



REQUEST FOR PROPOSALS

9-1-1 Telephone System Replacement

2009-4670-1524

March 1, 2008

City of Newport News

OFFICE OF THE PURCHASING DIRECTOR

2400 Washington Avenue

Newport News, VA 23607

Phone: (757) 926-8041/ Fax: (757) 926-8038

www.nngov.com/purchasing

Sealed proposals, subject to the conditions and instructions contained herein, will be received at the above office of the Purchasing Director, 4th Floor, City Hall, 2400 Washington Avenue, Newport News, Virginia, 23607, until the time and date shown below (local prevailing time), for furnishing the items or services described in the proposal.

Scope of Work: To design, install and maintain an Internet Protocol (IP) based/capable 9-1-1 telephone system (including: all equipment & components, ALI database management solution, dispatch consoles & furniture, voice logger and video recording system, etc...) to replace the City's current Public Safety Answering Point (PSAP) system, located at 2400 Washington Avenue, Newport News, VA 23607.

Site/Facility

Walk Through: March 25, 2009 @ 9:00 a.m. (2400 Washington Avenue, Newport News
Meet in the lobby area at the Security Desk)

Proposal Due: April 22, 2009 @ Close of Business (COB)

Contract Officer:

Marie-Therese (Mimi) M. Gartner, CPPB, Buyer, (757) 926-8040, email: mgartner@nngov.com

AN ORIGINAL AND TEN (10) COPIES OF YOUR SUBMITTAL ARE REQUESTED

In compliance with this Request for Proposals, and subject to all the conditions thereof, the undersigned offers to furnish the items or services requested and certify he has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone: _____ FAX No.: _____

E-mail: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

(This Form Must Be Signed. Signature must be original, not photocopied)

Conditions and Instructions

RFP Rev. 09-09-08

1. All proposals must be submitted on and in accordance with this form. If more space is required to furnish a description of the commodities and/or services offered or delivery terms, the offeror may attach a letter hereto that will be made a part of the proposal. All proposals must be submitted in a sealed envelope plainly marked using RFP number, date and time.
2. It will be the responsibility of the offeror to see that his proposal is in this office by the specified time and date. Date of postmark will not be considered. Telephone, fax and verbal offers will not be accepted.
3. Prices, if requested, should be stated in units of quantity specified, less federal, state, and local taxes.
4. The offeror certifies by signing this proposal that this proposal is made without prior understanding, agreement or accord with any other person submitting a proposal for the same product or service and that this proposal is in all respects bona fide, fair and not the result of any act of fraud or collusion with another person engaged in the same line of business or commerce. Any false statement hereunder constitutes a felony and can result in a fine and imprisonment as well as civil damages.
5. In event of default by the offeror, the City reserves the right to procure the commodities and/or services from other sources, and hold the offeror liable for any excess cost occasioned thereby. If, however, public necessity requires use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a proper reduction in price.
6. Availability of Funds: A contract shall be deemed executory only to the extent of appropriations available to each Department for the purchase of such articles or services. The City's extended obligations on those contracts that envision extended funding through successive fiscal periods shall be contingent upon actual appropriations for the following years.
7. The offeror guarantees to save the City, its agents or employees, harmless from liability of any nature or kind, for use of any copyright, composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, or which the offeror is not the patentee, assignee, or licensee.
8. All proposals must be signed with the firm name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.
9. By signing this proposal, the offeror assigns to the City of Newport News any and all rights that he may have under the antitrust laws of the United States and the Commonwealth of Virginia in any way arising from or pertaining to this offer. This provision is remedial in nature and is to be liberally construed by any court in favor of the City of Newport News.
10. Appeals Procedure: Upon request, administrative appeals information will be provided which shall be used for hearing protests of a decision to award or an award, appeals from refusals to allow withdrawal of proposals, appeals from disqualifications and determinations of non-responsibility and appeals from decisions or disputes arising during the performance of a contract.
11. **Non-Discrimination:** During the performance of this contract, the successful bidder agrees as follows:
 - a. He will not discriminate against any employees or applicants for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where one or more of these are a bona fide occupational qualification reasonable necessary to the normal operations of the contractor. The contractor agrees to post in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
 - b. The contractor will be and state that he is an equal opportunity employer in all solicitations or advertisements for employees.

- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

The contractor will include the provisions of the foregoing paragraphs (a), (b) and (c) in every subcontract or purchase order of over ten thousand dollars so that the provisions will be binding upon each subcontractor or vendor.

12. This public body does not discriminate against faith-based organizations.

13. During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this subsection, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this subsection, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract

14. Direct contact with City Department, other than Purchasing, on the subject of this proposal is expressly forbidden except with the foreknowledge and permission of the contracting officer.
15. Assignment of Contract: A contract shall not be assignable by the Contractor in whole or in part without the written consent of the City of Newport News.
16. If authorized by the Offeror(s), the resultant contract(s) may be extended to any jurisdiction within the Commonwealth of Virginia to purchase at contract prices in accordance with contract terms. Any jurisdiction using such contracts shall place its own order(s) directly with the successful Contractor(s). The City of Newport News acts only as the Contracting Agent and is not responsible for placement of orders, payment or discrepancies of the participating jurisdictions. It is the Contractor's responsibility to notify the jurisdictions of the availability of contract(s). **Contractor not desiring to offer to other jurisdictions under this clause shall so indicate in their response.**
17. Applicable Law and Courts: Any purchase order/contract resulting from this solicitation shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations. These Conditions and Instructions shall be applicable to the extent that they are non-contradictory to the proposal terms and/or instructions on the following pages. **The contractor certifies that he does not and shall not during the performance of the contract for goods or services in the Commonwealth, knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986, as amended.**

Every business must register with the Virginia State Corporation Commission before transacting business in Virginia.

