

White County, Georgia
Next Generation 9-1-1 Call Processing Equipment
Request for Proposal (RFP)

White County Government
Office of Public Safety
1235 Helen Hwy
Cleveland, Georgia 30528
April, 2018

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Invitation for Proposals

RFP # 911-2018-001
A Request for Proposal
White County, Georgia

Submissions will be received in the White County Board of Commissioners Office, 1235 Helen Hwy. Cleveland, GA 30528 until August 16, 2018 at 2:00PM EDT. All interested vendors are invited to submit product information to White County for the following:

NG Enhanced 911 CPE

Submit: Three (3) hardcopies must be received on or before August 16, 2018 at 2:00PM EDT

Address to: White County Board of Commissioners
County Clerk's Office
Shanda Murphy
County Clerk

Mailing Address: 1235 Helen Hwy, Cleveland, GA 30528

Office Address: 1235 Helen Hwy, Cleveland, GA 30528

Tel/Email: 706-865-2235 / smurphy@whitecounty.net

Mark Envelope: RFP # 911-2018-001

The Request for Proposal is being made available electronically. If accepted by such means, the Proposer acknowledges and accepts full responsibility to ensure that no changes are made to the Request for Proposal documents. In the event of a conflict between a version of the request in the Proposer's possession and the version maintained by White County, the version maintained by the White County will govern.

Proposal Content and Requirements

1. Proposal Format and Instructions

All Proposers must provide a point-by-point response to the items contained within this RFP. :

2. Proposal Schedule

EVENT	DUE DATE
Release of RFP	May 3, 2018
Mandatory Site Visit	May 22, 2018
Questions Submitted	May 25, 2018
Notification of Intent to Propose	June 29, 2018
Mandatory Demo On Site	July 9 through July 27, 2018
Review of Proposal Responses – Sealed	August 16, 2018 @ 2PM EDT
Vendor Selection Proposed to BOC	August 27, 2018 @ 4:30PM EDT

3. Proposal Procedures

a. NOTICE OF INTENT TO PROPOSE

Vendors must acknowledge receipt of the RFP and intention to respond by notifying White County by email no later than the date identified in the Proposal Schedule, Section 2.

b. CLARIFICATION QUESTIONS

Vendor questions will be accepted until the date specified in Proposal Schedule, Section 2. All questions must be submitted in writing to the contact person identified on Page 1. An addendum to this RFP will be issued containing any general clarification questions and their answers as specified in the Proposal Schedule of this RFP.

c. INVITATION TO PRESENT

Respondents may be invited to present and discuss their submissions with White County and will be notified after the Intent to Propose and before the Review of Proposal Responses.

4. Proposal Preparation Costs

The Proposer is responsible for any costs associated with the development, preparation, transmittal, and submission of any proposal or material submitted in response to the RFP. White County assumes no contractual or other obligations as a result of the issuance of this RFP, the preparation or submission of a proposal by a Proposer, the evaluation of the proposal, or the selection of any Proposer for further negotiations.

5. Terms and Conditions

Included in Appendix A is a copy of White County's Standard Terms and Conditions. To the extent the Proposer's Standard Terms and Conditions and White County's Standard Terms and Conditions conflict with each other, the Proposer is expected to enter into good faith negotiations to arrive at a mutually acceptable agreement consistent with industry standards. Please note that any final contract must be mutually acceptable and executed by the parties.

Project Purpose

1. Project Purpose and Description

The purpose of this project is as follows:

- This Request for Proposal (RFP) is intended to solicit information to create a public safety 9 1 1 infrastructure that results in performance and integration efficiencies, while at the same time reducing cost, resulting in a comprehensive 9-1-1 phone switch.
- White County is seeking proposals from qualified vendors for the purpose of acquiring an IP-Based Next Generation 9-1-1 redundant Customer Premise Equipment (CPE) system. The White County Public Safety Answering Point intends to implement the National Emergency Number Association (NENA)/United States Department of Transportation (USDOT) vision to enable the general public to make a 9-1-1 "call" from any wired, wireless, or Internet Protocol (IP)-based device, and to allow the emergency services community to take advantage of Enhanced 9-1-1 (E9-1-1) call delivery and other functions through new internetworking technologies based on open standards.
- This system will be used to process, answer and direct all calls placed to 9-1-1 in White County, Georgia.

This is not a solicitation or offer to contract. The purpose of this request is to obtain information regarding the acquisition of 9-1-1 call handling products and services and is not to be construed as a commitment to contract or purchase any related products or services. White County reserves the right to award based on technical merit, not lowest price.

