

# **Washington Parish Communications District**

## **Request for Proposal**

### **Digital Recording System Software & Hardware**

Washington Parish Communications District  
1005 Cleveland Street  
Franklinton, Louisiana 70438

**WASHINGTON PARISH COMMUNICATIONS DISTRICT  
REQUEST FOR PROPOSALS  
FOR**

## **Digital Recording System Software & Hardware**

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## **REQUEST FOR PROPOSALS**

The Washington Parish Communications District is interested in receiving proposals for the provision and installation of a 911 Digital Recording System – Hardware and Software.  
Call Joanna Thomas at (985) 839-5625 for copies of the request for proposals.

**MEMORANDUM**

**Washington Parish Communications District  
1005 Cleveland Street  
Franklinton, Louisiana 70438**

**DATE:** December 20, 2003  
**TO:** Interested Parties  
**FROM:** James M. Coleman  
Chairman  
**SUBJECT:** 911 Digital Recording System – Hardware and Software

The Washington Parish Communications District is soliciting proposals from qualified firms to provide and install certain data processing and telecommunications equipment commonly referred to as a 911 Digital Recording System – Hardware and Software. 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 Friday, February 20, 2004, at the following address:

Washington Parish Communications District  
ATTN: James M. Coleman  
1005 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](mailto: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 equipment commonly referred to as a 911 Digital Recording System – Hardware and Software 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).

The connections will be via telephone line terminal blocks and by connections to the selective router data interface cards and CAD ports. Information to be recorded includes 911 telephone system audio and ANI/ALI data related to individual calls.

The selected vendor will provide installation, implementation, upgrades, training and long-term maintenance support for the equipment and 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.

WPCD is soliciting responses from qualified Vendors to this Request for Proposal (hereinafter RFP) as to their solution to provide and fully implement Customer Premise Equipment (hereinafter CPE) that would meet the Parish's needs of providing an audio record of all 911 emergency telephone calls and certain related data known as Automatic Number Identification (hereinafter ANI), and Automatic Location Identification (herein ALI).

While no radio traffic will be initially recorded, the proposed system will be required to be capable of such in the future.

All recording and associated computer equipment is to be located at a central location, even though actual PSAP's are located throughout the parish.

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

- Systems design
- Computer Hardware
- Software
- Project management
- Interfaces
- Installation
- Implementation
- Training
- 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 strongly discouraged 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, 2004, with a centrally located CML Emergency Systems ECS-1000 selective router which will distribute 911 calls to remotely located PSAP's. 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.

Recording system start up will be on May 1, 2004.

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

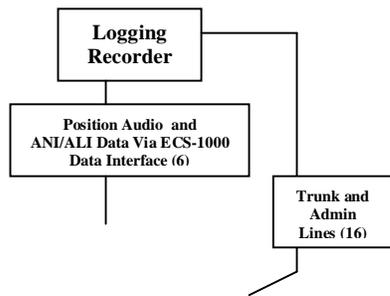
<u>ESN</u>	<u>Police</u>	<u>Fire</u>
250	Wash.Parish Sheriff's Office	District 9 VFD
251	Wash.Parish Sheriff's Office	District 1 VFD
252	Wash.Parish Sheriff's Office	District 2 VFD
253	Wash.Parish Sheriff's Office	District 3 VFD
254	Wash.Parish Sheriff's Office	Franklinton VFD
255	Franklinton Police 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 :

<u>AGENCY</u>	<u>ADDRESS</u>	<u>CITY</u>	<u>TRUNKS</u>
Franklinton Police Department	805 Pearl Street	Franklinton, Louisiana	
Washington Parish Sheriff's Office	1002 Main Street	Franklinton, Louisiana	6
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.



