Washington Parish Communications District

Request for Proposal

Dispatch Map Display System

Washington Parish Communications District
1007 Cleveland Street
Franklinton, Louisiana 70438

WASHINGTON PARISH COMMUNICATIONS DISTRICT
REQUEST FOR PROPOSALS
FOR

Dispatch Map Display System

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REQUEST FOR PROPOSALS

The Washington Parish Communications District is interested in receiving proposals for the provision and installation of a telecommunications / data processing system known as a 911 Dispatch Map Display System. Call Joanna Thomas at (985) 839-5625 for copies of the request for proposals.

MEMORANDUM

Washington Parish Communications District
1007 Cleveland Street
Franklinton, Louisiana 70438

DATE: May 1, 2004

TO: Interested Parties

FROM: James M. Coleman
                        Chairman

SUBJECT: 911 Dispatch Map Display System

The Washington Parish Communications District is soliciting proposals from qualified firms to provide and install certain data processing and telecommunications systems and equipment commonly referred to as a 911 Dispatch Map Display System. Equipment manufacturers and distributors interested in receiving a copy of a request for proposal (RFP) should call Joanna Thomas at (985) 839-5625.

To be considered for this engagement, your firm must meet the qualifications and satisfy the requirements set forth in the RFP. Completed proposals must be received by 4:00 PM, CST, on Wednesday, June 2, 2004, at the following address:

> Washington Parish Communications District
> ATTN: James M. Coleman
> 1007 Cleveland Street
> Franklinton, Louisiana 70438

Minority and female owned businesses are encouraged to respond to this solicitation. Any joint ventures or disadvantaged business enterprises should clearly state such in submission of their proposals.

All questions and correspondence should be directed to James M. Coleman in writing at the above address or via email at *tactmed@mail.bellsouth.net*.

WASHINGTON PARISH COMMUNICATIONS DISTRICT
REQUEST FOR PROPOSALS
FOR
E9-1-1 EQUIPMENT AND SOFTWARE

1.0   General Introduction

The Washington Parish Communications District (herein after WPCD) is soliciting written proposals for the acquisition and installation of certain data processing and telecommunications systems and equipment commonly referred to as a 911 Dispatch Map Display System for connection to a CML Emergency Systems ECS-1000 selective router which will be located at one of the parish's various Public Safety Answering Points (hereinafter PSAPs), and must operate in a fully integrated manner with CML's Sentinel 911 which will operate at the dispatch positions.

The selected vendor will provide installation, training, and long-term maintenance support for the software so included in the scope of the request.

This request for proposals describes certain functions required of the system requested. It does not describe how a proposed system is to implement these functions, as each Vendor's system will be unique in that respect.

The Washington Parish Communications District was created by the Washington Parish Government on May 17, 1988 under the provisions authorized by Louisiana Revised Statue 33:9101-9106.

The details of this authority is as follows:

Communication District Authority Given to the Parishes By Bill R.S. 33:9107 in 1983.

Washington Parish Police Jury Enacts Statutes Establishing Washington Parish Communications District on May 17, 1988.

Washington Parish Voters Approve a Levy On All Land Telephones Equaling 5% of the Highest Tariff Rate or $0.55 per Residential Phone and $1.43 per Business Phone on November 10, 1988.

The purpose of the district is to establish and manage operations of an enhanced 911 emergency telephone system in Washington Parish. The district is governed by a seven (7) member board appointed by the parish government. Board members receive no compensation. The Communications District employs two full time personnel to handle the day to day business of the district.

The district has equipped four public safety answering points : Washington Parish Sheriff's Office, Franklinton Police Department, Bogalusa Police Department, and Bogalusa Fire

Department with enhanced 911 equipment. Each answering point is staffed by the respective agency's dispatch personnel.

The purpose of this Request for Proposal (RFP) by the Washington Parish Communications District is to solicit proposals from qualified vendors to design, implement, install, and maintain a 911 Dispatch Map Display System.

The following paragraphs describe the theory of operation of the desired GIS/Mapping display system.

- Utilize the latest in software technology to provide a state-of-the-art system that will serve Washington Parish's needs for the present and the foundation for a system that will be easily maintained and capable of expansion for at least the next ten years.

- Use the MapInfo tables or ESRI shape files including a ortho-corrected aerial photography layer provided by the Washington Parish Communications District to aid the dispatchers in responding to calls for service.

- The Dispatch Map Display System shall allow for the automatic location of the specific address of the caller upon receipt of a wireline E9-1-1 call. In addition, if an operator receives a call on a non-911 administrative line, they must have the ability to locate the verbally received address on the map.

- The system must also be capable of identifying and accurately displaying locations for Phase I and Phase II wireless 9-1-1 calls. This system shall be capable of capturing and extracting the pertinent information from the E9-1-1 data stream provided by the data base provider.

- The base map with associated street, intersection and any pertinent map features, along with an icon depicting the caller's location shall be completely drawn within 2 seconds of the time that an ANI/ALI packet is received from the ANI/ALI controller.

- The system should also be able to display the appropriate emergency responders for the received call. For Phase I wireless, the system should be able to display all applicable emergency responders for the cell site and sector through which the call was processed.

- If the telephone equipment in the communications center initiates an ALI "Rebid" for wireless and /or wireline calls due to change of location or other factors, the system must be able to incorporate the ability to process and display ALI

"Rebids". Any limitations on the rebid process imposed by the software shall be described in the proposal response.

- If the ALI Database returns an MSAG valid address, the system will display an icon associated with the location of that address. The icon should be unique in shape and/or color depending upon the type of call being processed (wired vs. wireless). If the call was placed from a wireless phone and contains properly delivered coordinate data, the system will plot the location and associated data, which resides on the client workstation.

- The system must recognize the unique nature of incoming wireless E9-1-1 calls and for Phase I calls depict the actual location of the cell site and sector through which the 911 call was processed as well as the approximate radio (wireless) coverage area provided by that cell site sector.

- The vendor's proposal shall include an explanatory discussion on how the coverage area footprint of the wireless site is derived and maintained as well as commentary on how accurate the information will be in processing calls.

- For Phase II wireless E9-1-1, the system shall display the location of the wireless caller based on the latitude and longitude provided by the wireless carrier. If the delivered E9-1-1 call fails to include appropriate coordinate data, the system should automatically display the Phase I wireless site and sector information of the caller. In every case, the dispatcher shall have the ability to override the delivered ANI/coordinate data and manually cause a location to be plotted by address or latitude/longitude.

All software is to be operational on CML furnished computers located at the PSAP dispatcher's positions located throughout Washington Parish.