18. If City Hall is closed for business at the time scheduled for the proposal opening sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.
19. If you have obtained this solicitation from our web page or from a source other than directly from the City of Newport News, it is the offeror's responsibility to check with our office prior to submitting your offer to ensure that you have a complete, up-to-date package. The Purchasing Department takes no responsibility to ensure any interested offeror has obtained any outstanding addenda

The original copy maintained at our offices, in the bid/proposal file folder, shall be considered the official copy. In the case of any inconsistency between bid/proposal documents submitted to the City, but not clearly listed on the exception page of the document as an exception by the offeror, the language of the official copy shall prevail.

Furthermore, any exception or changes to the specifications made by the offeror may be cause to disqualify your bid/proposal.

- 20. The contractor shall keep himself fully informed of all federal, state and local laws, ordinances and regulations that in any manner affect the conduct of the work. The contractor shall at all times observe and comply with all such laws, ordinances and regulations and he shall protect and indemnify the City, and its representatives against any claim or liability arising from or based on any violation of the same, whether by the contractor, his subcontractors, suppliers of materials or services, or others engaged by the contractor or the employees of any of them. **The contractor certifies that he does not and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986, as amended.**

Every business must register with the Virginia State Corporation Commission before transacting business in Virginia.

- 21. **Contractor's License:** If any of the services promulgated under this solicitation consist of construction work, it is required under Title 54.1, Chapter 11, Code of Virginia for a contractor who performs or manages construction, removal, repair, or improvements when the total value referred to in a single contract or project is:

Seventy thousand dollars (\$70,000) or more, or the total value of all such construction, removal, repair or improvements undertaken by such person within any twelve-month period is five hundred thousand dollars (\$500,000) or more shall show evidence of being licensed as a **Class A Contractor**.

Seventy-five hundred dollars (\$7,500.00) or more, but less than seventy thousand dollars (\$70,000) or the total value of all such construction, removal, repair or improvements undertaken by such person within any twelve-month period is one hundred and fifty thousand dollars (\$150,000) or more, but less than five hundred thousand dollars (\$500,000) shall show evidence of being licensed as a **Class B Contractor**.

Over one thousand dollars (\$1,000) but no more than seventy-five hundred dollars (\$7,500) or the total value of all such construction, removal, repair, or improvements undertaken by such person within any twelve-month period is no more than one hundred and fifty thousand dollars shall show evidence of being licensed as a **Class C Contractor**.

The City shall require master certification as a condition of licensure or certification of electrical, plumbing and heating, ventilation and air conditioning contractors.

A valid business license from the City may be required. The offeror shall complete whichever of the following notations as appropriate:

"Licensed Class A Virginia Contractor No. _____."

"Licensed Class B Virginia Contractor No. _____."

"Licensed Class C Virginia Contractor No. _____."

- 22. **Special Note:** Successful bidder shall furnish all required bonds, certificates of insurance and required endorsements on City approved forms. Any other forms are not acceptable and shall not be approved by the City Attorney's office. Time is critical on this work and non-compliance will delay the work and may be cause to make award to the next qualified bidder.

- 23. **Performance and Labor and Material Payment Bond:** The Contractor shall have ten (10) days from the date of the city's request to provide a performance bond and a labor and material payment bond, (use only forms attached to proposal unless approved by City Attorney) in the amount of the contract price as security for faithful performance of the work in strict conformity with the Contract Documents and for payment of all persons who perform labor and furnish materials in prosecution of the work. The surety on such bonds shall be duly authorized to do business in the Commonwealth of Virginia and satisfactory to the City.

- 24. Insurance:** The contractor shall maintain adequate liability insurance, which shall protect and save harmless the City of Newport News, Virginia, and its officials from all suits and actions of every kind and description arising from injury or damage to persons and property in the prosecution of said work or in failure to properly safeguard same, and from all claims arising under the workmen's compensation laws. The contractor shall furnish proof of said insurance prior to commencement of services. Separate forms, which name the City as additional insured and as alternate employer, must be included with the Certificate of Insurance. Forms (Insurance Endorsements) are available to download from the Purchasing website (<http://www.nngov.com/purchasing/resources/purchasingforms>). **Please make sure prior to submitting a bid that all insurance endorsements forms have been reviewed by your insurance carrier.**

The Commonwealth of Virginia requires construction contractors and subcontractors to obtain and maintain worker's compensation insurance while performing work on behalf for the City. Evidence of coverage needs to be provided prior to commencement of work.

- 25. Liquidated Damages:** TIME IS OF THE ESSENCE ON THIS CONTRACT. Failure of the Contractor to complete the work within the time allowed will result in damages being sustained by the City. Such damages are, and will continue to be, impracticable and extremely difficult to determine. For each consecutive calendar day in excess of the time specified for completion of the work, the Contractor shall pay to the City, or have withheld from monies due it, the sum of **\$1000.00 per day**.

Execution of the contract under these specifications shall constitute agreement by the City and Contractor that this amount per day is the minimum value of the costs and actual damage caused by failure of the Contractor to complete the work within the allotted time, that such sum is liquidated damages and shall not be construed as a penalty, and that such sum may be deducted from payments due the Contractor if such delay occurs.