### **3. GENERAL SYSTEM REQUIREMENTS**

- 3.1. This section delineates in detail the specific functions required of the CPE 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. It is important, however, that the Vendor describes how their system implements the functions, i.e., how their system will operate.
- 3.2. The purpose of the information provided in this document is to assist the Vendor in the preparation of the proposal. The RFP is designed to provide interested Vendors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or to exclude specifications to evidence service capability under any proposal.
- 3.3. The primary long term goal of these specifications is to provide and fully implement Customer Premise Equipment (hereinafter CPE) that would meet the Parish's needs of providing an audio record of all 911 emergency telephone calls and certain related data known as Automatic Number Identification (hereinafter ANI), and Automatic Location Identification (herein ALI), with start up on May 1, 2004.
- 3.4. The vendor must guarantee parts support for all items under this specification for a period of not less than ten (10) years.
- 3.5. The proposed recorder and reproducer shall be approved by the following agencies: UL, CSA, DOC, and FCC Part 15 and 68. The equipment will have the appropriate approval markings affixed.

### **4. FUNCTIONAL REQUIREMENTS**

#### **4.1 System Design and Architecture**

- 4.1.1 The system must employ distributed architecture design to increase performance and facilitate upgrades.
- 4.1.2 The system must be configured with "Off-the-Shelf" open architecture hardware to enable local technical staff to be able to be trained for first level local hardware support. If necessary, WPCD should have the freedom and ability to purchase standard computer components independently with advisement from the vendor.

- 4.1.3 The Operating System hard drives must be Raid 1 for true redundancy.
- 4.1.4 The system must automatically recover and resume to the last operating state after a power failure.
- 4.1.5 The system shall be compatible with Windows 95, 98, 2000, XP and NT Server and Workstation operating systems.
- 4.1.6 The operating system must be Windows 2000- 2003 Server and/or Windows 2000 Workstation.
- 4.1.7 Recorder Workstation minimum specifications:
- 1.26 GHz processor
  - 512 Mb Ram
  - Mirrored 60 Gig HD
  - Windows 2000 Pro OS
  - Sound Card
  - Modem
  - UPS
  - 15” Flat Screen Color Monitor
  - PC Speakers
  - PC Anywhere
  - HP CD-RW Drive
  - Fault Polling Software/Dial-out paging
  - Keyboard, mouse, mouse pad
  - Rack mounted chassis (WPCD will furnish rack)
- 4.1.8 The system shall include a search engine with a user friendly interface that allows at a minimum, audio playback, live monitor, index call record information, analysis of call volumes and patterns.
- 4.1.9 The system shall be configured to record a minimum of 24 analog channels. The channel capacity shall be expandable to 96 within the same recording chassis. The recording chassis must have the ability to mix both digital and analog connectivity taps.
- 4.1.10 The system shall be designed to be expandable in both recording channels and on-line storage. Online storage is defined as hard drive capacity only.
- 4.1.11 The compression algorithm to be used will be GSM-610.

- 4.1.12 The system shall provide the capability to produce copies of audio recordings onto a standard audiocassette, floppy disc, CD, or e-mail transferable GSM-610 wav files.

## **4.2 Playback Specifications**

- 4.2.1 The system shall utilize the existing LAN network for Retrieval and playback on any multi-media Windows 95, 98, 2000, XP or NT desktop PC.
- 4.2.2 The system shall provide for the simultaneous replay of previously recorded audio while recording of maximum number of channels shall not impact recording performance.
- 4.2.3 The system shall be able to access all on-line call record data and voice recordings in less than 5 seconds.
- 4.2.4 The system shall be able to conduct multiple simultaneous playback sessions (multiple remote PC's) with no degradation of speed or quality of audio recording.
- 4.2.4 The system must be capable of selecting multiple calls and play them back in order of occurrence. Must be able to reconstruct the digital time with the voice files to playback an activity in real time.
- 4.2.5 The operator must have the capability of posting an annotation as an attachment to a recording.
- 4.2.6 The system must incorporate a pop-up window that enables a supervisor to embed a predetermined description of the call for a later tag search by the use of a "hot button". This field must be sort able by clicking on the header bar of the playback screen. The button description must be accessible and customizable by the system administrator.
- 4.2.7 The system must be capable of providing recording statistics (minutes by hour, number of recordings by hour, etc.) by the hour for each channel recorded.
- 4.2.8 Searches must be conducted solely with a mouse. No text entry should be required, only "Point & Click".

