

**Butts County 9-1-1  
NG 9-1-1 Recording System  
RFP Number # 2011 - 0801**

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**Issued By: Butts County E 9-1-1  
625 West 3<sup>rd</sup> Street, Suite 17  
Jackson, GA. 30233**

**Schedule of Events**

<b>Vendor questions due</b>	<b>August 29, 2011</b>
<b>Proposal due</b>	<b>September 9, 2011</b>
<b>Finalists notified</b>	<b>September 15, 2011</b>
<b>Anticipated contract award</b>	<b>September 29, 2011</b>



# Butts County Emergency Communications

Director Communications  
Virginia Holton

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Jackson, Georgia 30233  
Office (770) 775-8232  
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Assistant Director Communications  
Kimberly LeCroy

## **REQUEST FOR BID** **NG911 Recording System**

**RFP # 2011 - 08**

Butts County 9-1-1 Emergency Communications is soliciting sealed bids for the item(s) listed above. **Bids will be received by the Butts County 9-1-1 Emergency Communications at the Butts County Administration Building Commissioners Office, 625 West Third Street, Suite 4, Jackson, Georgia 30233 ATTN: Virginia Holton, until September 8, 2011 at 5 PM (eastern time).**

Bids will be opened in the Wayne King Auditorium at the location listed above at the above stated time and date. Time is of the essence in submitting bids and only sealed bids received in the Butts County Board of Commissioners office by the time listed above shall be opened and considered.

Prospective bidders are instructed to read the General Terms and Conditions, Special Terms and Conditions, and Bid Specifications very carefully. Bids must be made in compliance with the guidelines in the sections referred to herein and each page initialed by the bidder representative to denote understanding of such compliance.

All communications, questions concerning terms or conditions, specifications, or any other aspects of the Request for Bid regarding this RFP shall be directed to the following agency contact by email only **(No phone calls will be accepted)**

Virginia Holton – 911 Director  
**Butts County E911**  
625 West 3rd St Suite 17  
Jackson, GA 30233  
buttscounty911@googlegroups.com

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination. Proposals may be submitted by mail, common carrier, or delivered in person. Electronic (fax or e-mail) proposals are not acceptable.

# Butts County 9-1-1 Emergency Communications Center General Terms and Conditions

**(PLEASE READ AND INITIAL EACH PAGE)**

**Preparation and Submission** – All bids must be typed or hand written in ink and be included with the attached Bid Proposal Form. **Please place the Bid Proposal Form in front of and separated from all other documents included in the bid packet.** Bids submitted in pencil and bids not submitted on the Bid Proposal Form will **not** be considered. All corrections and erasures shall be initialed and dated by the bidder representative. Bids that are submitted without being signed will automatically be rejected. Only information included with the attached bid form will be considered in evaluating bids.

Bid envelopes must be sealed and must indicate clearly the appropriate bid number, bid item and bid opening date, as indicated on the cover sheet of the bid packet. Envelopes containing a “no bid” shall also include the words, “NO BID” on the outside of the envelope. Facsimiles and emails will not be accepted. Bids submitted by “Express/Overnight” services must be in a separate inner envelope or package sealed and identified as stated above, and must be delivered prior to the bid opening time. The Butts County 9-1-1 Emergency Communications Center and The Butts County Board of Commissioners Office will not be responsible in the event the U.S. Postal Service or any other courier system fails to deliver the proposal to the Butts County Commissioners office by the deadline stated in the bid request.

**Bonds** – The Commissioners Officer reserves the right to require a performance bond and/or payment bond from a successful bidder as permitted under Georgia law. These bonds shall serve not only to guarantee the completion of the work, but also guarantee the excellence of both workmanship and materials until the work is finally accepted. Failure to submit bonds when required will result in rejection of the bid.

**Other Compliance/Legal Assurances** – The Butts County Board of Commissioners Office provides equal opportunities for all businesses and does not discriminate against any vendor regardless of race, sex, creed, age, disability, national origin or religion in consideration for an award. Bidders must abide by the provision of the Americans with Disabilities Act of 1990 and assure that in connection with the performance of work under this agreement that they are an equal opportunity employer and do not discriminate on the basis of race, sex, creed, age, disability, national origin or religion.

# Butts County 9-1-1 Emergency Communications Center General Terms and Conditions (continued)

## (PLEASE READ AND INITIAL EACH PAGE)

All contractors and employees are subject to Butts County's drug-free workplace policy and shall supply a statement certifying said company is a drug free workplace.

