

**REQUEST FOR PROPOSALS**  
**VoIP NextGen 9-1-1 System**  
**LaPorte County E-911, LaPorte City, Indiana**

LaPorte County E-911 is seeking Proposals from qualified vendors to furnish and install equipment, accessories, hardware, software, labor, training, and materials for a turnkey VoIP E-9-1-1 system. The proposed system will be installed in the Public Safety Answering Point(s) at 809 State Street LaPorte, Indiana.

Proposals shall be submitted to Joie Winski, Auditor no later than 4:00 p.m., **2<sup>nd</sup>, December 2014**. Proposals should be submitted to 809 State Street LaPorte, Indiana 46350. Any questions regarding this RFP should be directed in writing to **John Dudek** at **jdudek@laportecounty.org** or **219-326-6808 ext. 2300**.

LaPorte County E-911 reserves the right to reject any and all proposals received and to waive any formalities as may be permitted by law.

SEALED COMPETITIVE PROPOSAL FOR:

LaPorte County E-911 809 State Street LaPorte, Indiana 46350  
Installation, Equipment, and Maintenance for a VoIP NextGen 9-1-1 System  
REQUEST FOR PROPOSAL COVER SHEET

DIRECT INQUIRES TO: Joie Winski, LaPorte County Auditor

PHONE NO: 219-326-6808 ext. 2226

EMAIL: [jwinski@laportecounty.org](mailto:jwinski@laportecounty.org)

RETURN PROPOSALS TO: 555 Michigan Ave. LaPorte, Indiana 46350

PROPOSAL DUE DATE: December 2<sup>nd</sup>, 2014 by 4PM.

Proposal Opening: December 3<sup>rd</sup>, 2014

Contract awarded: December 17<sup>th</sup>, 2014

NUMBER OF COPIES: 1

## ADMINISTRATIVE INFORMATION

### PREPARING AND SUBMITTING A PROPOSAL:

The evaluation and selection of a Vendor will be based on the information submitted in the Vendor's proposal, required on-site visits or oral presentations and such other information gathered by or made available to PSAP through the evaluation process.

Each point by point response from the bidder must be answered with one of the following responses:

**Understood** – The Vendor completely understands the specific requirement, conditions and/or desires that the RFP has set.

**Comply** – The proposed solution will fully meet requirements, and functionality is currently supported in the current product software release.

**Exception** – The proposed solution complies partially with this requirement. Any exception must be explained. If a Vendor takes exception but an alternative to the requirement is recommended, the alternative must be explained and any cost identified. Exceptions will be evaluated and considered but are not necessarily acceptable solutions to the requirement as expressed.

**Does not Comply** – The proposed solution does not comply with this requirement.

## **CURRENT ENVIRONMENT**

### **Background on Current Environment**

Population is approximately \_\_111,281\_\_\_\_\_.

There are approximately \_\_\_\_26\_\_\_\_ dispatchers, and \_\_\_\_3\_\_\_\_ supervisors.

Approximately \_\_188,402 (2013)\_\_\_\_\_ telephone calls for service were responded to.

Of these, \_\_66,726\_\_\_\_\_ were 9-1-1, \_\_\_\_60,597\_\_\_\_\_ - seven digit admin lines  
and \_\_\_\_24,185\_\_\_\_\_ were extensions.

The current 911 PSAP Telephone System uses Plant CML Pallas.

The telephone system supports \_\_\_\_8\_\_\_\_ total positions, \_\_\_\_4\_\_\_\_ police dispatch positions,  
\_\_\_\_2\_\_\_\_ fire dispatch positions and \_\_\_\_2\_\_\_\_ Back up positions.

Total of 8 dispatch positions, all positions are combined call taker and radio dispatch.