- 4.2.9 An entire instant search for all the calls since midnight must be conducted by the single action of double clicking of the search icon on the desktop screen. By default, all the calls will be listed in chronological order.
- 4.2.10 Selected calls for playback must have the ability to skip dead time gaps between calls while playing back continuously.
- 4.2.11 Selected calls for playback must have the ability to playback with reconstructed silence.
- 4.2.12 The playback display must have the ability to view and select recordings for playback according to date, start time, channel number and name, call duration, call notations (capable of being edited) and recorded with the call.
- 4.2.13 The playback display must have the ability to “Auto Refresh” in minutes to the discretion of the operator.
- 4.2.14 Retrieved recordings within the playback screen must be able to be arranged by a ”double sort” functionality in any data column (time/date, channel number, duration, station name, attachment or other categories).
- 4.2.15 Expanded searches shall be conducted by clicking a “Date” button thereupon viewing a calendar display. By clicking on the desired day, all the calls for that day may be viewed in a scrollable format in chronological order.
- 4.2.16 The “Expanded Search” must be able to provide recordings and call statistics for certain categories which include : Date & Time. Date: After, All, Before, Between Including, Not Between On, Last Hour, Today, Yesterday, This Week, Last Week, This Month, Last Month, 2 Months Ago, Last Weekday, Last 2 Weeks. Time: All, After, Before, Between Including, Not Between, On. This filtering process of time shall be extended to channels selected. This shall provide the ability to view recordings and call statistics for a defined group of channels in a given period of time quickly.
- 4.2.17 The “Expanded Search” shall have the ability to retrieve one recording out of a selectable number of recordings to randomly listen to activity for Quality Assurance purposes.

- 4.2.18 There must be “Action Buttons” along the bottom of the playback screen to facilitate most frequently conducted actions – Save, Send, Stop, Play, Attachment, Select Date, Expanded Search
- 4.2.19 The “Save” action button must have two customizable commands to address two locations that recordings may be saved to automatically.
- 4.2.20 All recordings must be able to be saved with a “Digital Spoken Time Stamp” in a full or abbreviated state.
- 4.2.21 It will not be acceptable to have to load any proprietary recording vendors software on the remote PC workstation to enable remote playback.
- 4.2.22 The system must provide a visual display of which channels are active (have audio present) and which are inactive (have no audio present).
- 4.2.23 The system must be capable of playing back silent periods and displaying the associated time and date during playback for proof of non-events. The system shall be capable of “real time” playback including the playback of silent periods for the purpose of non-event verification.
- 4.2.24 The workstation must playback voice calls with running elapsed time and recorded time indicators and display all call reference information.
- 4.2.25 The playback software must have the ability to playback a verbal digital “Spoken Time” announcement that will verbally acknowledge when the recording started. The recording will begin to play following the announcement. The “Spoken Time” must be attachable to recordings that are re-recorded to CD or emailed.
- 4.2.26 The workstation must have the ability to synchronize playback from as many as ten (10) channels simultaneously.
- 4.2.27 The workstation must be capable of variable speed playback of voice calls while preserving pitch.

