

# REQUEST FOR BIDDERS

INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE

GRAND ISLAND-HALL COUNTY EMERGENCY MANAGMENT DEPARTMENT  
CITY OF GRAND ISLAND, NEBRASKA



## TABLE OF CONTENTS

Advertisement for Bidders	2
Instructions to Bidders	3
Contractor's Bid Form	8
Form of Contract Agreement	11
Bid Specifications	14

**ADVERTISEMENT TO BIDDERS**  
**FOR**  
**INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE**  
**GRAND ISLAND-HALL COUNTY EMERGENCY MANAGEMENT DEPARTMENT**  
**CITY OF GRAND ISLAND, NEBRASKA**

Sealed bids will be **received at the office of the City Clerk**, 100 E. First St., Grand Island, NE 68801 or P.O. Box 1968, Grand Island, Nebraska, 68802 until **2:00 PM (Local Time), December 1, 2011** for **Installation and Purchase of 911 CPE SYSTEM in Grand Island, NE**, FOB the City of Grand Island. Bids will be publicly opened at this time in the Conference Room #1 located on 1st floor of City Hall. Bids received after specified time will be returned unopened to sender. Bids must include one copy with original signatures, and one additional copy.

Specifications, drawings, and forms for use in preparing bids may be obtained from the Emergency Management office, located in City Hall, 1st floor, 100 East First Street, Grand Island, NE 68801, from 8:00 am - 5:00 pm; Monday through Friday. Bids shall be submitted on forms which will be furnished by the City.

The work to be performed under the provisions of these contract documents consists of furnishing all materials, labor, equipment and appurtenances thereto for 911 CPE System.

Each bidder shall submit with his bid a certified check, a cashiers check or bid bond payable to the City Treasurer in an amount no less than five percent (5%) of the bid price which shall guarantee good faith on the part of the bidder and the entering into a contract within 30 days, at the bid price, if accepted by the City. **Your certified check, cashiers check or bid bond must be submitted in a separate envelope attached to the outside of the envelope containing the bid.** Each envelope must be clearly marked indicating its contents. **Failure to submit the necessary qualifying information in clearly marked and separate envelopes will result in your bid not being opened or considered.** Bid bonds must be issued by surety companies authorized to do business in the State of Nebraska.

The successful bidder will be required to comply with fair labor standards as required by Nebraska R.R.S. 73-102 and comply with Nebraska R.R.S. 48-657 pertaining to contributions to the Unemployment Compensation Fund of the State of Nebraska. Successful bidder shall maintain a drug free work place policy.

The successful bidder will be required to comply with the City's Insurance requirements.

Bids will be evaluated by the Purchaser based on price, quality, adherence to schedule, plan and specification, economy and efficiency of operation, experience and reputation of bidder, ability, capacity, and skill of the bidder to perform contract required and adaptability of the particular items to the specific use intended. The Purchaser reserves the right to reject any or all bids and to waive irregularities therein and to accept whichever bid that may be in the best interest of the City, at its sole discretion.

No bidder may withdraw their bid for a period of thirty days after date of opening bids.

RaNae Edwards, City Clerk

**INSTRUCTIONS TO BIDDERS**  
**FOR**  
**INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE**  
**GRAND ISLAND-HALL COUNTY EMERGENCY MANAGEMENET DEPARTMENT**  
**CITY OF GRAND ISLAND, NEBRASKA**

**EXCEPTIONS TO SPECIFICATIONS:** Each bidder shall carefully check all requirements herein set forth and shall offer items which fully comply with these requirements or shall plainly set forth all points, features, conditions, specifications, etc., wherein his/her items offered do not meet these specifications. Such exceptions as are made shall be listed by page number in the following blanks and shall be marked in ink on the pages of these specifications. If additional space is required for exception explanation, please reference and attach a letter to bid. Reference shall not be made to other attachments for exceptions and supplementary terms. Failure to outline such exceptions as specifically stated herein will require the successful bidder to comply with these specifications. In case of conflict between the bid and these specifications, these specifications shall govern unless specific exceptions are listed by the bidder.

Exceptions to specifications, pages \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SUBMISSION OF BIDS:** All bids shall be submitted on the bid forms hereto attached, which shall remain with the complete Contract Documents as originally issued and **be addressed to the City Clerk** and plainly marked, **"INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE "**. Submissions will include one (1) original and two (2) complete copies.