WPCD extends an invitation to your company to submit a written proposal that includes the following:

- Computer Hardware To Be Furnished By WPCD
- Software for five currently operating positions, one spare position, and two future positions for a total of eight licenses.
- Project management
- Interfaces
- Installation for five operating positions and one spare position. The two future position software will not be installed at this time.
- Training
- Implementation
- Documentation
- Maintenance

- Support

The system being sought must provide state of the art technology that will satisfy the present and future needs of the Washington Parish 9-1-1 System, as defined by WPCD, and be capable of adapting to existing supplemental and future technological advances such as VoIP.

WPCD is seeking Vendors that employ the latest technological advances in the field of public safety and who are forward thinking in their approach to complex problem solving. WPCD is seeking to enter into a contract with the most qualified Vendor who can meet or exceed the requirements of this RFP.

It is the desire of WPCD to eventually develop a fully integrated system that will allow the continued enhancement of that system. In planning for the future, WPCD intends to work in partnership with the selected vendor, the 9-1-1 Service Provider and all of the PSAP's in the Parish towards implementing this system.

Vendors are advised that WPCD 9-1-1 staff will serve as the single point of contact between the Vendor and the Parish during the procurement process. Vendors are <u>strongly discouraged</u> from contacting any other person(s) involved, directly or indirectly, with this procurement.

2.0   BACKGROUND

2.1.   Current Status

The Washington Parish 9-1-1 System has 4 primary and secondary PSAP's . Washington Parish, is a rural parish (County) in South East Louisiana (Location: 30.85202 N, 90.04154 W) encompassing 669.6 square miles with a population of 43,185 (1990 Census).

The PSAPs are currently equipped with a variety of Positron CPE equipment and first generation audio recorders located at each remote site.

The entire 911 telephony system will be replaced in May - July, 2004, with a centrally located CML Emergency Systems ECS-1000 selective router which will distribute 911 calls to four remotely located PSAP's and to one supervisory position at the Washington Parish Communications District office. It is to this CML system that the proposed must operate in a fully integrated manner.

All 911 trunks, administrative lines, and data interface connections for the entire system will be accessible at a single location in the Washington Parish Sheriff's Office.

The distribution of calls being received by the four PSAP's are as follows :

ESN	Police	Fire
250	Wash.Parish Sheriff's Office	District 9 VFD
251	Wash.Parish Sheriff's Office	District 1 VFD
252	Wash.Parish Sheriff's Office	District 2 VFD
253	Wash.Parish Sheriff's Office	District 3 VFD
254	Wash.Parish Sheriff's Office	Franklinton VFD
255	Franklinton Police Dept	Franklinton VFD
256	Wash.Parish Sheriff's Office	District 7 VFD
257	Wash.Parish Sheriff's Office	District 7 VFD
258	Wash.Parish Sheriff's Office	District 4 VFD
259	Wash.Parish Sheriff's Office	District 4 VFD
260	Bogalusa Police Dept	Bogalusa FD
261	Wash.Parish Sheriff's Office	District 7 VFD
262	Wash.Parish Sheriff's Office	District 7 VFD
263	Wash.Parish Sheriff's Office	District 6 VFD
264	Wash.Parish Sheriff's Office	District 5 VFD
265	Mobile Service	
266	Pearl River County SO	Crossroads VFD
267	FX Service	

2.2   Public Safety Answering Points

The 9-1-1 public service answering points operating within the Washington Parish 9-1-1 system and covered by this request for proposal are as follows :

AGENCY	ADDRESS	CITY	TRUNKS
Franklinton Police Department	409 11th Ave	Franklinton, Louisiana	4
Washington Parish Sheriff's Office	1002 Main Street	Franklinton, Louisiana	4
Bogalusa Police Department	202 Arkansas Street	Bogalusa, Louisiana	4
Bogalusa Fire Department	202 Arkansas Street	Bogalusa, Louisiana	

Visits to these PSAP's must be arranged in advance by the WPCD, and a WPCD representative must accompany all visitors.

The system configuration is as follows :

```
┌─────────────────┐
│    Logging      │────────────┐
│   Recorder      │            │
└─────────────────┘            │
┌─────────────────────────┐    │
│   Position Audio  and   │    │
│ ANI/ALI Data Via ECS-1000│   │
│   Data Interface (6)    │    │
└─────────────────────────┘ ┌──────────┐
           │                │ Trunk and│
           │                │  Admin   │
           │                │ Lines (16)│
           │                └──────────┘
```
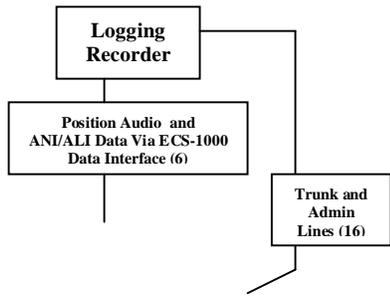
3.   GENERAL SYSTEM INFORMATION

3.1   BASE MAP DATA

The Washington Parish Communications District intends on utilizing existing MapInfo base map data in the requested mapping system. This existing map data resides in GeoComm's Geopoint map maintenance system.

Included in the map data set are the following layers:

1.   Road Centerline

   a.   Includes MSAG valid street names
   b.   Includes low/high-odd/even road ranges

2.   Emergency Service Zones
   a.   Polygon
   b.   Attributed with Emergency Service Number
   c.   Attributed with corresponding responders

3.   Water Layer (Rivers, Lakes, and Streams)
   a.   Polygon (Rivers , Lakes)
   b.   Lines (steams)

4.   Phase I/II Wireless Map Data

   a.   Cell Tower Locations (Point)
   b.   Attributed with wireless carrier name and unique ID/address as displayed in the ALI data.
   c.   Cell Coverages
   d.   Polygon representing the approximate coverage area for each Sector or Omni coverage.
   e.   Attributed with wireless carrier name, unique id/address as displayed in the ALI data, and sector number.

5.   Aerial Images

   a.   Existing aerial images that currently reside in GeoPoint

Copies of the map data will be provided upon request. The cost and justification of any formatting or modification to the data should be clearly identified in the proposal response.

4.0 DISPATCH MAPPING SYSTEM GENERAL REQUIREMENTS

The following paragraph describes the theory of operation of the desired GIS/Mapping display system.

4.1 The Dispatch Map Display System shall allow for the automatic location of the specific address of the caller upon receipt of a wireline E9-1-1 call. In addition, if an operator receives a call on a non-911 administrative line, they must have the ability to locate the verbally received address on the map.

4.2 The system must also be capable of identifying and accurately displaying locations for Phase I and Phase II wireless 9-1-1 calls. This system shall be capable of capturing and extracting the pertinent information from the E9-1-1 data stream provided by the data base provider.

4.3 The base map with associated street, intersection and any pertinent map features, along with an icon depicting the caller's location shall be completely drawn within 2 seconds of the time that an ANI/ALI packet is received from the ANI/ALI controller.