## **SYSTEM OBJECTIVES**

The objectives of the Enhanced 9-1-1 telecommunications system for the Vendor are as follows:

- 1) Provide an answering point for all emergency 9-1-1 calls with Automatic Location Identification (ALI).
- 2) Migrate to a NG9-1-1 call taking solution.
- 3) Implement NG9-1-1 MIS solution.
- 4) Implement NG9-1-1 Mapping solution.
- 5) Provide manual input of telephone numbers in case of ANI failure in order to receive Automatic Location Identification (ALI) display.
- 6) Provide the fastest possible transfer of emergency calls to other agencies to be determined at the time of installation.
- 7) Provide a description of any Remote Monitoring and Response functionality. Additional descriptions for Disaster Recovery, Patch Management and Virus Protection offered by the OEM from a 24X7 service center are required.

## **GENERAL INFORMATION**

LaPorte County E-911, (hereinafter referred to as the Customer) is soliciting sealed proposals from qualified Vendors to furnish and install equipment, accessories, hardware, software, labor, training, and materials necessary for a turnkey VoIP E-9-1-1 system. The proposed system will be installed in the Public Safety Answering Point(s) in LaPorte City, Indiana.

This solicitation is for the purchase of information technology goods and services and shall be awarded as per [STATE GENERAL PURCHASING STATUTE # OR LAW]. The contract shall be awarded to the company that submits the best overall proposal.

Proposals shall be submitted to Joie Winski no later than 5:00 p.m., 2<sup>nd</sup> of December 2014. Proposals should be submitted to 555 Michigan Av. LaPorte, County Indiana 46350. Any questions regarding this RFP should be directed in writing to John Dudek at [jdudek@laportecounty.org](mailto:jdudek@laportecounty.org).

All items will be shipped FOB to LaPorte County E-911, 809 State Street, LaPorte, Indiana 46350

Payment will be made after acceptance of the equipment.

50% upon contract signing

50% upon completion of product installation

Vendor warrants that this bid is genuine and not collusive nor sham and that he has not conspired nor agreed in any manner to fix any bid price or any element of such price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.

Insurance Requirements- The vendor and all subcontractors, at their own expense, shall provide and maintain insurance with a company licensed to do business in [STATE] as follows:

1. Workman's Compensation as required by all federal, state, maritime or other laws including employer's liability with a limit of at least \$500,000.
2. Comprehensive general liability including contractor's liability, contingent liability, contractual liability, completed operation and product liability all on the occurrence basis with personal injury coverage:
  - a. Personal injury each person \$1,000,000
  - b. Each occurrence \$1,000,000
  - c. Property damage \$1,000,000
3. Comprehensive automobile liability including non-ownership and hired car coverage as well as owned vehicles:
  - a. Bodily injury each person \$1,000,000
  - b. Each occurrence \$1,000,000
4. The contractor and all subcontractors in connection with the above mentioned insurance shall furnish to the owner duly executed forms showing proof of insurance naming [AGENCY] as additionally insured and that insurance is in full force prior to commencement of the contract.
  - a. Umbrella liability limit of liability \$1,000,000

## **GENERAL REQUIREMENTS**

- 1) The Vendor shall provide a list of at least three (3) installed systems with the type proposed including company name, contact person, telephone number and cutover date.
- 2) All proposing manufacturers' must be certified to the ISO 9001:2008 standard.
- 3) The Vendor shall warrant compliance with known applicable standards at the time of system acceptance and shall provide regular updates to the system as may be required to meet evolving standards for the duration of the contract.
- 4) The Vendor shall include ANI/ALI controller equipment as required with the system.
- 5) The Vendor shall include other hardware as required with the system.
- 6) The Vendor shall ensure of all items in the response, no single component will create a single point of failure for the system.
- 7) The Vendor shall provide a Project Management Team for program planning; direction, structure and controls in order to provide superior service and to ensure all contract requirements and specifications are strictly adhered to. The Project Manager's primary act will be to prepare a comprehensive management plan for technical services staffing. Vendor shall provide an overview of their project management process.
- 8) All exceptions must be clearly stated.

## **CALL TAKING SYSTEM**

Taking exception to any of the mandatory requirements listed in the following sections may disqualify the bid response. No further evaluation of the response will be made.

