



County of McHenry
Request for Proposal

RFP # 19-24
Countywide Next Generation 9-1-1 Host/Remote System

June 17, 2019

This Request for Sealed Proposal (RFP) is for the purpose of, contracting with a qualified firm to provide the McHenry County Emergency Telephone System Board (MCETSB) with services to provide a Countywide Next Generation 9-1-1 Host/Remote System, subject to continuing need, and availability of funds as outlined within this document. All requirements are according to specifications enclosed herein.

Any communication regarding this request for proposal between the date of issue and date of award is required to go through the Buyer listed below (or the Purchasing Administrative Specialist). **Unauthorized contact with other McHenry County or MCETSB staff is strictly forbidden.**

GENERAL REQUIREMENT: This is a Request for Sealed Proposal (see attached). Proposal will be opened and evaluated in private and proposal information will be kept confidential until an award is made. **One (1) signed, printed original, Ten (10) printed copies AND one (1) digital copy of the complete proposal are to be submitted.**

SUBMISSION LOCATIONS:

Mailing/Shipping Address:

McHenry County
Purchasing Department
2200 N. Seminary Avenue Room 200
Woodstock IL 60098

Drop Off In Person:

Purchasing Department
McHenry County Administration Building
667 Ware Road Room 200, Woodstock IL 60098

Electronic Submission:

dmleonard@mchenrycountyil.gov

CONTACT PERSON: Djuana M. Leonard, C.P.M., Procurement Specialist

SUBMISSION DATE AND TIME: by 2:00 PM, (CST) July 16, 2019

Proposals received after the submittal time will be rejected and returned unopened to the sender.

SCHEDULE OF EVENTS

June 17, 2019	RFP Available
June 24, 2019	MANDATORY PSAP Walk Through 8:30am – 2:00 pm CST.
July 1, 2019	Vendors Questions Submitted via email to dmleonard@mchenrycountyil.gov by 12:00PM (CST)
July 8, 2019	Vendors Questions Answered via email and posted on County website after 4:00PM (CST)
July 16, 2019	Proposals due by 2:00PM (CST)
July 25-26, 2019	Short-listed vendors will present Demonstrations
July-August, 2019	Evaluation, Recommendation, Committee Review, Notification of intent to award to vendor on or about Aug. 15th and Execution of Contract Aug. 21, 2019 (estimate)

GENERAL INFORMATION

REQUEST FOR PROPOSALS

DEFINITION

Request for Proposals (RFP) is a method of procurement permitting discussions with responsible vendor and revisions to proposals prior to award of a contract. Proposals will be opened and evaluated in private. Award will be based on the criteria set forth herein.

RECEIPT and HANDLING of PROPOSALS

Proposals shall be opened in private by the Evaluation Committee to avoid disclosure of contents to competing vendors.

EVALUATION of PROPOSAL

The proposals submitted by vendors shall be evaluated solely in accordance with the criteria set forth in the RFP.

DISCUSSION of PROPOSAL

The Evaluation Committee may conduct discussions with any offeror who submits an acceptable or potentially acceptable proposal. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. During the course of such discussions, the Evaluation Committee shall not disclose any information derived from one proposal to any other vendor.

NEGOTIATIONS

The McHenry County Emergency Telephone System Board (MCETSB) reserves the right to negotiate specifications, terms, and conditions, which may be necessary or appropriate to the accomplishment of the purpose of this RFP. MCETSB may require the RFP and the offeror's proposal be incorporated in full or in part as Contract Documents. This implies that this RFP and all responses, supplemental information, and other submissions provided by the vendor during discussions or negotiations may be held by the McHenry County Emergency Telephone System Board (MCETSB) as contractually binding on the successful Vendor.

NOTICE of UNACCEPTABLE PROPOSAL

When the Evaluation Committee determines a vendor's proposal to be unacceptable, such vendor shall not be afforded an additional opportunity to supplement its proposal.

TERMS AND CONDITIONS

AUTHORITY

This Request for Proposals is issued pursuant to applicable provisions of the *McHenry County Purchasing Ordinance*, approved August 1, 2014, revised April 1, 2018. This ordinance is incorporated by reference into this RFP as if it were contained herein. An updated copy is available [here](#).

RESERVED RIGHTS

The McHenry County Emergency Telephone System Board (MCETSB) reserves the right at any time and for any reason to cancel this Request for Proposal, to reject any or all proposals, to accept an alternate proposal, and reserves the right to waive any immaterial defect in any proposal. ***Unless otherwise specified by the offeror, MCETSB has no less than one hundred and twenty (120) days to accept.*** The

McHenry County Emergency Telephone System Board (MCETSB) may seek clarification from a vendor at any time and failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

INCURRED COSTS

The McHenry County Emergency Telephone System Board (MCETSB) will not be liable in any way for any costs incurred by respondents in replying to this RFP.

AWARD

Award shall be made by the McHenry County Board to the most responsive and responsible vendor whose proposal is determined to be the most advantageous to the County, taking into consideration price and the evaluation criteria set forth herein below.

CRITERIA for SELECTION

The following criteria and point system shall be used by the selection team to determine the firm or individual(s) most qualified and best suited to perform the work:

1. Qualifications and Experience (50 points)
Vendor's capability in all respects to perform fully the contract requirements. This includes the vendor's experience with projects of similar nature, size, complexity, and requirements as MCETSB.
2. Cost (5 points)
This refers to the proposed price for the products and services listed in the RFP.
3. Compliance with RFP (40 points)
This refers to the adherence to all conditions and requirements of the RFP.
4. References (5 points)

Total 100 points

NON-DISCRIMINATION

Vendor shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith. Including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), 775 ILCS 5/1-102, which is incorporated herein by reference, and constituting of a written EEO Policy and a workforce profile that demonstrates its EEO practices. Furthermore, the Vendor shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended. The Vendor must have a written sexual harassment policy, which meets Illinois State Statutes, 775 ILCS, 15/3.

SECURITY

The Vendor represents and warrants to the McHenry County Emergency Telephone System Board (MCETSB) that neither it nor any of its principals, shareholders, members, partners or affiliates, as applicable, is a person or entity named as a Specially Designated National and Blocked Person (as defined in Presidential Executive Order 13224) and that it is not acting, directly or indirectly, for or on behalf of a Specially Designated National and Blocked Person. The Vendor further represents and warrants to the McHenry County Emergency Telephone System Board (MCETSB) that the Vendor and its principals, shareholders, members, partners, or affiliates, as applicable, are not directly or indirectly, engaged in, and are not facilitating, the transactions contemplated by this Agreement on behalf of any person or entity named as Specially Designated National and Blocked Person. The Vendor hereby agrees to defend, indemnify and hold harmless the County of McHenry, the Corporate Authorities, and all County of McHenry elected or appointed officials, officers, employees, agents, representatives, engineers and attorneys, from and against any and all claims, damages, losses, risks, liabilities, and expenses (including reasonable attorneys' fees and costs) arising from or related to any breach of the foregoing representation and warranties.

OSHA REQUIREMENTS

The Occupational Safety and Health Act of 1970 (OSHA) "guarantees workers the right to a safe and healthful workplace". Under Section 5(a) (1) of the OSHA Act, the employer must "furnish to each of his employees' employment and a place of employment which are free from recognized hazards that are causing or likely to cause death or serious physical harm to his employees."

There are times when the County must hire entities and individuals (contractors) to perform services. To this end, contractors hired by the County of McHenry must perform their duties in a manner that is compliant with all state and federal health and safety laws and industry guidelines. It is the responsibility of the contractor to ensure that their personnel and subcontractors comply with all state and federal health and safety laws and regulations and industry guidelines, including, but not limited to those set forth by: OSHA and related regulations, the Safety Inspection and Education Act, the Health and Safety Act, the National Institute of Occupational Safety and Health, the National Fire Protection Association, the Centers for Disease Control, American Industrial Hygiene Association, the American Council of Governmental Industrial Hygienists, the Environmental Protection Agency, and the Department of Transportation.

PROCUREMENT OF GREEN PRODUCTS AND TECHNOLOGIES

As approved by the McHenry County Board in April 2008, it is in the interest of public health, safety and welfare and the conservation of energy and natural resources to use and promote environmentally responsible products. The County should strive to influence private purchases through the example of using government specifications and standards that are green or environmentally friendly when making its purchases.

Whenever available and cost-justified, the County should purchase those materials including the purchase of recycled products containing post-consumer materials rather than residual materials resulting from the processing or manufacturing from another product. To the extent practicable, all

products standards shall emphasize functional or performance criteria, which do not discriminate against the use of, recycled materials.

McHenry County should cooperate to the greatest extent feasible with other governments and organizations to develop a comprehensive, consistent, and effective procurement effort intended to stimulate the market for recycled products, reusable products, products designed to be recycled, and other environmentally responsible products.

McHenry County shall continue to participate in and shall encourage other public jurisdictions to participate with the County in the purchase of products containing recycled content. Participation in such cooperative systems shall be aimed at obtaining maximum practical recycled content in County purchases, to obtain best available price for products with recycled content, to facilitate or encourage lower prices industry-wide and to encourage development of industries and markets dealing with recycled content products.

PROCUREMENT OF PRODUCTS THAT ARE ENERGY STAR QUALIFIED

McHenry County shall select, where life cycle and cost-effective, ENERGY STAR and other energy efficient products, when acquiring energy-using products. This information will be required by the bidder in their bid submittal.

COOPERATIVE PURCHASING

This contract shall be offered for purchases to be made by other counties and governmental units within the State of Illinois as authorized by the Government Joint Purchasing Act. All purchases and payments made under this authority shall be made directly by the governmental unit to the Vendor. McHenry County Emergency Telephone System Board (MCETSB) shall not be responsible in any way for such purchase orders or payments. All terms and conditions of this contract shall apply to all orders placed by another governmental unit.

RIGHT TO PROTEST

Any actual or prospective bidder or Contractor who is aggrieved in connection with the solicitation or award of a Contract may protest to the Director of Purchasing. Any protest must be submitted in writing within ten (10) calendar days from the issuance of the solicitation, addendum, and notice of award or other decision by the Purchasing Department.