4.4 The system should also be able to display the appropriate emergency responders for the received call. For Phase I wireless, the system should be able to display all applicable emergency responders for the cell site and sector through which the call was processed.

4.5 If the telephone equipment in the communications center initiates an ALI "Rebid" for wireless and /or wireline calls due to change of location or other factors, the system must be able to incorporate the ability to process and display ALI "Rebids". Any limitations on the rebid process imposed by the software shall be described in the proposal response.

4.6 If the ALI Database returns an MSAG valid address, the system will display an icon associated with the location of that address. The icon should be unique in shape and/or color depending upon the type of call being processed (wired vs. wireless). If the call was placed from a wireless phone and contains properly delivered coordinate data, the system will plot the location and associated data, which resides on the client workstation.

4.7 The system must recognize the unique nature of incoming wireless E9-1-1 calls and for Phase I calls depict the actual location of the cell site and sector through

which the 911 call was processed as well as the approximate radio (wireless) coverage area provided by that cell site sector.

4.8 The vendor's proposal shall include an explanatory discussion on how the coverage area footprint of the wireless site is derived and maintained as well as commentary on how accurate the information will be in processing calls.

4.9 For Phase II wireless E9-1-1, the system shall display the location of the wireless caller based on the latitude and longitude provided by the wireless carrier.

4.10 If the delivered E9-1-1 call fails to include appropriate coordinate data, the system should automatically display the Phase I wireless site and   sector information of the caller. In every case, the dispatcher shall have the ability to override the delivered ANI/coordinate data and manually cause a location to be plotted by address or latitude/longitude.

5.0 DISPATCH MAPPING SYSTEM SPECIFIC REQUIREMENTS

5.1 Compatibility With Other Systems

5.1.1   The proposed system must be certified to be installed on CML Emergency Service's Sentinel 911 Workstations. Certification letter from CML must be submitted with proposal

5.2 Compatibility With PSFA Approved Grant LA-103-0207

5.2.1   The proposed software must have existing approval for expenditure re-imbursement according to PSFA approved grant LA-103-0207.

5.2.2   If existing approval does not exist, vendor must submit written approval by PSFA for expenditure re-imbursement according to PSFA approved grant LA-103-0207.

5.3 Functional Features of the GIS Mapping Display System

5.3.1   The application and mapping software should be able to operate on stand-alone workstations and show the location of incoming calls to that specific IWS based on ALI information supplied by CML's Sentinel 911.

5.3.2   The application and mapping software should be capable of showing the location of all   calls in the ECS-1000 system based on information supplied by the ECS-1000 through the CML CAD port data connection.

5.3.3   The system software should be configurable and customizable in the field by the system administrator.

5.3.4   The system should be scalable to allow for the easy addition of users, additional workstations and software functionality

5.3.5   For multiple workstation systems the software must allow for the display of all active 911 calls at all answering positions. The administrator must be able to configure the system to display calls differently for positions that answer the call than for positions that did not answer the call.

5.3.6   The system should use industry standard TCP/IP protocol for transmitting messages between workstations.

5.3.7   The system should be capable of adding additional software modules (i.e.: AVL, map maintenance, statistic mapping and reporting, routing and network analysis).

5.3.8   The system should have an open architecture and API for easy interface to other systems (i.e.: CAD).

5.3.9   The system should be compatible with Map Info tables, ESRI Shape files, Arc Info coverage's, AUTOCAD DWG's & DXF's and Microstation DGN to provide flexibility for possible future change.

5.3.10   The system must be Wireless Phase I & Phase II mapping compliant.

    5.3.10.1   For Phase I wireless, the system must display polygon cell sector coverage depiction.

    5.3.10.2   For Phase I wireless, the system must automatically compute geographic map contents including ESNs, communities, address ranged street center lines for the sector.

    5.3.10.3   For Phase II wireless, the system must display location and list X, Y coordinates used to determine the callers position.

    5.3.10.4   For Phase II wireless, the system must be able to Calculate and display appropriate responders from the X, Y coordinates.

    5.3.10.5   If the system does not receive the X, Y coordinates

for a Phase II wireless call, the system should automatically display the Phase I sector and information.

5.3.11 Map maintenance should be accomplished with the use of a separate map maintenance tool on a PC separate from those utilized for call plotting in the communications center.

    5.3.11.1   A method must then be available for propagating the map updates to the user workstations.

5.3.12 The system must support commonly used printers and plotters.

5.3.13 The system must have Administrator, Group and Individual User access levels.

    5.3.13.1   The administrator must have the ability to set Different user rights and privileges for each individual user and/or group of users and create passwords for user log on.

    5.3.13.2   The administrator should also be able to establish rights and privileges for a default group which can bypass the need for individual and/or group user logon.

5.3.14 Main Application Window must include the following:

    5.3.14.1   An overview map of the entire service area.

    5.3.14.2   A single view Main Map Window capable of displaying multiple maps.

    5.3.14.3   The main map window should be configurable by the administrator to display multiple map views for either common or different map layers.

    5.3.14.4   The administrator should be able to set different Preset zoom levels for each map displayed when a E9-1-1 call is received or an address is manually located.

    5.3.14.5   The administrator should have the capability to configure a different main map window for each individual user or group of users.

5.3.14.6   The user should be able to easily resize maps in the Main map window preferably using the mouse to point, click and drag the map to the desired size and position.

5.3.15   The user must be able to select map views with mouse point and click functionality on the overview map. The location selected on the overview map should be centered when displayed on the maps in the main map window.

5.3.16   The system must include a set of standard user tools accessible either via a tool bar with large buttons to facilitate use of touch screen technology or via a right mouse click.

5.3.17   The tools must include:

5.3.17.1   The ability to show a view from closer to the ground (i.e.: zoom in).

5.3.17.2   The ability to show a view from high in the air (i.e.: zoom out).

5.3.17.3   The ability to click and drag the desired map in any direction (i.e.: pan).

5.3.17.4   The ability to center the map on new location by point and click of the mouse.

5.3.17.5   The ability for the user to make temporary map features in the individual map window without administrator intervention. The annotation may be a point, a line, a polygon, text or a symbol. The feature should be able to be accessible by user, by workstation, by group or by all connected PSAP workstations.

5.3.17.6   The ability to allow the user to print the active screen to a connected printer or plotter.

5.3.17.7   The ability to measure the distance from point A to point B. Additionally to calculate the cumulative distance from point to point to point and beyond. Distances should be able to be displayed in multiple formats (i.e.: feet, miles, and meters).

5.3.17.8   The ability to allow the user to drill down through map layers and display the information contained in the multiple layers. The administrator must have the capability to configure what layers or attributes are visible to an individual user or a group of users.