- 4.2.28 The workstation must provide the ability to re-record calls in a GSM-610 wav file format that can be played back on standard windows multi-media software player.
- 4.2.29 The system must allow the ability to re-record voice calls to a standard recordable CD/DVD. The systems network functionality must allow an individual to have the ability to copy recordings onto his/her re-writable CD drive or the archiving DVD drive at their desk.
- 4.2.30 The playback software must be able to burn recordings onto a CD-R to enable playback on any standard CD player (Car or home stereo or walkman).
- 4.2.31 The system must have the ability to conduct instant playback of a single channel double-clicking a single icon on the PC desktop. This will give the user the ability to produce instant recall of most recent activities on pre-determined channels. The user should be able to replay these calls with the touch of a mouse.
- 4.2.32 There must not be any requirement to have the vendor's software loaded on a remote PC to playback a recording from a dubbed CD with recordings. The wave file will be able to be played back with a Windows compatible media player.
- 4.2.33 The system must have a "Real-Time Audio Monitor" to listen to calls that are live. The monitor must be able to scan active channels and hold for a predetermined time on each channel to allow the supervisor to listen to the live activity before scanning to the next active channel. The supervisor must have the ability to select the channel to monitor. The Audio Monitor must have a 2 to 10 minute buffer to allow the supervisor to go back up to 10 minutes to review previous activity within the live call.
- 4.2.34 The system must have the utility option to change the recording status from continuous recording to "Record-on-Demand" manual control on a per port basis.

### **4.3 Archiving Specifications**

- 4.3.1 The system will include a rewrite-able CD drive for archiving selected records as needed.
- 4.3.2 The system must provide the manual ability to copy or save selected recordings (single or multiple) to a Floppy & CD.
- 4.3.3 The system must have as an included utility option the ability to enable automated archiving to the CD-RW drive to CD-R discs.
- 4.3.4 The workstation must store archive call data in a format that can be viewed directly using standard file management software, such as Windows Explorer.
- 4.3.5 Recording to the on-line storage shall not be interrupted while performing a search on an archive drive.
- 4.3.6 The system shall maintain a complete library of all archive media created on the system. The library shall list the date, start and stop times for each archive media, beginning with the first recorded call file and ending with the last recorded call file. This library shall be stored on the archive media along with recorded audio call files.
- 4.3.7 The archive manager will be able to specify by logging groups of channels how long it will need to be kept online before being over written. The system must be able to specify that some channels be kept for a week while others for a month. This will allow for greater amount of records to be stored online.
- 4.3.8 Given a 24-channel system, the online storage must store 12 months of recording online (hard drive only), with capability for expansion if desired. Expected 911 call volume is 40,000 calls per year.
- 4.3.9 The recording chassis must be configured with mirrored hard drives. The mirroring configuration will enable complete redundancy of the recordings, data and the OS. If at any time if a failure should occur within a hard drive, there will not be any performance degradation.
- 4.3.10 The minimum acceptable instant access on hard drive storage will not be less than 9,900 channel hours.

- 4.3.11 Vendor is requested to illustrate/inform the number of hours per 1 Gig of storage space does the recording compression algorithm provide.
- 4.3.12 The system must provide a minimum 120 GB FireWire Hard Drive to connect to the voice recorder. This must be configured to store archived calls for a minimum of one year.
- 4.3.13 If the requested audio conversation is no longer in the on-line storage, the system shall prompt the user with ID of the correct archive media to be loaded.
- 4.3.14 The archive manager will be able to specify by logging groups of channels how long it will need to be kept online before being over written. The system must be able to specify that some channels be kept for a week while others for a month. This will allow for greater amount of records to be stored online.
- 4.3.15 Given an 24-channel system, the internal online storage must store 3 months of recording online (hard drive only), with capability for expansion if desired.

#### **4.4 System Interface Design Specifications**

- 4.4.1 The configuration will require a 24-channel system.
- 4.4.2 The system must be capable of utilizing an external time source or an existing server on the network for synchronization.
- 4.4.3 The system must be capable of synchronizing its internal time clock with an external time source within 250 milliseconds.
- 4.4.4 The system must interface with OEM furnished (by CML Emergency Services ECS-1000) instant recall recording, IRR, system which is located on each dispatch position integrated work station, through a LAN. This integration shall include the ability to transfer call recordings made at the integrated work station's IRR into the main recording system as a means of recording recovery if such is needed.

- 4.4.5 Vendor must furnish contact name and address of existing 911 PSAP in which a successful vendor and ECS-1000 connection is currently operating.