Current Environment

1. White County Operations

White County currently serves a population of 27,144 with 10,646 households and covers some 242 square miles. The county seat of Cleveland is centered within the county, while to the north the popular tourist attraction, the Bavarian village of Helen and the Chattahoochee National Forest cover a large portion of the area. Helen is the #2 most traveled to attraction in Georgia. On average over 2 million visitors pass through between the months of May and December.

2. Present System

The current 911 CPE equipment was an upgrade in 2007 of the TCI Envision, which is no longer supported. The 911 center operates with five (5) positions for call taking, processing and dispatching of the City of Cleveland (Police, Fire, Public Utilities) the City of Helen (Police, Fire) and White County (Sheriff, Fire, EMS, EMA, Animal Control, Public Works). The 911 center support the Emergency Operations Center located within the same building located at 1241 Helen Hwy, Cleveland, Georgia. The 911 center uses the Harris-InterAct CAD/GIS and the Avtec-Motorola Radio Communications System.

Proposed System Requirements

1. System Specifics

Number of call-handling positions required (system wide).	5
Number of 9-1-1 trunks required.	6
Number of administrative trunks required.	8
Number of T1s required.	6
Purpose for the T1s.	E911
Number of host/node locations required.	1
Number of remote locations required.	0
Number of CDR outputs required.	6
Number of CAD outputs required.	6

Corporate Information

1. Company Overview

- a.) Please provide an overview of your organization.
- b.) How many employees are dedicated to 9-1-1?
- c.) How much experience does the company have at providing 9-1-1 services?
- d.) Please describe the financial stability of your company.
- e.) Please describe the organization that would support the operation of the proposed solution.
- f.) Please list the number of patents and patents pending for the delivery of 9-1-1 voice and/or data.

Technical Requirements

1. Solution Overview

Please respond to the following requirements for a VoIP-Based E9-1-1 emergency call handling system.

- a.) Describe your solution in terms of network diversity.
- b.) The proposed system must be of fault-tolerant design, engineered specifically for the E9-1-1 emergency response environment. Only fault-tolerant systems will be considered for deployment to eliminate single points of failure that prevent routing 9-1-1 and text to 9-1-1 calls successfully.
- c.) Please describe your experience in delivering E9-1-1 emergency response systems.
- d.) Explain how the system grows and expansion is accomplished, and whether additions are disruptive to the ongoing system operation.

2. Industry Standards

- a.) How does your system comply with NENA data standards? How does your system comply with Emergency Services Interconnection Forum (ESIF) and other industry standards?

- b.) What contributions has your company made to the advancement of industry standards? On what industry bodies and committees does your company have a presence?
- c.) Your proposed solution must be compliant with the version of the NENA i3 standard in effect at the time of system implementation. Describe how your proposed system will meet this requirement.

3. Telephony Interfaces

Please describe your ability to meet the following requirements:

- a.) The system must be capable of converting legacy telephony interfaces to Voice over IP (VoIP) packets, such that all further CPE call processing is performed via VoIP.
- b.) Gateways must be used to convert CAMA, POTS and ISDN/PRI circuits to VoIP.
- c.) Itemize the proposed system size in terms of positions, trunks, lines, PRI and SIP connections.

4. System Reliability

Please describe how the proposed system provides the following requirements:

- a.) The proposed system must be fault tolerant.
- b.) The proposed system must support geo-diverse soft switch components, with the ability to alter call routing when needed to respond to a disaster or high-call volume.
- c.) There must be no system downtime in the event of component failure.
- d.) The system must support designs that meet or exceed 50% capacity survivability.
- e.) Support for E9-1-1 trunks must be distributed over multiple gateways. These gateways must be designed specifically for use in a Public Safety environment.
- f.) Power supplies supporting the CAMA gateways must be redundant and distributed.
- g.) It must not be necessary to power down the system in order to replace components. In addition, it must be possible to remove redundant components that are in standby mode from the system without any interruption in service.
- h.) The system must use standard Ethernet LAN cabling between call handling positions and common equipment.
- i.) The system must support use of dual LAN connections to each call handling position, each of the two connected to separate LAN switches to prevent the loss of a LAN switch from impacting availability of multiple workstations.

5. Geographic Diversity

- a.) The proposed system must support geographic diversification of ingress call paths via common equipment at two distinct sites.

- b.) Call handling positions, whether located at these sites, or at one or more remotely located PSAPs, will receive calls from both common equipment sites simultaneously.
- c.) Each common equipment site will itself be redundantly equipped with both an active and a standby soft switch. Solutions which split a single soft switch pair across the two sites will not be considered.