5.3.17.9   The ability to populate a fax sheet that displays an overview map, detailed map, the X, Y coordinates in multiple formats (i.e.: Decimal Degrees and Degrees Minutes Seconds), Responder list, ALI information, phone number (if configured by administrator to be displayed), a place for user (dispatcher) typed comments, North direction indicator and an information window that displays Date and Time and any other pertinent information as configured by administrator.

5.3.17.10   The Fax capability should allow for manual dialing and/or preprogrammed speed dialing. There should be the ability to display at least 8 preprogrammed phone numbers per ESN. User must be able to select the number of copies that are to be sent to associated phone number. The Fax feature shall manage/gate the sending of multiple faxes, provide an activity log and be compatible with any class 1, 2 or 2.0 Fax modem and multi-modem card.

5.3.17.11   The ability to allow the user to instigate a query of map layers.

5.3.17.12   The ability to allow user to clear all address location symbols and text call information and any wireless coverage sectors.

5.3.17.13   An administrator customizable list of preset map views that can be accessed by the user.

5.3.17.14   A call log that can be configured by the administrator as to the number of calls to display before the oldest calls are deleted. The user should be able to select a number from the display list and have the map display the location of   the call.

5.3.17.15   A movable magnification tool the user can use to temporarily enlarge a section.

5.3.17.16   A map tip window that displays attributes from map
Data when the mouse is hovering over a map feature. The window should be translucent to allow the user to see the map data behind the map tip. The map tip should allow for multiple lines of information from multiple map layers. The administrator should be able to configure the information to be displayed, the labels for the information and the level of translucency of the tip window.

5.3.17.17   A tool to allow the user the ability to turn map
layers off and on. The list of allowable layers the users can control must be configurable by the administrator and be assignable by individual or group.

5.3.17.18   An administrator configurable map layer of a single
Image per location that can easily be accessed by the user with the point and click of the mouse.

5.3.17.19   A tool that allows the user to search map layers to
Find   closest features to a location (i.e.: fire hydrants, fire departments, driveways, EMS departments, etc.).

5.3.17.20   A tool that allows the user to enter two street names
And   have the map display the intersection of the streets. If no intersection is found, an error message should appear.

5.3.17.21   A spatial search tool. Spatial searches e.g. point in
polygon, and the computation, tabulation and mapping of summary statistics. The subsequent extracted information should be exportable to a file. An example of a spatial search is all phone numbers within a ½ mile radius of a particular address with the information to be used for reverse 911 dialing systems.

5.3.17.22   A tool that allows the user to enter an error report
for errors in either the ANI/ALI or GIS databases. The ANI/ALI errors the form should have the ability to be auto populated with the received E9-1-1 call info and have fields for the user to list the correct information. For GIS errors the user should be able to populate the form with a map view and have a field to enter text discussing the error. The user should have the ability to E-Mail, Fax, save   and /or print the report.

5.3.18 The Main Application Window must contain a status bar which displays information about the current mouse pointer location.

5.3.19 The Status Bar must be administrator configurable for up to 8 panels. Information to be displayed can include current zoom level (width of the map in miles), calculated street address (reverse GeoCode address display), Emergency Service Zone Number, coordinates in decimal degrees, coordinates in degrees/ minutes/ seconds, coordinates in degrees/decimal/minutes, township or city name and date/time.

5.3.20 The Main Application Window must contain collapsible information windows (i.e.:ALI Information, Responder Information, Locate Address, AVL equipped Vehicle List, 911 Call Information, Information display window). The windows must be configurable by the administrator as to the information displayed and the windows that open upon receipt of an E9-1-1 call.

5.3.21 The vendor's response must provide a list of the available windows, the information that can be displayed in each window and any additional functionality contained in the windows.

5.3.22 The Main Application Window must allow the user easy access to additional information. Besides the Main Dispatch Map screen the software should include easy access to a minimum the following information:

5.3.23 Image Database – The system must allow for the storage and retrieval of multiple raster images (i.e.: blueprints, Digital property images, CAD drawings) that are linked to a geographical location or address. The database should be built and maintained by the administrator and viewable by the users.

5.3.24 The system should automatically search for images when a 911 call is received or a manual address search is initiated. If images are found there should be a message displayed on the main dispatch screen.

5.3.25 The user should also be able to Zoom In, Zoom Out, change the contrast of the in view image and print the images. The user should also be able to search for images by address.

5.3.26 Tabular Database Access – The system should accommodate access to both internal and external databases that may be created and maintained by the administrator. Supplemental databases holding information helpful to emergency responders are an example (i.e.: hazardous materials,

medical conditions such as aids, diabetes, asthma or handicaps). The user should have the ability to search the database by many fields like name, street, city, etc.

5.3.27 An interface module that can receive and plot data from a CAD system.

5.3.28 Internet/Intranet – The system should allow the administrator to configure "restricted access" web browser. Examples of possible sites or information are news sites, Weather data, or HTML pages stored on a local workstation or LAN (such as contact lists or emergency plans).

5.3.29 The vendor should provide detailed explanations which include screen shots to show how this information is accessed.

6.0   Training

6.1 The vendor must provide on-site training and instruction for all PSAP departmental trainers and WPCD representatives, covering all software supplied under this specification plus supervisor/administrator training for WPCD personnel.   PSAP departmental trainers will, in turn, train their department's personnel. Vendor should include both classroom instruction as well as procedural based scenario training.

6.2 Items covered in the functionality portion of the training should include (but not be limited to):

§ Navigating around the map data
§ Learning the various window functions
§ Managing 911 calls
§ Tool functionality
§ Error log reporting
§ Wireless call location
§ Discrepancy Tracking procedures

6.3 Items covered in the scenario based portion of the training should include (but not be limited to):

§ Test Wireline 911 call – send fax to the appropriate fire and medical agency assigned to the Emergency Service Number

§ Caller on a 7-digit line and has communicated the address of the emergency – locate the address through the manual address lookup.

- § Wireline 911 call. The map location does not match the location confirmed by the caller; ALI information is correct, map location is NOT accurate – GIS Map Discrepancy Log

- § Wireline 911 call that does not find a match

- § Why does a Possible Match Window come up – under what circumstance

- § Creation of a discrepancy report

6.4 Items covered in the system administration portion of the training should include (but not be limited to):

- Setting up user accounts
- Setting up ALI parsing for wire lined/wireless 9-1-1 call

- Determining desired symbols styles for WPCD

- Defining and display of tolerance zone on Phase 2 call

- Setting up images.

- Special tools such as map tips or information panel specific to WPCD map data.

6.5 Bidder shall detail the training requirements associated with the implementation of the system. All training course content will be subject to review and approval by WPCD. Video taping by WPCD staff will be allowed.

