

Wrangell Alaska Police Department

Request for Proposal (RFP)



Wrangell 9-1-1:
Existing TCI InVision
9-1-1 System

2-Position 9-1-1 Call Taking System with Internal ALI Server and Voice Logging Recorder

Wrangell 9-1-1 in Wrangell, Alaska

RFP Release Date: February 19th, 2016

Wrangell 9-1-1: Vendor Administrative Requirements

Proposals:

- Number of copies:
 - Proposing vendors will submit one (1) hard copy and one (1) soft copy
 - Soft copy should be on a jump drive or data disk
 - Do not email the soft copy
- Hard and Soft Copies can be mailed to:
 - Wrangell Police Department: Attention Chief Doug McCloskey
 - PO Box 1168
 - 431 Zimovia Highway
 - Wrangell, AK
 - (907) 874-3304
- All communication regarding this RFP, including technical questions, shall be directed to Chief McCloskey: wpdchief@aptalaska.net
- Technical Questions will be fielded until February 23rd, 2016
- All vendors must respond in detail to each element of this RFP in order to be considered for a contract award
- RFP responses must be received by 4:00 PM March 25th, 2016 and clearly marked on the outside of the parcel "Wrangell Alaska 9-1-1 RFP"

Grant Information:

- The Wrangell Police Department will be using resources included in a USA 2016 State Homeland Security Grant Program (SHSP):
- The SHSP is a reimbursable, federally funded pass-through grant program to assist local and tribal all-hazard preparedness activities (planning, equipment, training, and exercise) that address identified gaps or capability targets where a connection to terrorism exists. At least 25 percent of the overall SHSP funds received by the state will be dedicated towards law enforcement terrorism prevention-activities.
- For more information on this grant, see: <https://www.ak-prepared.com/Grants/SHSP>

Cover Page:

- Must include the vendor's legal name and contact information, as well as the name of the RFP, federal Tax Identification Number, DUNS Number, the vendor's contact person for the proposal, and the date the proposal is due
- Suppliers are expected to provide their best and most competitive proposal

Disclaimer:

- This RFP does not form or constitute a contractual document. The City and Borough of Wrangell shall not be liable for any loss, expense, damage or claim arising out of the advice given or not given or statements made or omitted in connection with this RFP. The Borough also will not be responsible for any expenses that may be incurred in the preparation of this RFP.
- The Borough reserves the right to reject any or all proposals and to determine which proposal is, in their judgment, the lowest, most responsible proposal. The Borough also reserves the

right to waive any informalities, irregularities, or minor deviations in any proposal and to delete certain items listed in the proposal if they will not meet the Borough's needs or budget requirements.

Signature:

- All proposals must be signed in longhand by the proposer or proposer's agent or designee, with his/her usual signature
- Proposing vendors will add the text below to the signature lines of their proposals:
 - Conditions and Non-Collusion Agreement
 - We have read and agree to the conditions and stipulations contained in the Borough's Request for Proposals and to the Standard Terms and Conditions contained therein.
 - In signing this proposal, I(we) also certify that I(we) have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the due date and time to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

Withdrawal of Proposals:

- Proposers may withdraw their proposal either personally or by written request at any time prior to the due date set for receiving proposals (Due Date: March 25th, 2016). No proposal may be withdrawn or modified after the due date and time, unless and until the award of the contract is delayed beyond April 25th, 2016

Quote Valid:

- The proposer must honor their quote until April 25th, 2016

Insurance Requirements:

- Successful Vendor shall carry a Commercial General liability policy having limits not less than Two Million and 00/100 Dollars (\$2,000,000) naming the Borough as an additional insured and providing that should Successful Vendor default in any manner under said insurance policy that Borough be notified by the insurer prior to cancelation of said insurance policy. It is understood and agreed that Successful Vendor's insurance policy is primary to any other valid and collectible insurance available. For any claims Proposer's insurance coverage shall be primary insurance as respects the Borough, its elected officials, employees and attorneys. Any insurance or self-insurance maintained by the Borough, its elected officials, employees, or attorneys shall be excess of the Successful Vendor's insurance and shall not contribute with it. Successful Vendor shall at the time of the execution of the Contract, provide Borough a Certificate of Insurance indicating that it meets the requirements herein, including but not limited to confirmation by Successful Vendor's insurance carrier that Successful Vendor's insurance is the primary insurance as set forth above.