Sealed bids will be **received at the office of the City Clerk,**

**Grand Island City Clerk**  
**100 E. First St., Grand Island, NE 68801 or**  
**P.O. Box 1968, Grand Island, Nebraska, 68802**

until **2:00 PM (Local Time), December 1, 2011** for **Installation and Purchase of 911 CPE SYSTEM in Grand Island, NE**, FOB the City of Grand Island.

**INSURANCE COVERAGE:** The Contractor shall purchase and maintain at his/her expense as a minimum insurance coverage of such types and in such amounts as are specified herein to protect Contractor and the interest of Owner and others from claims which may arise out of or result from Contractor's operations under the Contract Documents, whether such operations be by Contractor or by any subcontractor or anyone directly or indirectly employed by any of them or for whose acts any of them may be legally liable. Failure of Contractor to maintain proper insurance coverage shall not relieve him/her of any contractual responsibility or obligation.

**BASE BID:** The bidder is expected to base his/her bids on materials and items complying fully with these specifications, and in the event he/she names in his/her bid materials or items which do not conform, he/she will be responsible for furnishing materials and items which fully conform at no change in his/her bid price.

**ALTERNATE BIDS:** It is the desire of the Owner that the bidder base his/her bid price for this project on the written specifications. If an alternate bid or bids are submitted by a bidder, it is desired that he/she first submit a bid price as above described and then describe his/her alternate bid. Failure to do so may be reason for not extending any consideration to alternate bids.

**BIDDER QUALIFICATION:** Bids will be received only from qualified bidders. A bidder will be considered qualified if he/she is a recognized manufacturer or supplier of materials and items similar to that specified herein with complete factory facilities in the United States and has had experience in the design and manufacture of items of equal or greater size than that specified herein. If requested, the Bidder shall supply experience data. Such data will be used to assist in determining the qualifications of the Bidder. Bidder must comply with all applicable Federal, State and Local rules and regulations.

**PERFORMANCE BOND:** When required, on award of the Contract, the successful Contractor shall furnish a Performance Bond which shall be in an amount equal to the full Contract price, guaranteeing faithful compliance with all requirements of the Contract Documents and complete fulfillment of the Contract, and payment of all labor, material and other bills incurred in carrying out this Contract. According to Nebraska Law, the surety company executing the Performance Bond must be authorized to do business in the State of Nebraska.

**PAYMENT BOND:** When required, on award of the Contract, the successful Contractor shall furnish a Payment Bond which shall be in an amount equal to the full Contract price, guaranteeing protection of all persons supplying labor and materials to the Contractor or its subcontractors for the performance of the work provided for in the Contract. In accordance with Nebraska Law, the surety company executing the Payment Bond must be authorized to do business in the State of Nebraska.

**TAXES:** The City of Grand Island is exempt from paying local City and State Sales Tax. Refer to Exempt Sale Certificate enclosed for your information. Contractor must pay any other tax which might be applicable.

**REQUESTS FOR PAYMENT:** The City of Grand Island will make payments only after approval at regularly scheduled City Council meetings. These meetings typically occur the second and fourth Tuesday each month. Requests for payment must be received no less than ten working days prior to the designated meeting to allow proper review and consideration. Payments will only be made after final completion of the project to City's satisfaction unless otherwise stated in bidding documents.

**REQUEST FOR INTERPRETATION:** If any person contemplating submitting a bid for this Contract is in doubt as to the true meaning of any part of the specifications or other proposed Contract documents, he/she may submit to the Purchasing Department a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the proposed documents will be made only by addendum duly issued and/or delivered to each person receiving a set of such documents. The addenda upon closing shall become a part of the Contract. The Purchasing Department will not be responsible for any other explanation or interpretation of the proposed documents.

**TIME OF COMPLETION:** Time of completion is the essence of this Contract, and all work shall be completed no later than **April 30, 2012**.

**CANCELLATION CLAUSE:** The City of Grand Island, Nebraska operates on a fiscal year beginning October 1<sup>st</sup> and ending on the following September 30<sup>th</sup>. It is understood and agreed that any portion of this agreement which will be performed in a future fiscal year is contingent upon the City Council adopting budget statements and appropriations sufficient to fund such performance.