## **4.5 Security**

- 4.5.1 The system must provide security access (that can be time sensitive), that addresses: archive storage, by station, department, division, data source, logging group, peering, monitoring, saving or emailing ability, archive accessibility at a minimum by individual log-in password.
- 4.5.2 The recording system must provide a System Log and User Log that illustrates all activity within the recording system. All accesses into the recording system must record the login number and what recordings were retrieved by the login number by time and date. The identification of which recording was retrieved must only be identified by a Hex code within the Log record.
- 4.5.3 The system must be able to provide and create administrative user accounts that control any access to the recorder functions and be able to terminate the access automatically by the a date and time.
- 4.5.4 Playback access must be able to secure privileges by individual channel, time of day, single station access, department access, division access, data source, Log group and length of time.
- 4.5.5 The system must provide password protection for access to its shared network drives.
- 4.5.6 The playback retrieval software shall have the ability to verify authentication of a recording by its digital signature with the original recording secured within the recording folder.

## **5.0 Call Reporting and Data Integration**

- 5.1 The reporting interface shall be capable of integrating multiple databases into one report with the voice recordings as an attachment to the call record.

- 5.2 Staff shall be capable of accessing the report manager at their desktop, enter passwords and access custom reports, design reports, review audio, and monitor systems.
- 5.3 The ability to accept an ASCII data stream from the CAD system, which would represent the CAD incident number assigned to the dispatch incident created during a telephone conversation with a 9-1-1 caller, and record this incident number along with the time/date stamp of the conversation.
- 5.4 Shall be capable of integrating and sorting the ANI/ALI data from a computer aided dispatch or PBX-ACD system. The data shall be capable to be organized in a customizable report designer to view the data with priority one and two double sort-able columns.
- 5.5 The report manager shall be capable to design, save, schedule and email custom reports.
- 5.6 The report manager shall be capable to save a customized report as a browser type favorite for quick execution.
- 5.7 The report designer shall be capable of providing the ability to set three sort priorities on the data fields to be viewed as a default for the report to be run. When the report has been run, the finished report will have the functionality to change the sort order and condense the duplicates of data for easier viewing for the operator.
- 5.8 Must be able to view raw SMDR and ACD data streams.

## **6.0 Training**

- 6.1 The vendor must provide on-site training and instruction for all operators covering all software supplied under this specification.
- 6.2 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.
- 6.3 Satisfactory training will take place prior to cutover date. User operator 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 calltaker will require the deficient calltaker to participate in additional training until satisfactory performance is demonstrated.

6.4 Vendor provided training shall include:

- 6.4.1 General calltaker training prior to conversion
- 6.4.2 Supervisor training
- 6.4.3 Software training on all aspects of the programmable equipment and services provided by the successful response to this RFP at the request of WPCD.

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

6.6 The Vendor will provide training to selected PSAP personnel and WPCD 9-1-1 Program Staff. Vendors response will establish the length, type, and location of training to be provided.

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

6.8 The vendor must offer advanced training for Key System Administrators. Help desk support for trainees must be provided for a limited time and at no charge immediately following training.

## **7.0 Diagnostics and Service**

7.1 The system shall include built-in diagnostic software that will automatically monitor alarm conditions of the equipment and initiate audible and visual alarms in the event of any failure(s) or disruption of the operation/recording processes.

7.2 The system must be capable of automatically dialing out by modem or e-page and making notification to the vendor's diagnostic/repair center in the event of any failure or alert.

7.3 The system must conduct a fault tolerance check and place a call into the vendor's computer mainframe to log a system status report nightly. This report will be reviewed on a daily basis by the vendors technical support staff as a preventive maintenance and pro-active service log. All equipment supplied under this specification shall be completely operational when installed.

7.4 After the equipment has been accepted, the vendor must provide repair labor and parts for a period of one year and must replace any parts, which become broken or defective, except by reason of accident or misuse during such period at no additional charge. Response times are to be guaranteed as described below. Due to the critical nature of

emergency communications, the vendor must be prepared and able to provide on-site service 24 hours a day, 7 days a week, 365 days a year. The vendor shall provide in detail their response to calls for emergency service.