### **Mandatory or equivalent items are as follows:**

#### **System Architecture**

- 1) All major components proposed in the system should be fully redundant allowing for full geographical split location of the system. The system shall be designed to allow distribution of major components between multiple locations without requiring the purchase of multiple systems. No single major component failure shall disable more than 50% of the system capacity.
- 2) The controller system shall be deployable at a single site (centralized model)
- 3) Proposed system shall support a distributed architecture and allow for flexible rules based call routing using different gateways in different locations, including automated fail-over in case a gateway is temporarily unavailable.
- 4) The system shall include an integrated softswitch with automated call distribution, auto-attendant and voice mail.
- 5) The system shall be deployable in a hosted and/or shared environment allowing the allocation of logical system resources, console layouts, notifications, reporting, and call handling rules on a per agency basis.
- 6) Proposed system must be expandable (without adding controllers) to accommodate a 50% growth from current capacity. System expandability should support potential for regionalizing with neighboring agencies without necessity for multiple disparate controllers.
- 7) The system shall support the deployment of remote centers and call taking positions over an IP network.
- 8) The system shall support call answering and supervisor call answering/monitoring by providing mobile call taking positions that are compact and portable.
- 9) The system shall provide a virtualized environment allowing the deployment and operation of multiple Vendor applications on the same virtualized servers.
- 10) The solution shall conform to the applicable NENA i3 standards.
- 11) The system shall provide i3 connectivity without requiring any additional servers.
- 12) The system shall provide an upgrade path to emerging and new NG911 i3 capabilities utilizing component upgrades, if required, instead of hardware replacement.

## **System Features**

1) The system must provide call-handling capabilities to support or exceed the traffic requirements specified herein.

## **Line and Trunk Interfaces**

2) The system shall provide interfacing to CAMA lines, Analog FXO and FXS lines.

3) The systems shall provide interfacing to digital T1 trunks using CAS or ISDN signaling.

4) The system shall have the capability to provide a digital T1 (DS1 standard) and/or ISDN-PRI interface for 9-1-1 trunks and administrative lines. For T1's, this must be a direct connect T1 without the requirements for separate analog channel bank equipment. For ISDN-PRI, all relevant features, including Feature Group D, shall be supported.

## **ACD**

5) The system shall support ACD distribution with routing schemes that include longest idle agent, circular and linear distribution.

6) The system shall be configurable to allow Call Takers to bypass ACD assignment and answer any ringing 9-1-1 call directly, based on configured layout.

7) Proposed system must support a minimum of 200 call queues.

8) The ACD shall support the ability to overflow to an alternate queue based on maximum wait time, maximum calls in queue or no agent signed in to the queue.

9) The ACD shall support answer modes to play audio messages to the caller.

10) The ACD audio messages shall include an audio message when the caller enters the queue and a separate message played while the caller is in queue.

11) The ACD shall provide the configurable ability to provide post-call-processing time for giving the agent time to wrap up the previous call prior to becoming available for new ACD calls.

12) The ACD shall re-queue a call when the call is presented to an agent and not answered in a configured amount of time.

13) The ACD shall requeue a call when a workstation failure is encountered during the call.

14) The ACD shall provide routing based on console positions and/or based on agent role.

15) The system shall support a wall display panel configurable to show the number of calls in queue, longest call waiting time, number of active calls and number of available agents.

16) The system shall provide the ability to route any call to a specific queue based on the DID number dialed by the caller.

17) The system shall support the ability to transfer a call from a console to any ACD queue in the system.

18) The system shall support multiple roles per agent and allowing the ACD to distribute calls based on the active role for each agent.

#### **ALI**

19) The system shall provide the ability to configure multiple ALI links associated to specific trunk groups.

20) Each ALI group shall be configurable for a specific ALI protocol and assignable to individual trunks.

21) The system shall support ALI parsing to extract Class of Service, ESN and CPN (Calling Party Number).

22) The system shall support multiple ALI request schemes across dual redundant ALI links including Priority, Simultaneous and Alternating ALI requests.

23) The system shall provide the ability to create an incorrect location information report and send it to a printer and email to a pre-configured email address.

#### **CAD**

24) The system shall provide interface to multiple CAD servers using a standard NENA CAD spill over serial port.

25) The system shall provide the allocation of up to 99 CAD groups to be assigned on a per position basis so that the CAD spill can be directed to the appropriate CAD port.