The successful bidder agrees, by entering into this contract, to defend, indemnify and hold harmless Butts County, Butts County Board of Commissioners, its officers and employees from any and all causes of actions or claims of damages arising out of or related to bidder's performance of this contract.

**Bid Prices** – All proposal amounts shall be submitted with the attached Request for Proposal Form. Prices quoted shall be delivered prices, exclusive of all Federal Excise Tax, State Sales Tax, and Local Sales Tax, and manufacturer's taxes. The Butts County 9-1-1 Emergency Communications Center will assume no transportation or handling charges other than specified in this bid. If there are discrepancies between unit prices quoted and extensions, the unit price will prevail. Prices quoted shall remain firm for a minimum of 90 days from the date of opening of the proposal, unless so stated differently in the proposal.

**Bid Exceptions/Deviations/Substitutions** – The attached specifications are being provided to potential bidders as guidelines, which describe the type and quality of equipment, supply, and/or service that the Butts County 9-1-1 Emergency Communications Center is seeking to purchase. The name of a certain brand, make, manufacturer, or definite specification is to denote the quality, standard, general style, type or character of the item desired but does not restrict the bidder to the specified brand, make, manufacturer or specification names. The bidder must indicate compliance or list detailed exceptions to each specification item for consideration. The bidder must provide satisfactory proof that the alternative product is, in fact, equal to the product described in the specifications. Any substitution of an item during the term of this bid (if applicable) must be of equal or better quality than the item bid. Failure to comply with any part of this provision could be cause for rejection of the proposal.

# Butts County 9-1-1 Emergency Communications General Terms and Conditions (continued)

(PLEASE READ AND INITIAL EACH PAGE)

**Proposal Award/Rejection** – The proposal will be awarded to the lowest responsive and responsible bidder. This determination may involve all or some of the following factors: price, conformity to specifications, financial ability to meet the contract, previous performance, facilities and equipment, availability of repair parts, experience, delivery promise, terms of payments, compatibility as required, other costs, and other objective and accountable factors which are reasonable. When responsive and responsible proposals are equal, a local vendor shall be favored. Unless Special Terms and Conditions of the proposal specify otherwise, Butts County 9-1-1 Emergency Communications reserves the right to make an award in whole or part to one or more bidders whenever deemed necessary and in the best interest of the Butts County 9-1-1 Emergency Communications Center. Butts County 9-1-1 Emergency Communications reserves the right to accept or reject any or all items covered in the request, or any portion(s) thereof, waive formalities, re-advertise and/or take such other steps deemed necessary and in the best interest of Butts County 9-1-1 Emergency Communications. Bidders may be disqualified and bid proposals may be rejected for any of (but not limited to) the following causes:

- a. Failure to use the proposal forms furnished by Butts County 9-1-1 Emergency Communications.
- b. Lack of signature by an authorized representative on the Request For Proposal Form.
- c. Failure to properly complete the proposal form.
- d. Evidence of collusion among bidders.
- e. Unauthorized alteration of the proposal form.
- f. Failure to furnish performance and/or payment bond, as required.
- g. Inclusion of an “escalator clause” unless so stipulated in the Special Terms and Conditions.

## **Proposal Format**

Vendors must organize their proposals in the following format:

- Letter of Transmittal
- Table of Contents
- Executive Summary
- Technical Proposal
- Functional Specifications
- Exceptions
- Cost Proposal
- Proposal Attachments

## **Evaluation Criteria**

Butts County 911 will consider the following in its evaluation:

- Proposal response
- Software capabilities
- Company profile
- Proposed services
- Warranty, maintenance, and support
- Pricing

## **Terms and Conditions**

### **Insurance Requirements**

Certificate of Insurance – Include a copy of a certificate of insurance as an attachment

### **Offeror's Guarantees**

The period of time for which proposals must be valid is for 90 days.

### **Workers Compensation**

The Vendor/Contractor shall supply workers compensation for all employees used for the job.

### **Drug Free Workplace**

A statement stating said company is a drug free workplace.

### **NG911 Support**

Vendor shall furnish a certified letter stating their equipment is ready for and will support NG911 technology. Also, please specify if there will be additional charges for NG911 future upgrades.