ADDENDUM

Should the Vendor require any additional information about this RFP, please email the Contact listed on Page 1, with any questions by the deadline as outlined in the schedule of events. ANY AND ALL changes to these specifications are valid only if they are included by Written Addendum to All vendors. NO interpretation of the meaning of the plans, specifications, or other contract documents will be made orally. If required, all addenda will be faxed to bidder if a Notice of Intent to Bid has been completed and faxed to the Purchasing Office. In addition, all addenda are posted on the County of McHenry's website. Failure of the bidder to receive any such addendum or interpretation shall not relieve the bidder from obligation under this RFP as submitted. All addenda so issued shall become part of the RFP documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused by a bidder to improperly submit a proposal.

Response to these questions will be made by means of an addendum. Only the Director of Purchasing has the authority to issue an addendum.

Addenda are written instruments issued by the County prior to the date for receipt of proposals, which modify or interpret the Bid by addition, deletions, clarifications or corrections.

Prior to the receipt of proposals, addenda will be emailed or delivered to all who are known to have received a Notice to Bid. Each vendor shall ascertain prior to submitting a proposal that all addenda issued have been received and, by submission of a proposal, such act shall be taken to mean that such vendor has received all addenda and that the vendor is familiar with the terms thereof and understands fully the contents of the addenda.

TAXES

The County of McHenry is exempt from paying Illinois Use Tax, Illinois Retailers Occupation Tax, and Federal Excise Tax.

PAYMENTS

The Vendor shall furnish the McHenry County Emergency Telephone System Board (MCETSB) with an itemized invoice. Payment shall be made in accordance with applicable provisions of the "Local Government Prompt Payment Act."

VENDOR RESPONSIBILITIES

The selected Vendor will be required to assume responsibility for all services offered in this proposal. The McHenry County Emergency Telephone System Board (MCETSB) will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

Any contract resulting from this RFP may not be assigned, in whole or in part without written consent of the McHenry County Emergency Telephone System Board (MCETSB). If the Vendor attempts to make such an assignment without the written consent of the McHenry County Emergency Telephone System Board (MCETSB), the Vendor shall nevertheless remain legally responsible for all obligations under the Contract.

INTERPRETATION or CORRECTION of REQUEST for PROPOSALS

Vendors shall promptly notify the Director of Purchasing of any ambiguity, inconsistency, or error, which they may discover upon examination of the Requests for Proposals.

Interpretations, corrections, and changes to the Request for Proposals will be made by addendum. Interpretations, corrections, or changes made in any other manner will not be binding.

COMPLIANCE WITH LAWS

The bidder hereto covenants and agrees to comply with all applicable federal, state, and local laws, codes, ordinances, rules and regulations. Failure to comply with the terms of this provision shall constitute a breach of contract and permit the McHenry County Emergency Telephone System Board (MCETSB) to terminate this (Request for Sealed Proposal/Bid) in accordance with the termination provisions stated herein.

RECOURSE for UNSATISFACTORY MATERIALS

Payment shall be contingent upon the McHenry County Emergency Telephone System Board (MCETSB) inspection of and satisfaction with completed work. Any defective work or materials, non-conformance to bid specifications, damaged materials, or unsatisfactory installation shall be corrected to the McHenry County Emergency Telephone System Board (MCETSB) satisfaction by the successful bidder at no additional charge.

TERMINATION

Failure to comply with the terms and conditions as herein stated shall be cause for cancellation of the contract. The McHenry County Emergency Telephone System Board (MCETSB) will give written notice of unsatisfactory performance and the Vendor will be allowed thirty (30) days to take corrective action and accomplish satisfactory control. If at the end of the thirty days, the McHenry County Emergency Telephone System Board (MCETSB) deems the Vendor's performance still unsatisfactory, the contract shall be canceled. The exercise of its right of cancellations shall not limit the McHenry County Emergency Telephone System Board (MCETSB) right to seek any other remedies allowed by law.

The successful bidder will agree that the resulting contract is made subject to available budgetary appropriations and shall not create any obligation on behalf of the McHenry County Emergency Telephone System Board (MCETSB) in excess of such appropriations. In the event that no funds or insufficient funds are appropriated and budgeted, this Contract shall terminate without penalty or expense to the McHenry County Emergency Telephone System Board (MCETSB) thirty (30) days after written notification of termination from MCETSB.

The successful bidder will agree that pursuant to requirements imposed under Illinois law, the MCETSB shall have 120 days after each election of county board members to terminate this Contract, without cause and without penalty.

REJECTION of BIDS, WAIVER of IRREGULARITIES

McHenry County Emergency Telephone System Board (MCETSB) reserves the right to reject any or all bids, to waive irregularities, and to accept that bid which is considered to be in the best interest of the MCETSB. Any such decision shall be considered final.

DELIVERY

Delivery will be considered in making the award and the bidders shall state, in the spaces provided expected delivery after receipt of order. Failure to meet said delivery promises without prior consent of the Director of Purchasing will be considered a breach of faith.

WORKMANSHIP

Items shall be manufactured according to the highest traditions of the industry and shall meet all commercial standards of quality. The McHenry County Emergency Telephone System Board (MCETSB) shall be the sole judge of acceptable products. Unacceptable products will be rejected and suitable price adjustments made.

QUALIFICATIONS

Each firm submitting an RFP for this project shall submit detailed information concerning the professional qualifications of the individual(s) assigned to carry out this project. Relevant project experience, logistical capabilities and other relevant support data regarding the firm and assigned personnel must be included.

Each firm submitting a proposal for this project must provide at least three (3) references where projects of a similar nature have been successfully completed and implemented. These references should provide the name and address of the entity where the project was completed as well as a contact person.

INSURANCE

General The successful bidder shall maintain for the duration of the contract and any extensions thereof, at bidder's expense, insurance that includes "Occurrence" basis wording and is issued by a company or companies qualified to do business in the State of Illinois that are acceptable to the County, which generally requires that the company(ies) be assigned a Best's Rating of A or higher with a Best's financial size category of Class XIV or higher, in the following types and amounts:

- a) Commercial General Liability in a broad form, to include, but not limited to, coverage for the following where exposure exists: Bodily Injury and Property Damage, Premises/Operations, Independent Vendors, Products/Completed Operations, Personal Injury and Contractual Liability; limits of liability not less than:

\$1,000,000 per occurrence and \$2,000,000 in the aggregate;

- b) Business Auto Liability to include, but not be limited to, coverage for the following where exposure exists: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership; limits of liability not less than:

\$1,000,000 per occurrence combined single limit for:

Bodily Injury Liability and Property Damage Liability;

- c) Workers' Compensation Insurance to cover all employees and meet statutory limits in compliance with applicable state and federal laws. The coverage must also include Employer's Liability with minimum limits of \$100,000 for each incident.

- d) Professional Liability Insurance with \$1,000,000 per occurrence and \$1,000,000 in aggregate.

EVIDENCE of INSURANCE

The successful bidder agrees that with respect to the above-required insurance that:

- (a) The McHenry County Emergency Telephone System Board (MCETSB) shall be provided with Certificates of Insurance evidencing the above required insurance, prior to commencement of the contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies;
- (b) The contractual liability arising out of the contract shall be acknowledged on the Certificate of Insurance by the insurance company;
- (c) The County of McHenry shall be provided with thirty (30) days prior notice, in writing, of Notice of Cancellation or material change and said notification requirement shall be stated on the Certificate of Insurance;
- (d) Subcontractors, if any, comply with the same insurance requirements. In addition to being named as an additional insured on the Certificate of Insurance, each liability policy shall contain an endorsement naming the County of McHenry as an additional insured. A copy of the endorsement shall be provided to McHenry County along with the Certificate of Insurance; and
- (e) have McHenry County Emergency Telephone System Board (MCETSB) named as an additional insured and the address for certificate holder must read exactly as:

McHenry County Emergency Telephone System Board (MCETSB)
2200 N. Seminary Avenue
Woodstock, IL 60098

- (f) Insurance Notices and Certificates of Insurance shall be provided to:

McHenry County Emergency Telephone System Board (MCETSB)
2200 N. Seminary Avenue, Room 200
Woodstock, Illinois 60098

The McHenry County Emergency Telephone System Board (MCETSB) shall be provided with Certificates of Insurance evidencing the above required insurance prior to the commencement of this Agreement and thereafter with the certificated evidencing renewals or changes to said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies.

The McHenry County Emergency Telephone System Board (MCETSB) shall be named as additional insured on all liability policies, and the parties acknowledge that any insurance maintained by the County shall apply in excess of, and not contribute to, insurance provided by successful bidder.

The contractual liability arising out of the Agreement shall be acknowledged on the Certificate of Insurance by the insurance company. The McHenry County Emergency Telephone System Board (MCETSB) shall be provided with thirty (30) days prior notice, in writing, of Notice of Cancellation or material change, and said notification requirements shall be stated on the Certificate of Insurance.

Acceptance or approval of insurance shall in no way modify or change the indemnity or hold harmless clauses in this agreement, which shall continue in full force and effect.

HOLD HARMLESS CLAUSE

The Vendor agrees to indemnify, save harmless and defend the McHenry County Emergency Telephone System Board (MCETSB), their agents, servants, and employees, and each of them against and hold them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of the McHenry County Emergency Telephone System Board (MCETSB), their agents, servants, or employees or any other person indemnified hereunder.

CHOICE OF LAW AND VENUE

The bidder agrees that this bid has been executed and delivered in Illinois and that their relationship and any and all disputes, controversies or claims arising under this bid or any resulting contract shall be governed by the laws of the State of Illinois, without regard to conflicts of laws principles. The bidder further agrees that the exclusive venue for all such disputes shall be the Circuit Court of the 22nd Judicial Circuit of McHenry County, Illinois, and the bidder hereby consent to the personal jurisdiction thereof.