26) The system shall provide an optional CAD spill update when ALI is rebid.

#### **CDR and MIS**

27) The system shall provide the ability to simultaneously store Call Detail Records to file and send to a network printer.

28) The system shall provide the ability to assign a CDR output and printer on a per agency basis when multiple agencies are using the system.

29) CDR printing can be configured to be line by line of all call events or as a concise single line print out for each call.

30) The system shall provide integration to a fully featured MIS reporting application and send all call, agent and ACD queue events to the MIS system for reporting purposes.

31) The system can be configured to print information for only 9-1-1 calls or to also include administrative calls.

32) The system shall be configurable to print the ALI record and the TTY/TDD conversation text for TTY/TDD calls.

### **Contact Management and Dialing**

33) The system shall support the creation of up to 20 contact lists for dialing, with each contact list assignable based on the role or agency of the users.

34) The contact list shall support the ability to define up to 10 custom fields for each contact list.

35) The system shall provide the ability to assign any contacts to a group to be used by an agent for selective transfer based on the ESN. The contacts associated to a caller's ESN can then be accessed with one click of the mouse or button.

36) The system shall support dialing rules based on different contexts including the line type and the state of the console.

37) A contact's dialing instructions can be programmed to also include call control commands such as transfer and conference.

38) The system shall offer a migration tool to migrate existing dialing data on a VESTA CS, Pallas or Sentinel Patriot system.

39) The system shall support the ability to import and/or export the contact list data utilizing CSV format.

### **Multi-Agency Support**

40) The system shall support the creation of multiple agencies in the system allowing the allocation of lines, agent roles, phone groups, and screen layouts on a per agency basis.

41) Abandoned calls for a specific agency shall be presented only to agents logged in to that agency.

42) System held calls shall only be visible within the defined agency of the agent that put the call on hold.

43) CDR output shall be separated and provided for each individual agencies.

44) Incorrect Location Report shall be generated, printed and emailed on a per agency basis to a destination specific to each agency.

### **Roles Based Login**

- 45) The system shall provide the ability to assign multiple roles to an agent.
- 46) An agent can be assigned roles from different agencies allowing the agent to answer calls from any agency at any position in the system.
- 47) The role shall be associated with a specific agency ID, ACD routing, line mapping, permissions, all possible user configurations, console user interface layout, contact list and audible alerts to be chosen by the user at login to any workstation.
- 48) An agent shall be able to choose any of their assigned roles during their login with the ability to quickly login with their default role.

### **System Monitoring and Administration**

- 49) The system shall allow supervisors and/or call-takers to view real time, concise ALI information of all 9-1-1 calls in queue at the PSAP. The system shall be equipped with a monitoring capability that can be located with the Central Communications equipment or in a remote location.
- 50) The system shall be equipped to run self-diagnostic programs and to automatically report any error via audible and visible alarms.
- 51) All server maintenance and administration functions shall be accessed via a browser based application.

### **Portable Consoles**

- 52) The system shall be capable of providing portable operator answering positions using a high speed IP connection to remotely access the Central Communications Platform. These must be on laptop or ruggedized computers.

### **IP Phones**

- 53) The system shall support IP phones for administrative and 9-1-1 call taking functions.
- 54) The IP phones shall support the ability for an agent to login and receive 9-1-1 ACD calls.
- 55) The IP phones shall provide the ability to display the ALI record for 9-1-1 calls.
- 56) The IP phone shall provide the ability to perform manual ALI updates.
- 57) The IP phones shall support shared line appearances.
- 58) The IP phone shall support up to 60 trunk and line appearances.

- 59) A user shall be able to answer any call on a shared line appearance.
- 60) CDR's are captured for calls sent to IP phones.
- 61) IP Phones can be configured to spill to the CAD.
- 62) Layouts are created for groups of IP phones that will allow specific shared line appearances to be mapped.
- 63) Independent of the phone's default ring tone, IP phones may be configured to ring a choice of tone for the mapped Single Call Appearances (SCA).
- 64) The IP phone shall support flash (tandem transfers).
- 65) In the advent of an IP phone failure the call is automatically re-queued.