Permitting the Contractor to continue and finish the work or any part thereof after the contract time or adjusted contract time, as pertinent, has expired shall in no way operate as a waiver on the part of the City or any of its rights under the contract.

Payment of liquidated damages shall not release the Contractor from obligations in respect to the fulfillment of the entire contract, nor shall the payment of such liquidated damages constitute a waiver of the City's right to collect any additional damages which may be sustained by failure of the Contractor to carry out the terms of the contract, it being the intent of the parties that said liquidated damages be full and complete payment only for failure of the Contractor to complete the work on time.

- 26.** In event of default by the contractor, the City reserves the right to procure the commodities and/or services from other sources, and hold the contractor liable for any excess cost occasioned thereby.
- 27. Cancellation:** The City may cancel the contract at its convenience, without penalty, at any time by giving thirty (30) days written notice or may cancel the contract immediately for violations of safety or rules of ethics. The City may cancel a contract thirty (30) days after the City has given a written request for a cure for vendor non-performance if such cure has not occurred. Cancellation shall not release the vendor from legal remedies available to the City. If the contract is an extended term contract, after completion of the first contract period, either party may cancel the contract without penalty. Written notice of such termination shall be made a minimum of sixty (60) days prior to its effective date.

SMALL, MINORITY, WOMEN-OWNED BUSINESS OBJECTIVES

It is an important business objective of the City to promote the economic enhancement of small businesses (SBE), minority businesses (MBE), and women-owned businesses (WBE). The success of the City to track the amount of business received by SBE, MBE and WBE FIRMS (whether as a prime contractor or a subcontractor) is dependent upon the business community partnering with us in this important endeavor.

If you anticipate **sub-contracting** to any of these businesses in the performance of this contract, you are requested to individually report the total dollars for each business classification. Failure to report the dollars in the categories below may result in the application of stronger requirements being placed on bidders to assure that SBE, MBE and WBE firms receive benefits from City contracts.

Complete the following information and return the form with your package.

1) If you are a SBE, MBE or WBE, please check one of the following boxes:

SBE **MBE** **WBE**

2) In the spaces below, report the anticipated dollars that you intend to subcontract to each business type if a contract is awarded to your firm. (If you do not intend to sub-contract any work to others, even if you are a S/M/WBE, put zeros in the spaces below).

Total **SBE** Dollars to be Sub-contracted \$ _____

Total **MBE** Dollars to be Sub-contracted \$ _____

Total **WBE** Dollars to be Sub-contracted \$ _____

3) If you are not a SBE, MBE, or WBE and you do not plan to utilize such firms in this contract, please state your reasons:

GENERAL

The City of Newport News (“City”) is seeking proposals from qualified offerors to design, install and maintain an Internet Protocol (IP) based, or IP capable, 9-1-1 telephone system, with wiring, associated equipment and components; automatic location identification (ALI) database management solution; workstation furniture and chairs; voice logger recording system; and video recording system to replace the City’s existing 9-1-1 telephone and related systems at its City Hall public-safety answering point (PSAP) located at 2400 Washington Avenue, Newport News, Virginia 23607.; and its Alternate Dispatch site.

The City desires a best-of-breed 9-1-1 system that takes advantage of rapid advancements in telecommunications and information systems while controlling costs associated with providing 9-1-1 service over the entire life cycle/span of the equipment.

The City is not mandating a specific technology and will consider all options, which can be configured to meet the City’s current and future requirements. The City envisions a resilient 9-1-1 system built upon fault tolerant technologies and expects seamless and automatic failover when one component of a redundant system fails. The proposed system(s) must be configured for high reliability to protect against service outage. This shall include the ability to survive the loss of any critical component through duplication of common equipment that could otherwise be a single source of system failure. The ability to survive a Katrina-like event is a key goal. The City seeks call quality, overall functionality, and management reporting tools that surpass its current legacy system.

*A site walk-through is scheduled on **March 25, 2009 at 9:00 a.m.** as a courtesy for those interested in attending. The walk through will provide prospective offerors the opportunity to compile specific information needed to respond to the RFP and take notes for questions that may be submitted following the visit. Any information exchanged during this site visit shall not be considered as “binding or changing the specifications” unless it is in writing from the City. Answers to questions submitted within two (2) business days following the site visit will be published in an addendum to the RFP. Otherwise, see Questions procedures below.*

QUESTIONS

Questions regarding this RFP should be directed to the Department of Purchasing, Marie-Therese (Mimi) M. Gartner by email: mgartner@nngov.com or facsimile (757) 926-8038, *not less than ten (10) business days* prior to the proposal due date. All questions must be submitted *in writing*; telephonic inquiries will not be considered.

INTRODUCTION

The City requires a complete “end to end” solution for the component(s) or system(s) proposed to include peripheral systems and components that could impact total system design and operation. Total solution requirements include:

- Workstation furniture (dispatch consoles) for 18 positions at the City Hall PSAP facility

- Trunked audio logging recorder system for the current 17 channel trunked Motorola Smartnet Analog 800 MHz radio system, with planned migration to an APCO P25 compatible digital 800 MHz system; telephones at the City Hall main site; with remote access provided for Police, Fire and the Emergency Maintenance Facility; and optional recording capabilities, and remote access, for additional City sites (Public Works, Schools, Police HQ).
- Instant playback system for radios and telephones at each of the 18 workstations in the City Hall main site
- Optional Networked Video Recording System
- Automatic Location Identification (ALI) database/location services component
- Installation of equipment and ongoing operation and support
- Removal of pre-existing, unused cabling and wiring at the main 911 Center site (to be returned to the City for disposal)

Proposed systems must be scalable to allow for future growth, must be compatible with the City's existing telephone and data networks, and in the case of recording equipment, must be expandable to include other call centers located throughout the City, via the City's existing LAN, and in the case of video recording equipment, must be capable of the addition of cameras as needed. Any proposed video recording equipment must be of a quality that provides for visual recognition in "all" types of high and low lighting environments.