Letter of Introduction

- Please include with your proposal a letter of introduction including:
 1. Company name
 2. Address
 3. Contact Name
 4. Contact Phone
 5. Contact E-mail
 6. Company website
 7. Provide a brief company history
 8. How many locations do you have in the United States where this equipment has been installed?
 9. How many years has your company been doing business under this name?
 10. How many years has your company developed public safety software?
 12. Please provide a statement confirming that your firm can meet the Borough of Wrangell's minimum insurance requirements

Vendor Background:

- How many employees are dedicated solely to public safety software versus other software your company may offer?
- Has your company ever been party to a buy-out, merger, company acquisition, or had a majority of its ownership interest transferred?
 - If so, explain
- Has your company or any company employee ever been named in litigation and/or arbitration related to the company's product, services or for any security breaches?
 - If so, explain
- Are there, or have there been, any lawsuits against your company by current or former clients?
 - If so, explain
- Has your company ever completed an implementation after the originally agreed-upon deadline?
 - If so, indicate the date, parties involved, and circumstances
- Has your company ever terminated a contract or failed to complete any work awarded to it?
 - If so, describe

Vendor References:

- Please provide a list of several customer references including contact information, years using the system and programs/modules in use that demonstrate your company's capabilities to meet the requirements listed in this RFP.

Standard Terms and Conditions:

- The successful vendor will be required to comply with the following standard contractual terms and conditions:

1. **BACKGROUND INVESTIGATION/FINGERPRINTS REQUIRED.** The contract will include a requirement that the vendor's employees assigned to this project must consent to and pass a fingerprint based background check and sign a confidentiality agreement prior to commencing work on the project.

2. **NON-DISCRIMINATION.** All hiring shall be on the basis of merit and qualification and there shall be no discrimination in employment on the basis race, ancestry, color, physical or mental disability, religion, national origin, sex, age, marital or familial status, creed, ex-offender status, physical condition, political belief, public assistance status or sexual orientation, gender identity or expression, except where these criteria are reasonable bona fide occupational qualifications.

3. **AFFIRMATIVE ACTION POLICY.** Contractors, subcontractors, sub grantees, and other firms doing business with the Borough of Wrangell must be in compliance with the Alaska Human Rights Law: AS 18.80, and all other applicable laws or forfeit the right to continue such business dealings.

4. **COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA).** Contractor shall comply with any applicable provisions of the AMERICANS WITH DISABILITIES ACT with respect to the performance of this contract. Contractor shall incorporate or communicate the intent of the following statement in all publications, announcements, video recordings, course offerings or other program outputs: "Contractor will provide reasonable accommodations for any known disability that may interfere with a person in participating in any service, program or activity offered by the Contractor. In the case of documents, recordings or verbal presentations, alternative accessible formats will be provided. For further information call the Contractor."

5. **EVIDENCE OF WORKERS COMPENSATION COVERAGE.** Contractor hereby certifies that Contractor is covered by a Workers' Compensation insurance program with either the State of Alaska, a private insurance carrier, or an approved self-insurance plan in accordance with Alaska State law and that the Borough has no liability for Contractor's worker's compensation insurance or claims or that the Contractor has received a waiver of such coverage from the State of Alaska. If the Contractor has not received a waiver from such coverage, the Contractor shall provide evidence of such coverage to the Borough prior to the execution of the agreement.