### **Console Features**

#### **User Interface Configurability**

- 1) The call taking console shall permit customization of the user interface, including window and button layout, window sizes, control element sizes and properties, font size and types on a per console UI layout basis.
- 2) The console shall support the assignment of one or multiple console UI layouts and configuration based on the agent role within an agency.

#### **Interface Capabilities**

- 3) The console shall provide the ability to include a shared call appearance resource for any inbound line or trunk of the system that will show the status of the line, pre-answer ALI of the caller, ability to pick up that line or join the call.
- 4) The console shall provide pre-answer ANI and ALI to any shared call appearance.
- 5) The console shall provide the ability to include a multi-call appearance that queues multiple calls from assigned line groups and rings multiple positions.
- 6) The multi-call appearance, if mapped to the current console UI layout, shall indicate the number of calls queued on that appearance as well as the waiting time for the oldest call.

#### **Call Control**

- 7) The console shall provide the ability for a call taker to answer incoming ACD calls, pick up a call on any line appearance or multi-call appearance configured on its current console UI layout.
- 8) The console shall provide the ability to perform a conference, or transfer to any contact in the contact list with one click.

9) The console shall provide the ability to perform a supervised transfer, a blind transfer, or a supervised blind transfer.

10) The console shall provide the ability to put a call on local hold, where only the agent who put the call on hold can retrieve the call, or on system hold, where any agent in the same agency can retrieve the call.

11) The console shall provide the ability for an agent to join a call on any of the shared line appearances configured on the console. When joining, the call taker that was initially on the call shall receive information that another agent has joined as well as the extension or console ID of the joining agent.

12) The console shall provide the ability to perform a no-hold conference where the existing parties on the call are not put on hold when conferencing in a new party.

13) The console shall provide the ability to perform a hold conference where the existing parties on the call are put on hold when conferencing in a new party.

14) The console shall support a conference with up to 12 parties on the call, including the call taker.

15) The console which initiated a conference shall support the ability to selectively drop, hold and unhold individual parties of a conference call.

16) The console shall support the ability to drop the last party added to the conference call.

17) A supervisor shall be able to initiate an observation session on an agent logged in with a role the supervisor is allowed to monitor whereby the supervisor is silently connected to the agent's audio path. The supervisor can listen in on the call and optionally barge in to the call and establish a two way audio path with all participants in that call.

18) The observe function can be silent providing no indication that an agent is being monitored or can be configured to provide a notification tone to notify the agent of the observation in progress.

#### **ACD Control**

19) The console shall provide the ability for an agent to refuse an ACD call presented to the workstation and whereby the refused call is requeued to the ACD.

20) The console shall provide the ability for an agent to change their state to and from ready and not ready to receive an ACD call.

21) The console shall provide the ability to automatically answer incoming ACD calls.

22) The console shall provide the ability for an agent to pre-record greetings based on the line type of the incoming call whereby when the call is answered at the console the caller is automatically played the appropriate agent greeting based on the line group.

### **Call Information Display**

23) The console shall provide the ability to display the Calling Party Number and Location Information (ALI) of an incoming 9-1-1 or emergency call before the call has been answered.

24) The console shall provide the ability to request the system to rebid the ALI of the caller and update the ALI in the call information display.

25) The console shall provide the ability to perform a manual ALI request whereby the agent enters a phone number and the system performs an ALI query and displays the results on the console. This manual ALI query can be performed while the agent is idle or on a call.

26) The Manual ALI request capability can be enabled on a per role basis.

27) The console shall support the selective display of ALI for past recent calls.

28) The console shall support the search of saved ALI.

29) The console shall support the ability to print current or saved ALI.

### **Agent View**

30) The console shall provide a window showing all agents logged currently into the agency including information such as their name, the name of their position, their current role, their call status and the name of the line if they are on a call.

### **Dialing**

31) The console shall provide a user interface where contacts can be displayed in an array of buttons for one click dialing.

32) Multiple layers of these buttons can be organized such that a call taker shall be able to navigate to the appropriate contact button for dialing.