The City reserves the right to cancel the contract for the City's convenience. In that event, the contractor will be paid for goods and services actually performed and provided at the time of cancellation.

**CLEANING UP :** Contractor shall maintain a clean and safe work area while on site.

**ADDENDA:** Any addendum to the specifications issued during the time allowed for preparation of bids shall be covered in the bid and shall become a part of the specifications. One copy of each addendum issued before the date of the letting will be sent to all bidders. One signed copy is to be returned immediately to the Purchasing Department (or other department if so designated in the Addendum) as acknowledgement of receipt.

**GRATUITIES AND KICKBACKS:** City Code states that it is unethical for any person to offer, give, or agree to give any City employee or former City employee, or for any City employee or former City employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore. It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

**MODIFICATION OF BIDS:** Bids may be modified or withdrawn to correct inadvertent erroneous bids by an appropriate document duly executed in the manner that a bid must be executed and delivered to the place where bids are to be submitted at any time prior to the final time set for receiving bids. Bidders may modify or withdraw bids by Fax communication at any time prior to the time set for receiving bids provided this instruction is positively identified. Any Fax modification should not reveal the amended bid price but should provide only the addition, subtraction or other modifications. A duly-executed document confirming the Fax modification shall be submitted within three days after bids are opened.

**BID DATA:** Bidders shall submit bid data, if required, on items offered in the Bid by filling in one set of data sheets supplied by the Purchasing Department. The bid sheets shall be filled out legibly in ink to permit reproduction.

**FINANCIAL STATEMENT:** The bidder shall furnish upon request a complete financial statement signed by the bidder, if an individual, by all partners if the bidder is a partnership and, by the President or Secretary, if the bidder is a corporation.

**EQUAL EMPLOYMENT OPPORTUNITY:** The Contractor agrees that during the performance of this Contract not to discriminate in hiring or any other employment practice on the basis of race, color, religion, sex, disability, age or national origin, and to comply with Executive Order 11,246 of September 24, 1965, and the rules, regulations

and relevant orders of the Secretary of Labor, and Chapter 20 of the Reissue Revised Statutes of the State of Nebraska. Every public contractor and his, her or its subcontractors who are awarded a contract by the City for the physical performance of services within the State of Nebraska shall register with and use a federal immigration verification system to determine the work eligibility status of new employees physically performing services with the State of Nebraska.

**LOCAL CONDITIONS:** Each bidder shall have an authorized representative visit the site of the work and thoroughly inform himself/herself of all conditions and factors which would affect the work and the cost thereof, including the arrangement and conditions of existing or proposed structures affecting or affected by the proposed work; the procedure necessary for maintenance of uninterrupted operation; the availability and cost of labor and facilities for transportation, handling, and storage of materials and equipment.

It must be understood and agreed that all such factors have been investigated and considered in the preparation of every bid submitted. No claims for financial adjustment (to any Contract awarded for the work under these Specifications and documents) will be permitted by the City, which are based on lack of such prior information, or its effect on the cost of the work.

**CORRESPONDENCE:** Correspondence regarding drawings, instruction manuals, and other engineering data shall be clearly marked "**FOR EMERGENCY MANAGEMENT DEPARTMENT**" and sent through:

Jason Eley  
City of Grand Island  
Purchasing Department  
P.O. Box 1968  
Grand Island, NE 68802-1968  
308) 385-5444, Extension 138

**LOCAL BIDDER PREFERENCE:** In case of tied low bids, all other things being equal, preference shall be given in the following order:

1. To those bidders who manufacture their products within the limits of the City of Grand Island.
2. To those bidders who manufacture their products within the limits of the County of Hall.
3. To those bidders who package, process, or through some other substantial operation have employees and facilities for these purposes in the City of Grand Island.
4. To those bidders who package, process, or through some other substantial operation have employees and facilities for these purposes in the County of Hall.
5. To those bidders who maintain a bona fide business office in the City of Grand Island, whose products may be made outside the confines of the City of Grand Island.
6. To those bidders who maintain a bona fide business office in the County of Hall, whose products may be made outside the confines of the County of Hall.

7. To those bidders whose commodities are manufactured, mined, produced, or grown within the state of Nebraska, and to all firms, corporations, or individuals doing business as Nebraska firms, corporations or individuals, when quality is equal or better, and delivered price is the same or less than the other bids received.
  