## Butts County 9-1-1 Emergency Communications Special Terms and Conditions

(PLEASE READ AND INITIAL EACH PAGE)

**Delivery** – Delivery shall be guaranteed within **60 days** of purchase order issuance date. Delivery shall be to the appropriate department ordering the goods through issuance of a purchase order. Bidder’s projected delivery date shall be specified on the Request For Proposal Form.

**Warranty** – The bidder shall assume full responsibility for warranty of all components of the equipment. A statement shall be attached with the proposal setting out the conditions of the warranty.

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Virginia Holton, Communications Director

# BUTTS COUNTY 9-1-1 EMERGENCY COMMUNICATIONS

## REQUEST FOR PROPOSAL

For a

### Next Generation 9-1-1 Recording System

#### Contact Point

Virginia Holton  
Communications Director  
Butts County 9-1-1  
625 West Third Street, Suite 17  
Jackson, Georgia 30233  
Phone: 770-775-8232  
*Email: buttscounty.911@gmail.com*

#### Purpose and Objective

##### General

The Butts County 9-1-1 Emergency Communications, located at 625 West Third Street, Suite 17 Jackson, Georgia 30233, is soliciting closed proposals from qualified Bidders for (1) separate turnkey NG-911 recording systems.

The Butts County 9-1-1 Emergency Communications will purchase a NG-911 recording system for the PSAP. A bid proposal must include the total price for a turnkey recording system, quoting a full outright purchase price.

Listed below is the PSAP the system is to be purchased for and the total telephone, radio, and multi media channels required to record at each:

- Butts County 9-1-1 emergency Communications Center, 625 West Third Street, Suite 17 Jackson, Georgia 30233
- Number of Channels – 24

#### Instructions to Bidder

##### General

The Bidder is advised to read this RFP in its entirety. Failure to read and/or understand any portion of this RFP shall not be cause for waiver of any portion of this RFP.

It is anticipated that the Bidder's system may not conform to all of the requirements stated within this RFP; however the Bidder is strongly encouraged to reply with a proposal, since the proposed system most suited will be chosen by the Butts County 9-1-1 Emergency Communications Department.

All proposals shall be submitted as follows:

- RFP  
*This document*
- Price Proposal  
*This section is to include an itemized list of equipment and associated costs for the proposed turnkey solution.*
- Brochures, pamphlets, etc.
- Features
- Warranty / Service
- Company Profile (including references)

The Butts County 9-1-1 Emergency Communications Center reserves the right to conduct a pre-award survey or to require other evidence of technical, production, managerial, or other vendor abilities prior to the award of the contract.

The Bidder must offer a turnkey project, assuming full responsibility for providing a fully-functional recording system. No 3<sup>rd</sup> party installation, training, warranty, or future maintenance.

The Bidder shall be financially responsible for all materials, equipment, and software of the voice logger systems until Butts County 9-1-1 Emergency Communications Center finally accepts the completed and fully operational system.

The Butts County 9-1-1 Emergency Communications center will not be responsible for any costs incurred by the Bidder in preparing and submitting its response to this RFP.

Failure to provide adequate information to enable a proper evaluation of Bidder's company, proposed system, and system features, will be considered unresponsive, and may result in the elimination of Bidder's proposal from consideration.

## **Proposal Instructions**

### **Agency Contact**

All communication regarding this RFP shall be directed to the following agency contact **(NO PHONE CALLS WILL BE ACCEPTED)**, all questions should be directed to: **buttscounty.911@gmail.com**):

Virginia Holton – 911 Director  
**Butts County E911**  
625 West 3rd St Suite 17  
Jackson, GA 30233  
buttscounty.911@gmail.com

Contact with other agency employees regarding this RFP is prohibited without prior consent.

Vendors that directly contact employees risk elimination.

### **Proposal Submission**

- Submit one (1) original and (1) printed copy or (1) electronic copy on a CD, DVD, or flash drive.
- A response to all questions is required.
- Bids cannot be withdrawn or corrected after submission.
- Proposals must be submitted in a sealed box or envelope and must be mailed or hand delivered to the address below.

**Butts County E911**  
625 West 3rd St Suite 17  
Jackson, GA 30233

Proposal package must be labeled as follows:

**Project name (Next Generation 9-1-1 Recording System RFP Response)**  
**Proposal number**  
**Vendor name**

- All vendor documents will be confidential during the evaluation process. Following award of contract, all offerings become public documents, except pages marked “proprietary.” Vendors may not mark the entire proposal as proprietary.
- Upon reward, all proposals become the property of Butts County 9-1-1 Emergency Communications Center.
- The vendor is responsible for all costs incurred in the preparation, demonstration, or negotiation of this proposal.
- Exceptions may include costs associated with Butts County 9-1-1 onsite personnel visits.
- Butts County 9-1-1 may invite select vendors to demonstrate their proposed systems, or require clarifications to be provided regarding their offerings.