33) The console shall also provide a search capability of all contacts whereby the search results are narrowed and displayed as the agent enters characters in the search field.

34) The search capability shall provide a simple search of the contact name or an advanced search where the agent can enter additional search criteria for other fields in the contact record.

35) The system shall provide a list of recent incoming and outgoing calls for up to the last 100 calls. The list shall show detailed information about the call including the date and time, CPN, incoming circuit, ALI and ESN.

36) The console shall provide a one button callback of the most recent emergency call.

37) The console shall provide a one button redial of the last outgoing call.

### **Abandoned Call Handling**

38) The console shall provide the ability to notify the agent of any abandoned calls. The notification shall be in the form of a visual indicator showing the quantity of abandoned calls as well as an audible indicator specific to abandoned calls.

39) The console shall provide the ability to automatically distribute the callback of the abandoned calls to individual agent positions.

40) The console shall provide the ability to allow agents to selectively perform callback of abandoned call from the agency's abandoned call list.

### **Audio and IO Management**

41) The console shall provide an audio management device allowing the connection of up to three headsets, a long term recorder, a radio console call director and auxiliary audio inputs.

42) The auxiliary audio inputs shall provide the ability to be automatically activated when the console is idle and disabled when the console is active in a call.

43) The console shall provide the ability to individually control the volume of each headset, the IRR playback and the auxiliary audio input ports.

44) The console shall provide the ability to manually mute attached headset microphones individually or all simultaneously at the click of one button.

45) The console shall provide the ability to manually control a relay output included in the audio management device.

### **Instant Recall Recording**

46) The proposed system must have the ability to record both telephony and radio audio. Recording shall be available for playback during or after a call.

### **TDD/TTY**

47) A TDD/TTY detection and conversation capability shall be available for every console.

48) The console shall support both Baudot and ASCII encoding and decoding.

49) The console shall be able to detect the encoding to be used for the TDD/TTY conversation.

50) The console shall provide the ability to program an automated TDD answering string.

51) The console shall support pre-programmed configurable TTY messages.

52) The console shall support transferring and conferencing of TDD/TTY calls.

53) The console shall support multiple voice modes such as Hearing Carry Over and Voice Carry Over.

## **Section C**

### **MANAGEMENT INFORMATION SYSTEM (MIS)**

#### **ADVANCED MIS**

The Bidder shall provide a comprehensive Management and Reporting (MIS) solution which will provide PSAP management and other authorized personnel historical information. It shall be user customizable and capable of generating reports for varying time periods.

In addition to static reporting capabilities, the MIS solution should provide a dynamic reporting capacity which would allow for custom groups, filters and unique totals for defined reports.

The MIS solution should have traditional management and reporting capabilities as are industry standard but should also be forward focused and have an enterprise capability.

The desired solution must also contain a capability which automatically associates a related call, dispatch or radio event to allow for evidence organization.

The system also shall be able to auto-schedule the generation of predefined reports.

The MIS solution must be capable of the following requirements:

1. The MIS system shall provide a Call Management Information Application that will track the incoming calls and provide the PSAP management personnel with information and strategic management reports.
2. State of the art technology shall be used for the MIS solution. Describe what technology is used.
3. The MIS system shall be designed to be highly reliable and protect data security and integrity.
4. The MIS system shall contain near real-time information (shortly after call completion) and allow users to search for recently completed events and event details.
5. The MIS system shall allow users to associate related events.
6. Describe what capabilities the MIS solution has regarding integration and support for next generation media types.
7. The MIS solution shall support the ability to filter, group, and set preferences for each user. Describe the MIS solution capabilities in these areas.
8. Provide a description of the standard reports and capabilities in the MIS system. Include a list of the available reports.

9. The MIS solution shall include the ability to build ad hoc reports. An ad hoc report shall mean the ability to build a report template from scratch; not select filtered items from a list.
10. The MIS system shall have the ability to segment data and functionality by user so that users at one call center cannot see data from another call center. Describe how calls are handled if they are shared between both call centers.
11. The MIS system shall support Enterprise capability. Enterprise functionality is defined as the ability to provide consolidated reporting over multiple call centers, even if they have more than one call handling system.
12. Describe how the MIS solution manages data in terms of migration of data from legacy systems, archiving, and backups.
13. The architecture of the MIS solution shall wherever possible provide consistent reporting totals and minimize the possibility of over/under counting of calls. Describe how the MIS system accomplishes this.