6.6 Satisfactory training will take place prior to cutover date. PSAP departmental trainers (train the trainer) training will be provided by the Vendor for proficiency of use of equipment not more than two weeks prior to cutover date or as customer personnel dictates. Any deficiencies found in the training of the PSAP departmental trainers will require the deficient student to participate in additional training until satisfactory performance is demonstrated.

6.7 Training must be on premise at PSAP, or other WPCD-designated location

6.8 The vendor will supply a fully functional portable demonstration unit for use in the WPCD training program.

7.0 Diagnostics and Service

7.1 The system shall include built-in software that will allow remote trouble shooting of the mapping system and remote uploads of data and files.

7.2 The vendor shall be responsible for scheduling and coordinating work in such a manner as to provide timely response to notification for software maintenance/repair. The vendor shall also be responsible for providing each 9-1-1 PSAP site with methods of contacting representatives of the company.

7.3 All service shall be performed with the system fully operational The system shall not be rendered inoperable for the purpose of routine maintenance, system software upgrades or hardware additions.

7.4 Vendor must have the ability to access the system 24 hours a day to correct all software issues arising from a failure or to perform upgrades.

7.5 WPCD expects to contract long-term with Vendor for maintenance services. Detail any and all known costs anticipated, including software licensing costs and version upgrades.

7.6 WPCD is to be informed of all software upgrades with an e-mail explaining the improved features with each upgrade. This will be done on a quarterly basis (minimum).

8.0 Warranty

8.1 Vendor shall provide detailed warranty information with response. On each item offered, the following information shall be indicated:

        8.1.1   Exact period of warranty;
        8.1.2   Any special extended warranty offered;
        8.1.3   Any special hours emergency service is offered;
        8.1.4   General statement of warranty policy.

8.2 Manufacturer Original Warranties shall be provided on all software. Any exceptions must be noted and explained.

8.3 Warranties submitted with the proposal response shall be in lieu of all other warranties, expressed or implied. WPCD shall not assume any warranty or liability on the Vendor's behalf unless made and agreed to in writing by both parties.

8.4 All system software furnished by the vendor, shall be guaranteed for a *minimum period of one (1) year* against defects in design, materials, and workmanship. The warranty period shall begin upon final acceptance of the system, or when placed into active service by the

8.5 9-1-1 PSAP site. The warranty shall cover parts, labor, travel, and all other expenses. The Vendor shall warrant and further guarantee that all that is furnished shall be of good workmanship, new materials and functionally designed. The software shall be operable for the proposed use by the 9-1-1 PSAP site.

8.6 Warranty of all software shall be the sole responsibility of the vendor responding to this RFP.

8.7 The Vendor shall provide dial in service within two (2) hours or less of notification of a failure that has not otherwise been repaired.

8.8 In the event any software or materials furnished under these specifications or its subsequent contract(s) becomes defective by reason of material or workmanship during said period, and 9-1-1 PSAP site or WPCD immediately notifies vendor of such defect, vendor shall, at no expense to WPCD or the 9-1-1 PSAP site, repair or replace software or component with new equipment or component.

8.9 Software components shall be replaced as new software versions are released for mainstream distribution. Define costs to replace and/or upgrade software, including expected installation and training costs.

8.10   The initial warranty will take effect the day the system is accepted by WPCD. This warranty will include specifics on the type of support, what assistance will be offered, and the time frame of the warranty.

8.11   Vendor should provide a quote for a maintenance agreement that takes effect after the initial warranty has expired. During the period of initial warranty, the Vendor shall be obligated to respond to and correct any reported problems with the mapping software.

8.12   The Vendor shall describe in detail, software maintenance and support programs available after expiration of the warranty. WPCD is requesting an annual renewal option for a minimum five (5) year maintenance period. Other options will be considered. This shall include how software problems will be resolved, terms of the support and maintenance, and hours of coverage.

8.13   The Vendor shall describe its proposed software solution update or upgrade policy. Specifically, the Vendor shall describe what updates or upgrades are provided with the maintenance plan and how many updates are provided annually. The Vendor shall also describe its approach to migration support from one release to another, and the historical cost information associated with the migration.

8.14   The Vendor shall describe its proposed map data update plan. This plan shall include the upgrades of cellular related Phase 1 and 2 data, and additional services deemed necessary by the vendor.

8.15   The selected System Vendor must provide 24 hour a day, 365 days per year support for the software throughout the implementation phase and beyond, as long as this system is in place. The Vendor must provide detail of policies that deal with problem escalation for phone support and/or on-site support.

9.0   Software Installation

9.1 All mapping software in this specification must be delivered and installed within a time specified by the WPCD, to enable a system start up which is currently projected for October 15, 2004, for Phase I/II and January 27, 2005, for wireline call locations. Thus, software files will require a two stage installation process.

9.2 The mapping software shall be delivered to its proper location and installed by the vendor without addition cost or expense to WPCD or local agency, and at a time mutually agreeable by the vendor and WPCD staff. The software shall not be considered accepted until it has been installed and is operating in accordance with all specifications outlined in this document and any related contract.

9.3 The software installation shall be accomplished with minimal interruption to the normal business operation of the local 9-1-1 agency. Implementation procedures will be mutually determined by WPCD and vendor.

9.4 The Vendor shall assume full responsibility for supervision of the work irrespective of the amount of work sublet, and shall give the work the attention necessary to facilitate and assure completion in accordance with the terms of the contract.

9.5 All work shall comply with the applicable national, state and local codes and regulations.

9.6 The Vendor is responsible, at all times, to observe and comply with all applicable laws, and shall protect and indemnify WPCD and its representatives against all claims and liabilities arising from, or based on, Vendor or Vendor-employee violations.

10.0   Third Party Distributors

10.1 Third party distributors may submit proposals as part of this RFP process. Software developers who are represented by a third party distributor are also encouraged to submit direct bids.

10.2 If the manufacturer establishes a customer user's group, WPCD will be eligible to serve on the user's group and represent agencies within the Washington Parish 9-1-1 system.

10.3 If a third party distributor is used, WPCD will have direct access to the software manufacturer's project manager during the installation period.

11.0 System Documentation / Manuals

11.1 The vendor shall furnish each PSAP and WPCD two (2) complete bound system equipment manuals upon completion of the system installation. This manual should include the following:

11.1.1 A complete instructions manual for all software in the system.

11.1.2 Instructions for the determination of trouble reporting, including all trouble report telephone numbers

11.1.3 A complete schematics and parts lists for all software in the system

11.1.4 A complete and detailed system schematic showing the actual system "as installed"

11.2 A complete description of the nature and scope of training functions for PSAP(s) personnel and managers or supervisors must be provided.

12.0   Acceptance Tests

12.1 The Purchaser requires field tests to verify operational compliance. The vendor shall submit the detailed test plan and procedures to the Purchaser at least 30 days before the start of the tests.