6. Legacy ALI Database Access

- a.) ALI requests must be made immediately after ANI has been decoded. (Systems that wait for the call taker to go off-hook before sending requests for ALI will not be considered).
- b.) If the received ALI is unclear or incomplete, a call taker must be able to command the system to repeat the request to the database.
- c.) Manual requests of ALI must be available for a call taker-entered ANI. There must be a means of disabling manual database requests if required by law.

7. Logging Recorder Interfaces

The proposed system must provide standard interfaces for logging recorders. White County uses the Eventide solution.

8. CAD Output

The solution must provide a NENA compliant CAD output. White County uses the Harris-InterAct solution.

9. Call Detail Record Interface

- a.) A call detail record (CDR) printer interface must be provided.
- b.) The CDR must be generated by the system every time a call is released.
- c.) The CDR must be capable of operating in automatic or batch processing mode.
- d.) The information contained in each CDR must include:
 - The caller's ANI and ALI.
 - Position of agent that answered the call.
 - Transferred destination.
 - Date, times of the various connect and disconnect events, and other particulars relating to a call.
- e.) A time and date stamp is automatically recorded.

10. Call Detail Record Capture

The proposed system must allow for the electronic capture of Call Detail Records (CDR). The electronic capture must:

- a.) Display results in real time.

- b.) Allow searching of historical results.
- c.) Allow automatic archiving.

11. Alarms

- a.) Alarms must be generated in response to abnormal occurrences requiring the attention of maintenance or supervising personnel.
- b.) Multiple alarm severity levels must be supported.
- c.) Alarms will be logged. Log must be viewable via a browser-based maintenance interface.
- d.) Solid state relay contacts corresponding to each of the alarm levels must be provided.
- e.) Notification actions performed in response to an alarm must be configurable by severity level.
- f.) The destination of alarm messages must be configurable and email/text notification based on severity level.

12. Supplemental Data

The solution must query commercial databases for supplemental information associated with the telephone number and/or longitude and latitude of a 9-1-1 caller.

13. Maintenance Access

- a.) A browser-based interface must provide configuration and maintenance access to the system.
- b.) Maintenance access must support password security with multiple access levels.
- c.) The system must support backup of its configuration files to a USB key or similar storage device.
- d.) Maintenance access must be remotely accessible.

14. Time Synchronization

The system must be capable of synchronizing to a network time protocol (NTP) source.

15. Call Distribution- Ring-All

- a.) The system must support Ring-All call distribution.
- b.) Ring-All call distribution allows for inbound call traffic to be grouped (ring group), with calls presented simultaneously to all call handling workstations that have membership in that group.
- c.) Call takers have the option of answering the oldest unanswered call, or any other call out of sequence.

- d.) The system must also allow call takers to barge-in on a call already connected on another position.
- e.) Multiple Ring Groups must be supported.
- f.) A configurable Recorded Announcement (RAN) must be supported on a per-Ring Group basis. The announcement audio will be interleaved with ring-back indication to the caller while that caller is in a ringing state. Use of RAN must not delay call presentation.

16. Call Distribution- ACD (Automatic Call Distribution)

- a.) The system must support Automatic Call Distribution (ACD). ACD allows for inbound call traffic to be grouped, with calls presented to specific call takers based on distribution algorithms (for example longest idle call taker).
- b.) A call taker will be considered eligible to receive a call if logged on and in a Ready state.
- c.) The ACD distribution must support presentation of the distributed calls both with and without (configurable by ACD Queue) force-connect (call taker hears zip tone and is immediately connected to a caller when presented a call from the ACD Queue). When ACD is used, system must also provide a large-format display showing live ACD Queue activity including (for each ACD Queue) number of calls in the queue, longest wait time, and agent availability. The display must also provide audible and visual alerts when configurable thresholds are reached.
- d.) The ACD distribution must also support:
 - Multiple algorithms (longest idle, fewest calls, round robin)
 - Multiple queues with rollover between queues
 - Agent priority
 - Line priority
 - RAN (recorded announcement)
 - Wrap-up time (with bypass option)
- e.) A configurable Recorded Announcement (RAN) must be supported on a per-ACD queue basis. The announcement audio will be interleaved with ring-back indication to the caller while that caller is in a ringing state. Use of RAN must not delay call presentation.

17. Call Distribution- Overflow

- a.) The proposed system must support overflow of calls from a ring group or ACD queue to another ring group or ACD queue based on length of time ringing in that ring group or ACD queue, or unavailability of workstations or agents as applicable.
- b.) Overflowed calls can be assigned a priority that affects visual presentation as well as placement in the subsequent ACD queue.

