

Request for Proposals for ANI/ALI Specifications

submitted to:



York County, Pennsylvania

February 2007

Kimball
L. Robert Kimball & Associates
Architects and Engineers

EBENSBURG, PENNSYLVANIA CORAOPOLIS, PENNSYLVANIA PITTSBURGH, PENNSYLVANIA HARRISBURG, PENNSYLVANIA PHILADELPHIA, PENNSYLVANIA
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SECTION 1 - PURPOSE AND INTENT

PART 1 - PURPOSE

1.1 General

- A. The York County Emergency Communications Center is responsible for administering York County's (County) 9-1-1 program. As part of these responsibilities, it is the intent of the County to establish and implement a cohesive emergency 9-1-1 system that will provide citizens with rapid, direct access to public safety agencies.

PART 2 - INTENT

2.1 General

- A. The purpose of this Request for Proposal (RFP) is to establish a complete turnkey 9-1-1 communication system utilizing 2 PlantCML ECS-1000 9-1-1 automatic number information, automatic location information (ANI/ALI) controller systems in York County, Pennsylvania.
- B. The desired solution will serve the new primary and new long-term secondary back-up public safety answering point (PSAP) locations within York County. York County will also require that the LEC (Verizon) re-engineer a new 9-1-1 network outside of this proposal. This network will abandon the present single non-Signaling System Seven (SS7) capable Verizon Select Router (located in the Verizon York Main Central Office) for a more robust paired tandem configuration.
- C. All of the End Office Wireline and Wireless trunking connectivity requirements will be re-established as new facilities to the Harrisburg and Paxtang Verizon Tandems. The output of the tandems will be connected to the 2 York County PlantCML ECS-1000 systems that are to be included in this proposal.
- D. The 2 CML ECS-1000 will have intra-switch connectivity via a new County-owned Public Safety Microwave system. The microwave system has been provisioned with 6 DS1s to serve the required inter-switch network needs of the ECS-1000s and Sentinel ALI system. The vendor is required to provide all in building and connectivity equipment necessary to utilize the microwave systems available DS1s.
- E. The 9-1-1 Network configuration will be required to disperse 9-1-1 calls equally to both York County PSAP locations. The back-up center will not be staffed during normal operations and will forward all telephony traffic via intra-switch ISDN-PRI facilities over the microwave media to the primary center. The

back-up system is required to direct call traffic to the secondary on-site positions automatically if any position is logged on and is available.

- F. The selected vendors will be required to install and configure the new secondary PlantCML ECS-1000 system utilizing software license and components from the existing system. The Stand-Alone Sentinel ALI system will be required to be configured to support the new primary PSAP and the short term back-up PSAP.
- G. The County's current plan is to keep the operational capabilities at the current 9-1-1 facility at Pleasant Acres intact, (minus 5 Workstation licenses) and operational for 4 to 6 months after the new facility is brought online. Then, the vendor must assist the County in installing, testing and transitioning to their established long-term back-up facility using the equipment and software previously installed at Pleasant Acres by Verizon. As equipment and software is relocated, the vendor that has been awarded this procurement will be required to support the redeployed equipment with a maintenance contract that will continuously expire on the same day as the expiration of the new systems 1st year equipment warranty.
- H. Month-to-Month maintenance pricing is required to be included in this proposal to support this migration requirement. The vendor is to assume that 6 months of maintenance will be required and it is recognized that adjustments may be necessary via the Change Order process as more accurate dates become available.
- I. The primary location will require a total of 27 Workstations uniquely configured to support dedicated Call-taker, and Police, Fire, and EMS functions.
- J. The long-term secondary location will require 12 Workstations configured as close as possible to mirror the same functions as the primary PSAP workstations. The long-term centers workstation will be newly equipped and reuse 12 of the existing Sentinel licenses after the long-term center is fully ready to support 9-1-1. It is anticipated that these licenses will not be available for 6 months.
- K. There will be 1 fully equipped and licensed maintenance spare Workstation that will support both locations.
- L. The total amount of Workstations will be 40 (27 primary + 12 secondary + 1 Spare = 40)
- M. The current York County PlantCML ESC 1000 is supporting 17 installed + 1 spare (total of 18) Release 5.6 Workstations.
- N. It is intended that the new primary PSAP be initially installed with all new network, equipment, workstation PCs, monitors, etc. to support 27 workstations. Since York County already owns 18 PlantCML Workstation licenses that they intend to reuse, only 22 PlantCML additional licenses will be required to support the primary and Long-Term secondary PSAP.

- O. The new primary center will be fully installed with total new equipment – minus 5 Workstation licenses. The remaining 5 Workstation licenses will be made available the day of the in service cut and are required to be installed in as short of a time period that is feasible at the new center. This will allow the new center to cut “live” with 22 Workstations and then shortly after the cut, be capable of supporting 27 Workstations.

- P. The County would like to consider an optional solution that would allow 10 of the workstations that are physically located at the primary center be engineered in a manner that the workstations can be supported by the on-site CML ESC-1000 or the secondary off-site ESC-1000. This option would augment the disaster recovery plan by allowing York County to continue to support 9-1-1 calls in the event of back room failure of the common equipment.