6. **COMPLIANCE WITH OTHER FEDERAL, STATE, BOROUGH, AND MUNICIPAL LAWS.** Contractor shall obey all other laws, ordinances, regulations and rules of the Federal, State, Borough and Municipal governments which may be applicable to its operations. Said laws include, but are not limited to, the Equal Employment Opportunity laws, the Fair Labor Standards Act, and Occupational Safety and Health Administration (OSHA). Any violation of applicable law shall constitute a breach of this Agreement and Contractor shall hold the Borough harmless from any and all liability arising out of, or in connection with, said violations including any attorney's fees and costs incurred by the Borough as a result of such violation.

7. **OWNERSHIP AND PUBLICATION OF MATERIALS.** All records, drawings, reports, information, data, and other materials prepared by the Contractor pursuant to this Contract are the property of the Borough, which has the exclusive and unrestricted authority to release, publish or otherwise use, in whole or part, information relating thereto. No material produced in

whole or in part under this Contract may be copyrighted or patented in the United States or in any other country without the prior written approval of the Borough who shall be the owner of such copyright or patent.

8. **REPORTS AND INFORMATION.** The Contractor will maintain accounts and records, including personnel, property and financial records, adequate to identify and account for all costs pertaining to this Contract and such other records as may be deemed necessary by the Borough to assure proper accounting for all project funds, both federal and non-federal shares. These records will be made available for audit purposes to the Borough or its authorized representative, and will be retained for three years after receipt of final payment for the services rendered under this Contract unless permission to destroy them is granted by the Borough.

9. **ACCESS TO RECORDS.** It is expressly understood that the Contractor's records relating to this Contract will be available during normal business hours for inspection by the Borough or their authorized representatives.

10. **PLACE OF VENUE.** The parties understand and agree that performance of this contract is for the Borough of Wrangell Alaska and that in the event of litigation concerning it, venue is the City and Borough of Wrangell, State of Alaska. This Contract will be construed under and governed by the laws of the State of Alaska.

11. **INDEMNIFICATION.** The Contractor waives any and all claims and recourse against the Borough including the right of contribution for loss and damage to persons or property arising from, growing out of, or in any way connected with or incidental to the Contractor's performance of this contract except for liability arising out of sole negligence of the Borough or its officers, agents or employees. Further, the Contractor will indemnify, hold harmless, and defend the Borough against any and all claims, demands, damages, costs, expenses or liability arising out of the Contractor's performance of this Contract except for liability arising out of the sole negligence of the Borough or its officers, agents or employees.

12. **LEGAL FEES.** In the event either party incurs legal expenses to enforce the terms and conditions of this Contract, the prevailing party is entitled to recover reasonable attorney's fees and other costs and expenses, whether the same are incurred with or without suit.

13. **INSURANCE - TERMS AND LIMITS.** Without limiting any of the other obligations or liabilities of the Contractor, Contractor shall obtain and maintain all required insurance from companies lawfully authorized to do business in the State of Alaska.

14. **CONTRACTOR'S LIABILITY NOT LIMITED.** By requiring such insurance and insurance limits as listed in this document, Owner does not represent that coverage and limits will necessarily be adequate to protect Contractor, and such coverage and limits shall not be deemed as a limitation on Contractor's liability under the indemnities granted to Owner in the Contract Documents.

9-1-1 Call Taking System: Technical and Operational Requirements:

System sizing:

- The proposed solution will support 2 individual 9-1-1 call-taking positions
- Both positions will have standard 9-1-1 call-taking functionality
- System will replace an existing 2-position Tel Control Inc (TCI), InVision 9-1-1 system

Interface to the local Public Switched Telephone Network:

- List technical interface options that the proposed solution can support; CAMA; SIP; etc.
- Existing Wrangell 9-1-1 services are provided via two (2) 2-wire, loop-start, reverse-battery 9-1-1 circuits from the local central office switch
- The PSAP is ordering 2 more 9-1-1 circuits for a total of four (4) circuits
 - There will be 4 circuits ready at 9-1-1 system cutover
- In-Band Calling-Party Number / Automatic Number Identification (ANI) is delivered on these 9-1-1 lines
 - This delivered ANI will be used to trigger the 9-1-1 ALI record from the internal ALI database