- c.) Multiple tiers of overflow must be supported.

18. SNOM IP Phones with ALI

- a.) The proposed system must support SNOM IP phones that can answer 9-1-1 calls and display the ANI and ALI information, answer administrative lines, display caller ID, and support outbound administrative call.

19. Intelligent Workstations

- a.) The intelligent workstation must provide full computer-telephony integration, allowing call takers to have on-screen access to telephone features.
- b.) The intelligent workstation hardware must support dual power supplies, hot-swappable add-in cards, dual network capability, dual video display, and must be in a small form-factor enclosure and utilize solid-state technology with no mechanical moving parts.
- c.) The above-mentioned hardware should be designed for a seven year service life.

20. Intelligent Workstations - Call Handling Functions

- a.) These must include the following as a minimum:

- Call answer/hold/release
- Supervised call transfer
- Conferencing (up to 6 parties)
- DTMF/Hook flash support for same line transfer (tandem transfer)
- Multiple line appearances
- Barge-in on shared lines
- Line Pooling for outbound calls
- Enhanced Caller ID Display (name and number)
- Remote Call Pick-up
- Station to station calls
- Speed Dial
- Mute
- In-Call Dialing (incoming and outgoing)
- Line pooling (outgoing calls)
- Automatic Greetings
- Radio Headset Sharing

- Number (ANI) Display / Location Identification (ALI) Display

21. Intelligent Workstations – Automatic Redial of Abandoned Calls

The system must automatically (without call taker intervention) redial calls that are abandoned while in queue and provide call handling options to the called party. When the system redials the number and the party answers they have the option to push 1 for accidental call, no emergency or 2 for emergency and the call becomes active so the dispatcher can then answer the call and process as normal.

Intelligent Workstations - ALI Display

The call handling workstation must provide a configurable parsed ALI display which allows for configurable labeling of various fields. A raw (non-parsed) ALI view must be supported as well.

22. Intelligent Workstations - Call Transfer Functions

- a.) The Intelligent Workstation must be configurable to perform transfers using the following (mutually exclusive) methods:
- b.) Transfer destination determined by programming in the CO. In other words, the pre-determined tandem transfer code for (as an example) "Fire" is sent to the CO, which then routes the call to the appropriate Fire Department. From the call taker's perspective, he or she simply presses the "Fire" transfer button, and the call is transferred to the appropriate agency.
- c.) Transfer destination determined by the Intelligent Workstation. In other words, the Intelligent Workstation dynamically sets the "recommended" transfer destination based on the ESN in the ALI data, as dials the appropriate number via the tandem transfer mechanism. From the call taker's perspective, he or she simply presses the "Fire" button, and the call is transferred to the appropriate agency. The label on the "Fire" transfer button will change to reflect the particular agency selected by the system (i.e., "Fire – [Agency Name]").
- d.) Whichever method is configured, the call taker must be able to override the default destination by selecting an alternate from a list of destinations.
- e.) Any given transfer destination button must be programmable with one or more numbers used to reach the corresponding agency. It must be possible to define the time of day for which each of the numbers is valid. The time spans that different numbers are valid can overlap, therefore if a number is busy, the Intelligent Workstation must automatically cycle through the other currently valid numbers as the transfer button is pressed.

23. Intelligent Workstations - Data Transfer Functions

- a.) The system must have the ability to transfer ALI Data to remote destinations which are equipped with serial printers.

- b.) Propose as an **OPTION** an enhanced data transfer capability whereby **ALI**, and other data gathered by the call taker can be transferred via dial-up connection to remote Fax machines or via private secure network to remote E-Mail clients.

24. Intelligent Workstations - Integrated TTY

- a.) The Intelligent Workstation must provide integrated on-screen TTY for all lines. The device should handle Baudot protocols. The system must allow the call taker to communicate freely by using the keyboard and/or selection of pre-programmed messages.
- b.) The system must buffer the keystrokes that a call taker types in the TTY module. This will give the call taker the option to:
- Send the entire message only once the entire sentence is typed, **OR**
 - Send each keystroke as it is typed.
- c.) This will be used in situations where a TTY caller tends to start responding to a message before it is completed, sometimes before understanding the true nature of the message. It must be possible to switch between buffered and non-buffered mode on the fly.
- d.) Each answering position must be equipped with its own TTY processing hardware. Systems which employ a central piece of equipment for TTY processing will not be considered due to single point of failure considerations.