## **Section D**

### **MAINTENANCE AND SERVICES**

#### Net clock for all system components

The system proposed must have the ability to independently use NTP protocol to maintain clock synchronization with a Master Clock.

#### System Processors

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 server shall have sufficient memory and a processor to accomplish the needs of the system now and in the foreseeable future.

#### Software Updates

The Vendor must provide within a software support program all software releases designed to enhance the system and to keep the system state-of-the-art for a period of not less than one (1) year after system purchase. Enhancements requiring hardware may be billable. The Vendor must describe the support offered as well as the availability and cost related to subsequent or special software releases. The Vendor must provide any specific constraints, terms, or conditions in detail.

All software updates or enhancements must be accomplished without taking the system out of service.

### System Diagram

The Vendor shall provide a detailed description and Engineering diagram of the solution to be provided with proposal, including a discussion of the system's architecture and its ability to provide service required by the Customer.

### Employee Training

The Vendor shall provide employee training for all Call Takers and Administrative Staff. Training should be detailed in the proposal. Details should include a full training curriculum and the level of proficiency expected.

### Trouble Reporting

The Vendor shall provide along with their response a narrative concerning the procedures for reporting trouble including telephone number and email address for first, second and third level supervision and general maintenance overview.

### Maintenance

During the first year, the Vendor shall provide maintenance 24 hours per day, seven days per week. Response time shall not exceed 2 hours after notification of a critical nature, and 4 hours for all others. Twenty-four hour remote diagnostics shall be provided with Alarm sending to notify

maintenance personnel. Defective components may be replaced by local personnel or per Vendor instructions. A quote on maintenance shall be provided for years two (2) through five (5). Vendor shall provide cost for 24X7 remote system monitoring and system diagnostics.

### Future Expansion

The system described in these specifications shall be capable of meeting today's needs, as well as future expansion in order to meet anticipated future growth. It shall be capable of supplying the equipped wired and maximum quantities specified in this document without replacing any in-place common equipment. The system should be installed with adequate processor and hardware to meet this growth.

Bidder shall state the expansion capability of their equipment, describing:

☐ Overall system capacities, including the number of incoming 9-1-1 trunks, the number of answering positions, and the number of telephone lines

### System Testing Prior to Cutover and Cutover

The Vendor must thoroughly test the entire system prior to conversion.

The Customer requires the Vendor to ring-talk test each trunk to PSAP position at least twice prior to cutover. During the testing of the E-9-1-1 equipment prior to cutover, the Vendor shall log all troubles

found and make any necessary repairs or adjustments at their cost. These reports shall be submitted to the Customer showing all errors found and corrective action taken to resolve troubles.

The Vendor must provide, at a minimum, an onsite engineer for the first 24 hours after cutover.

**BID FORM**

**VoIP E9-1-1 Phone System For LaPorte County E-911, LaPorte Indiana 46350**

Proposal of \_\_\_\_\_, a corporation licensed to do business in the State of Indiana is shown on the following cost summary sheets.

Vendor hereby attests by signature that he/she has read and will comply with all provisions of this entire document including Addenda Numbers \_\_\_\_\_.

Bid for Turn-Key VoIP E9-1-1 Phone System

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

Bid for Employee Training

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

Bid for 24x7 Remote System Monitoring and System Diagnostics

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

Bid for Other (define) \_\_\_\_\_

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

Total Cost of VoIP E9-1-1 Phone System

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

Maintenance Cost for Year 2 \$ \_\_\_\_\_

Maintenance Cost for Year 3 \$ \_\_\_\_\_

Maintenance Cost for Year 4 \$ \_\_\_\_\_

Maintenance Cost for Year 5 \$ \_\_\_\_\_

Submitted by:

\_\_\_\_\_

(Signature)

Company Name

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Address

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Date

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