If a Vendor's proposal includes equipment, hardware, software, and/or services to be supplied by other firms, it is mandatory for the proposing Vendor to act as the prime contractor for the entire procurement of all products and services proposed. The prime contractor shall be the sole point of contact with regard to contract negotiations and stipulations including payment of any and all charges pertaining to the purchase of the proposed equipment, hardware, software, and/or services. The prime contractor shall take full responsibility for the demonstration, delivery, installation, acceptance testing, and maintenance of the items supplied by its subcontractor(s). Vendors shall provide a copy of all Service Level Agreements (SLA) currently in place with their subcontractors that guarantee these commitments to service.

Note: The City reserves the right to procure associated data or telecom services independent of this contract, if it is in the City's best interest.

The infrastructure of the 9-1-1 telephone system must serve the City's current needs as well as future Next Generation 9-1-1 (NG9-1-1) applications. Proposed solutions shall include, but are not limited to:

- Network
- Transport
- Public-Safety Answering Point (PSAP) interfaces
- 9-1-1 trunk support
- Selective routing
- ALI interfaces

The system must be scalable, affordable, reliable, redundant, and capable of resolving the limitations of the City's current legacy system.

All unused, incompatible or faulty, cabling from existing and previous radio and telephone systems shall be removed from overhead cable trays and walls in the back equipment room as well as beneath the computer floor at the City Hall main Dispatch Site. Vendors will be expected to test and determine if

cabling is in use prior to removal. Vendors shall return old cabling to the City for disposal. This will be an “as new” wiring installation, even if existing cabling is reused. Warranties of any reused or new cabling will be guaranteed for a minimum period of ten years.

Wiring to the City’s existing Motorola radio equipment located within the consoles may also need to be replaced and or relocated to accommodate new console furniture, changes to console configurations, and/or a redesign of the Dispatch Center. It is incumbent upon responding vendors to propose a design/layout out that will best meet the City’s operational needs, within the confines of providing a cost effective solution. If replacement or relocation of radio system cabling is required, the vendor shall explain or provide:

- What company will do the wiring removal and installation
- The company’s total years of experience with this type of Motorola radio equipment
- Copies of current certifications proving that all technicians are trained in this equipment to Motorola standards
- Total years of the wiring warranty

CRITICAL NOTE: Regardless of possible agreed negative operational impacts during equipment replacement, at no time shall the main 911 Center be rendered as inoperable.

Industry Standards

Systems deployed shall rely on industry-wide technical standards to the extent that these are available, rather than Contractor-specific, closed or proprietary architectures. The responsibility to identify all applicable codes, laws, and regulations, and/or agencies having jurisdiction over any implementation practice shall be the sole responsibility of the prime contractor. As a minimum, proposed solutions shall conform to the latest codes, laws, regulations, standards, guidelines and best practices of:

- The Federal Communications Commission (FCC)
- The Occupational Safety & Health Administration (OSHA)
- The Electronic Industries Association (EIA)
- The American National Standards Institute (ANSI)
- The National Fire Protection Association (NFPA)
- The National Emergency Number Association (NENA)
- The Association of Public-Safety Communications Officials (APCO)
- The Commonwealth of Virginia 9-1-1 Comprehensive Plan
- The Emergency Services Interconnections Forum (ESIF) under the Alliance for Telecommunications Industry Solutions (ATIS)
- Building Industry Consulting Services, International (BICSI) Telecommunications Distribution Standards (the City requires BICSI certified installers for installation and testing of any new wiring/cabling proposed as part of this RFP – the vendor must specify which BICSI certified installers will be used and provide copies of their certifications)
- Technical standards for Next Generation 9-1-1, as well as the recommendations and intentions of the Network Reliability and Interoperability Council (NRIC) “Best Practices”.
- Any applicable national, state or local electrical wiring codes.

Overview of Current Environment

The Newport News Communications Division conducts its main dispatch operations at its City Hall site located at 2400 Washington Avenue, in the basement of City Hall. The main site provides 17 operational positions on the main dispatch floor and a fully functional training console in the Training Office (for a total of 18 console positions). The legacy telephone system at each workstation is a MAARS ComCentrex system with 60 button desk sets. Desk sets in the main center currently support:

- 10 9-1-1 trunks
- 6 Cellular 9-1-1 trunks
- 12 Administrative Centrex lines
- 10 Fire Department hotlines
- 7 Dedicated circuits to other agencies (Virginia Department of Transportation, Monitor Merrimac Bridge Tunnel Control Room, Multra-Guard Inc, etc.)
- 1 Internal quasi 9-1-1 line

Raised type removable carpet tile flooring (computer flooring) is currently installed in the 911 Center.

The Alternate Dispatch Site is outfitted with ten 45 button ROLM desk sets and utilizes 4 hard switches to transfer 9-1-1 land line and 9-1-1 wireless calls from the City Hall Site to the Alternate Dispatch Site, remotely located approximately 15 miles from City Hall at 513 Oyster Point Road. When the Alternate Site is activated, non-emergency lines are re-routed at the central office telephone switch, activated by telephone using a 1-800 routing service.