EVALUATION

Evaluation of proposals will be done by the Director of Purchasing and McHenry County Emergency Telephone System Board (MCETSB). Proposals will be evaluated on experience in doing projects of a similar nature and adherence to specifications.

DIRECTIONS FOR SUBMISSION

Qualified individuals or firms are to submit **one (1) signed, printed original, ten (10) printed copies and one (1) digital copy** of the completed proposal along with any support documentation.

All data and documentation submitted as part of this RFP shall become the property of McHenry County, Illinois. After award of this contract, all responses, documents, and materials contained in the RFP shall be considered public information and will be made available for inspection in accordance with the Illinois Freedom of Information Act.

1. All proposals must be received by **2:00PM (CST) on July 16, 2019**. Absolutely no proposal will be accepted after the time specified. Late proposals shall be rejected and returned unopened to the sender. The County of McHenry does not prescribe the method by which proposals are to be transmitted; therefore, it cannot be held responsible for any delay, regardless of reason, in the transmission of proposals.
All Proposal packages shall be clearly marked: RFP #19-24 IP Based NG9-1-1 System followed by "Request for Proposal" followed by the name of the vendor, their complete address, telephone number and the name of the contact person displayed on the outside. The Proposal package must be sealed.

SUBMITTAL

Submit one (1) bid, multiple bids will not be accepted.

PRICING

Price offered shall be firm for at least 120 days after the latest time specified for submission of proposals and thereafter until written notice is received from bidder.

FREIGHT

Freight is all inclusive unless otherwise stated.

FUEL SURCHARGE

The McHenry County Emergency Telephone System Board (MCETSB) does NOT accept any fuel surcharges.

EXPECTATION FOR EQUIPMENT/HARDWARE

It is the County's expectation equipment and/or hardware installed as part of this bid will be in new, unused condition unless otherwise noted in bid submission.

SPECIFICATIONS

Project Description

McHenry County Emergency Telephone System Board, located in Woodstock, Illinois, hereafter referred to as the McHenry County ETSB, is seeking a qualified and experienced vendor to replace the three (3) existing Vesta Pallas 9-1-1 and Orion Mapping Systems with a fully i3 capable and enabled IP based NG9-1-1 System as three (3) single standalone hosts or two (2) Geo diverse hosts with a single remote location configuration, hereafter referred to as the "system".

IP based shall be defined as: The system, as delivered, must accept traditional E9-1-1 calls (wireline, wireless and fixed VoIP) delivered on legacy CAMA circuits as well as Next Generation IP traffic across the a future Network using NENA i3 standard SIP signaling with no additional hardware or software required. If IP based signaling is provided by a standards based IP network, IP to Analog gateway adapters will not be accepted. Native i3 is required directly to the system.

The State of Illinois is expected to implement a statewide ESInet (Emergency Services IP (Internet Protocol) Network) in the near future that will interconnect regional ESInets and individual PSAPs. System considerations should be made by the vendor to account for this future connectivity. At the time the State of Illinois ESInet is available, the vendor shall provide a fully interoperable connection to the State network.

The system will be used to process, answer, and direct all 9-1-1 and administrative calls placed into the three (3) McHenry County ETSB Public Safety Answering Points.

This project has an aggressive timeline where installation, implementation, training, and go-live must be completed by December 1, 2019. No requests to extend any posted deadline will be granted.

PSAP Walk Through

A **Mandatory** PSAP Walk Through will be held, on the date and time listed in the Schedule of Events, on **Monday June 24, 2019 beginning at 8:00 AM. All three (3) PSAPs will be visited as a group.**

No individual PSAP visits will be granted for the purpose of this RFP.

1. 8:30 AM – McHenry County Sheriff's Department 2200 N. Seminary Avenue, Woodstock, IL
Meet Tiki Carlson at the flag pole at the East entrance (the side with the radio tower).
2. 11:00 AM – NERCOM 333 S. Green Street, McHenry, IL
3. 1:00 PM – SEECOM 100 W. Woodstock Street, Crystal Lake, IL

All interested vendors **must** attend the PSAP Walk Through.

Vendor representatives must sign the PSAP Walk Through sign in sheet as proof of attendance at each location.

Any vendor not having a duly authorized representative at the Walk Through will not be allowed to bid on this project.

Addendum and written answers to questions will only be provided to the vendors who attend the PSAP Walk Through.

Proposals must be organized with the following headings. Each heading shall be separated by tabs or otherwise clearly marked. Proposals shall be organized and presented in the order as specified below:

1. Introduction
2. Company history
3. Description of staff/support personnel
4. RFP Response, including completed signed Mandatory Pages (include this entire document as a template and insert Vendor responses in each section)

This project has an aggressive timeline where installation, implementation, training, and go-live must be completed by December 1, 2019. No requests to extend any posted deadline will be granted.

RESPONSE INSTRUCTIONS

Each numbered section in the RFP must be answered by the vendor with one of the following responses or the Proposal will be considered non-responsive:

1. Read and Understood – Response to a numbered item in the RFP that does not require an answer to a requirement.
2. Comply – The proposed system will meet this requirement as it currently exists. Provide with description.
3. Complies with Alternative – The proposed system will meet this requirement through an alternative solution. The alternative solution must be fully explained.
4. Complies with Exception – The proposed system will meet only part of this requirement. The exception must be fully explained.
5. Does not Comply – The proposed system will not comply with this requirement.

Reasonable Accommodation

McHenry County ETSB will provide reasonable accommodations, including the provision of informational material in limited alternative formats, for qualified individuals with disabilities upon request.

Proprietary Information

All restrictions on the use of data contained within a Proposal and all proprietary information must be clearly labeled as “PROPRIETARY INFORMATION” and shall be so indicated with the notation in bold letters at the top and bottom of the page. Proprietary information submitted in a Proposal, or in response to the RFP, will be handled in accordance with applicable State Statute(s). A blanket statement that the entire contents or a major portion of the RFP response is propriety or confidential will not be accepted.

Obligation to Purchase

McHenry County ETSB incurs no obligation to purchase by extending this RFP. McHenry County ETSB is also not liable for any cost incurred by vendors in replying to this RFP.

Patents

If a vendor’s solution violates any United States patents, you must outline these in your response. McHenry County ETSB shall not be held responsible should the successful vendor’s solution infringe on any existing or awarded patents from other companies and/or entities. Legal costs and liability, if any, are to be borne by the Proposal responder

The Proposals will be reviewed by the McHenry County ETSB to determine how well each vendor’s Proposal compares to the stated General Requirements. This committee may include administrative, legal and financial representatives as selected by McHenry County ETSB. McHenry County ETSB may request further clarification from individual vendors in the event of incomplete or missing information. Vendors shall respond in writing to any requests for clarification. In the event that all vendors do not meet one or more of the General Requirements, McHenry County ETSB reserves the right to continue the evaluation of the Proposals and may select the Proposal which most closely meets the requirements specified in this RFP. Failure to meet any of the General Requirements may result in the Proposal being considered non-responsive.

Technical Requirements Evaluation

Proposals will be reviewed by the McHenry County ETSB to determine how well each vendor’s Proposal compares to the stated Technical Requirements. The committee may include administrative, dispatch and technical representatives as selected by McHenry County ETSB. McHenry County ETSB may request further clarification from individual vendors in the event of incomplete or missing information. Vendors shall respond in writing to any requests for clarification. The committee may verify references, request oral presentations, conduct on-site visits and use the results of these actions in preparing a recommendation. In the event that all vendors do not meet one or more of the Technical Requirements, McHenry County ETSB reserves the right to continue the evaluation of the Proposals and may select the Proposal which most closely meets the requirements specified in this RFP.

Pricing Evaluation

Proposals will have the Attachment A Pricing Document reviewed for completeness and accuracy. Failure to use the Pricing Document may result in the Proposal being considered non-responsive.

Additional Award Process

The award is expected to be granted to the responsible vendor taking into consideration the qualities of the solution proposed to be supplied, the solution's conformity with specifications, the purposes for which required, the terms of delivery, transportation charges, the dates of delivery, and overall solution price.

1. McHenry County ETSB may accept the Proposal that is, in the sole judgment of McHenry County ETSB, most responsive and responsible, even though it may not be the lowest priced Proposal.
2. McHenry County ETSB reserves the right to reject any/or all Proposals if the price is deemed excessive or the quality of the product inferior.
3. McHenry County ETSB may deem a Proposal non-responsive that is incomplete.
4. McHenry County ETSB may deem a Proposal non-responsive that does not demonstrate the vendor's ability to provide the required services.
5. McHenry County ETSB reserves the right to waive minor irregularities in Proposals received.
6. McHenry County ETSB reserves the right to purchase more or less of each item or service at the unit price offered in the vendor's Proposal unless the vendor specifically and explicitly limits the response in this regard.

If at any time after the award, the awarded Vendor notifies McHenry County ETSB in writing that the Vendor will no longer comply with the terms of the award, McHenry County ETSB may terminate the award to the defaulting Vendor and make an award to the second most responsible Vendor.

Qualifications and Experience

1. **Must** be a manufacturer, factory authorized distributor or reseller of NENA-compliant NG9-1-1 Systems and associated products being proposed.
2. **Must** have the capability to provide the services described within this RFP proven through manufacturer agreements, technical certifications, qualified engineering, installation and maintenance resource capacity and capability, past similar installations, and current customer references.
3. **Must** be capable of providing access to adequate spare parts, materials and testing equipment needed to maintain system within the response time specified in this RFP.
4. **Must** have a successful history in providing the solution as proposed, including services and support to similar governmental entities.
5. **Must** be able to show installed, working NG9-1-1 Systems in the field of the same design to be proposed.
6. **Must** be licensed to do business in the State of Illinois.

Business History

1. Business history that demonstrates the ability to provide software support, engineering, installation and maintenance services through the life of the contract.

Response

1. Must show clear documentation of equipment, services and prices offered.
2. The manufacturer of the system must confirm that the proposed system design and configuration, as proposed in this document, has been reviewed and approved in writing by the manufacturer solution engineering and support teams.