7.5 The successful vendor must maintain a full maintenance facility located within one day's travel time of Washington Parish, Louisiana. Vendors must maintain an adequate supply of spare parts at each PSAP to meet the requirements of this document.

7.6 The maintenance provider shall provide documents certifying their system maintenance and follow-up service personnel to be manufacturer trained and certified on the system to be installed. The bidder shall include the names, training records, experience in servicing the proposed equipment, years of experience in troubleshooting telecommunications networks, systems and devices, and primary function of the proposed personnel who will be providing maintenance and follow on services.

7.7 The starting time for reported failure shall be notification to vendor service office, documented by the 9-1-1 PSAP site. Starting time does not preclude authorized service personnel from providing a more rapid response when readily available. If there is no response after two (2) calendar days of a 9-1-1 PSAP site documented request for warranty or maintenance service on fixed site equipment and systems from an authorized service center, the 9-1-1 PSAP site or WPCD may contract with an alternate source. Charges for parts, shipping, handling and labor shall be borne by the vendor.

7.8 The Vendor shall offer a variety of maintenance service plans including:

7.8.1 Normal Maintenance - is considered as those problems that do not affect the overall performance of the system, but still require attention. The Vendor shall provide response times to the PSAP under Normal Maintenance. Vendors must define their maximum response time in parameters. The response requirement for qualifying bid responses is four (4) hours, during industry normal business hours.

7.8.2 Critical Maintenance – is defined as any problem that jeopardizes or degrades the overall performance of the system. The Vendor shall provide response times to the PSAP under Critical Maintenance Vendors must define their maximum response time parameters. The response requirement for qualifying

bid responses is two (2) hours, on a twenty-four (24) hour basis, to include weekends and holiday

7.9 The vendor shall be responsible for scheduling and coordinating work in such a manner as to provide timely response to notification for maintenance/repair. The vendor shall also be responsible for providing each 9-1-1 PSAP site with methods of contacting representatives of the authorized repair facility. The vendor, WPCD and the 9-1-1 PSAP sites understand and agree that a breach of a service contract concerning response to, and completion of, system service in a timely manner will impact 9-1-1 PSAP site operations. All parties further agree that such impact cannot be accurately measured, or that ascertainment will be difficult. Therefore, the parties agree that for each and every hour the service and/or equipment, or any portion thereof, is inoperable or malfunctioning, that vendor shall pay to WPCD the following monetary amounts.

7.9.1 **Over 4 hours on Normal Maintenance** - One percent (1%) of entire system monthly maintenance cost per four hours

7.9.2 **Over 2 hours on Critical Maintenance** – Two percent (2%) of entire system monthly maintenance cost per two hours

7.9.3 The amounts will be cumulative, but will not exceed the total system monthly maintenance cost. Neither the Vendor nor the 9-1-1 PSAP site shall be liable when delays arise out of a cause beyond their control, and without the fault or negligence of either party. Such causes may include, but are not restricted to, acts of God or governmental action. In any event, the party who has been affected by an excusable delay shall immediately give notice of such occurrence to the other party.

7.10 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.

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

- 7.12 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).
- 7.13 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.
- 7.14 System must have the ability to page out and e-mail “administrative determined” alarms based on type and/or frequency.
- 7.15 Vendor must be able to download software updates remotely with regards to software maintenance or upgrades. This will also be a part of the maintenance agreement.
- 7.16 The system shall be capable of detecting a failure of the on-line media and archive facility and notify the user with both visual and audible alarms. These alarms shall be made available at both the system chassis and at any designated workstation.
- 7.17 Vendor must be able to provide statistics on the type of alarms received from the proposed system. Please provide a screen picture of such log.
- 7.18 System must have an “Task Master” software system that will monitor all active tasks on the system and confirm that they are operational. Please provide a screen picture of such log.
- 7.19 The system must provide dial-in field diagnostics and software programming via WAN or dial-up connection to facilitate remote servicing of the recorder, if required. The system must have dial-out paging and email functionality to communicate any fault tolerant alarms.
- 7.20 All installation services and field support services should be provided by direct employees of the responding vendor for support.