Data Network

The City of Newport News' data network is a switched and routed network using a combination of 100-megabit per second (Mbps) and 1000Mbps topologies. The core switches used are Cisco. The switch configuration provides direct physical connections to the Cisco routers hosting the City's client access systems.

The City employs a private wide area network (WAN) using point-to-point T1 circuits and fiber links between the City Hall and Alternate Dispatch Sites.

SCOPE OF WORK

System Design Requirements

The proposed solution should include an evaluation of the existing networks, telephone lines/trunks, power redundancy, and grounding status at the City Hall Site and the Alternate Dispatch Site, recommendations for efficient integration or interface of current re-usable resources, a strategy to remove and dispose of, or return to the City as specified, any existing equipment and cabling, recommendations for inclusion of industry standard enhancements, and a viable installation plan that supports continued operation of the City Hall main site throughout implementation.

The replacement telephone and logging recorder systems for the City must address the goals and expectations for feature/functionality, selection, implementation and on-going operation as outlined.

A telephone system is sought that will support both the City Hall and the Alternate Dispatch Site based upon the same, or similar, hardware, operating system, and application software.

All equipment housed in the City Hall E911 Communications Equipment Room is adequately backed by an uninterruptible power supply (UPS) which is also backed by a power generator. Any proposal that contains equipment which in part or entirety approaches the upper limits of, or which exceeds, the capacity of the City's current 9-1-1 Center UPS and generator shall include a proposal to expand or replace these systems to provide the necessary power redundancy. It is important to note that the 9-1-1 generator is tested weekly, and is tested under full load for a one-hour run, monthly. Any Voice over IP (VoIP) solution or equipment that is affected by this testing regimen shall be specifically stated and addressed.

Desired Features

In addition to maintaining current service levels, the City desires to add increased functionality to its 9-1-1 system to include:

- IP based compatible, capable, ready, or configured technology to prepare the City to migrate to NG9-1-1 with the future option of participating on the State/Northrup Grumman secure network and with the ability, in the future, to participate in hosted services.
- Electronic access (FTP or download) to the Vendor supplied ALI database, with quarterly updates, for use in the City's reverse 9-1-1 systems.
- Redesign or reconfiguration of the current layout of the 911 Center to provide better use of space and enhanced work flow. All aspects for full operability of new equipment, lighting, ergonomics, etc. must be considered in the design for this 24 X 7 X 365 working environment. Pricing for redesign or changes to existing layout must be quoted under the "Options" heading in the vendor's proposal.

NOTE: Vendors will be required to design the layout of equipment in all rooms applicable to the proposed project and will work in conjunction with the City's Project Manager and 911 Manager for the best utilization of space.

- A simple graphical user interface (GUI) for all required computer applications.
- Any type of available back up equipment or redundancy and optional cost breakout – explain in detail.
- Enhancement to the City's current TDD capability such as user friendly means of entering preprogrammed messages, and use of integrated keyboard.
- Ergonomic and other improvements to the City's existing console furniture to include:
 - Quality of construction
 - Height adjustments
 - Individual lighting and temperature controls
 - Ease of access to stored computer components

- Organization of cabling to support stored equipment
- Improved aesthetics to include color/texture
- Enhanced on-site recording of radio and telephone transmissions to include:
 - Trunked recording of the City's 800MHz radio system
 - Recording of the 18 positions in the City Hall 911 Center
 - Enhanced search parameters such as: time, console, keyword, ANI, and radio ID
 - Optional off-site recording of the Alternate Dispatch Site
 - Optional off-site recording of the Police Department's Call Reporting Unit (12 positions)
 - Optional off-site recording of the Public Works Call Center (12 positions)
 - Optional off-site recording of the Schools Transportation Call Center (10 positions)

Automatic Call Distribution (ACD)

The proposed 9-1-1 telephone system shall include a robust automatic call distribution (ACD) system that at a minimum includes the following features and functionalities:

- Ability to route calls to operators based on assigned job duties and not specifically tied to the console position (e.g., call taker regardless of assigned workstation, fire dispatcher regardless of console assignment, supervisor wherever seated, etc.)
- Clear and functional display for supervisor to monitor calls in queue
- Ability for staff to determine the number of calls waiting in queue at all times (without pushing buttons or keys to bring statistics forward)
- Pre-recorded voice announcements, in the employee's voice, differentiated by line type (i.e., emergency, non-emergency)
- One button ability for operator to mark as temporarily unavailable while on shift
- Mechanism for routing overflow calls to the Alternate Dispatch Site during disasters and other emergencies
- Ability for multiple information announcements for callers in queue

Call Accounting and Reporting Requirements

Vendor must incorporate the City's existing MagIC call accounting system, or provide a solution that meets the City's budget while providing call accounting and reporting functionality that meets or exceeds the current MagIC system.

The vendor shall provide all details relevant to landline and wireless call accounting and a management information system (MIS) and related applications. Proposals shall clearly indicate how the equipment or system(s) will interface to 9-1-1 equipment and include details of the type of statistics and reports provided.