Vendor References

Vendors must include in their response a list of at least three (3) organizations, including points of contact (name, address, and telephone number), which can be used as references for installed systems of similar design to the system described in this RFP. These organizations will be contacted to determine the quality of work performed and personnel assigned to the project. The results of the references will be provided to the evaluation team. Incorrect contact information will invalidate the reference

Current System Information

McHenry County ETSB has three (3) standalone Public Safety Answering Points (PSAPs), installed in 2005, utilizing Plant Vesta Pallas 9-1-1, Orion Mapping, and Magic Enterprise reporting. SEECOM utilizes a Vesta Pallas PBX phone system for administrative call management, NERCOM and McHenry County Sheriff’s Department in-house phone systems interface with the Vesta Pallas 9-1-1 System.

All three systems interface with the Countywide Central Square Inform Computer Aided Dispatch System, and individual on site logging recorders.

	<u>McHenry PSAP</u>	<u>McHenry Co Sheriff PSAP</u>	<u>SEECOM PSAP</u>
	333 S. Green Street McHenry, IL 60050	2200 N. Seminary Avenue Woodstock, IL 60098	100 W. Woodstock Street Crystal Lake, IL 60098
PSAP CONTACT	Jennifer Synek	Jeremy Morris	Jason Kern
CURRENT 911 SYSTEM VENDOR	Plant Vesta Pallas	Plant Vesta Pallas	Plant Vesta Pallas
911 CALL VOLUME 2018	38,730	26,906	38,730
BACKUP PSAP	McHenry County Sheriff	SEECOM	McHenry County Sheriff
NUMBER OF POSITIONS CURRENT/REQUIRED	7/9	6/9	9
NUMBER OF 9-1-1 TRUNKS	8	11	11
RADIO EQUIPMENT	Zetron	Motorola	Motorola
LOGGING RECORDER	Eventide	Nice	Eventide
MAPPING	ESRI	ESRI	ESRI
COMPUTER AIDED DISPATCH VENDOR	Central Square Inform CAD	Central Square Inform CAD	Central Square Inform CAD
HEADSET INTERFACE PHONE AND RADIO	YES	YES	YES
ADMINISTRATIVE PHONE SYSTEM	AVAYA IP OFFICE	MITEL	NORTEL (VESTA PALLAS BCM)
ADMINISTRATIVE LINES	30	13	32
ADMINISTRATIVE CALL VOLUME 2018	91,137	67,006	128,405
911 SYSTEM PROVIDER	AT&T	AT&T	AT&T

Proposed System Information

McHenry County ETSB desires to replace the three (3) existing Vesta Pallas 9-1-1 and Orion Mapping Systems with fully i3 capable and enabled IP based NG9-1-1 System as three (3) single standalone hosts or (2) Geo diverse hosts with a single remote configuration, provisioned to connect to the State of Illinois ESInet, when available

Technical Requirements – Site Equipment

System Design

1. The system must accept traditional E9-1-1 calls (wireline, wireless and fixed VoIP) delivered on legacy CAMA circuits at install, and Next Generation IP traffic across the State of Illinois ESINet Network, when available, using NENA i3 standard SIP signaling with no additional hardware or software required. If IP based signaling is provided by a standards based IP network, IP to Analog gateway adapters will not be accepted. Native i3 is required directly to the system.
2. If required in this Proposal, describe the protocol and specifications used for external IP network connectivity.
3. The system shall comply with all current NENA protocols and standards.
4. Vendors will describe their plan to migrate the proposed system to accept NG9-1-1 as the standards for such requests are developed and McHenry County ETSB transitions to full i3 capability.
5. The system shall provide the capability to connect, when available, to a single standard NENA i3 NGCS connection to the ESINet per PSAP to support NG9-1-1, i3 core functions and capabilities.
6. The system shall be Wireless Phase I and II compatible and must be compatible with ten- digit ANI delivery and non-call associated signaling (NCAS) wireless ALI solutions.
7. All vital system modules shall be protected to ensure there is no single point of failure. Please describe in detail how the proposed system incorporates redundancy to meet the requirement.
8. Under no circumstance shall a failure in any vital system module disable more than 50% of the Intelligent Workstations and/or IP phones at any site.
9. The system shall operate in such a fashion so that a failure of any vital system modules will result in switchover to the redundant module.
10. Please state the general expansion capability of the system describing the overall system capacities with the hardware proposed, including the number of incoming 9-1-1 trunks, the number of answering positions, the number of telephone lines, and interfaces that may be installed.

Equipment Racking

1. All equipment at the Primary and any Backup Host sites shall be rack mounted in existing customer racks or Vendor provided mount racks.
2. All equipment located at Remote PSAP(s) or facilities shall be rack mounted in existing customer racks or Vendor provided mount racks as required.
3. All equipment must be commercially available in off-the-shelf configurations; please describe all exceptions.
4. Appropriate cabling, connectors and all hardware necessary for the installation and maintenance of the equipment shall be provided.

Network Connectivity to Remote PSAPs

1. McHenry County ETSB will provide MPLS or Metro Ethernet connection to PSAPs as required. McHenry County ETSB will provide and manage the necessary core router and edge router with Ethernet hand-off at each PSAP location as required.
2. The physical connection to the NG9-1-1 System will be electrical Ethernet via RJ45 connectors from the McHenry County ETSB provided Layer 3/2 routed network. Please state all network requirements for this connectivity if required.
3. The vendor is responsible for providing and programming routers if they are required by the vendor's proposed solution for connectivity to the Remote PSAPs from the Primary PSAP/Host site and the Backup PSAP/Host site. Please describe the mechanism that the solution uses to provide the connectivity.
4. In the event of a network failure to a Remote Primary PSAP, the system shall immediately determine that the Remote PSAP is unreachable and begin to deliver all calls destined for the isolated Remote PSAP to a designated backup PSAP. McHenry County ETSB will provide a list of backup PSAPs to the vendor.

5. Please describe in detail how the system will return to a normal state after connectivity is reestablished between the Remote PSAPs.

Hosted Managed Service Model [Option]

1. Vendor may offer a regionally Hosted Managed Service model to provide a highly available, fault tolerant, secure solution for NG9-1-1 call handling and mapping functionality.
2. The Hosted Managed Service solution shall lower total cost of ownership by reducing implementation time, and agency on-site administrative and maintenance responsibilities.
3. The Hosted Managed Service solution shall provide an infrastructure to efficiently add PSAPs or consolidate PSAPs without the upfront cost of Host equipment.
4. Each agency that is part of the Hosted Managed Service solution shall be able to operate independently choosing how calls are routed and handled in normal and overflow situations.
5. PSAP positions shall have the ability to be deployed in different configurations such as full call handling with or without mapping, 9-1-1 phone only or print only locations.

Backup Power

1. All equipment at the Primary and Backup Host site shall be installed with a maximum of 30 minutes of battery backup to allow time for the customer-provided site UPS to provide longer-term backup power.
2. Vendor shall monitor and log the status of the proposed UPS(s).
3. The proposed UPS shall provide alarms on error/trouble conditions.

Interfaces

System Telephone Circuit Interface

1. The system shall provide for a 2-wire telephone line interface for a loop start administrative circuit(s).
2. The system shall support Caller ID functionality with name or name and number delivery on all administrative telephone line interfaces.
3. If required for PSAP operation, the system shall provide for a 2-wire analog CENTREX telephone interface with two, three or four-digit dialing patterns.
4. The system shall provide for a 2-wire telephone trunk interface for a CAMA reverse battery supervision circuit delivered from a Selective Routing Tandem per NENA standard 04-001.
5. The system shall provide for a Primary Rate Interface (PRI) circuit if the option for this method of administrative call delivery is selected.
6. The system shall support basic SIP trunk interface to local administrative PBX's if required.
7. The system shall support SIP Service for administrative lines use, transfers and or abandoned callbacks as needed.

System Remote ALI Retrieval Interface

1. The proposed system shall support dedicated redundant data links to the ALI database provider, AT&T.
2. Vendor shall provide ALI modems to support proposed system if required.
3. The system shall interface to the current ALI Retrieval system at the PSAP site(s) and any back up site as may be required.
4. The system shall support multiple sets of ALI database connections as needed.
5. A request to the ALI database shall be made as soon as call ANI is received.
6. The NG9-1-1 system shall compare the telephone number returned with the ALI to the original ANI sent by the CO, ensuring that caller ALI is matched with ANI.
7. The system shall provide configurable parsing and validation of ALI results.
8. If an ALI failure is returned, or the result fails parsing or validation, the system shall automatically re-submit the request a maximum of one time.
9. The system shall be configured to allow manual ALI queries.
10. The system shall be compatible with eight and ten-digit remote database query methods.

System CAD Interface

1. The system shall provide a minimum of two (2) RS-232 DB-9 female CAD output interfaces at each PSAP site.
2. The system must support variable CAD outputs (in RS-232 format) to support multiple CAD systems interface types as needed.
3. Redundant CAD output capability must exist such that the failure of a vital component at one PSAP/Host site will not prevent CAD data from being delivered to all other sites.

System External Clock Interface

11. The system shall be equipped to derive legally traceable time from an external Network Time Protocol (NTP) clock source in order to ensure consistency of timestamps added to event records and reports from all PSAP equipment. Vendor will provide the Network Time Protocol clock device. Please state if the proposed system requires more than one NTP device or can offer a no cost source access.

Long-Term Recorder Interface

1. The proposed solution shall provide audio output connectivity to the McHenry County ETSB provided LTR from the CAMA trunk and/or Analog Admin line demarcation point or via IP connection.

Position Based Recording

1. The proposed solution on a per PSAP basis, shall make analog Position Based Recording available to the McHenry County ETSB provided LTR.

Third-Party Map Interface

1. The proposed solution shall support a serial based interface to a third-party map display solution or a mapping solution integrated with the current CAD system.