12.2 A final acceptance test plan, tailored to the system specified herein, shall be submitted for review and approval by Purchaser within 30 days of contract execution. The plan shall comprehensive, to include tests of all system components. The acceptance test plan will be reviewed by the purchaser and any deficiencies noted in the plan will be corrected by the contractor to the mutual satisfaction of both parties within 30 days of the plan's date of receipt by the purchaser.

13.0   New Software Inventory

13.1 Upon completion of each site installation, Contractor shall provide to WPCD a complete inventory of all installed software. Inventory should include physical description of each piece of software and all pertinent serial numbers.

13.2 Inventory will be provided in an electronic spreadsheet format, equal or similar to Microsoft Excel.

14.0   Deliverables

14.1 This section identifies the deliverable goods, testing and acceptance requirements for the E9-1-1 Project. Physical acceptance of each installation of hardware and software at every PSAP is required.

14.1.1 Hardware - The hardware required for this project will be furnished by WPCD.

14.1.2 Software - The software will be installed and setup by the Vendor. Individual testing and acceptance of all required project applications is required.

14.1.3 Training - Vendor will be required to provide on-site training to PSAP personnel and WPCD Program staff prior to implementation.

14.1.4 Maintenance and Warranty - Delivery of Vendor's maintenance and warranty service information, software license records, and any associated serial number information is required.

15.0   <u>Proposal Requirements</u>

15.1 Proposal Responses

15.1.1 Proposals must address each section listed in this document. It will not be acceptable to rely solely on descriptive or marketing material<u>. Each point by point response from the bidder must indicate</u>

Understood, Comply, Non-Comply, or Comply with Exception with an appropriate supporting response.

15.1.2 Responses for each section should be described in detail including the sequence and timeline, who will be involved, how the information will be gathered, and what the result will be.

15.1.3 Time lines for each section as proposed by the Vendor must meet the Schedule Outline identified in this document.

15.1.4 The Vendor must identify a timeline in which WPCD will review and refine the work plan and implementation methodology, as appropriate

15.1.5 The Vendor must identify significant phases within the timeline in which progress reports will be given to the WPCD Manager.

15.1.6 Vendors shall complete, sign, and submit with the proposal, prior to the deadline for proposals, the proposal certification statement, which is an attachment to this RFP.

15.1.7 The vendor shall assign a principal staff member to complete this project, and WPCD shall have the right of final approval before this staff member can be reassigned prior to completion of this project.

15.1.8 A letter from the manufacturer that it will support the proposed software for a minimum of ten (10) years from purchase date will be required with bid submission.

15.1.9 The selected Vendor shall agree that any news releases pertaining to the RFP or the project to which it relates will not be made without prior written approval from, and coordination with, WPCD staff.

16.0   Experience of Vendor

16.1 Vendors interested in submitting a proposal shall provide a list of qualifications of the Vendor and/or the staff of the Vendor's organization who will be involved in the project and a description of previous experience in developing, installing and implementing a dispatcher map project which is fully integrated with CML Emergency Services ECS-1000 and Sentinel 911.

16.2 Vendors shall provide three references from similar projects (include name, address, telephone number, a description of the project to which the reference relates, and date the project was completed).

16.3 Vendors must include a written statement giving WPCD right to investigate the references and past performance of any Vendor, sub-contractor or their employees, with respect to its successful performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers.

17.0   <u>Cost Proposal</u>

17.1 This section is intended to provide itemized costs for the E9-1-1 Project. Vendors interested in submitting a proposal shall provide an outline that shows how the Vendor plans to address the development, installation, and implementation of and budget for this plan. Include all projected costs associated with this project. Estimated bid prices are not acceptable. Vendors are responsible for all costs incurred in the development and submission of their proposals. Provide detailed costs by line items listed below:

17.1.1   Any software licensing or development fees

17.1.2   Site preparation

17.1.3   WPCD Specific requirements

17.1.4   Hourly change order rates

17.1.5   Other costs, such as travel; and training

17.1.6   Total contract price

17.1.7   Maintenance / support cost

17.1.8   Rates for additional professional service - If it should become necessary for WPCD to request the vendor to render any additional services, to either supplement the services requested in this RFP or to perform additional work as a result of this RFP, then such additional work shall be performed only if set forth in an addendum to the contract between WPCD and the firm. Any such additional work agreed to between WPCD and the firm shall be performed at the same rates set forth in the schedule of fees and expenses included in the sealed bid.

17.1.9   Rates for additional software - If it should become necessary for any PSAP to secure additional answering positions due to call volume

increases, such procurement shall be performed only if set forth in an addendum to the contract between WPCD and the firm. Any such additional equipment shall be provided at the same rates set forth in the schedule of fees and expenses included in the sealed bid.

18.0   TERMS AND CONDITIONS

18.1   Pre-Proposal Conference - A non-mandatory conference for firms interested in submitting proposals will be held on Wednesday, May 19, 2004, at 12:00 PM., at the Washington Parish Courthouse, Council Chambers. If the vendor plans to attend, a reservation should be obtained from : Joanna Thomas, WPCD, (985) 839-5625. Any questions and/or misunderstandings that may arise from this request should be submitted, in writing and forwarded, to the Chairman, WPCD. Answers to questions submitted that materially change the conditions and specifications of this request for proposal will be promulgated to all addressees as an addendum. Any discussions or documents will be considered non-binding unless incorporated and promulgated in an addendum.

18.2   Site Visits - On site inspections will be at the Vendor's discretion. However, failure to conduct a site survey shall not excuse errors in bidding. It is strongly suggested that all vendors make a site visit to each PSAP prior to preparation and submission of responses. All such site visits will be coordinated by the WPCD staff in cooperation with the PSAP Manager.

18.3 Use of Sub-Contractor

18.3.1   WPCD will allow for the use of a sub-contractor to perform such duties and obligations, pursuant to the resulting contract, that may be delegated to it by the selected Vendor. However, WPCD will have prior approval for all sub-contractors used to fulfill this contract with regard to experience, skills, impartiality, etc. The selected Vendor agrees that any work completed by the sub-contractor, employees, or agents of the sub-contractor in order to meet the obligations of the selected Vendor does not negate the selected Vendor's responsibilities as set forth within the resulting contract.

18.3.2 The selected Vendor will remain solely responsible for performance of its obligations under the resulting contract. WPCD will look solely to the selected Vendor for performance of the resulting contract and be without liability to any sub-contractor, agents or employees of the sub-contractor that the selected Vendor may hire. Payment under the terms of the resulting contract will be made directly to the selected Vendor. The sub-contractor, agent or employee of sub-contractor

shall have no right to payment from WPCD, or any agency participating Washington Parish 9-1-1 system.