Implementation

The successful contractor shall submit an implementation plan and Gantt chart for the installation process within three-weeks of the award of the contract. The chart shall include any City requirements to facilitate the implementation schedule. Implementation plans shall address/include:

- User interviews and pre-cutover meetings
- Design and build of the new system and delivery of equipment and component parts
- An installation phasing schedule to include a separate phasing schedule for the telephone system at the Alternate Dispatch Site
- Testing of each phase
- Staged end-user training on all applicable systems before, during, and after cutover
- Provision of 24 hour a day, seven day a week direct support from the contractor's Project Manager throughout the first two-weeks of system cutover for each system.

All network changes or modifications shall be approved and coordinated by the City's network personnel.

Authorization to proceed must be obtained prior to commencement of work. If a change in scheduled work hours is required at any time, this must be coordinated with and approved by the City's Project Manager and 911 Manager, in advance.

The vendor shall return all removed copper wiring to the City for disposal.

The vendor shall not damage any ceiling tile, dirty carpets, gouge walls, or cause any other damage to buildings, unless such damage is specified as a condition of work performed in support of this project. All such scheduled and intended damage will be repaired to "as new" state after such work is completed. If any other damage occurs, the vendor will bear total financial responsibility for repairs needed to correct any damage to the building, or parts thereof, will coordinate any repair to the City's satisfaction, and will coordinate subsequent payment for repair to the owning Department, City Department of Engineering, or other appropriate party as designated by the City.

Vendors must comply with "good housekeeping" practices. Work areas must be kept clean so as to not interfere with the daily operations of the 911 Center or any associated or adjacent administrative offices, work spaces, break room facilities, rest rooms, kitchens, lounges, etc. Normal 911 Center and administrative office work flow must not be interrupted or impeded due to any removal or installation of equipment associated with the work unless approved in advance. If during the course of work, there is a disagreement of what "good housekeeping practices" are, the 911 Manager shall have the final determination as to the required level of cleanliness.

Work delays are not acceptable (See *Conditions and Instructions*, **Liquidated Damages**, paragraph 23). Prompt arrival at the work site as scheduled is very important so as to cause as little inconvenience to the customer as possible and to stay on schedule. Vendors are responsible for pre-coordinating, with the

Project Manager, approved access to required work sites and for ensuring all personnel wear visible, photo identification which includes visible indication of the employing company's name.

Training

Training shall be provided for City of Newport News personnel as follows:

- System Administration training for key Information Technology and Administrative personnel in configuring and troubleshooting the telephone system and recording system solutions proposed.
- End User training, or train-the-trainer training, on the proposed telephone and recording systems components of a proposal.
- Train-the-trainer hardware and software upgrades

Submit training plans for each level of training using benchmarks referencing the implementation schedule.

Administrative Requirements

Prior to installation the prime Vendor shall provide:

- a. Detailed contact list information, including work and cellular telephone, pager and FAX telephone numbers, e-mail addresses and names for the project manager, installation technician, sales representative, and other project stakeholders.
- b. Roles and responsibilities – identify the roles and responsibilities of each individual listed in “a” above.
- c. Floor plans – detailed floor plans identifying the planned location of all backroom and workstation equipment and corresponding cabling and outlets.
- d. Facility modifications required – describe, and provide specifications for, all facility modifications necessary to accommodate the new system as part of the RFP submission.
- e. System interfaces –list all equipment or systems that must be interfaced or integrated into the 9-1-1 telephone system. This includes connection to a remote call data collection service.
- f. Circuitry – identify quantity/type of telephone trunks, lines and other circuits that will be connected to the 9-1-1 telephone system; also identify network provider service support and planning requirements.
- g. System programming – prepare and deliver a plan to provide complete programming records showing each telephone/workstation, station/line features, system speed dial numbers, agent profiles, supervisor profiles, ACD programming and any other adjustable software parameter necessary to meet the specific needs of the PSAP. The system programming documentation.
- h. System growth capacity – provide an explanation of configured system capacities and additional components needed to expand beyond the current configuration.

- i. Maintenance – detail the capabilities of maintenance facilities and teams to provide remote and on-site maintenance service as needed, and specify normal response time guarantee and emergency response time limitations.
- j. Documentation – Complete as-built documentation of all equipment and installed wiring and equipment and maintenance manuals both in hard copy (bound or 3-ring binder) and on compact disk (CD), in a viewable format such as MS Word or PDF. Wiring documentation shall include all termination points and numbering schemes.

SUBMITTAL

Submit *one* original and *ten* complete copies of the proposal package. All pages of the proposal, including attachments, must be bound either by a multi-ring binder or other appropriate cover (per copy), that will effectively protect assembled pages from being inadvertently torn or disfigured. *Answer/address all items in your proposal in the same order as they appear in this RFP document.* Include all information requested and any other information thought to be relevant to completely address the Request for Proposal requirements. The following information, as a minimum, shall be included in the proposal package to be considered **responsive** to the Request for Proposals:

1. The **Request for Proposals document** with any addenda acknowledgements filled out and signed as required. The person that signs the RFP shall serve as the primary point of contact for this contract. This person shall have the authority to negotiate the full scope of the offered services and provisions on behalf of the organization and shall be authorized to bind the contract to the terms and conditions of this RFP
2. Address all items (in the order they appear below) that apply to your proposed equipment or system(s) as follows:
 - a. Provide a brief description of the proposed system.
 - b. Describe the architecture of the proposed system. Include the system's ability to support other vendor equipment.
 - c. Include an explanation of how the system will interface with the Local and Long Distance networks.
 - d. Describe the acquisition and delivery of ALI information and ALI database trouble reporting and resolution procedures.
 - e. State the port types that the system supports and the maximum number of ports in various combinations.
 - f. State the total number of users that the system can support.
 - g. Describe the system's central processor.
 - h. Describe the process in which call processing/call routing occurs. Include a diagram if necessary.