Technical Requirements - Intelligent Workstation

PC Hardware

1. The Intelligent Workstations used at all sites for the Call Taking capability shall operate on modern, currently available, commercial off-the-shelf (COTS) computing platforms.
2. The Intelligent Workstation shall be equipped with all necessary audio and video interface equipment to include a keyboard, mouse, speakers and dual screen widescreen LCD flat panel monitors at least 22", and provide an option for 22" touch screen monitors.
3. Please state the requirements for the position workstation hardware.
4. Please describe available monitor size options.
5. It is desirable that NG9-1-1 workstations be able to support additional third-party software as necessary; please describe any restrictions, processes or costs associated with installation of third-party software on the workstations.
6. All Intelligent Workstations shall also be capable of using a programmable Genovation keypad with 24 keys that will allow the user to perform basic system functions without using the computer keyboard if desired.

Operating System

1. Please state the operating system used by the Intelligent Workstation.
2. McHenry County ETSB desires the longest possible operating system support window; please state which versions of Microsoft Windows are supported.

Virus Protection

All PC workstations in the network shall have McHenry County ETSB or vendor provided virus protection software installed, configured, and functioning.

Audio Interfaces

1. The system shall provide at each position, a network device providing a 6-wire analog audio output with contact closure (sense) for purposes of a radio/telephone headset interface as defined in NENA 04-001.

Backup IP Telephone [Option]

1. The Intelligent Workstation shall include a backup IP telephone that supports the following capabilities:
 - a. Answer a 9-1-1 and Administrative call.
 - b. Place a 9-1-1 and Administrative call on hold.
 - c. Transfer a 9-1-1 call received using tandem hook flash signaling.
 - d. Deliver the ANI of a 9-1-1 call.
 - e. Deliver the basic ALI of a 9-1-1 call.
 - f. Deliver the Caller ID of an Administrative call.
 - g. Provide speed dials
2. The backup IP telephone shall be configured to ring in parallel with the Intelligent Workstation.
3. The backup IP telephone shall continue to perform basic capabilities in the event of a failure of the Intelligent Workstation. Failure of the Intelligent Workstation is defined as any condition which renders the workstation inoperable to include but not limited to:
 - a. Failure of the PC, monitor, keyboard or mouse
 - b. Failure of the call taking capability
 - c. Failure of any associated audio interface device

Call Handling Capability

1. The call handling solution shall be browser-based providing a tightly integrated mapping display with the NG9-1-1 system that not only plots 9-1-1 calls but also provides call control from the map.

Visual and Audible Call Indicators

1. The Intelligent Workstation shall indicate incoming 9-1-1, emergency administrative, SMS, non-emergency administrative calls and abandoned calls by both audible and visual means.
2. The Intelligent Workstation shall have the ability to visually display the status of a call (connected, ringing (inbound/outbound), abandoned, transferred (internally or externally) or on hold) of each 9-1-1, emergency and non-emergency call.
3. If the included Mapping component is used, 9-1-1 calls shall also display on the integrated map display in the same status color format at the ALI location.
4. Please describe if the proposed system supports the use of queues or ring groups for 9-1-1, emergency administrative and non-emergency administrative circuits.

Keyboard Shortcuts

1. Please state if the Intelligent Workstation can provide for a method of programming keyboard shortcuts that allow the user to perform common call taking functions with a single keyboard or keypad keystroke.
2. Please list all shortcuts supported

Command Line

1. The Intelligent Workstation shall provide a command line allowing the user to perform call handling functions, send messages, add notes and access Help Files.

CALL CONTROL FUNCTIONS

Selective Answer

1. The Intelligent Workstation shall present 9-1-1 calls with pre-answer ALI information and provide the users the ability to choose which call to answer when multiple 9-1-1 calls are ringing.
2. The Intelligent Workstation shall present emergency administrative calls with Caller ID information, if available.
3. The Intelligent Workstation shall present non-emergency administrative calls with Caller ID information, if available.
4. Please describe the Intelligent Workstation behavior when the Answer button is used on the GUI or the external keypad to answer a call when there are 9-1-1 and/or emergency or non-emergency administrative calls ringing at the same time.
5. If the included Mapping component is used, the workstation shall present 9-1-1 calls with ANI on the integrated Map display at the Pre-ALI location with ability to quickly answer from the Map.

Release

1. The Intelligent Workstation shall have the ability to release any call when complete using a keystroke or mouse click.
2. The Release function shall include forced disconnect when that feature is supported by the originating 9-1-1 service provider.

Hold

1. The answering position shall allow the Call Taker to place any number of 9-1-1 calls on hold.
2. To assist in retrieving the proper call, operators shall be presented with a list of calls on hold, showing the ANI, the ESN, the trunk number, the time and date at which each call was placed on hold.
3. Call Takers shall also have the capability of retrieving 9-1-1 calls that have been placed on hold at another position.
4. The system shall store the ANI/ALI information while the call is on hold hence avoiding repetition of the ALI request. This cached ALI information shall be provided automatically to any workstation retrieving the call from hold, including remote positions.

Conference Transfer

1. The proposed system shall provide multi-party conferencing within resource constraints of the network, for any number of parties as a standard feature.
2. The system must be able to conference all types of trunks, lines and stations in a single conference.
3. Conference audio mixing must be done digitally to avoid audio quality degradation as parties are added.
4. Use of the conference feature shall not preclude or prevent the use of any other standard call handling feature such as Monitor, Hold, or TDD send and receive.
5. The system must track the join and release of each local and remote conference party and make that detail available in the standard Call Detail Report.
6. The Intelligent Workstation shall have the ability to transfer an established 9-1-1 call by executing a hook-flash on the incoming 9-1-1 circuit followed by either a pre-programmed tandem star code, speed dial or a manually entered 10-digit telephone number.
7. The Intelligent Workstation shall have the ability to transfer an established 9-1-1 call to another group or queue of Intelligent Workstations by either a speed dial or manually dialed number.
8. The Intelligent Workstation shall allow for the user to remain on an incoming 9-1-1 call and execute the conference transfer without putting the calling party on hold.
9. The Intelligent Workstation shall have the ability to transfer an established administrative call, on a circuit configured with three-way calling, by executing a hook-flash on the incoming administrative circuit followed by either a speed dial or a manually dialed 7-digit or 10-digit telephone number.
10. The Intelligent Workstation shall have the ability to transfer an established administrative call to a third-party by creating a conference with an outbound administrative line and either a speed dial or a manually dialed 7-digit or 10-digit telephone number.

11. The Intelligent Workstation shall have the ability to transfer an established administrative call to another group or queue of Intelligent Workstations by either a speed dial or manually dialed number.
12. Please state how many parties the system allows to be placed in a conference.
13. The user shall be able to drop out of any of these conferences, leaving the other connected parties talking as long as at least one of the other parties possesses disconnect supervision on the connection.
14. The Intelligent Workstation shall be able to execute a conference transfer while on the line with the calling party and another Intelligent Workstation.

Agency Transfer

1. The Intelligent Workstation shall have the capability to display at least three (3) emergency service agency transfer buttons when a 9-1-1 call is received.
2. This capability shall allow a user to transfer a call to the appropriate agency, based on the ESN based transfer feature of Legacy Selective Routing and establish a no-hold conference call with a keystroke or mouse click.

Mute

1. Users must have the ability to prevent all call participants from receiving audio from their phone but continue to hear any connected call participants.

Deafen

1. Users must have the ability to communicate privately, without the Caller being aware. The caller remains connected to the conference call but is prevented from hearing the conversation of the other conference participants. Conference participants continue to receive audio from the deafened caller.

Silent Monitor

1. The user must have the ability to connect to an active call, but only to listen to the ongoing conversation. The Call Taker interacting with the caller is not notified that the call is being monitored.

Barge-In

1. The Intelligent Workstation shall give the user the ability to barge into or join an existing 9-1-1 or administrative call by selecting the appropriate circuit indicator.
2. ANI/ALI information, if available, shall be displayed on the user's display when barge-in is performed on a 9-1-1 call.
3. The Intelligent Workstations shall be able to execute a transfer (speed dial or hook flash) while barged-in with another Intelligent Workstation.

Override Control

1. The Intelligent Workstation shall give the user the ability to become the primary owner of another user's active call, disconnecting the original owner.

Redial

1. The Intelligent Workstation shall provide Last Number Redial capability. Redial shall be provided transparently for the last inbound or outbound call with a single click.
2. The Intelligent Workstation shall include a function to allow the user to initiate a redial of any previously answered call using a single keystroke or mouse click.
3. The Intelligent Workstation shall include a function to allow the user to view a list of the previous 9-1-1 or administrative calls answered on that workstation, select a call from the list and to initiate a redial of the selected call using a keystroke or mouse click.
4. Describe the number of previous calls that can be listed for the Call Taker to select and redial.
5. The Intelligent Workstation shall perform a callback to a wireline 9-1-1 calling party by dialing the ANI received during the original call.
6. The Intelligent Workstation shall perform a callback to a wireless or VoIP 9-1-1 calling party by dialing the CPN received during the original call.

7. Local and long distance numbers shall be detected and dialed as appropriate without user intervention.
8. Non-dialable numbers shall be skipped over in the single-button Redial buffer.

Speed Dial

1. The speed dial feature shall allow the user to quickly access frequently called telephone numbers from a pre-programmed Directory list.
2. A speed dial feature shall allow access to an unlimited number of speed dial entries.
3. Speed dial numbers shall consist of any number of digits per entry.
4. Each speed dial entry shall allow more than one phone number.
5. The speed dial feature shall be able to be organized into Customer defined categories. The number of categories should not be limited.
6. The categorized Directory list shall include single click icons for the most frequently called entries.
7. The user shall be able to initiate a call to the speed dial by a keystroke or mouse click.
8. The speed dial feature shall be user-programmable only under credential-based level access.
9. Speed dial searching should match any field in the library including digit fields. Search strings should match anywhere within the field, not requiring to match from the beginning of the field.