Internal Automatic Location Information (ALI) Database:

- The existing TCI 9-1-1 system has an internal ALI database build into it



- This internal ALI database uses NENA 2 ALI format with records provided by the local telephone company Alaska Power and Telephone (AP&T)
- The vendor who is awarded this work will need to develop a new, local ALI database to be utilized by the 9-1-1 system
- Vendor will work with local AP&T staff to incorporate approximately 1500 landline ALI records into the new database
- ALI format for the internal ALI server should match the ALI format of the 9-1-1 call taking system
- A stand-alone ALI database server is preferred over an internal server

Automatic Location Information (ALI) Database Updates:

- Processes for ALI database updates will need to be coordinated between the PSAP team, and the local AP&T staff
 - There are existing ALI update processes in place
 - Vendor will make sure PSAP team is comfortable with operational processes including ALI update processes

ANI-ALI display:

- The system will have the ability to process internal ANI/ALI records for each 9-1-1 call
- It is a requirement that the proposed solution provide a NENA compliant ANI/ALI display for the Dispatchers, either unchanged/blocked or parsed into windows fields
- Vendors must also describe options for printing and/or copy-pasting the ALI record into other applications

Manual ALI query:

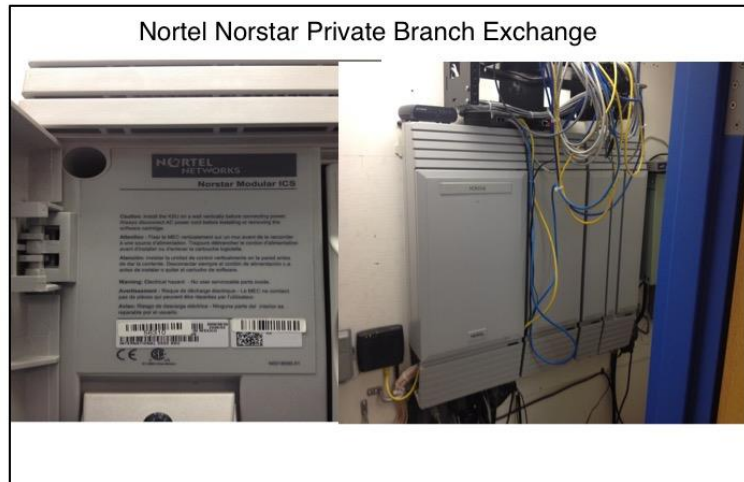
- Assuming that Automatic Number Information (ANI) is available, it is a requirement that the proposed solution support manual (reverse) ALI queries
- All manual (reverse) ALI queries must be logged in the system and included in the system's standard reports

Voice Logging Recorder:

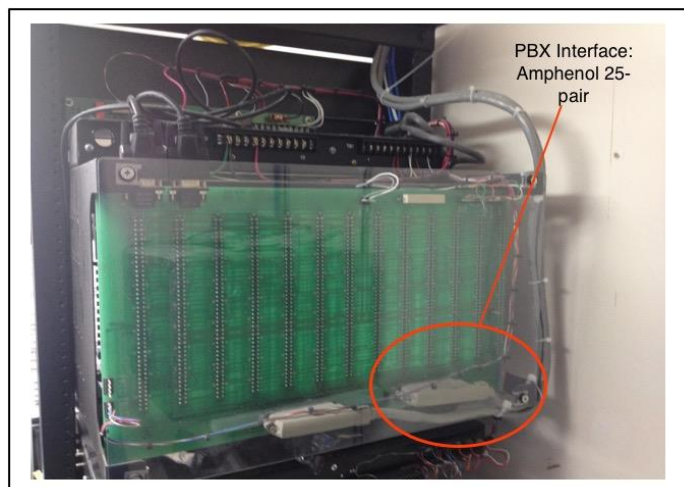
- The Wrangell 9-1-1 PSAP also needs a new analog Voice Logging Recorder (VLR)
- Please include the specifications and price for a new VLR
 - Include pricing for 8 and 16 ports configurations
 - VLR should have client/server functionality with clients eventually installed on the 9-1-1 workstations
- Vendor will provide proposed configuration options for trunk-level and station-level recording, including solutions for connecting to both 9-1-1 call-taking positions
- Vendor should also propose long-term data storage media options for the PSAP