- i. Describe how scalability is achieved with the current system.
- j. Identify any single points of failure in the proposed system.
- k. Identify all components of the proposed system that can be duplicated.
- l. Describe how databases are synchronized in redundant systems.
- m. State the power, grounding, temperature and humidity control requirements of the proposed system.
- n. Describe cable requirements for the proposed system.
- o. Explain the system's ability to provide redundancy and survivability at the remote Alternate Dispatch Site.
- p. Identify usage, status, and managerial reports the system can generate; provide sample reports.
- q. Describe how system administration is accomplished. Include an explanation of how the system is accessed and maintained.
- r. Describe the methodology for detecting, diagnosing, and reporting troubles and component failures; include how alarm notification is handled.
- s. If applicable, include information on bandwidth requirements.
- t. Provide an explanation of the proposed system's voice quality; provide a voice quality guarantee.
- u. If VLAN is proposed, explain any VLAN configuration to separate out phones and computers.
- v. Explain any limitations or configuration issues associated with true local 9-1-1 access.
- w. Provide a description of all equipment placed at the workstation to include where the equipment is stored (specify all equipment that will reside on the desk/counter top); provide photographs or drawings to depict the desktop configuration.
- x. Provide information about headset compatibility with the proposed system.
- y. Describe how the system is utilized to allow a trainer and trainee to access the same line at the same time with the ACD in use.
- z. Describe how a supervisor is able to monitor live calls.
- aa. Provide a table listing all system features and functionality indicating which features or components are optional and which are standard.

- bb. The City expects to upgrade to digital or VoIP for the new 9-1-1 telephone system. Where new cables are required, provide a short narrative for the basis of the new cabling and the location of the cable within the system.
- cc. Describe your company/organization's compliance with ISO 9001. If your organization is not ISO 9001 certified, briefly describe the quality management framework in use by your organization.
- dd. Provide any known drawbacks of using your proposed system over the City's existing services; include any special equipment required, any addition or modification to existing equipment (to include UPS and generator) or networks, the impact of power outages, etc.
- ee. The anticipated frequency and cost of software upgrades to the system and can these costs be incorporated into the initial system purchase price.
- ff. The anticipated frequency and cost of hardware upgrades to the system and can these costs be incorporated into the initial system purchase price.
- gg. At the time of system delivery, the Vendor must supply accurate and thorough on-site equipment and system specifications, diagrams, network connectivity, equipment and system warranty information, and manufacturer, model, part, and serial numbers for all equipment in written form or on computer disk. All as-builts as previously described, must be included.
3. Provide detailed design drawings of the proposed system architecture and specific configuration proposed to meet the requirements as stated in the RFP.
- What year was the equipment proposed first introduced into the market? _____
4. The anticipated operating life cycle of the proposed system must be adequate to support the City for the long term. State the length of time you will guarantee support for the proposed system(s). Support must include at minimum, the following,:
- ✓ Maintenance
 - ✓ Spare parts
 - ✓ System administration and reconfiguration
 - ✓ System and software upgrades
 - ✓ Documentation updates
 - ✓ Training and or retraining
5. Describe the experience, in terms of time; your firm has in installing and repairing each type of equipment in the proposed solution. Provide appropriate references (use the form on page 20; attach an additional sheet if necessary)
6. Provide the technical qualifications of personnel that will be responsible for installing and maintaining the equipment; include certifications and training.
7. Describe your firm's ability to perform the scope of work throughout the equipment's entire life cycle. Provide appropriate references (use the form on page 20; attach an additional sheet if necessary)

8. Provide a complete list of proposed subcontractors and their responsibility under the proposal.
9. Provide complete information pertaining to Warranties and Support as follows:
 - Does your firm have local technicians to support the proposed system(s)? If so, how many LOCAL service personnel are trained and certified on each system proposed? If not, what is the distance to the nearest technician?
 - What is the guaranteed time within which a technician will arrive on scene for minor repairs and for emergency repairs and what are the limitations, if any, on the guaranteed response times?
 - Are technicians trained on the latest equipment/systems as proposed? Provide copies of all current certifications.
 - Does your firm have immediate access to replacement equipment or does equipment have to be ordered and shipped in?
 - Does your firm intend to store critical replacement parts on site? If so, what parts, in what quantity, and will the parts be maintained on site for the duration of the equipment life cycle?
 - Does your firm have a help desk or other means of processing customer service requests and questions? If so, what are the hours of operation and what addition charges apply, if any?
 - What is the warranty period for the system(s) and equipment proposed by the Vendor?
 - After the initial warranty period, what is the cost for the proposed maintenance contract for the five year period following warranty and what does that maintenance contract include; specify any limitations including 24 X 7 coverage versus business hours only, etc.
 - Provide all information concerning available support services options. Information shall include available customer support services, trouble reporting, maintenance agreements and costs; whether field support is local, area, or regional; and expected and guaranteed support response times.
10. **Pricing:** All costs shall be fully disclosed, and clearly itemized so the City fully understands what will be supplied for a given figure. Costs shall be submitted in spreadsheet format separated into four sections as follows:
 - Total Project Costs – an itemized list of all hardware (including quantity, make/model of equipment, cabling and miscellaneous connectors, etc...), installed software, installation cost (include removal and disposal of existing equipment), and training cost. The final figure shall be a ‘not-to-exceed’ project total.
 - Trade-in Allowance – for the City’s existing equipment and systems
 - Options – Equipment, 5 year maintenance and available service support plan costs

- Upgrade Options – any enhancements or upgrades to the City’s existing lines, equipment or networks that are recommended to support operation of the proposed system(s), or to qualify for certification or warranty.