TDD/TTY

1. The Intelligent Workstation shall be capable of detecting emergency calls originating from Baudot-type Telecommunication Devices for the Deaf (TDD/TTY) equipment and indicating to the user the presence of the TDD/TTY call.
2. The Intelligent Workstation shall be capable of manually connecting to emergency calls originating from TDD/TTY equipment; as well as originating Baudot calls.
3. The Intelligent Workstation shall allow users to communicate with TDD/TTY callers directly from their NG9-1-1 Intelligent Workstation keyboard without requiring the use of any external device.
4. The Intelligent Workstation shall allow users to access and send pre-programmed TDD/TTY messages.
5. All TDD features shall function correctly on all calls; regardless of other features being used such as Conferencing, Monitor or Barge-In.
6. The system must comply with ADA requirements for HCO (Hearing Carry Over) and VCO (Voice Carry Over) calls.
7. The System must store all TDD/TTY conversations in call detail reports.
8. TDD communications shall be timestamped and indicate the transmitting party. Historical TDD messages and timestamp information shall be available for review within the Call History and MIS views.

Text-to-9-1-1 (SMS)

1. The proposed system **must** comply with the NENA i3 standards to support text-to-9-1-1 messaging.
2. The proposed system shall provide the receipt and management of 9-1-1 text (SMS) calls, as delivered.
3. The Intelligent Workstation shall provide an integrated 9-1-1 text call taking window allowing Call Takers to immediately view and respond to the message.
4. The Intelligent Workstation user interface shall process 9-1-1 text (SMS) calls in the same manner as voice and TDD/TTY calls.
5. The 9-1-1 text call processing window shall feature pre-programmed messages for users to provide "one-click" response to common messages.
6. Additional information related to the text call shall be displayed, if available, such as AII results, prior information based on the phone number or location and call and/or location history based on the phone number or caller's location.
7. The proposed system shall display an icon on the map at the location of the call provided MSRP (Message Session Relay Protocol) in use.
8. The proposed system shall allow the user to continue to take and manage voice calls while participating in multiple SMS calls.
9. Text-to-9-1-1 conversations shall be allowed to be transferred to other agents on the host system.
10. Text-to-9-1-1 conversations shall be allowed to be transferred to other PSAPs on the host system.

11. The proposed system shall log the 9-1-1 text conversation and the actions performed and become part of the 9-1-1 record.
12. Historical SMS messages and timestamp information shall be available for review within the Call History and MIS views.
13. The proposed solution shall support Text-to-9-1-1 connecting directly to the ESInet using native NGCS i3 standards.
14. The proposed solution shall support Text-to-9-1-1 connecting directly to a Text Control Center (TCC) via MSRP.
15. The proposed solution shall support co-habitation of third-party web-based Text message applications for pre- i3 support.
16. Text via TTY will not be considered integrated for this solution.

DTMF (Dual-Tone Multi-Frequency Signaling) Assist

1. The proposed system shall display the DTMF tone if the Call Taker prompts the caller to press specific number keys on their phone.

Automatic Location Identification (ALI)

ALI Display

1. The Intelligent Workstation shall display ALI information consistently when interfacing with different ALI providers that send their information in different formats.

ALI Discrepancy Report

1. The system shall provide a method to allow users to save a copy of an incorrect ALI record as it appeared during a call with revisions reported by the caller. These discrepancies will be available via report on demand in a PDF format.

ALI Rebid

1. The proposed system shall have an automatic ALI Rebid capability for 9-1-1 calls.
2. The ALI Rebid feature shall be configurable as to the number and frequency of intervals for automatic mode.
3. The proposed system shall provide the ability to manually request ALI data.
4. The system shall have the ability to disable manual ALI requests on a PSAP by PSAP basis.

RapidSOS Enhanced Location

1. The proposed solution must provide seamless integration with RapidSOS improved wireless location / GPS coordinates as a supplemental source to the traditional ALI data.
2. The solution shall provide the RapidSOS coordinates both in text and displayed on the map.
3. The solution shall allow the Call Taker to compare the two (ALI and RapidSOS) location reports and use the one, which is most useful in the context of the call.
4. The proposed integration shall allow dynamic updates of the RapidSOS coordinates in text and displayed on the map.
5. The solution shall record the RapidSOS location data if available, in the call details for reporting and data exports.

NG9-1-1 Integrated Mapping

Mapping Integration

1. McHenry County ETSB desires that the NG9-1-1 system provide a Mapped ALI capability to provide a tightly integrated mapping display with the NG9-1-1 system for plotting and managing 9-1-1 calls.
2. The proposed mapping solution must be browser-based with a natively integrated map display capability with integrated call control embedded into the call handling solution.
3. The mapping solution shall reside and operate on the same platform, network and workstation as the NG9-1-1 call handling solution.
4. The mapping display shall be able to reside on a separate monitor or tab in a browser as needed.
5. Along with the 9-1-1 Pre-ALI features, 9-1-1 calls shall be plotted on the map before answer, as well, so that calls may be geographically represented for more efficient answering.
6. The proposed integrated mapping solution must work with traditional and Next Generation wireline and wireless calls.
7. The proposed integrated mapping solution must work seamlessly with the call handling solution. Right clicking on a call icon on the map displays full call management options, including answer from the map.
8. The mapping system shall be capable of providing visual display of the calling party's street address information based on the ANI.
9. Each position must have the capability of reviewing data on from previous calls and automatically zoom and display the call location on the map.
10. The proposed integrated mapping solution shall display off-net transferred call icons while the 9-1-1 caller is on the line.
11. The mapping solution must be capable of using shape files from ESRI and other public safety industry accepted GIS formats for the purpose of providing and updating maps.
12. The proposed mapping solution shall use the McHenry County ETSB provided GIS data set consisting of:
 - a. Addresses
 - b. Streets
 - c. Intersections
 - d. Common place names
 - e. McHenry County ETSB provided layer data to better assist Call Takers in managing emergency calls
13. The proposed mapping capability shall be viewed and serve as a backup or as a supplement to the third-party mapping system.

Map Functions

1. The proposed integrated mapping solution shall be feature rich and include standard features such as:
 - a. Rubber Zoom
 - b. Zoom In/Out
 - c. Zoom Slider
 - d. Zoom with mouse wheel
 - e. Full view
 - f. Grab/Move
 - g. Measure
 - h. Map Location Searches using Common Place Names, Street Segments, Addresses, Intersections, and Coordinates
 - i. Clear Pin
 - j. ESN Toggle
2. The proposed system must provide a small window or view that shows the representative scale in reference to the whole GIS data set. The current zoom view should show its representation to the GIS data set.

3. Two (2) Coordinate system views should be provided such that cursor movement instantly displays the selected coordinate data format. This should be selectable to degrees/minutes/seconds or decimal degrees on a per workstation basis.
4. The proposed system shall provide an efficient method to set the focus of a selected active or closed call at the center of the map.
5. The ANI with a call icon must appear on the map until released and after a settable time in seconds.
6. A released call displayed on the map shall have the following functions via a simple click on the map icon:
 - a. Review Call
 - b. Redial
 - c. Playback
 - d. Remove icon

Map Layers

1. The proposed solution must include an easy to use map layer controller which can be hidden when not in use to free up display area.
2. The layer controller shall allow users to select the layers that will be displayed on the map.
3. Map layer options must be configurable to include McHenry County ETSB provided data options such as Uncertainty Circles, Fire Stations, Fire Hydrants, Landmarks, Addresses, Major Roads, Streets, Buildings, Hydrology, ESN, etc.
4. If a third-party map display solution or a mapping solution integrated with a current CAD system is in use, the proposed mapping capability shall be able to be moved to a tab on the NG9-1-1 browser solution to be viewed and used as a backup or as a supplement to the third-party mapping system.

Uncertainty Circles

1. The proposed integrated mapping solution shall display confidence and uncertainty for wireless calls based on the ALI results report received.
2. The result shall display on the map as an uncertain circle surrounding the wireless call with a percentage reflecting the degree of confidence that the call is coming from within the area covered by the uncertainty circle based on the ALI results report received.
3. The proposed system using the RapidSOS integration when the RapidSOS location data is available for an inbound wireless 9-1-1 call, shall display a RapidSOS uncertainty circle surrounding the area of the RapidSOS reported position, in addition to the ALI uncertainty circle.

Abandoned 9-1-1 Calls

1. The proposed system shall detect abandoned 9-1-1 calls and be capable of collecting the ANI digits and processing the ALI lookup regardless of the condition of the call (i.e. on-line or hung up).
2. The proposed system shall visually and audibly indicate that a 9-1-1 call is abandoned and show its ALI based location on the map.
3. The ANI and ALI of the abandoned caller must be available for viewing by the user and a single click call back.

Instant Recall Recording (IRR)

1. The Intelligent Workstation shall provide Instant Recall Recording (IRR) functionality for 9-1-1 and Admin Lines as required.
2. In legacy CAMA deployments, the telephone IRR capture shall begin at the time the call begins ringback for pre-answer insight.
3. Recordings shall be accessible on the Intelligent Workstation and provide for a 24 hour rolling log, by the user of recordings available for review.
4. Playback shall be via an external speaker connected to the Intelligent Workstation.

Instant Messaging

1. The proposed system shall provide a quick method for system users to chat with other system users or other PSAPs that may be connected to a hosted system as required.
2. The proposed system shall provide a configurable option for an audible alert on receipt of an Instant Message.

Automated Greetings

1. The console shall provide the ability for each agent to pre-record their greetings based on the line type of the incoming call such as 9-1-1, ten-digit emergency or non-emergency administrative calls.
2. The proposed system shall automatically play the appropriate agent greeting to the caller based on the line group immediately when the call is answered at the console.
3. The proposed system shall include the outgoing greeting in the call recording.

Overflow Capability

1. The system shall have the capability to overflow all unanswered calls to another group of Intelligent Workstations or an outside agency when a 9-1-1 or administrative call has not been answered.
2. The system shall have the capability to overflow all unanswered 9-1-1 calls to another group of Intelligent Workstations or an outside agency when a 9-1-1 call has not been answered within a specified time.
3. The system shall have the capability to overflow all unanswered 9-1-1 calls to another group of Intelligent Workstations or an outside agency when a 9-1-1 call is presented to the system and no users are available to answer.
4. The system shall have the capability to overflow all unanswered administrative calls to another group of Intelligent Workstations or an outside agency when an administrative call has not been answered within a specified time.
5. The system shall have the capability to overflow all unanswered administrative calls to another group of Intelligent Workstations or an outside agency when an administrative call is presented to the system and no users are available to answer the call.
6. The system shall have the ability to continue to ring the original group of Intelligent Workstations the call was presented to in addition to the overflow groups.