25. Intelligent Workstations - Integrated Voice Recording

In addition to standard contacts for external call recorders, the Intelligent Workstation must have a built-in and integrated call recorder as per the following definitions:

- a.) **Built-in** – The call recording functionality must be accessible on-screen via the Intelligent Workstation's GUI (Graphical User Interface).
- b.) **Integrated** – Individual recordings must be accessible via their associated on-screen call records. In other words, the relationship between a given call event, the ALI and associated audio recording is clearly displayed.

Audio Recordings must be stored in WAV format, and purged after a configurable delay in order to conserve hard drive space. It must be possible to save (and un-save) individual call recordings to prevent purging of the file.

In addition, the system should have the ability to record personalized greeting announcements, i.e., "9-1-1. What is your emergency?"

Propose as an **OPTION** the ability to record radio conversations.

26. Intelligent Workstations - Call Lists

- a.) Multiple lists must be provided, showing different groupings of call events, for example, "All Abandoned Calls", "All Previous Calls from this ANI", "All Calls previously handled by this Call taker".

- b.) It must also be possible to re-dial an abandoned call or other previous calls by selecting from the appropriate Calls List.
- c.) A Query feature must allow call records to be filtered and searched on the fly.
- d.) When used in conjunction with an Incident Management feature, Incident-related lists must also be provided.

27. Intelligent Workstations - Message Board

- a.) The Intelligent Workstation must provide an on-screen message board which is always on-line.
- b.) This must allow the broadcast of a textual message to each call taker or a select group of call takers in the PSAP. The system must also allow the recipient call takers to acknowledge that a message was read.
- c.) This function must support pre-programmed messages (commonly used messages such as "Weather warning in effect – Heavy Rain"), and keyboard entry for one-of-a-kind messages.

28. Intelligent Workstations - On-Demand Printing

- a.) The Intelligent Workstation must be able to produce an immediate hard copy of caller ALI and other gathered data at any time, while a call is in progress or after release. This must be to a networked laser printer, which should also be included with the proposed system.
- b.) It must be possible to use RTF (Rich Text Format) templates to lay out the information that is to be printed and to apply formatting and graphics (e.g., County Logo) as needed.

29. Intelligent Workstations - System Toolbar

The Intelligent Workstation must provide the ability to configure buttons to allow for "point & click" access to frequently used features and commands.

30. Intelligent Workstations - Integrated Text Messaging (as an option)

- a.) Text messages to 9-1-1 must be delivered to the Intelligent Workstation as an integrated message allowing the call takers to immediately view the message, respond to the message using prepared or ad-hoc responses, and respond to other texts or answer other 9-1-1 calls while monitoring original text for activity.
- b.) Text messages to 9-1-1 must be capable of being distributed to call takers through the 9-1-1 phone system.
- c.) Text messages to 9-1-1 must be logged and become part of the 9-1-1 record.
- d.) The system must comply with the NENA i3 Reference Architecture and ATIS/TIA Joint Standard (J-STD-110) to support text messaging to 9-1-1. The Standard defines the architecture, methods, and protocols for SMS messaging to PSAPs.

- e.) Text via TTY will not be considered integrated for this solution.

31. Intelligent Workstations - Premise Information Database

- a.) The Intelligent Workstation must support call taker access to PSAP-stored information about a specific location. This information could include building access, hazard warnings, hazardous material information, structural plans, evacuation instructions, and site photos.
- b.) The system should automatically indicate availability of information based on the ANI of the call.

32. Intelligent Workstations - Standard Operating Procedures

- a.) The Intelligent Workstation must support call taker access to PSAP-stored SOPs (Standard Operating Procedures). This will assure procedures are applied in a uniform and consistent manner, in addition to providing training functionality.
- b.) Based on the type of incident entered, the system must prompt the call taker that procedures exist. Explain.
- c.) In addition, procedures must be displayed in hypertext format, allowing call takers to move quickly through the information to access key procedures quickly. SOP data will be entered by the PSAP. Explain.

33. Management Information System

- a.) Please explain how the proposed system will provide a management information system (MIS) that will produce a wide range of predefined, comprehensive operational and historical reports.
- b.) The MIS must allow on-the-fly filtering for required information using an extensive range of search criteria that are automatically presented based on the report selected and the site configuration.
- c.) The MIS must display reports on-screen, printer or saved to file, and allow scheduling of automatic generation of reports.
- d.) The MIS user interface must be provided via a web browser interface.
- e.) The proposed system must support the aggregation of multiple PSAPs into a single report. Describe.
- f.) Describe the ability of your reporting solution to be supported on a desktop, laptop, smartphone and/or table.
- g.) Please explain how data will be migrated from a previous system.
- h.) Describe the security measures of the MIS system.
- i.) Users must be able to email and/or schedule reports for delivery.
- j.) Describe the level of support available for standard and custom reporting.

