Opt – Geo Diverse (Server and Connectivity Redundancy)	
Opt – Recommended Spare Kits	
NG-9-1-1 Ongoing Maintenance Summary	
Base - 2 Year Maintenance Costs	
Base - 3 Year Maintenance Costs	
Base - 4 Year Maintenance Costs	
Base - 5 Year Maintenance Costs	
Base - Addl 6-10 Year Maintenance Costs (if applicable)	
Opt - First addl Maintenance - Texting SMS Solution	
Opt - First addl Maintenance - Mapping	
Opt - First addl Maintenance - Remote Station Cost	
Opt - First addl Maintenance - Geo Diverse	

22.0 CONDITIONS OF RFP

22.1 The County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

22.2. County reserves the right to re-issue any requests for proposals.

22.3 Upon the selection of a finalist vendor, the County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this vendor. If the County, for any reason, is unable to reach a final agreement with this vendor; the County reserves the right to reject such vendor and negotiate a final agreement with the vendor who has the next most viable proposal. The County may also elect to reject all proposals and re-issue a request for proposal.

22.4 Clarification of proposals: The County reserves the right to obtain clarification of any point in a vendor's proposal or obtain additional information.

22.5 The County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of the County.

22.6 The County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such in the best interests of the County.

22.7 The County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the vendor.

22.8 To the extent permitted by law, it is the intention of La Crosse 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 La Crosse County. At that time, all proposals will be available for review in accordance with Wisconsin Public Records Law.

22.10 The Vendor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Vendor, or its (their) agents and / or sub-contractors which may arise out of or connected with activities covered by this contract.

End of RFP Document