### **Terms and Conditions of Award**

#### **General**

Terms and conditions imposed herein shall govern in all cases, and conflicting terms and conditions submitted by the Bidder may constitute sufficient grounds for rejection of the bid.

The Butts County 9-1-1 Emergency Communications Center may award a contract, based on proposals received, without further discussion of such a proposal. Accordingly, each proposal should state the most favorable terms from a price, technical, and functionality standpoint which the Bidder can submit.

The successful Bidder agrees to adhere to proposed and contracted schedules. The Bidder however, will not be liable or deemed to be in default for any delays or failure in performances resulting directly or indirectly from any cause or circumstances beyond the Bidder’s reasonable control.

## **Evaluation Criteria**

The final review of Bidder's proposal will evaluate the technical content of the offering to determine which proposal best meets the needs and objectives of the Butts County 9-1-1 Emergency Communications Center.

The ability of the Bidder to meet or exceed the functional requirements of the Request for Proposal will be evaluated.

Confidence that Bidder will be able to carry out all installation plans in a timely and efficient manner will be evaluated.

User-friendly of system functions and Next Generation 9-1-1 compatibility will be evaluated.

Ease of phase-in of system improvements and enhancements will be evaluated.

The ability of the proposed system to meet future growth requirements and software enhancements without replacement of hardware components will be evaluated.

The Butts County 9-1-1 Emergency Communications Center may not necessarily accept the lowest bid but reserve the right to accept the System deemed to be in the best interest of Butts County 9-1-1 Communications and to negotiate with any Bidder in order to secure the Next Generation 9-1-1 system which best meets the needs and objectives of the Butts County 9-1-1 Emergency Communications Center.

## **Vendor Selection**

Proposals will be evaluated by the Butts County 9-1-1 Emergency Communications Center for conformance to the specification requirements. Major consideration will be given to those Bidders providing demonstrated capability and experience in the design and implementation of similar systems.

Proposals will be studied by an evaluation committee. Finalists may be invited to an interview. Selection of the successful vendor will be based upon the proposal submitted and the results of the interview, if one is conducted. The evaluation committee's final recommendations will be based upon an analysis of the system offered; the vendor's demonstrated capability to provide superior maintenance support and not merely the lowest price as indicated.

The terms and conditions for contract award imposed herein shall govern in all cases, and conflicting terms or conditions submitted by the bidder may constitute sufficient grounds for rejection of the bid.

## **Bidder Qualifications**

The Bidder should have a minimum of five (5) years experience in Georgia working with public safety communications in the installation and service of Enhanced 9-1-1 recording systems.

Provide at least ten (10) 9-1-1 dispatch center references that are currently using a recording system similar to the proposed solution. At least five (5) of these references must be customers that have used the system in Georgia for (5) years or more. Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
- Years using system

The Bidder must have the ability to meet or exceed the functional requirements of this RFP.

The Bidder must have support capabilities for on-going maintenance and enhancement of the system purchased.

The Bidder must have experience in successfully implementing NG-911 recording systems with interfaces to CAD, phone, and radio equipment in other communications projects related to the public safety community.

During the evaluation, validation, and selection process, The Butts County 9-1-1 Emergency Communications *may* desire a Bidder's representative answer specific questions, orally and/or in writing. The Butts County 9-1-1 Emergency Communications Center will not be liable for Bidder's cost incurred for preparation or presentation in this regard. Therefore, the Bidder must have the means and motivation to fulfill this requirement.

The Bidder or manufacturer of the NG-911 recording system must engineer, manufacture, and quality test the system in the United States, to the extent possible.

As for the requirements in the section of this RFP labeled "**Functional Requirements**", Bidders must state compliance in the format specified via a "**Fully Compliant**," "**Partially Compliant**," or "**Not Compliant**," providing explanations for partially compliant responses.

A site visit is mandatory prior to the submitting of the BID to assure the proper needs of Butts County 9-1-1 are met on a NG 911 recorder. Site visit must be made on or before the 29<sup>th</sup> day of August, 2011.