Private Branch Exchange Integration:

- Vendor will explain their approach to interfacing with existing PBX system
 - Presently Wrangell Alaska uses a Nortel Norstar analog PBX
 - The PBX is located approximately 10 feet from the 9-1-1 rack
 - Model N00185-90-01
 - Installed 2007
 - 31 existing telephones



- List your solution's acceptable technical interfaces to PBX systems
 - SIP; FX-0; dial tone extensions; etc
- Diagrams with configuration options for PBX integration are preferable
- Presently, PBX connectivity is via existing 25-pair cable with Amphenol connector



General 9-1-1 Call Reports:

- Ability to generate general 9-1-1 call-taking reports for PSAP Management
- Vendors will provide a list of general reports that are available for PSAP management
- Vendors will describe how these call-taking reports are generated

NENA i3 compliance:

- As it is made available from future network service providers, it is a requirement that the proposed solution accept calls via a TCP/IP - ESINET that is compliant with the version of the NENA i3 SIP standards
- In addition, the successful vendor must plan for and commit to compliance with NENA i3 standards that are released subsequent to implementation, and to make the transition to remain complaint with i3 standards in a timely and efficient manner following release of those standards

Text-to-911:

- It is a requirement that the solution support NENA i3 text messaging / SMS services
- Vendors will provide documentation describing how they will terminate text messages and deliver the information to dispatcher workstations
- Include possible network options for Text-to-911

Multimedia Messages: Video and Pictures to 9-1-1:

- As they are made available from future network service providers, vendors will describe how video and pictures that are sent to 9-1-1 will be handled, displayed, and stored on the 9-1-1 system
- Include a summary of expected bandwidth necessary to terminate Multimedia Messages into the system

Sound quality

- It is a requirement that the proposed solution accurately reproduce the sounds transmitted by the devices connected to the call
- The system cannot introduce echo, static, interference, delay, or anything else that reduces the ability of the parties on the call to communicate with each other

Instant Recall Recorder (IRR):

- It is a requirement that the proposed solution provides call-takers with a method to quickly playback recent recordings of 9-1-1 calls at the 9-1-1 workstation
- The timeframe for providing access to calls with the instant recorder must be configurable and the minimum duration that calls are accessible through the instant call recorder is 24 hours

9-1-1 Call Notifications:

- It is a requirement that the call handling application in the proposed solution provide both audible and visual methods to notify the call-taker of an incoming call

System Users:

- Users must each have a unique single login throughout the system
- The solution must maintain a historical record of all users and logins
- All users must be authenticated with a password

Call Transfers and Selective Transfers:

- It is a requirement that the proposed solution allow a call to be transferred to any other position in the system
- It is a requirement that the proposed solution be able to selectively transfer to any other PSAP on the same 9-1-1 network
- Standard transfer buttons must be easily programmable and available to dispatchers on the user interface

Time synchronization:

- Proposed solution must provide or be capable of synchronization with the PSAP master clock or network-based master timing source.