Automatic Call Distribution (ACD)

1. The proposed system must support an ACD capability allowing for inbound call traffic to be grouped, with calls presented to specific Call Takers based on a distribution scheme and Call Taker availability.
2. The ACD system shall support a Round Robin queue distribution scheme.
3. The ACD system shall support a Longest Idle queue distribution scheme.
4. The ACD system shall allow McHenry County ETSB to define a combination of skills and capabilities for any particular group of users as necessary.
5. The ACD system shall support an unlimited number of queues per user group/PSAP.
6. The ACD system shall allow each queue to be configured independently.
7. The ACD system shall support the ability to prioritize across queues.
8. The ACD system shall provide the ability to automatically answer incoming ACD calls where the Call Taker hears the zip tone and is immediately connected to the caller.
9. The proposed solution shall provide ACD states which determine whether the Call Taker is ready to receive a call or not.
10. The console shall provide the ability for an agent to change their state to and from ready and not ready to receive an ACD call.
11. The ACD system shall provide the configurable ability to provide post-call-processing time for giving the agent time to wrap up the previous call prior to becoming available for new ACD calls.
12. The ACD system shall support the ability to re-route to an alternate queue based on maximum wait time, maximum calls in queue, or no agent signed in to the queue.
13. A configurable pre-recorded greeting shall be supported on a per-ACD Queue basis. The announcement audio will be interleaved with ringback indication to the caller while that caller is in a ringing state and should not delay call presentation.

User Login

1. The system shall provide login verification capability and each user will be prompted to login using a username and password.
2. Upon successful log-on, all 9-1-1 lines, administrative lines, functions, and capabilities shall be made available to the user solely based on the user login credentials.

User Security

1. All workstations shall be configured with a security policy for non-administrative users that prevents the user from reaching any functions or operating system settings not required by the NG9-1-1 solution.
2. All workstations shall be configured with a security policy for administrative users that enables access to the operating system.

Call and Event Details (Call History)

Call Detail Record (CDR)

1. The system shall capture and store all available information pertaining to each 9-1-1 call on the system server as read only.
2. The system MIS shall access the Call Detail Records (CDR) for reporting purposes.
3. The information contained in each CDR must include at minimum:
 - a. Caller's ANI and ALI
 - b. Incoming trunk
 - c. Call Taker answering position
 - d. Transferred destination
 - e. Date, time(s) of the various connect, disconnect and transfer events
 - f. Other particulars relating to the call

Viewing Call Details

1. The Intelligent Workstation shall provide an efficient method to view details of an active or released call.
2. The Intelligent Workstation shall provide a method to allow the user to view the ANI and ALI information of answered 9-1-1 calls and the Caller ID information of answered administrative calls for active and released calls.
3. The Intelligent Workstation shall provide a method to allow the user to view previous calls at the location or phone number of an active or released call.
4. The Intelligent Workstation shall provide a method to allow the user to view associated premise information of the call address.
5. The Intelligent Workstation shall provide a method to allow the user to view the full detailed record of start-to-finish call activity.
6. The Intelligent Workstation shall provide a method to allow the user to view the call location on the map if the ALI Results for the call contain a valid location.
7. Please describe the number of previous calls the system can display and how they are displayed.

Activity Log

1. The Intelligent Workstation shall provide a chronological display of all activity across all users including call management actions, and system messages for a period of time.

Print Capabilities

1. The Intelligent Workstation shall provide a method for on demand printing of call detail information to a network printer.
2. The Intelligent Workstation shall provide automatic printing of call detail information to a network printer when a call is answered.

SYSTEM ADMINISTRATION

Administrative System Management

1. The system shall provide a mechanism to allow a system administrator to maintain core system functions as well as users and interfaces. Please describe in detail.
2. The vendor shall allow an administrative privileged user to access any computer residing on a private IP administrative network to have access to the NG9-1-1 system IP network for call monitoring, administration, statistical reporting, and MIS purposes. Please describe the preferred method for accomplishing this requirement.
3. The proposed system shall have the ability to send out instant global notifications to all connected system users or groups of users.

Automated Backup Operation

1. All critical system files such as Maintenance Logs, Statistics, Call Records, stored ALI Information and TDD/TTY conversations, etc. shall be saved daily to an external storage device provided by McHenry County ETSB.

Monitoring and Alarms

1. The system must be capable of self-monitoring vital processes and sending alarms in the event of an alarm condition.
2. The system must notify the vendor, the local system administrator and/or local maintenance personnel upon detection of an alarm via email and give a brief description of the alarm condition.
3. There shall be a minimum of two (2) categories of alarms (non-critical, critical) depending upon the criticality of the event. Please state if the system supports more alarm conditions.
4. Remote Monitoring of the system by the vendor of its health on a 7x24x365 basis is required.

Management Information System (MIS)

1. The vendors shall provide a comprehensive management and statistical reporting system to provide the PSAP management personnel with real-time and historical information.
2. The reporting system shall be customizable such that the generating of reports for varying time periods can be selected.
3. The vendor shall include one (1) black and white networked laser printer at each PSAP location to be used as a system printer.
4. Please provide a comprehensive list of all available pre-defined reports by appropriate categories.
5. Call recordings shall be accessible for all active and past calls and long-term download through the MIS system for users with credentials.
6. The proposed MIS system shall provide a method to start with a piece of information and be able to easily explore through all related data to find the information needed.
7. All call related information shall be saved in electronic format.
8. Please state if the data generated from these reports is exportable to an 'off-the-shelf' database or reporting software.
9. The proposed system shall support an interface to ECaTS, a third-party MIS subscription service, to provide exported historical Call Detail Record information captured in the proposed solution.
10. Historical data shall be segregated by PSAP so that reports may be run by an individual PSAP if required. Historical data for one PSAP shall not be available to other PSAPs.

Real-Time Call Status Monitoring

1. The proposed system shall support an optional window within the call handling solution to display real-time call statistics for logged on users in assigned dispatch groups.
2. The proposed system shall support a commercial off-the-shelf LCD panel configurable to show live call activity.
3. The real-time call display shall show for each call type (E9-1-1, 7-Digit Emergency, and Administrative), the following:
 - a. Number of calls ringing.

- b. Number of calls connected.
 - c. Number of calls on hold.
 - d. Number of calls abandoned.
4. The real-time call display shall show for each dispatch group of which a logged-on user is a member, the following:
- a. Number of inbound calls ringing.
 - b. Number of users ready to receive a call.
 - c. Number of users not ready to receive a call.
 - d. Number of users on a call.
5. The real-time call display shall show for each logged-on user, the following:
- a. Position the user is working.
 - b. Their active status (such as ready, not ready and on call) and the time in that status.
 - c. Dispatch group(s) the user is a member of.
 - d. Average answer time over a configurable 12 or 24-hour time period.

INSTALLATION

1. Vendor shall provide a draft schedule with completion date of December 1, 2019. The vendor and McHenry County ETSB shall agree upon a proposed delivery timeline prior to the start of system installation. The vendor shall be responsible for all aspects of the installation of the system.
2. The vendor is responsible for installing all equipment and new cabling required for the proposed system to include any necessary cable extenders for keyboards, mice, 24-button keypads, speakers and monitors as may be required.
3. The vendor shall install removable Velcro straps for all cable bundles and rack cable management. Plastic tie wraps shall not be used.
4. State the number of CAT5e plenum grade cables to be installed at each Intelligent Workstation.
5. All CAT5e cables shall be installed with a 5-foot service loop at each end at all PSAPs.
6. Any additional cables that the vendor may need to complete the Intelligent Workstation installation must also be plenum grade.
7. All cables must be identified on each end with permanent labels.
8. Cabling shall include connection of all administrative circuits, 9-1-1 circuits and positions to the digital recording system cross connection block.
9. The vendor will be responsible for the disposal of all abandoned equipment and cabling.
10. System grounding must comply with industry standards and good engineering practices. The vendor shall provide a comprehensive grounding review prior to system installation and notify the 9-1-1 Director of any deficiencies found. The 9-1-1 Director and vendor shall then agree upon a remediation plan and responsibilities for any deficiencies noted.
11. The system must operate from standard 115V, 60 Hz, single-phase power. The vendor shall state the power requirements for the backroom equipment and each answering position.
12. The vendor shall provide and maintain all UPS power devices for all equipment at all facilities. Please state the voltage and amperage requirements for all provided UPS equipment.
13. The successful vendor will procure, receive, build out and stage the entire system as outlined in the final, negotiated contract process and factory test prior to installation at the PSAPs.
14. The equipment purchased in this RFP shall be delivered to its proper location and installed by the vendor without additional cost or expense and at the convenience and direction of McHenry County ETSB.
15. All work shall comply with the applicable national, state and local codes and regulations.
16. The vendor is responsible for securing all required licenses and permits for any work performed in connection with this RFP.
17. McHenry County ETSB reserves the right to reject any subcontractors. If this should occur, the vendor may submit an alternative that is acceptable. Should a subcontractor fail to provide a reasonable level of service, the vendor must resolve this failure at its expense.
18. The vendor shall be responsible for any damage to existing systems or structures during the installation of the system.