# **Installation Requirements**

## **General**

The Bidder must appoint a project manager who will be responsible for all aspects of the recorder project at the Butts County 9-1-1 Emergency Communications Center. This person will be available at all times during the course of the project if required.

The Project Manager for the Bidder will coordinate all phases of the installation process with Name of Point Contact.

The Bidder must provide qualified and experienced engineering, implementation, training, and service personnel to satisfy any engineering or service problem that may arise during the installation, warranty, and maintenance periods.

All NG-911 recording system components in this specification must be delivered, installed and completely operational within **seventy 70** days after receipt of signed contract.

The Bidder will be responsible for the cleanup of any and all waste, extraneous material, packing material, shipping support structures, spillage, or any other by-product resulting from the delivery, unloading and/or installation of the recording system components.

The Bidder must provide qualified and experienced engineering, implementation, training, and service personnel to satisfy any engineering or service problem that may arise during the installation, warranty, and maintenance periods.

# Functional Requirements

## System Design and Architecture

Recorder minimum hardware specifications:

- A redundant 24 channel recorder with provisions for an offsite phone switch and future expansion of a remote offsite psap.
- Raid 1 with a minimum of 1 Terabyte usable after raid (raid array 1 hot spare)
- Rack mount chassis for an industry-standard 19" four post rack
- Minimum expandable capacity within a single chassis to be at least **24** channels
- Unlimited playback licenses
- Unlimited "Real-Time Monitoring" licenses
- At least 4 GB RAM per server
- Windows Server 2007 OS (minimum)
- Sound Card
- CD/DVD-RW Drive
- Ethernet (100/1000 BaseT)
- Fault Polling Software/Dial-out paging capability

1. The system shall be covered by a full 1 year warranty for HW/SW from date of system acceptance.
2. What will be the cost of MA for years 2-5?
3. The Operating System hard drives must be at least Raid 1, with the OS and recordings being stored on redundant drives.
4. The system shall be compatible with Windows Vista, XP,7, 2007 Server and Workstation operating systems.
5. The operating system for the server must be Windows 2007 Server (minimum). **Linux, Unix, or other non-Windows operating systems will not be considered.**
6. The system shall include a search engine with a user friendly interface that allows, at a minimum: audio playback, live monitoring and filtering of call recording information with analysis of call volumes and patterns.
7. The channel capacity shall be expandable to 24 channels within the same recording chassis. The recording chassis must have the ability to mix digital, analog, VoIP, and multimedia connectivity taps within the same chassis.
8. Recordings will be stored online internally. Online storage is defined as hard drive capacity only. If desired, the recordings may be capable of replicating to a redundant location locally or on the LAN-WAN network.
9. The system shall provide the capability to produce copies of audio recordings onto a CD-DVD or e-mail. When burning a CD for playback, the recorder must have the ability to "Pack" the

playback executable with all the playback functionality, tagging, and queuing with the recordings for security validation.

10. Backup must be done Via NAS/SAN or External Hard Drive(s). Systems that use DVD-RAM DISK as archive will not be acceptable.

### **Playback Specifications**

1. The system must provide for the simultaneous playback of previously recorded audio and multimedia interactions while recording the maximum number of channels, and shall not degrade recording performance. These interactions shall consist of audio, video, SMS text, MMS, email messages, photos, GIS data, vehicle telemetry data, TTY/TTD, CAD screens, ANI-ALI data, and chat, where required by the end user.
2. The system shall be able to conduct multiple simultaneous playback sessions (multiple remote PC's) with no degradation of speed or quality.
3. The system must have unlimited playback seat licenses and must use a thin client application with no software loaded or residing on the client PC. However, mapping/GIS capabilities may require desktop applications to be installed.
4. The system must be capable of providing recording statistics (minutes by hour, number of recordings by hour, etc.) for each channel recorded.
5. An entire instant search for all the calls must be conducted by double clicking a search icon on the desktop screen. By default, all the interactions will be listed in chronological order since midnight or by shift.
6. The system must be capable of selecting multiple interactions and playing them back in order of occurrence. The system must be able to reconstruct the digital time with interaction files to play back an entire activity in real time.
7. Selected interactions for playback must have the capability to skip dead time gaps between interactions while playing back continuously.
8. Selected interactions for playback must have the capability to be played back with reconstructed silence.
9. The playback display must have the ability to view and select interactions for playback according to date, start time, channel number, channel name, duration, and notations (capable of being edited) recorded with the interaction.
10. Retrieved interactions within the playback screen must be capable of being arranged by "double sort" functionality in any data column (time/date, channel number, duration, station name, attachment or other categories).
11. Expanded searches shall be conducted by clicking a "Date" button, thereupon viewing a calendar display. By clicking on the desired day, all the interactions for that day may be viewed in a scrollable format, listed in chronological order.