18.4 Oral Presentations - Those Vendors who have been scored by WPCD's evaluation committee as the top two proposals received, will be given an opportunity to give an oral presentation to the evaluation committee. This presentation shall include a specific outline of the Vendor's proposed implementation process. The costs associated with this presentation will be at the Vendor's expense. If the Vendor should choose to invite the evaluation committee for a site inspection, the associated costs for those site visits will be at the Vendor's expense.

18.5 Acceptance of Terms - WPCD reserves the right to accept or reject any and all proposals; to add or delete proposal items and/or quantities; to amend the RFP; to waive any minor irregularities, informalities, or failure to conform to the RFP; to extend the deadline for submitting proposals; to postpone award on contract for up to 30 days without impact to the delivery deadline; and to reject, for good cause and without liability therefore, any and all proposals and upon finding that doing so is in the public interest, to cancel the procurement at any time prior to contract execution.

18.6 The contents of the proposal (including persons specified to implement the project) of the successful Vendor will become contractual obligations if acquisition action ensues. Failure of the successful Vendor to accept these obligations in a contract, purchase document, delivery order or similar acquisition instrument may result in cancellation of the award, forfeiture of the bid bond and such Vendor may be removed from future solicitations.

18.7 Delivery must be completed on or before the date indicated in the bid. If this date is not met, through no fault of WPCD, WPCD may elect to cancel the award and make the award to the next most advantageous bidder.

18.8 Withdrawal of Proposals - Prior to the deadline for proposals, any proposal may be modified or withdrawn by notice to the WPCD 9-1-1 Manager at the place designated for receipt of proposals. Such notice will be in writing over the signature of the Vendor, and shall be delivered on or before the deadline.

18.9 WPCD shall not permit any proposal to be modified once the sealed proposal has been publicly opened at the proposal opening. Modifications proposed after the proposal opening will not be considered. No responsibility shall attach a WPCD employee for the premature opening of a proposal not properly addressed and identified in accordance with the proposal documents.

18.10 When discrepancies occur between words and figures, the words shall govern.

18.11 Award of Contract - The award will be made to that Vendor whose bid will be the most advantageous to the Washington Parish 9-1-1 system as determined by the WPCD evaluation committee, price and other factors considered.

18.12 Disclosure of Proposal - After contract award, a summary of total price information for all submissions will be available to those Vendors participating in this RFP. Except for a summary of total prices, costs and price information provided in the proposal will be held in confidence and will not be revealed or discussed with competitors except as provided by Louisiana Statutes. If a proposal contains any information that the Vendor does not want disclosed to the public or used by WPCD for any purpose other than evaluation of the offer, each sheet of such information must be marked with the following legend: *"This information shall not be disclosed outside WPCD or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided, that if a contract is awarded to this Vendor, or as a result of, or in connection with the submission of such information, WPCD shall have the right to duplicate, use, or disclose this information to the extent provided in the contract and in accordance with Louisiana Statutes. This restriction does not limit WPCD's right to use information contained herein if obtained from another source."*

18.13 Bid Cancellation - WPCD reserves the right to cancel this Request for Proposal any time, without penalty.

18.14 Ownership of Contract Products / Services - Bids upon established opening time, become the property of WPCD. All products / services produced in response to the contract resulting from this request for bid will be the sole property of WPCD, unless otherwise noted in the request for proposal. The contents of the successful Vendor's bid will become contractual obligations.

18.15 Incurring Costs - WPCD, and agencies participating in the Washington Parish 9-1-1 system are not liable for any cost incurred by Vendors prior to the issuance of a legally executed contract or procurement document. No property interest, of any nature shall occur until a contract is awarded and signed by all concerned parties.

18.16 Non-discrimination - The Vendor shall comply with all state and federal laws, rules and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, disability or gender.

18.17 News Releases - News releases pertaining to this request for proposal shall NOT be made prior to the execution of a contract without prior written approval from WPCD 9-1-1 staff.

18.18 Availability of Funds - Financial obligations of the WPCD for continued maintenance, upgrades and warranties, after the implementation of the system, are

contingent upon funds for that purpose being received, appropriated, budgeted and otherwise made available. In the event funds are not appropriated, any resulting contract will become null and void, without penalty to WPCD, or any participating agency.

18.19 Indemnification - To the extent authorized by law, the contractor shall indemnify, save and hold harmless WPCD, participating agencies, its employees and agents, against any and all claims, damages, liability and court awards including costs, expenses, and attorney fees incurred as a result of any act or omission by the contractor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this request for proposal.

18.20 Inquiries - Questions regarding the information contained in this Request for Proposals must be submitted to James M. Coleman, Chairman, WPCD. All questions must be submitted in writing (including email or fax), and received by the specified date and time. Mr. Coleman may be contacted at WPCD, 1007 Cleveland Street, Franklinton, Louisiana, 70438. Email: tactmed@mail.bellsouth.com. Fax: (985) 839-5669. A copy of the questions and responses will be sent via e-mail to all firms that were sent a copy of this RFP. Firms wishing a hard copy to follow the e-mail response must specifically request such a response.

18.21 Deadline for Proposal - To be considered, one (1) original and ten (10) copies of your sealed, written proposal must be delivered not later than Completed proposals must be received by 4:00 PM, CST, on Wednesday, June 2, 2004, at the following address to the following: Washington Parish Communications District 9-1-1, Attn: James M Coleman, Chairman, 1007 Cleveland Street, Franklinton, Louisiana, 70438. Bids shall be submitted in a sealed container, clearly marked in the lower left corner:

<div align="center">

SEALED BID
E9-1-1 PROJECT
June 2, 2004

</div>

No facsimile (fax) transmitted proposals will be accepted. Proposals received after the time specified will not be given further consideration. An official authorized to bind the Vendor to its provisions must sign proposals. The proposal must remain valid for at least 120 days after the deadline date for proposals.

19.0   EVALUATION PROCESS

19.1 WPCD reserves the right to seek clarification of proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the proposal evaluation period.

19.2 The evaluation committee will be comprised of the WPCD Chairman, WPCD Manager, and a number of additional persons as selected by WPCD. The Evaluation Committee will review each proposal to determine if it is complete and that it is accurate in its calculation and consistent with the technical approach and work plan. Any proposal, which does not meet the necessary criteria, or for which a fixed dollar amount cannot be precisely determined, will be considered non-responsive and may be rejected.

19.3 The two highest scoring Vendors, according to the evaluation criteria included in this document, will be required, at their own expense, to make a formal presentation of their proposal, which must include an outline and overview of their implementation process and schedule. The committee will make a recommendation to the WPCD Board of Commissioners, who will tentatively select a Vendor, and direct the WPCD Chairman, WPCD Treasurer, and WPCD Legal Counsel to enter into contract negotiations with the Vendor.

19.4 The tentative selection of a Vendor will be announced to the selected Vendor by telephone and in writing, and to the non-selected Vendors in writing.