General Reliability and Availability:

- Vendors will submit a summary of their approach to component and system maintenance including processes for customer notification for all maintenance functions
- It is a requirement that the proposed solution provide 99.999% overall system availability with no unscheduled complete system downtime
- It is a requirement that any redundant components in the proposal must provide redundancy automatically, without human intervention
- If there are single points of failure identified, vendor will describe their strategy for addressing these potential points of failure

Teletype (TTY) and Telephone Device for the Deaf (TDD):

- It is a requirement that the proposed solution fully support all ADA laws with integrated TDD/TTY features at each call-taking position
- TDD/TTY calls must have the same level of functionality as voice calls
- TDD/TTY detection must be automatic
- The TDD/TTY interface must support the creation and use of pre-programmed messages

Cellphone / Wireless 9-1-1 ALI rebid:

- Wrangell 9-1-1 does not have standard wireless ALI links at this time
- For future integration, it is a requirement that the proposed solution provide automatic ALI rebid on all Phase 1 and Phase 2 wireless calls, without losing the original ALI data
 - The auto-rebid timer must be configurable
- It is a requirement that the proposed solution also provide manual ALI rebid on all phase 1 and 2 wireless calls, without losing the original ALI data

Abandoned call handling:

- The systems will have the ability to detect and provide information on abandoned or silent calls, with location and call back information
- It is a requirement that the proposed solution alert call-takers, both visually and through a distinct tone, that a call was abandoned and allow callback with a single action

RMS and Mapping interface:

- The system will have the ability to integrate with existing Records Management System (RMS) and future Mapping Systems via industry standard connections
- The local ALI database will support RS-232 serial ALI/ANI dumps into CAD and Mapping
- Vendors will describe events that initiate ALI/ANI record dumps into CAD

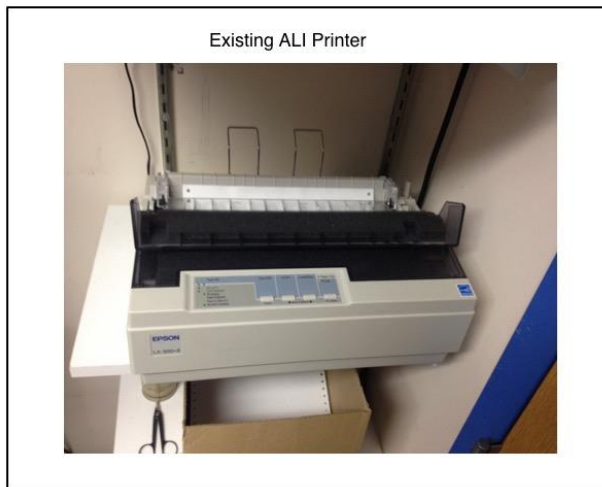
Facility Wiring:

- Vendors should be able to re-use existing facility wiring
- If wiring work is needed:
 - The winning bidder will be required to follow best practices in installation

- This includes, but is not limited to:
 - All wiring and connections must be secure, tidy, and labeled in accordance with the ANSI/TIA-606-B standard for identification and labeling
- As-built technical graphics and documentation must be provided

9-1-1 ALI Printer:

- Wrangell 9-1-1 utilizes an ALI printer that prints 9-1-1 call detail, including ALI, for every 9-1-1 call into the center
- Vendor will interface with existing 9-1-1 ALI printer if possible.
 - If the printer proved to be too old or incompatible, vendor will propose an ALI printer to work with their system



System Training:

- Dispatchers must be trained on the new system to a level where they feel comfortable using the system
- Rather than requiring dispatchers to change schedules for training, the winning bidder will offer call-taking systems training across existing dispatcher shifts
- The winning bidder will be required to provide an electronic copy of user documentation suitable for call-takers
- Training materials must be given to the Borough as a finished, fully tested format
- Optional Follow-Up Visit:
 - Wrangell 9-1-1 encourages vendors to include the cost of a post-install, follow-up visit, wherein the vendor can do final configuration changes if needed, and host a follow-up training session for dispatchers who might have questions or who may have missed the initial training
 - Vendors will schedule this optional visit for 30 days after install

Unique Systems Features / Vendor Feature Spotlights:

- Why is your 9-1-1 call taking system better than the others?
- What system features are unique to your system?
- How is your system's maintenance and support better than the others?
- Summarize your key feature differentiators

Additional Vendor Requirements:

Background checks:

- The Wrangell 9-1-1 PSAP is located in secure facilities and all support personnel, regardless of whether they work for the vendor or for a third party entity providing support on behalf of the vendor must be escorted by staff
- Background checks will be done on all technician who will need unescorted access to the PSAPs technical systems
 - Fingerprints will be kept on file
 - Unescorted vendors will also be required to sign an FBI Security Addendum that will be kept on file

System Implementation:

- It is a requirement that the proposal include a comprehensive project management plan for the installation and user training on the system
- Generally, system should be installed within 90 days of contract signing
 - Timeframes are adjustable and can be worked out with PSAP management
- The project management team will be responsible for the successful completion of all phases of this project, including, but not limited to:
 - A detailed plan that describes the steps involved with migrating from the current 9-1-1 system to the proposed new call taking system
 - It must include provisions to rollback if problems occur during the transition
 - The winning bidder will also develop a comprehensive acceptance test plan to be reviewed before installation

Maintenance Contract:

- Vendors will provide a detailed description of maintenance options, prices, levels of support, including duration of standard maintenance agreements
- If there are tiered layers of maintenance, describe in detail what services are provided for each tier, and the associated pricing
- Include summary of total maintenance charges for 5 years
- Include any discounts for signing up for 5 years maintenance

System Alarming:

- It is a requirement that system alarming be employed and follow a best practice tiered severity level methodology, to include hardware, software, server services, and overall system health and security

System Monitoring and Local “Smart Hands”:

- It is a requirement that the system operator provide live 24x7 monitoring and technical support for the entire system
- Vendor will provide a description of their Network Operations Center, and their approach to system support
- Include methodologies and mean-time-to-repair for general component outages

- Vendors will explain their approach to local “Smart Hands” if or when hands-on maintenance is needed
- It is a requirement that individuals who provide service and support must have proper training, certifications, and/or supervision to ensure that manufacturer guidelines are followed
- It is a requirement that call takers be able to submit Help Desk tickets to the vendor through all of the following means:
 - Via email
 - Via a toll free number
- All scheduled maintenance will occur in a predetermined maintenance window

Response time:

- It is a requirement that all calls for support be responded to within one hour
- If it is necessary to provide on-site support, the response time is 24 hours
- Describe the vendor’s escalation process for problems that are not quickly resolved

Backups and Change Management:

- It is a requirement that the proposed solution include provisions to regularly backup all system data and system configurations
- Vendors will also include solutions for storing 9-1-1 ALI and call detail information on a long-term basis
- It is a requirement that the proposed solution include comprehensive change management processes to ensure that all changes made to the system are engineered, tested, and documented before being installed locally

Warranty:

- All components must be covered by a warranty that begins at the time of delivery and extends for one year from the acceptance date
- During this period, the system must function properly in accordance with the proposal, and contract
- The winning bidder must remedy any initial defects or malfunction for no charge

Software Licensing:

- If the Solution will include software to be licensed from the vendor, Vendors shall insert software licensing requirements into the proposal
- Vendor shall propose the licensing options available and to recommend the advantages of those various options. For example, licensing options may include:
 - Per workstation
 - Per server
 - Enterprise-wide
 - Concurrent

Bug fixes and Software Upgrades:

- It is acceptable to install new executable files to fix a bug; however, if the user experience or system operation is significantly changed, altered to the degree that

additional user training is necessary, the vendor will retrain system users to match the changes in the system

- It is a requirement that the system operator provide patches and upgrades for all components supplied under the contract resulting from this proposal
- Patches that address serious security vulnerabilities must be applied within 48 hours of patch release, unless other mitigation measures can address the security vulnerability
- It is important that you address how often this equipment or software will need to be upgraded, include cost estimates

Equipment Refresh:

- It is a requirement that the vendor describe the frequency with which it will replace system hardware, including servers, network termination equipment, and workstations, during the term of the contract
- An estimate of timeframe and potential replacement charges should accompany this description