12. The system must be capable of playing back silent periods and displaying the associated time and date during playback for proof of non-events.
13. The playback software must show start time, running elapsed time and end time of each recorded interaction.
14. The playback software must have the ability to playback and save a verbal digital "Spoken Time" announcement that will verbally announce when the interaction is started. The interaction will begin to play following the announcement. All audio recordings must be able to be saved with a "Digital Spoken Time Stamp" in a full or abbreviated state.
15. The workstation must be capable of variable speed playback of voice interactions while preserving pitch.
16. The system must allow the ability to re-record voice calls to a standard recordable CD/DVD. The system's network functionality must allow an operator to have the ability to copy recordings onto his/her local re-writable CD drive or DVD drive at their desk.
17. The playback software must be able to burn recordings onto a CD-R to enable playback on any standard CD player.
18. When burning a CD for playback, the recorder must have the ability to "Pack" the playback executable with all the playback functionality, tagging, and queuing with the recordings for security validation.
19. Explain in detail how your system can create a recording of records for court presentation. The system must provide authentication technology to verify that all files and recordings are complete and have not been edited or altered in any way. This compilation of recordings must be able to be password protected and include all of the associated data. The playback software must be included with the compilation and allow for all of the normal functionality that would be on the actual recorder. No additional software should be required for playback other than that which is loaded onto the medium with the recordings. A certificate of authenticity and a scenario recreation must also be included on the recording medium.
20. It must not be necessary to have playback software loaded on a PC to play back a recording from a burned CD with recordings. The wave file will be able to be played back from Windows media player without any type of codec or conversion software required to be loaded on PC.
21. The system must have "Real-Time Audio Monitor" licenses to listen to live calls. 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 90 minute buffer to allow the supervisor to go back up to 90 minutes to review previous activity within the buffer.
22. The RTM must have a "Last Call Button" The Last Call Button must be able to allow the user to playback and listen to the last call(s) taken on a specific channel by the click of a mouse

button. The Last Call Button must have a 2 to 90 minute buffer to allow the user to go back up to 90 minutes to review previous activity.

## **Security**

1. The system must provide security access (that may be time sensitive), that addresses, at a minimum: archive storage, by station, department, division, data source, and logging group, peering, monitoring, saving or emailing ability, archive accessibility by individual log-in password.
2. The recording system must provide a System Log and User Log that reports all activity within the recording system. All accesses into the recording system must record the log-in number and what recordings were retrieved by the log-in number by time and date. The identification of which recording was retrieved must only be identified by a Hex code within the Log record.
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 that access automatically by date and time.
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.
5. The system must provide password protection for access to its shared network drives.
- 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.

## **Diagnostics, Service and Training**

### **Diagnostics**

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 or disruption of the operation/recording processes.

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.

The system must conduct a fault tolerance check and place a call to the vendor's support system to log a system status report nightly. This report will be reviewed on a daily basis by the vendor's technical support staff as a preventive maintenance and proactive service log. A phone call and email will follow upon completion of the service being performed to the customer.

The vendor must provide training and instruction for all operators covering all software supplied under this specification.

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.

The vendor will inform Butts County 9-1-1 Communications Center System Administrators of all software upgrades with an e-mail explaining the improved features with each upgrade.

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.

System must have the ability to page out and e-mail "administrative determined" alarms based on type and/or frequency. 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.

Vendor must be able to provide statistics on the types of alarms received from the proposed system.

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.

System must have a "Task Master-type" software system that will monitor all active tasks on the system and confirm that they are operational.

### **System Maintenance and Service**

Due to the critical nature of emergency communications, the Bidder or manufacturer must provide technical support 24/7 365.

The system must not be rendered inoperable for the purpose of routine maintenance, or system software upgrades.

The Bidder must provide remote support within 4 hours to all priority service calls. Minor issues will require next day support.

Service provided by maintenance and service coverage plans must be provided by factory trained technicians.

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

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

Staff shall be capable of accessing the report manager at their desktop, enter passwords and access custom reports, design reports, review interactions, and monitor systems.