## **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 equipment. 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 Vendor shall warrant the proposed CPE and all components shall be made from new manufactured parts and materials.

8.5 All system equipment and parts 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 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 equipment furnished shall be of good workmanship, new materials and functionally designed. The equipment shall be operable for the proposed use by the 9-1-1 PSAP site.

8.6 Warranty of all system equipment shall be the sole responsibility of the vendor responding to this RFP. The warranty for fixed site equipment and systems shall be all-inclusive of twenty-four (24) hours each and every day during the initial warranty period, and as required after the warranty period and during the maintenance period. The vendor shall provide technicians who know the products well, and are manufacturer trained specifically for the equipment and systems. Technicians will hold factory certification for installed equipment and must respond to fixed sites within the required time if failure of equipment has not otherwise been repaired.

8.7 The Vendor shall provide on-site service by a technician certified for the failed system equipment within two (2) hours or less of notification of a failure that has not otherwise been repaired.

8.8 In the event any component part of equipment 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 equipment or component with new equipment or component.

- 8.9 Computer components shall be replaced at thirty-six (36) or forty-eight (48) months. Define costs to replace equipment, including expected personnel costs. Also provide a preliminary implementation schedule.
- 8.10 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. Also provide a preliminary implementation schedule.
- 8.11 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. Final payment shall be made only after successful implementation including all facets of the project (software installation, training, etc.) Additionally, the 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 entire system.
- 8.12 The Vendor shall describe in detail, software maintenance and support programs available after expiration of the warranty. The Vendor shall provide an itemized summary of all proposed maintenance which specifies each item, individual model numbers and the associated maintenance time period and costs for each component or item. 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 selected System Vendor must provide 24 hour a day, 365 days per year support for the entire system 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, such as: in what period of time a Vendor representative must arrive on-site to provide assistance after notification of a problem, and what safety measures/problem resolution techniques are in place should the system problem(s) not be corrected in a specified time period.

## **9.0 Equipment Installation**

- 9.1 All equipment in this specification must be delivered and installed within a time specified by the WPCD, which is currently projected for May 1, 2004.
- 9.2 The equipment shall be delivered to its proper location and installed by the vendor without addition cost or expense to WPCD or local agency, and at the convenience and direction of the WPCD staff. The equipment shall not be considered accepted until the equipment has been installed and is operating in accordance with all specifications outlined in this document and any related contract.
- 9.3 The equipment 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 Part Equipment Distributors**

- 10.1 Equipment manufacturers and third party distributors are encouraged to submit proposals as part of this RFP process. Equipment manufacturers who are represented by a third party distributor are also encouraged to submit direct bids.
- 10.2 If the 9-1-1 CPE is purchased through a distributor, such as the 9-1-1 service provider, WPCD will always have access to the original equipment manufacturer and will have standing as a customer of that manufacturer.

10.3 If the equipment 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.

10.4 If a third party distributor is used, WPCD will have direct access to the equipment 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 equipment 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 equipment in the system

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

11.2 All system equipment interconnect wiring shall be clearly marked and documented so that any individual interconnecting wire may be readily identified.

11.3 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 be comprehensive, to include tests of all system components.

12.3 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 Equipment Inventory**

13.1 Upon completion of each site installation, Contractor shall provide to WPCD a complete inventory of all installed equipment. Inventory should include physical description of each piece of equipment 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 predicated upon the Vendor's solution. Individual testing and acceptance of all required hardware is required.