8. To those bidders whose commodities are manufactured, mined, produced, or grown within the United States of America, and to all firms, corporations, or individuals doing business as firms registered in states other than Nebraska, when quality is equal or better, and delivered price is the same or less than the other bids received.

**CONTRACTOR'S BID**

**FOR**

**INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE**

**GRAND ISLAND-HALL COUNTY EMERGENCY MANAGEMENET DEPARTMENT  
CITY OF GRAND ISLAND, NEBRASKA**

TO THE MEMBERS OF THE COUNCIL  
CITY OF GRAND ISLAND  
GRAND ISLAND, NEBRASKA

THE UNDERSIGNED BIDDER, having examined the plans, specifications, general and special conditions, and other proposed contract documents, and all addenda thereto and being acquainted with and fully understanding (a) the extent and character of the work covered by this Bid, (b) the location, arrangement, and specified requirements for the proposed work, (c) the location, character, and condition of existing streets, roads, highways, railroad, pavements, surfacing, walks, driveways, curbs, gutters, trees, sewers, utilities, drainage courses and structures, and other installations, both surface and underground which may affect or be affected by the proposed work, (d) the nature and extent of the excavations to be made and the handling and re-handling of excavated materials, (e) the location and extent of necessary or probable dewatering requirements, (f) the difficulties and hazards to the work which might be caused by storm and flood water, (g) local conditions relative to labor, transportation, hauling and rail delivery facilities, and (h) all other factors and conditions affecting or which may be affected by the work.

HEREBY PROPOSES to furnish all required materials, supplies, equipment, tools and plans, to perform all necessary labor and supervision, and to construct, install, erect, equip and complete all work stipulated in, required by and in accordance with the contract documents and the plans, specifications and other documents referred to therein (as altered, amended or modified by all addenda thereto) for and in consideration of the following prices:

**BID OPTIONS**

**TOTAL COST**

911 CPE SYSTEM

\$ \_\_\_\_\_

Include detailed costs below or separately.

Note: Bid may be accepted for any combination of bid options shown above.



**EXPERIENCE DATA:**

Please list other jurisdictions which have purchased this specific system from you in the last five years.

Each bidder shall supply the following data on his/her experience:

Name of Bidder: \_\_\_\_\_

Project Owner/Contact/Phone No.	Project Location	Completion Date
---------------------------------	------------------	-----------------

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Additional Data: \_\_\_\_\_

\_\_\_\_\_

**ADDENDA:**

Bidder acknowledges that Addenda Number(s) \_\_\_\_\_ were received and considered in Bid preparation.

A site visit to familiarize yourself with this project is highly recommended prior to submitting your bid.

The undersigned bidder agrees to furnish the required bonds and to enter into a contract immediately after acceptance of this Bid, and further agrees to complete all work covered by the foregoing bid in accordance with specified requirements. The proposed work will commence as soon as possible after the contract is fully executed, with completion of the project by **April 30, 2012**.

**No work shall commence until the certificate of insurance and bonds (when required) are approved by the City and the contract is executed.** It is understood and agreed that time is the essence of the contract.

In submitting this bid it is understood that the right is reserved by the City to reject any and all bids; to waive irregularities therein and to accept whichever bid that may be in the best interest of the City. It is understood that this bid may not be withdrawn until after thirty (30) days from bid opening.

In submitting this bid, the bidder states that bidder fully complies with, and will continue to comply with, applicable State fair labor standards as required by section 73-102 R.R.S., 1943 and also complies with, and will continue to comply with, section 48-657 R.R.S., 1943 pertaining to contributions to the Unemployment Compensation Fund of the State of Nebraska.

The undersigned bidder hereby certifies (a) that this bid is genuine and is not made in the interest of or in the behalf of any undisclosed person, firm or corporation, and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation, (b) that he/she has not directly or indirectly induced or solicited any person, firm or corporation to refrain from bidding, (c) that he/she has not sought, by collusion or otherwise, to obtain for himself/herself an advantage over any other bidder or over the City of Grand Island, and (d) that he/she has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid.

DATED: \_\_\_\_\_

**SIGNATURE OF BIDDER:**

If an Individual: \_\_\_\_\_ doing business as  
\_\_\_\_\_

If a Partnership: \_\_\_\_\_  
by \_\_\_\_\_, member of firm.