EVALUATION CRITERIA (Listed in Order of Importance)

Each proposal will be evaluated for full compliance with the RFP instructions to the offeror and the terms and conditions set forth within the RFP document. The objective of the evaluation will be to recommend the firm who is the most responsive and fully qualified based upon the herein described needs of the City. The proposal will be evaluated on the following criteria:

1. Equipment Reliability and Functionality – Durability of proposed equipment and system’s infrastructure integrity (redundancy, back-up power, etc...); Ability of the proposed system(s) to enable end users to perform basic functions; Enhanced features that increase productivity and efficiency or provide newly offered functionality; Ability to migrate to Next Generation 911 technology.
2. Capability and Skill – the firm’s proven success with installing and maintaining systems of same or similar size and complexity; Technical qualifications, certifications and training of all personnel that will be responsible for installing and maintaining this critical level equipment throughout its entire life cycle.
3. Responsiveness and Support – ability to perform installations and service on schedule; the firm’s established track record of product support and commitment to service, including warranties, depth of resources available to provide continuous maintenance and support upgrades; Location and skill level of technical support personnel, existence and scope of technical support center(s); developed plan for demonstrated commitment to service during the contract period and substantiated evidence of administrative support in these areas.
4. Equipment Content and Layout – equipment room layout, console configurations, recording system configurations, individually operated ergonomic furniture controls, etc
5. Training – ability to train end users to fully utilize system components and functionality.
6. Feedback from references.
7. Price, payment terms, and cost containment.

From the time the proposal is first advertised to the time a contract is signed, all offerors or contents of any proposal must be kept confidential. All proposals submitted under this RFP (including all documents, schedules, reports, plans and other materials) shall become the property of the City of Newport News and will not be returned (see *Trade Secrets/Proprietary Information* page 22).

***REFERENCES**

Please provide a minimum of 3 similar projects successfully completed within the past 5 years.

-1- NAME AND ADDRESS OF CONTRACTING ENTITY AND A BRIEF OVERVIEW OF PROJECT

PRINCIPAL CLIENT (NAME) AND PHONE NUMBER:

-2- NAME AND ADDRESS OF CONTRACTING ENTITY AND A BRIEF OVERVIEW OF PROJECT

PRINCIPAL CLIENT (NAME) AND PHONE NUMBER:

-3- NAME AND ADDRESS OF CONTRACTING ENTITY AND A BRIEF OVERVIEW OF PROJECT

PRINCIPAL CLIENT (NAME) AND PHONE NUMBER:

** The City reserves the right to ask for additional information.*

METHOD OF SELECTION

Proposals will be evaluated and interviews scheduled with selected firms in accordance with the “Contracting for other than professional services” method of selection outlined in the Code of Newport News, Virginia Section 2-570-2. Details can be accessed at:

<http://www.nngov.com/purchasing/resources/purchasingcode>

AWARD

Award will be made in accordance with Code of Newport News, Virginia Section 2-570, Award. Award shall be made to the responsible offeror whose proposal is determined in writing to be the more advantageous to the city, taking into consideration price and the evaluation factors set forth in the request for proposals. The contract file shall contain the basis on which the award is made. The award of a contract shall be the sole discretion of the City. The award shall be based on the evaluation of all information as the City may request. The City reserves the right to accept or reject any or all proposals in whole or in part and to waive any informalities in the RFP. Further, the City reserves the right to enter into a contract deemed to be in its best interest.

Upon making an award, or giving notice of intent to award, the City will place appropriate notice on the public bulletin board located outside of the Purchasing Department at City Hall. Notice of Award may also appear on the purchasing website: www.nngov.com/purchasing

DIRECT CONTACT

Direct contact with any City employee, including Information Technology Communications and the Police Department without the expressed permission of the Director of Purchasing or his designated representative, on the subject of this proposal, is strictly forbidden. Violation of this paragraph may result in disqualification of your proposal.

DEBRIEFING

The City Code requires that in the RFP process all information as to persons or firms making offers or the contents of any offers is kept confidential. This information can only be given out after an award or decision to award has been made.

After an award is made, or the decision to make an award is made, the file is available in the purchasing department for public review. Request a review time during normal business hours, 8 – 5, Mon-Fri.

TRADE SECRETS / PROPRIETARY INFORMATION

Trade Secrets or Proprietary information submitted by an, offeror, or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the, offeror or contractor must invoke the protections of this section prior to or upon submission of data or other materials to be protected and state the reasons why protection is necessary. *Price quotations in proposals submitted to the City are not “proprietary” or “confidential”.* They are considered public information. Information leading to the decision to award, including prices and other factors, shall be made public (section 2-557.2 of City Code).

Please mark one:

() **No**, the submittal I have turned in does not contain any trade secrets and/or proprietary information.

() **Yes**, the submittal I have turned in does contain trade secrets and/or proprietary information.

If **YES**, please list the *page numbers* **and** the *reasons* why the information is considered a trade secret and/or proprietary information. These pages shall be conspicuously labeled “PROPRIETARY INFORMATION” in **red** ink at the top and bottom center of each page. **Do Not Mark the Whole Proposal Proprietary.**