- k.) Describe the level of integration your existing MIS system has with the proposed/current CPE.
- l.) Explain the scaling options for the MIS solution.
- m.) Describe any other optional reports or modules available for the solution.
- n.) Explain the redundancy options available in the MIS solution.
- o.) Describe the i3 support that is available.
- p.) Describe the TXT2 9-1-1 reporting and analysis provided by the solution.
- q.) List the available standard and optional reports provided by the system.
- r.) Describe the system's ability to provide trunk and admin reporting in a single aggregated report.
- s.) Can reporting be derived from CDR, ALI and local call taker data?
- t.) The system must allow for roles and permissions to be set variably based on the user's permissible view and functions. Describe how your solution supports this capability and provide a sample report.
- u.) Please explain if any operational or system health information can be reported by the MIS solution.
- v.) Please explain the formats available for export of the reports?

34. Geographic Information System (GIS)

- a.) The proposed geographic information system (GIS) solution must display an interactive map which plots 9-1-1 calls.
- b.) The GIS solution must provide a call list sorted by call state.
- c.) Please list and describe the calls states available with the proposed system.
- d.) The GIS solution must plot calls with distinct icons based on Class of Service: Landline, Wireless Phase I, Wireless Phase II, Voice over IP, Text and/or other. Describe.
- e.) Describe how the GIS solution indicates the call status by the color of the plotted call icon: Ringing, Answered, Hold or Busy.
- f.) Please explain if the GIS solution can directly answer, hold or release incoming calls.
- g.) Describe how the GIS solution uses customer-provided GIS data for map display, querying and searching.
- h.) Describe how the GIS solution supports options and documented procedures for updating customer-provided GIS data?
- i.) Describe how the GIS solution leverages a client-server architecture with a centralized storage location for customer-provided GIS data.

- j.) Describe the GIS solution's fault-tolerance or fail-over management features and procedures.
- k.) Please explain how the GIS solution will support comprehensive location search capabilities leveraging address points, street centerlines and/or common place GIS layers.
- l.) Does the GIS Solution offer both server and client configuration tools for consistent and streamlined configuration and deployment?
- m.) Describe how the GIS solution displays emergency responder information with responsible ESN numbers for law enforcement, fire, and EMS for 9-1-1 calls.
- n.) The GIS solution provides map navigation controls to pan and zoom the map?
- o.) Describe the system's ability to provide a legend to select displayed map layers.
- p.) Does the GIS solution permit a user to measure on the map?
- q.) How does the GIS solution permit a user to identify information from GIS layers?
- r.) Please explain how the GIS solution provides Pictometry integration for local or over-the-web Pictometry imagery.
- s.) Please explain how the GIS solution provides an evacuation display tool.
- t.) Does the GIS solution allow users to add private and shared map annotations?
- u.) Please explain the GIS solution's comprehensive location search tool.
- v.) Explain how the GIS solution allows users to perform a location search based on a coordinate input.
- w.) How does the GIS solution provide a coordinate display of call location?
- x.) Can the GIS Solution permit the user to Print the map display?
- y.) Does the GIS Solution allow users to report GIS/map data Discrepancies and tracking?
- z.) How does the GIS Solution support base map options with Aerial Imagery, GIS layers or Hybrid Maps?

35. Maintenance and Support

- a.) Describe your maintenance and support organization.
- b.) Does the maintenance contract include provisions for preventative maintenance? Does the system have to be taken out of service?
- c.) The solution must provide on-site customer maintenance available from certified service technicians.
- d.) Remote monitoring services of solution provided by certified personnel.

- e.) **Vendor should provide capability to query trouble tickets through an online portal.**
- f.) **The maintenance provider for the proposed system must service and maintain the call handling hardware and software along with the E911 Trunks, 10 digit administrative and emergency lines.**
- g.) **The maintenance provider for the proposed system must service and maintain the connectivity to the backup or host locations.**
- h.) **The maintenance provider for the proposed system must provide the capability to connect the Cleveland City PD and Helen PD with White County 911 as an integrated backup center also allowing for global roaming and the ability to take calls for the PD or SO even if they're not in their home PSAP.**
- i.) **The maintenance provider for the proposed system must provide the routing of the E911 calls.**
- j.) **The maintenance provider for the proposed system must provide 24 x 7 telephone support.**

Appendix A: White County's Terms and Conditions

GENERAL CONDITIONS

PURPOSE

The purpose and intention of this invitation to bid issued by the White County Board of Commissioners is to afford all suppliers an equal opportunity to bid on all operating supplies, services, equipment, maintenance and repairs that are listed in the accompanying documents.