**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 Proposal Requirements**

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. Each point by point response from the bidder must indicate 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 equipment for a minimum of seven (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 CML Emergency Services ECS-1000 project.
- 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 Cost Proposal**

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 fees

17.1.2 Hardware costs

17.1.3 Site preparation

17.1.4 WPCD Specific requirements

17.1.5 Hourly change order rates

17.1.6 Annual maintenance / support cost

17.1.7 Other costs, such as travel; and training

17.1.8 Total contract price

17.1.9 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.

17.1.10 Rates for additional equipment - 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, January 21, 2004, at 12:00 PM., at the Washington Parish Courthouse, Council Chambers. 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 required 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 Performance, Materials and Maintenance Bond Required: The successful bidder shall be required to submit to WPCD's Treasurer an acceptable Performance and Materials Payment Bond in the amount of the contract within fourteen (14) days after notification of the award of the contract. The bond may be in the form of a bond

acceptable to the Treasurer, Washington Parish Communications District, executed by a surety company on the US Treasury list or a company domiciled in the State of Louisiana, with at least a “A-“ Best rating.

- 18.12 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.
- 18.13 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."*
- 18.14 Bid Cancellation - WPCD reserves the right to cancel this Request for Proposal any time, without penalty.
- 18.15 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.
- 18.16 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.
- 18.17 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.

- 18.18 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.
- 18.19 Availability of Funds - Financial obligations of the WPCD for continued maintenance, upgrades and warranties, after the implementation of the Project Phase One 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.
- 18.20 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.
- 18.21 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, 1005 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.
- 18.22 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 Friday, February 20, 2004, at the following address to the following: Washington Parish Communications District 9-1-1, Attn: James M Coleman, Chairman, 1005 Cleveland Street, Franklinton, Louisiana, 70438. Bids shall be submitted in a sealed container, clearly marked in the lower left corner:

**SEALED BID  
E9-1-1 PROJECT  
February 20, 2004**

*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 and evaluate the following criteria :

- 20.1 General Criteria (Section 3) – 15 %
- 20.1.1 The overall approach to the project as identified in the Vendor's work plan.
  - 20.1.2 Overall Vendor qualifications including specific qualifications of personnel to be assigned to this project and the quality of the firm's support personnel available for technical consultation.
  - 20.1.3 Completeness of responsiveness to project requirements.
  - 20.1.4 Completeness of responsiveness to documentation requirements.
  - 20.1.5 The adequacy of the work plan including the number of personnel assigned to complete work plan tasks, time frames for completion and the logical sequence of tasks to be performed.
  - 20.1.6 The information gathered by the Evaluation Committee from references and other information available to the Committee.
- 20.2 Functional System Requirements (Sections 4.0 and 5.0) – 35 %
- 20.3 Multi-Focused Requirements (Sections 6.0 to 13.0, 16.0) – 20 %
- 20.4 System turnkey and monthly maintenance and operating costs - 30 %

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 20%, 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 SCHEDULE OUTLINE**

<b>Event</b>	<b>Date</b>
Issuance of RFP	December 20, 2003
Pre-proposal Conference	Jan 21, 2004
Submission of Questions	Jan 28, 2004
Proposal due not later than 4 p.m. CST	Feb 20, 2004
Presentations By Highest Ranked Vendors	Mar 1 – 5, 2004
Negotiate Contract	Mar 8 - 9, 2004
Award Contract	Mar 15, 2004
Project Start Up	May 1, 2004

**Appendix A**  
**WASHINGTON PARISH COMMUNICATIONS DISTRICT**  
**REQUEST FOR PROPOSALS**  
**FOR**  
**Digital Recording System**  
**Software & Hardware**

**\*\*\*\*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 Digital Recording System, Hardware and 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.

\_\_\_\_\_  
Company Name

By: \_\_\_\_\_  
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 equipment Price** “Not to Exceed”;  
 (Equipment and Labor; total installed purchase price) \_\_\_\_\_

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

II. **Maintenance:**

On-Site Service/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 \$ \_\_\_\_\_

Travel \$ \_\_\_\_\_

\*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.