TRAINING

Training

1. The vendor shall include in its response, the training curriculum for users, administrators and training instructors. The training curriculum shall include instruction on all aspects of the Intelligent Workstations, core host equipment and management information systems. Include the number of hours/days for each element.
2. The vendor shall train on site using the actual hardware and network connectivity being deployed McHenry County ETSB in the RFP response.
3. The vendor may offer an additional provided test environment to be used for off-site training.
4. Training and materials for users, administrators and training instructors shall be approved prior to the delivery of any training.
5. The training schedule and locations shall be approved prior to training classes beginning.
6. The training schedule shall consist of a sufficient number of trainers and number of days for user training to allow for shift rotation, and a sufficient number of days for system administrator and reporting training. Times preferred for end user training are 7A-3P and 3P-11P.
7. There will be approximately 75 telecommunicators and 12 system administrators that will participate in training to use the system.
8. The vendor shall have personnel on-site at the three (3) PSAPS for the system cutover and for at least the first 24 hours following cutover for transitional support.
9. The proposed solution shall offer an e-learning training program allowing users to have access at any time on any device to provide training for new employees, refresher training for existing users and continuing education on new features and enhancements.

System Testing and Acceptance

1. The vendor shall create a written testing and acceptance plan after award of the contract based on the equipment selected and present for approval.
2. System Acceptance will not be provided until all items on the acceptance test plan are met to the satisfaction of McHenry County ETSB. Punch list items may be agreed upon as a condition of acceptance.
3. McHenry County ETSB shall not be deemed to have accepted any component or piece of equipment until such time, as said equipment has been installed, tested and is operating in accordance with the specifications contained herein.
4. The following failure priority levels shall be defined for use during the Systems Acceptance Testing process:
 - a. Critical failures are system failures that render the system unusable or significantly reduce system operability and are considered to be operationally unacceptable.
 - b. Non-critical failures are system failures or open punch list items that minimally reduce system operability or have little or no effect on system operability and usability and are considered to be operationally acceptable only during the acceptance testing phase.

WARRANTY, MAINTENANCE AND DOCUMENTATION

Warranty

1. System Warranty periods for all hardware and software shall begin upon final acceptance of the system and shall run for a minimum period of twelve (12) months. Please state any warranties that exceed the required twelve (12) month minimum.
2. A complete listing of all warranties including systems and equipment, detailing what is included and what is not included shall be included.
3. This System Warranty requirement shall take precedence over any conflict in the vendor's warranty agreement.

Maintenance

1. The system maintenance period for all hardware, software and on-site maintenance shall begin upon final acceptance of the entire system and shall run for a period of twelve (12) months.
2. System Software/Firmware, Operating System and Security upgrades, patches, and updates shall be included in the vendor's software support agreement. The vendor shall be responsible for the installation of any upgrades, patches and updates.
3. No unplanned system downtime shall be acceptable for upgrades, patches and updates.
4. Vendor shall guarantee the availability of service assistance, repairs, and spare parts for a minimum of five (5) years after system acceptance.
5. Vendor shall provide pricing for spare key hardware components to be kept centrally located within McHenry County to minimize downtime in obtaining spares from an offsite location.
6. Technical and maintenance support shall be available by phone 7x24x365.
7. Vendor shall have manufacturer-maintained web portal access for the ability to file support issues and view all support tickets filed under the McHenry County ETSB name.
8. Technical and maintenance on-site support must be available with a response time, on-site, of no more than four (4) hours for critical failures. This shall be available 7x24x365.
9. Certified local service centers must be based within the (4) hour response time area and be capable of Tier 1 support, troubleshooting and maintenance of the system. Please describe the Tier 1 and Tier 2 response system that will be put in place.
10. Local service centers within the response area must be trained and certified prior to acceptance of the system. Please describe the level of training that technicians will receive before deployment, and similar systems the local service center currently supports.
11. McHenry County ETSB will provide one broadband Internet connection with one static IP address to be used for remote access and maintenance by the vendor at each PSAP/Host site. The vendor shall be responsible for all equipment required for the remote access and maintenance connection. This connection will be for the exclusive use of the vendor.
12. The vendor shall include quarterly on-site visits to perform preventive maintenance to include an agreed upon checklist of items.
13. The vendor shall be responsible for all contact with Tier 2 or higher manufacturer support personnel.
14. The vendor shall not ask PSAP personnel to perform any on-site maintenance beyond restarting the Intelligent Workstation.

Documentation

1. Two complete sets of as-built drawings are required.
2. Provide documentation for the installation, operation and maintenance for each component of the system. This documentation will include user manuals, maintenance manuals, and parts list of the equipment necessary for the continued and proper preventative maintenance and repair.
3. A backroom cabinet diagram shall be included in the as-built documentation.
4. The proposed solution shall provide integrated application and/or online Help documentation.

SYSTEM OPTIONS

9-1-1 Phone Only

1. The proposed system shall provide an option for a "VoIP phone only" capability to facilitate additional Call Taking positions or perform basic capabilities in the event of a failure of the PSAP Workstation. Failure of the PSAP Workstation is any condition which renders the workstation inoperable, including but not limited to:
 - a. Failure of call taking capability
 - b. Failure of the PC, monitor, keyboard or mouse
 - c. Failure of any associated audio interface device
2. The proposed phone-only position shall provide functions for E9-1-1 and admin calls such as ALI and call management options (i.e. Transfer, Hold/Unhold, Conference, etc.).

Portable Answering position

1. The proposed solution shall provide the ability to handle short-term increases in projected call volumes (such as those due to natural disasters or extraordinary events) using portable laptops.
2. The portable answering position shall provide Call Taking software for the laptop along with VoIP phone capability.

Administrative Local PBX Functionality (Admin Telephony)

1. The proposed NG9-1-1 system shall additionally support basic administrative call management functionality for the SEECOM PSAP administrative operation utilizing the same soft switch capability embedded in the NG9-1-1 controller.
2. The proposed local PBX system shall provide seven (7) desk set phones, one with expansion key options for switchboard type functionality to manage the basic telecommunication needs of the administrative PSAP staff. Please provide administrative phone model options to be selected by the PSAP.
3. The proposed local PBX system shall provide five (5) voice mail boxes to manage the basic telecommunication needs of the administrative PSAP staff.
4. The proposed local PBX system shall not allow administrative extensions to answer 9-1-1 calls.
4. The proposed local PBX system shall allow administrative lines to be Direct Inward Dialing (DID).
5. The proposed local PBX system shall allow DID lines to be added to an Automated Attendant (IVR), allowing calls to be automatically and directly routed to the correct destination as desired.
6. The administrative phone lines shall have the option be displayed in the NG9-1-1 Intelligent Workstation separately from the emergency calls.
7. The proposed local PBX system shall support Caller ID.

This project has an aggressive timeline where installation, implementation, training, and go-live must be completed by December 1, 2019. No requests to extend any posted deadline will be granted.

MANDATORY PAGE

PROPOSAL & PRICING

We, _____, propose to provide the requested services according to the requirements of this Request for Proposal. We also certify that this written proposal is valid for 120 days from the day of this proposal and the attached information is received and filed by the County of McHenry.

DO NOT ADD ANY ITEMS TO THE BASE SYSTEM PRICING THAT ARE NOT EXPLICITLY CALLED FOR IN THIS RFP.

1. If the addition of extra hardware or software, in the vendor's opinion, would significantly add to the reliability or robustness of the proposed system, the vendor is required to add the cost of that as a new numbered line item in the options pricing section.

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 Software license/maintenance/call center/On-site support	\$ _____
Year 3 Software license/maintenance/call center/ On-site support	\$ _____
Year 4 Software license/maintenance/call center/ On-site support	\$ _____
Year 5 Software license/maintenance/call center/ On-site support	\$ _____

List any Exceptions to this RFP:

Authorized Negotiators:

Name: _____

Phone #: _____

Title: _____

Name: _____

Phone #: _____

Title: _____

REFERENCES

List three (3) references that you have done similar work, service or supplied similar products to within the last twelve (12) months (Only correct contact names and phone numbers will be acceptable).

Entity:

Address:

City, State, Zip Code:

Telephone Number:

Contact Person & Email Address:

Entity:

Address:

City, State, Zip Code:

Telephone Number:

Contact Person & Email Address:

Entity:

Address:

City, State, Zip Code:

Telephone Number:

Contact Person & Email Address:

THIS PAGE IS MANDATORY

CERTIFICATIONS

Vendor certifies that it has not been barred from contracting with a unit of State or local government as a result of a violation of Section 33E-3 or 33E-4 of the Criminal Code of 1961, as amended.

_____ Yes _____ No

Vendor certifies that it is aware that all contracts for the Construction of Public Works are subject to the Illinois Prevailing Wage Act (820 ILCS 130/1-12) _____ Yes _____ No

Under penalties of perjury, I certify that _____ is my correct Federal Taxpayer Identification Number. I am doing business as a (please check one):

- | | |
|---|---|
| <input type="checkbox"/> Individual | <input type="checkbox"/> Real Estate Agent |
| <input type="checkbox"/> Sole Proprietorship | <input type="checkbox"/> Government Entity |
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Tax Exempt Organization
(IRC 501(a) only) |
| <input type="checkbox"/> Corporation | <input type="checkbox"/> Trust or Estate |
| <input type="checkbox"/> Not-for-Profit Corporation | |
| <input type="checkbox"/> Medical and Health Care
Services Provider Corporation | |

State full names, titles and addresses of all responsible principles and/or partners below;

Name: _____ Title: _____

Address: _____

Name: _____ Title: _____

Address: _____

Name: _____ Title: _____

Address: _____

If needed please submit any additional sheets.

THIS PAGE IS MANDATORY

SIGNATURE PAGE
PROPOSER'S CERTIFICATION

I have carefully examined the Request for Proposal, Requirements for Statements of Qualifications, Scope of Work, and any other documents accompanying or made a part of this Request for Proposal.

I hereby propose to furnish the goods or services specified in the Request for Proposal. I agree that my proposal will remain firm for a period of up to 120 days in order to allow the County adequate time to evaluate the qualifications submitted.

I verify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the firm is ready, willing and able to perform if awarded the contract.

I further certify, under oath, that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service. No officer, employee or agent of the County of McHenry or any other proposer is interested in said proposal and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

State of Incorporation _____

Individual - Partnership - Company - Corporation

Business Address

City, State, and Zip Code

By Printed Name and Signature

Title

Witness Signature

Title

Date

Telephone Number

Email Address

End of Document