SPECIFICATIONS

Whenever standard White County specifications are specified in any invitation to bid, or request for proposal, all bidders must comply with these specifications. Specifications other than standard specifications are to be considered as setting a standard of quality suitable to permit competition and at the same time protect the integrity of the purchasing process. It is the overall intent of the specifications to insure that the minimum needs of the County are met.

Brand or trade names used herein are intended to establish quality standards, and are not intended to limit or eliminate competition.

The County does reserve the right to specify that particular specifications be strictly adhered to, and brand or trade names not be substituted.

PURCHASING POLICY

All bidders are hereby put on notice that, in all purchasing and related activities, the White County Board of Commissioners shall pursue a policy of securing the greatest possible economy consistent with grades of quality of supplies and services that are adapted to the purpose for which they are required.

AWARD OF CONTRACT

The award of all contracts will be made in conformity with the above purchasing policy. White County reserves the right to award items separately, grouped or on an "all or none" basis and to reject any or all bids and waive all informalities.

PRICING

All prices should be quoted in the unit of measure as required and shall be firm until bid is awarded unless otherwise specified.

CANCELLATION OF CONTRACT

In any of the following cases White County has the right to cancel any contract entered into under these Purchasing Rules and Regulations;

- a. Breach of Contract;
- b. In the event the contractor fails to furnish a satisfactory performance bond within the time specified, when such bond is required;
- c. Failure of the contractor to make delivery within the time specified in the contract;
- d. In the event any commodity of equipment is rejected for failure to meet specifications, non-conformity with sample or the items are not in good condition when delivered;
- e. Wherever the contractor is guilty of misrepresentation; i.e., misbranding of food or drugs;
- f. Wherever the contract was obtained by fraud, collusion, conspiracy or other unlawful means, or the contract conflicts with any statutory and constitutional provision of the State of Georgia or the United States; or
- g. Wherever White County deems that a cancellation is in the best interest of the County provided that the Vendor is notified of such cancellation prior to production and/or shipment.

PERFORMANCE BONDS

White County reserves the right to require a performance bond on all awards over \$1,000.00.

NON PERFORMANCE

In the event contractor fails to perform in accordance with the specifications, the contractor will be deemed to be in default. White County shall notify the contractor verbally and in writing of incidence of nonperformance. If the contractor fails to perform in accordance with the contract specifications, within five (5) days after notice, as provided herein, the County Manager shall take appropriate action including but not limited to contract cancellation, collection proceedings, suspension or disbarment.

SUBSTITUTIONS

If bidding other than specified in the bid proposal, state brand, model number and submit illustrations and descriptive literature with bid in order that quality, suitability, and compliance with the specifications may be determined. Failure to do so may cause your bid to be disqualified.

QUANTITIES

White County reserves the right to increase or decrease the quantity as necessary at the same prices and terms stated in sellers bid proposal.

DELIVERY

All deliveries shall be F.O.B. Destination, Cleveland, and White County, Georgia. If the vendor fails to make delivery within a satisfactory time, White County reserves the right to cancel the item and to purchase elsewhere charging the re-procurement costs, i.e., Increase in price, cost of handling (if any), to the original vendor making the unsatisfactory, late or non-delivery cause for cancellation.

PAYMENT

Payments will not be made in advance. Payments will be made after satisfactory delivery and acceptance by White County for goods and/or services.

BID RESPONSE

Bids should be submitted on the forms provided for this purpose and should be filled out with ink or typewritten and signed in ink. Do not erase, correct or white over any prices or figures necessary for the completion of this bid proposal. If any corrections are necessary, each one should be initialed. Failure to comply with these requirements may cause your bid to be disqualified.

CONTRACTUAL SERVICES

At the option of White County and acceptance by the contractor this contract may be extended for two (2) additional twelve (12) month periods not to exceed 36 months at the same terms and prices.

INSURANCE

A) INSURANCE REQUIREMENTS

Contractor shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property that may arise from or in connection with performance of the Work hereunder by the Contractor, his agents, representatives, employees, or subcontractors.

MINIMUM LIMITS OF INSURANCE Contractor shall maintain limits no less than:

1. The Contractor and Subcontractors shall secure and maintain during the life of this contract Worker's Compensation Insurance for all of their employees employed at the site of any White County project, at statutory limits. The Employer's Liability shall have limits not less than \$500,000.
2. Comprehensive General Liability Insurance - shall be in limits no less than \$1,000,000 combined single limit
per occurrence for aggregate or property damage. Property damage insurance shall be in broad form including complete operations.
3. Automobile liability coverage for owned, non-owned and hired. Such insurance shall be in limits no less than
\$1,000,000 combined single limit per occurrence.