19.5 During contract negotiations, WPCD may require additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during the contract negotiations will become part of the final contract. If WPCD is unable to reach agreement with the first choice, discussion shall be terminated and negotiations will begin with another choice.

19.6 Appeals concerning contract award must be delivered to WPCD in writing within 14 days of the selection announcement. Appeals must specify grounds upon which the appeal is based. The WPCD Chairman will review the appeal, and contact all parties involved within forty-five calendar days of receipt of the appeal.

19.7 WPCD reserves the right to reject any and all proposals received as a result of this RFP, and to cancel this solicitation if doing so would be in the public interest. WPCD reserves the right to accept a proposal or proposals in whole or in part. A Vendor will be held to the terms submitted in its proposal, but may be required to reduce costs depending upon services that WPCD may determine to be unnecessary or for which WPCD decides to assume responsibility.

19.8 WPCD reserves the right to reject any proposal of any Vendor who previously failed to perform to the satisfaction of WPCD or any participating agency, or complete on time agreements of similar nature. WPCD reserves the right to reject the proposal of a Vendor who is not in a position to perform such an agreement satisfactorily as deemed by WPCD.

20.0   Evaluation Criteria

The evaluation committee will review all documentation and other information received an evaluate the following criteria :

20.1   General Criteria (Section 4) – 10 %

20.2   Functional System Requirements (Sections 5.1 and 5.2) – 25 %

20.3   Functional System Requirements (Sections 5.3) – 25 %

20.4   Multi-Focused Requirements (Sections 6.0 to 13.0, 16.0) – 15 %

20.5   System turnkey and monthly maintenance and operating costs - 25 %

 If two proposals receive the same score during the evaluation process, the proposal with the least cost will be selected.

21.0   BUDGET AND PAYMENTS

21.1   Cost estimates for major work tasks related to this project should include all the relevant cost information of the project as proposed. Present a project budget that includes personnel expenses, materials and services, and any subcontractor costs that comprise the total cost proposal.

21.2 Payment for any contract entered into as a result of this RFP will be made as negotiated with the selected Vendor, upon receipt the Vendor's billing statement, and according to a delivery schedule described in the contract. The delivery schedule will be based upon the value of work completed at a given time, less 15 %, which will be held until satisfactory completion of the contract and acceptance of the project by the WPCD. The Vendor's billing statement must include a summary of progress made through the date of billing. Acceptance for final payment will be based upon the selected Vendor's performance in meeting the deliverables.

22.0 <u>SCHEDULE OUTLINE</u>

Event   **Date**

Issuance of RFP   May 1, 2004
Pre-proposal Conference   May 19, 2004
Submission of Questions   May 26, 2004
Proposal due not later than 5 p.m. CST   June 2, 2004
Presentations By Highest Ranked Vendors   June 14 - 18, 2004
Negotiate Contract   June 23 - 30, 2004
Award Contract   July 2, 2004
Delivery of System Software   August 15, 2004
Project Start Up   October 15, 2004

WASHINGTON PARISH COMMUNICATIONS DISTRICT
REQUEST FOR PROPOSALS
FOR
DISPATCH MAP DISPLAY SYSTEM

****THIS PAGE MUST BE COMPLETED, SIGNED AND RETURNED*****
PRIOR TO THE DEADLINE
FAILURE TO DO SO WILL RESULT IN PROPOSAL REJECTION

PROPOSAL CERTIFICATION STATEMENT

Our/my proposal, of which this statement is a part, identifies fees and compensation for the services identified in the Request for Proposals for a Dispatch Map Display System, Software for the Washington Parish 9-1-1 system area as administered through the Washington Parish Communications District (WPCD). Our/my proposal also provides a schedule for the project, which either meets or exceeds WPCD's requirements for completion.

The undersigned hereby: a) acknowledges he/she has read and understands all requirements and specifications of this request for proposals; b) agrees to all requirements, specifications, terms, and conditions contained in this request for proposals; and c) offers and agrees to perform the services with the staffing identified for the fees and compensation stated within the proposed schedule time.

The undersigned hereby agrees:

1. To comply with the Fair Labor Standards Act, as amended; and
2. To comply with Title VII of the Civil Rights Act of 1964, as amended, which makes it unlawful for an employer to fail or refuse to hire or to discharge any individual or to discriminate against any individual with respect to compensation, terms, conditions, or privileges of employment because of the individual's race, color, religion, sex or national origin, among other provisions; and
3. To comply with Public Law 101-336, the Americans with Disabilities Act of 1990 which makes it unlawful to discriminate against persons with disabilities in employment, state and local governmental services, public accommodations, transportation and communications; and
4. To comply with Section 503, Public Law 93-112, 29 U.S.C. 793, which requires affirmative action to employ and advance in employment qualified handicapped individuals, among other provisions; and
5. To comply with 29 U.S.C. Section 623, 29 U.S.C. Section 30, and 29 U.S.C. Section 631, as amended, which makes it unlawful for an employer to fail or refuse to hire or discharge any individual or to discriminate against an individual with respect to compensation, terms,

conditions, or privileges of employment because the individual is at least 40 but less than 70 years of age, among other provisions; and

6. To comply with 42 U.S.C. 2011 and 2012, which require affirmative action to employ and advance in employment qualified special disabled veterans and veterans of the Vietnam era as defined, among other provisions.

The undersigned hereby warrants:

1. That it is willing and able to comply with Louisiana laws with respect to foreign (non-state of Louisiana) corporations; and

2. That it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof; and

3. That all information provided by it in connection with this proposal is true and accurate.

_____   By: _____

Company Name   Typed or Printed Name

_____   _____

Address   Title

_____   _____

City   State   Zip   Telephone

_____   _____

Date   Authorized Signature

Appendix B

**WASHINGTON PARISH COMMUNICATIONS DISTRICT
E9-1-1 RFP PACKAGE**

Provide details on an additional sheets, if necessary.

PURCHASE PRICING:

I.   **WPCD Price** "Not to Exceed";
(Software and Labor; total installed purchase price) _____

**   Show components included and individual item prices on additional sheet.

II.   **Maintenance**:

Map Data Base Maintenance Contract
          Year 1   Warranty
          Year 2 $_____ per month
          Year 3 $_____ per month
          Year 4 $_____ per month
          Year 5 $_____ per month

Software Maintenance Contract
          Year 1   Warranty
          Year 2 $_____ per month
          Year 3 $_____ per month
          Year 4 $_____ per month
          Year 5 $_____ per month

III.   Other Costs

Training $_____

Other $ _____

*NOTE: All installation charges are assuming one time turnkey installation under single contract.

Include information relative to provision of additional answering positions in PSAPs that experience call volume growth over the next several years. Cost information must be provided for purchase, installation, and all maintenance.