If a Corporation: \_\_\_\_\_  
by \_\_\_\_\_

(Seal)

Title \_\_\_\_\_

Business Address of Bidder \_\_\_\_\_  
\_\_\_\_\_

Telephone Number of Bidder \_\_\_\_\_ Fax Number of Bidder \_\_\_\_\_

**CONTRACT AGREEMENT**  
**FOR**  
**INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE**  
**GRAND ISLAND-HALL COUNTY EMERGENCY MANAGEMENET DEPARTMENT**  
**CITY OF GRAND ISLAND, NEBRASKA**

THIS AGREEMENT made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between \_\_\_\_\_ hereinafter called the Contractor, and the City of Grand Island, Nebraska, hereinafter called the City.

WITNESSETH:

THAT, WHEREAS, in accordance with law, the City has caused contract documents to be prepared and an advertisement calling for bids to be published, for **INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE**; and

WHEREAS, the City, in the manner prescribed by law, has publicly opened, examined, and canvassed the bids submitted, and has determined the aforesaid Contractor to be the lowest responsive and responsible bidder, and has duly awarded to the said Contractor a contract therefore, for the sum or sums named in the Contractor's bid, a copy thereof being attached to and made a part of this contract;

NOW, THEREFORE, in consideration of the compensation to be paid to the Contractor and of the mutual agreements herein contained, the parties have agreed and hereby agree, the City for itself and its successors, and the Contractor for itself, himself, or themselves, and its, his, or their successors, as follows:

**ARTICLE I.** That the Contractor shall (a) furnish all tools, equipment, superintendence, transportation, and other construction materials, services and facilities; (b) furnish, as agent for the City, all materials, supplies and equipment specified and required to be incorporated in and form a permanent part of the completed work; (c) provide and perform all necessary labor; and (d) in a good substantial and workmanlike manner and in accordance with the requirements, stipulations, provisions, and conditions of the contract documents as listed in the attached General Specifications, said documents forming the contract and being as fully a part thereof as if repeated verbatim herein, perform, execute, construct and complete all work included in and covered by the City's official award of this contract to the said Contractor, such award being based on the acceptance by the City of the Contractor's bid;

**ARTICLE II.** That the City shall pay to the contractor for the performance of the work embraced in this contract and the contractor will accept as full compensation therefore the sum (subject to adjustment as provided by the contract) of \_\_\_\_\_ Dollars \$\_\_\_\_\_ for all services, materials, and work covered by and included in the contract award and designated in the foregoing Article I; payments thereof to be made in cash or its equivalent in the manner provided in the General Specifications. The City of Grand Island, Nebraska operates on a fiscal year beginning October 1<sup>st</sup> and ending on the following September 30<sup>th</sup>. It is understood and agreed that any portion of this agreement which will be performed in a future fiscal year is contingent upon the City Council adopting budget statements and appropriations sufficient to fund such

performance. The contractor agrees that the final 30% of the contract will be paid following a 60 day period of operations without interruption.

ARTICLE III. The contractor hereby agrees to act as agent for the City in purchasing materials and supplies for the City for this project. The City shall be obligated to the vendor of the materials and supplies for the purchase price, but the contractor shall handle all payments hereunder on behalf of the City. The vendor shall make demand or claim for payment of the purchase price from the City by submitting an invoice to the contractor. Title to all materials and supplies purchased hereunder shall vest in the City directly from the vendor. Regardless of the method of payment, title shall vest immediately in the City. The contractor shall not acquire title to any materials and supplies incorporated into the project. All invoices shall bear the contractor's name as agent for the City. This paragraph will apply only to these materials and supplies actually incorporated into and becoming a part of the finished product of the **INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE.**

ARTICLE IV. That the contractor shall start work as soon as possible after the contract is signed and the required bonds and insurance are approved, and that the Contractor shall complete the work by **April 30, 2012**. It is understood and agreed that time is the essence of the contract.