B) OTHER INSURANCE PROVISIONS

1. General Liability, and Automobile Liability insurance.

A. The Owner and its officers, officials, employees and volunteers are to be covered as additional insured's with regards to any liability arising out of activities performed by or on behalf of the Contractor.

B. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the

Owner and its officers, official are employees or volunteers.

C. The Contractor is responsible for insuring its own property and equipment.

2. Workers' Compensation and Employers Liability Coverage. The insurer shall agree to waive all rights of subrogation against White County and its officers, officials, employees and volunteers for losses arising from the work performed by the Contractor for the Owner.

3. All Coverages: Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after ninety (90) days' prior written notice by certified mail, return receipt requested, has been given to the Owner, White County, Georgia, in care of the White County Board of Commissioners Office.

C) ACCEPTABILITY.

Insurance is to be placed with insurers with a Best's rating of no less than or otherwise acceptable to the Owner.

D) VERIFICATION OF COVERAGE.

Contractor shall furnish White County with certificates of insurance and with original endorsements effecting coverage required by this clause. These certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Owner before any work commences. White County further reserves the right to require complete, certified copies of all required insurance policies at any time.

E) SUBCONTRACTORS.

Contractor shall include all subcontractors as insured under its insurance or shall ensure that subcontractors have met the insurance requirements of this agreement. White County may request evidence of subcontractor's insurance at any time.

INDEMNIFICATION AND GENERAL CONSTRUCTION TERMS

The contractor hereby agrees to protect, defend, indemnify and hold the county and its merit and contract employees, agents and officers free and harmless from any and all losses, claims, liens, demands and causes of action of every kind and character including, but not limited to, the amounts of judgments, penalties, interests, court costs, legal fees and all other expenses incurred by the county arising in favor of any party.

Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand or suit at the sole expense of the contractor. Contractor also agrees to bear all other costs and expenses related, thereto, even if the claim or claims alleged are groundless, false or fraudulent. This provision is not intended to create any cause of action in favor of any third party against contractor or the county or to enlarge in any way the contractor's liability but is intended solely to provide indemnification of the county from liability for property damage, property loss, personal injury, bodily injury or death to the contractors, the contractor's employees or any third persons or property arising from the contractor's performance hereunder.

The contractor agrees to keep informed and comply with all Federal, State, and local laws, policies, regulations, ordinances and codes, but not limited to, the contractor's duty to provide a safe work environment and road conditions for the contractor's employees, subcontractors, county employees and third parties. This provision confers all safety responsibility, to include but not limited to, knowledge of the latest edition of the Manual on Uniform Traffic Control Devices (MUTCD), Standard Highway Signs (SHS), Utility Accommodation Policy and Standards Manual, safety management, human resource management, and traffic management as it relates to all methods and forms of employee hiring

and retention, safety signage, fall prevention, warning devices, safety barricades, safety fencing, work zone flaggers, scaffolding, motorist and pedestrian road and sidewalk detour direction and all other regulated safety requirements for the duration of The Work as is necessary to provide for the health and safety of the Contractor's employees, subcontractors, county employees, pedestrians, motorists and all third parties. Where and when applicable, warning devices shall be placed prior to the commencement of any road improvement work on any roads and shall remain in place until the conclusion of all Work.

GEORGIA SECURITY AND IMMIGRATION ACT OF 2006

As of July 1, 2007, all contracts with White County must have a certification from the Contractor that they comply with the Georgia Security and Immigration Act of 2006. This requires all those individuals, firms, contractors, consultants, etc., contracting with the County to execute the Contractor Affidavit and Agreement. If subcontractors are engaged, they are required to execute the Subcontractor Affidavit. These affidavits are attached for your convenience in compliance with this requirement.

DISPUTE RESOLUTION

The jurisdiction and venue of any dispute arising out of this agreement shall lie within the Superior Court of White County, Georgia, and the governing law shall be the law of the State of Georgia.

Appendix B – Pricing Document

Primary Site

System controller/workstation hardware/software _____

MIS/Reporting and Call Monitoring _____

Installation _____

Project Management _____

Training _____

First year software support _____

Remote Monitoring and Help Desk _____

First year on-site support _____

Total Base Price _____

Options

9-1-1 Phone Only Positions _____

Portable Answering Positions _____

Administrative Local PBX Functionality _____

Extended Maintenance

Year 2-5 Software license/maintenance/call center _____

Year 2-5 On-site support _____