The systems must be able to import telephony Log-in ID, CLID, call statistics, extension number and call transfer information without CTI.

The solution must provide an "Excel" Hot button, which will allow the Manager to quickly convert any customized report into a Microsoft Excel document.

Reporting and Analysis – The system's reporting capabilities must be designed to enable authorized users the ability to drill up/drill down and slice/dice the information to enable various agents, managers, supervisors, and executives to answer virtually any interaction question in exactly the level of detail necessary to support a given administration decision.

Graphical Interface – The system must have the ability to support the above outlined reporting and analysis capabilities through a graphical user interface.

The report manager must be able to design, save, schedule and email custom reports.

The report manger must be able to save a customized report as a browser type favorite for quick execution.

The report manager must be able to search and tabulate data regarding: Station number, Division/Department, Station name, Department name, LATA, Location, Phone number, Zone, Trunk, Circuit ID, Attachment, Equipment, Duration & Cost, Data Sources, Bill Reconciliation, Bill Mark Ups, Account Code, Acct. Type, DNIS, ACD Group, Agent ID, Time and Date if required.

The report manager must be able to include the types of calls within a report for example: PBX data - Incoming Answered, Incoming Unanswered, Outgoing In-State, Outgoing Out-of-state, Outgoing International, Outgoing 0+ (zero plus). Trunk-to-Trunk In, Trunk-to-Trunk Out, Station-to-Station, Network (Sta-to-Sta over a Trunk) if required.

## **Quality Monitoring**

The QM software must include customizable reports.

Forms must be able to be customized without having to rely on the manufacturer.

The forms must be able to be tested before being locked for production.

Forms must be able to be copied for revised versions.

The forms must have the ability to have a comments field.

Graphical Interface – The system must have the ability to support the above outlined reporting and analysis capabilities through a graphical user interface.

The system must be able to track the call taker where ever they sit by logging in to one of the following: Phone, PC, or auto record task.

Random selection of interactions must be able to be scheduled based on the data collected, such as call taker id, type of interaction or any other data collected.

The system must have the ability to capture and store all desktop activity from workstations with multiple screens if required. These screen captures shall be played back with any interaction.

The system must have the ability for anyone with the correct permissions to generate and customize reports without having to have any programming skills.

## **ANI/ALI Capturing**

ANI/ALI must be captured and stored with each 9-1-1 interaction.

The following items from the ANI/ALI data stream must be captured and stored in their own individual database fields of appropriate size that is sortable and searchable:

- Originating Phone Number (ANI)
- Address or Coordinate (ALI)
- Caller Name
- ANI/ALI Time of Initiation
- ANI/ALI Time of Pickup
- ANI/ALI Time of Disconnect
- ANI/ALI Date
- ESN
- Class of Service
- LEC

## **Training**

### **General**

End-user and administrator training will be provided by the vendor of the system not less than one week prior to the cutover date.

All training for end-users and administrators must be web based using Go To Meeting or Webex. If required, on site training shall be provided.

The Bidder must provide in the response to this RFP an outline of all end-user and administrator training.

The manufacturer must provide web based training for all telecommunicators, system administrators and supervisors of the Butts County 9-1-1 Emergency Communications Center.

## **Warranties and Service**

### **General**

The successful Bidder must include a one year warranty with the system and an optional warranty to show up to 5 yrs coverage. The warranty must include parts, labor, and software from date of acceptance. Warranty hours are 24/7 365 days and 24/7 monitoring and alarms.

No 3<sup>rd</sup> party service for warranty or maintenance. The same vendor that sold the system must also install, warranty, and maintain the system for the life of it.

The maintenance contracts must include updates to recording software in order to maintain that software to its most current level, at no additional cost during the life of the contract.



Variance: State any variances to the specifications, terms and/or conditions in the space below or reference herein all variances contained on other pages of this proposal form or in any proposal attachment. Failure to do so may be cause for rejection of proposal, or if order is executed, material and/or services provided which do not comply will not be accepted. If no statement is contained in the space below, it is hereby implied that your proposal complies with the full scope of this Request for Proposal invitation. (Variances may be outlined on a separate sheet to be attached to this Proposal-Contract form.)

Variances to the specifications:

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The following signature certifies the attached base pricing and completion date.

Name of Your Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

(Please be advised that future bids may be sent via e-mail. Please inform us of your e-mail address. If you wish to receive the bid by U. S. mail, please let us know.)

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Bidder Representative Signature      & Title      Date