ARTICLE V. The Contractor agrees to comply with all applicable State fair labor standards in the execution of this contract as required by Section 73-102, R.R.S. 1943. The Contractor further agrees to comply with the provisions of Section 48-657, R.R.S. 1943, pertaining to contributions to the Unemployment Compensation Fund of the State of Nebraska. During the performance of this contract, the contractor and all subcontractors agree not to discriminate in hiring or any other employment practice on the basis of race, color, religion, sex, national origin, age or disability. The Contractor agrees to comply with all applicable Local, State and Federal rules and regulations. Every public contractor and his, her or its subcontractors who are awarded a contract by the City for the physical performance of services within the State of Nebraska shall register with and use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the state of Nebraska.

ARTICLE VI. City Code states that it is unethical for any person to offer, give or agree to give any City employee or former City employee, or for any City employee or former City employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore. It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

IN WITNESS WHEREOF, the parties hereto have executed this Contract Agreement as of the date and year first above written.

Contractor \_\_\_\_\_

By \_\_\_\_\_

Date \_\_\_\_\_

Title \_\_\_\_\_

CITY OF GRAND ISLAND, NEBRASKA,

By \_\_\_\_\_

Date \_\_\_\_\_

Mayor

Attest: \_\_\_\_\_

City Clerk

The contract and insurance requirements are in due form according to law and are hereby approved.

\_\_\_\_\_

Attorney for the City

Date \_\_\_\_\_

**BID SPECIFICATIONS**  
**FOR**  
**INSTALLATION AND PURCHASE OF 911 CPE SYSTEM IN GRAND ISLAND, NE**  
**GRAND ISLAND-HALL COUNTY EMERGENCY MANAGMENT DEPARTMENT**  
**CITY OF GRAND ISLAND, NEBRASKA**

Contact Person: Jon Rosenlund, Emergency Management Director  
Grand Island Emergency Center  
100 E First Street  
Grand Island, NE 68801  
308-385-5360

**System Specifications**

- All components shall be fully redundant.
- System will allow for full geographical diversification, at a later time, as diversification is not a current requirement.
- IP-based Telephony
- Designed so that no calls in progress will be dropped or lost due to failure of the telephony servers.
- Meet the needs of five (5) call taking positions, the ability to expand to seven (7) for future growth, three (3) remote laptop workstations and required accessories.
- Manage 60,000 E911 calls annually and 200,000 administrative calls annually.
- Receive and manage emergency landline and wireless E911 calls from five (5) E911 trunks as well as nineteen (19) administrative lines.
- Wireless Phase I and Phase II compliant.
- Meet all related NENA Standards, including Next Generation 911 capabilities for SMS, images, and video.
- Feature open-source equipment for system components to the greatest extent possible. Contractor will define all proprietary equipment.
- Feature a fully functional, completely portable solution for remote, emergency or command post operations.
- Allow for the seamless remote operation of the system by staff and allow the field staff to see what is occurring at the PSAP and for the PSAP staff to see what is occurring in the Command Post. The remote workstations shall also be capable of adding system capacity during a disaster.

**Operator Requirements**

- Intuitive and configurable user interface.
- Calls can be transferred as appropriate to other PSAPs and to speed-dial or direct-dial numbers. One touch PSAP and often-used speed-dial numbers programmed and tested successful.
- Automatic ALLI rebid.
- One-button call-back for wireline, wireless, VOIP calls, including abandoned calls.
- Automatically detect TTY modes allowing pre-programmed, one touch messages and manual message input via keyboard.
- Instant recall log and review capability for 6 previous hours.
- Handset phones at the immediate disposal of the dispatcher in case of failure.
- Allow for 3<sup>rd</sup> party monitoring within the system to allow for trainee/trainer observation.

## Interface with Legacy Systems

- The CPE system must interface with the Spillman 6.1 CAD system and pass full Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to CAD. Vendor must demonstrate the capability to work cooperatively with Spillman and provide assistance to City for integration.
- The CPE system must interface with the GeoLynx 9-1-1 Mapping system, version 8.0.1 for purposes of mapping phone calls. Vendor must demonstrate the capability to work cooperatively with GeoComm and provide assistance to City for integration. CPE and mapping will co-locate on equipment.
- System shall interface with Net Clock currently in use.
- System shall interface with City Hall phone system, .
- System shall interface with Eventide call recorder currently in use.
- Contractor will specify any and all fees necessary for testing interface compatibility.
- Full complement of system activity reports allowing for the analysis of a variety of call taking statistics, including, but not limited to calls by phone or addresses, Phase I and Phase II calls, ring time, talk time, phone providers, etc.

## Installation Specifications

- All CPE equipment installation will be the responsibility of the vendor.
- Equipment must be installed and certified ready for acceptance testing by the specified **Installation Date** identified by City. Such certification must be in writing and presented to the Point of Contact specified in the contract.
- **Downtime during cutover or under any other circumstance is not an option.** Cutover time/date will be specified by City and may occur on a weekend or outside of normal business hours.
- At City's discretion, vendor may be required to dispose of the existing CPE equipment not desired by the City in accordance with applicable State and City regulations.
- Any additional racks needed and installation of said racks will be the responsibility of the vendor.
- Vendor is responsible for making necessary arrangements with City to ensure that installed equipment interfaces to City equipment as required by City.
- Conversion and programming of all speed dials and hot keys will be the vendor's responsibility.

## Training

The City requires training for its 9-1-1 PSAP system administration personnel as well as local IT professionals and public safety dispatchers. Vendors should propose a complete suite of system administration classes, including, but not limited to advanced administrator training courses covering both the 9-1-1 phone system, server, and the records management system. Unless stated otherwise, it is assumed that the proposed training is to be conducted on-site at the PSAP. Vendor should specify number of hours required for each of the following training sessions:

- Administrative Training for up to 8 personnel, one session
- Dispatcher Training for up to 15 personnel, multiple sessions to be determined by the City

## Support & Maintenance Specifications

- System programming must include 24/7 automatic, self-diagnostic routines and the automatic notification of system or equipment errors to managers, supervisory staff, and remote monitoring services.
- 24/7 Maintenance Support of the 911 CPE system, including software and all associated hardware components, for troubleshooting and the implementation of a solution.
- Optional assortment of spare equipment and supplies to be stored locally. If proposed, bidder shall specify additional cost.

## System Support and Maintenance

- The system and all components shall include a one year parts and labor warranty. The proposal shall also include the costs for extended warranty maintenance and support for four (4) additional years, for a total of five (5) years. In no case will the City bear costs associated with the repair or replacement of hardware or software that requires warranty service. This includes the configuration or re-configuration of replacement hardware, as well as the re-installation of operating system or application software provided with the new or upgraded 9-1-1 CPE system during the warranty and maintenance period.
- Vendor must provide verification of certification for minimum of three (3) service technicians who will be available for system hardware and software support.
- Vendor must provide 24 X 7 phone support and maximum response time to the PSAP facility by an experienced and certified technician of one (1) hour or less for critical failures and four (4) hours others.
- Experience of technicians will be described by the vendor.
- System updates in software or hardware will ***not*** require taking the system out of service.
- Contractor will provide a description of software enhancements currently planned for the future and the expected release dates.

## System Reports

The system shall provide a comprehensive management and statistical reporting functionality or MIS to provide the PSAP management personnel with real-time and historical information. It shall be user friendly, customizable and capable of generating reports for varying time periods. The system also shall be able to auto-schedule the generation and distribution of predefined reports. As a minimum, 911 and Administrative Call Detail Reports (for record keeping and legal requirements) shall be readily available.

These available functions and reports shall include (at a minimum):

- ANI, seizure time, position answered, answer time, disconnect time, and incoming trunk number
- Total count of Wireline, Wireless, VOIP & SMS calls
- Average Call Waiting Report
- Average call duration
- Total abandoned calls
- Calls by month, day and hour of day
- Calls answered by position
- Calls answered by all positions
- Calls answered by User Login
- Average call duration on administrative lines



- Details on conferences and transfers

All Maintenance Logs, Statistics, CDR, ALI Information, and TDD conversations should have the ability to be saved in electronic format. The data generated from these reports shall be automatically exportable to the "off the shelf" database or reporting software with capability for graphical reports. The ability to automatically and regularly export to the county's Storage Area Network or manually to removable medium (USB connection acceptable) shall be included. One (1) networked printer (in the operational area) for all workstations shall be provided in order to print MIS / workstation information displayed as needed for troubleshooting and data correction.

The system shall have sufficient capability and capacity to provide full system operation for current and future needs of the Customer's access lines at all times, including stand-alone operation without delays in displaying, transferring or ringing. The system servers shall have sufficient memory, RAM, and a processor to accomplish the needs of the system now and in the future.