- Q. Systems and Vendors are required to meet the following:
 - 1. Fully redundant digital PlantCML ECS-1000 ANI/ALI controller systems that supports ISDN-PRI intra-switch facilities.
 - 2. Configuration that requires minimum floor and wall space.
 - 3. Critical equipment should be contained within the existing securable equipment room. Non-critical equipment such as printers, modems, and maintenance workstations should be supported in vendor-supplied equipment rack(s).
 - 4. Meet the requirements of direct digital interfaces, workstations, intra-switch ISDN PRI network and ALI, CAD, and Voice Logging interface ports.
 - 5. Service providers must be able to meet demanding response times and have demonstrated 5 years of prior service with similar size communications centers, CML ECS-1000, and CML ALI systems.
 - 6. Provide references from other clients with counties of similar technology and population.
 - 7. Statistical reports, at a minimum, should include circuit usage, response times, call duration, transfer destinations, and other call-handling operation for any customer-defined time period utilizing data from both CML-ESC 1000s. Examples of reports and how it would apply to York County will need to be provided.
 - 8. The current primary (future short term secondary center) site is located at 108 Pleasant Acres. The new primary PSAP location is located at 120 Davies Drive, York, Pennsylvania 17402 and the new secondary location is 300 East Berlin Road, York, Pennsylvania 17404. The totally new system requirements are included in Exhibit A (Section 12); the new system requirements for the long-term Back-up facility are included in Exhibit B (Section 12).

SECTION 2 - COMPETITION INTENDED

PART 1 - GENERAL

1.1 Introduction

- A. It is the County's intent that this RFP permits competition.
- B. Recognizing that this proposal requires a high knowledge of the current systems, software releases and component details in order to provide a competitive response, York County and L. Robert Kimball and Associates (Kimball) will schedule exclusive site visits with each vendor that intends to propose a solution.
- C. The offer of an exclusive site visit is to openly provide all potential vendors up to a 6 hour time period during one business day to review the present systems and configurations. During this period both York County and Kimball technical staff will be available to answer questions about the present systems and configurations.
- D. The County will not be responsible to address any questions concerning the current configuration after the exclusive site visit. All diagrams and documentation that are available to the County will be distributed equally to all potential vendors.
- E. Vendors are asked to refrain from directing questions about future configurations or RFP requirements during this exclusive visit time period. The intent of this exclusive site visit is to allow vendors the opportunity to review the existing systems in detail.
- F. The County will offer the opportunity for all vendors to visit the new sites and direct RFP clarification questions at a second pre-bid meeting. This second meeting will be open to all potential vendors and is mandatory.
- G. The County is encouraging that any questions concerning the RFP or future configurations be submitted in writing prior to the pre-bid conference.
- H. The initial competition is intended to procure 2 new PlantCML ECS-1000 systems since the County already has a substantial investment in hardware, software and personnel training in these systems.
- I. It shall be the Proposer's responsibility to advise the Emergency Service Center, Attention: Mr. Robert Sterner, Email: RHSterner@ycdes.org in writing if the offer of an exclusive site visit, language, requirement, specification, etc., or any combination thereof inadvertently restricts or limits the requirements stated in this RFP to a single vendor. Such notification shall be received no later than 14 calendar days after the release of the RFP.

SECTION 3 - HISTORY/BACKGROUND/CURRENT ENVIRONMENT

PART 1 - GENERAL

1.1 Background

- A. The York County Communications Center 9-1-1 network is scaled to serve approximately 221,180 subscriber access lines. A 9-1-1 call is initiated via a subscriber access line that receives dial tone from the public switched telephone network (PSTN). The call is then forwarded to the remote end office that serves the subscriber access line. Once the call is received at the remote end office, it is transferred onto dedicated 9-1-1 trunks that delivers the call to the Verizon CML ESC-1000 9-1-1 Selective Router located at Verizon York Main Central Office. The call is then selectively routed based on telephone number and emergency service number, over one of twenty 9-1-1 trunks to the York County Communications Center.

1.2 Current Environment

- A. Verizon Telephone Company (Verizon) is the Local Exchange Carrier (LEC) that provides the 9-1-1 network and is currently under contract to provide maintenance to the County for the 9-1-1 and Administrative telephone system equipment.
- B. The 9-1-1 network for York County consists of 9-1-1 wireline trunks and numerous CLEC and wireless trunks that deliver 9-1-1 dialed calls from the end office to the Verizon Selective Router for call processing. The LEC, Verizon, is utilizing a CML Technologies ECS-1000 Selective Router (S/R) to route 9-1-1 calls to the proper PSAP. Currently, Adams and York County are the only PSAPs served from the Verizon York Main Selective Router. There are twenty 9-1-1 trunks from the Selective Router to the County's CML ECS-1000 ANI/ALI Controller, located at the present 9-1-1 center in York. The existing network interfaces to the present system via 3 direct DS1/DCM interface ports. The current Verizon (former GTE tariff) supports an intermixing of 10-digit digital Emergency, non-Emergency, ring-down and 9-1-1 NCAS and CAS trunks. The newly filed and approved Verizon tariff continues to support direct DS1 interfaces.
- C. There are 14 Wireline end offices that are supported by York County 9-1-1. The table in Figure 1A demonstrates the relationship of the remote end offices to the host central office. Each central office processes 9-1-1 calls from the remote switches and then routes the 9-1-1 call over dedicated 9-1-1 trunks to the Selective Router. The table in Figure 1B is a non-comprehensive list of Access Line Subscriber End Central Offices and Remote End Offices with their associated NPA-NXX. The diagram in Figure 1C demonstrates 9-1-1 call flow.

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Figure 1A

Host Central Office	Dillsburg	Remote End Offices	
Host Central Office	York North	Remote End Offices	
Host Central Office	York West	Remote End Offices	East Berlin Adams County 9-1-1
Host Central Office	York East	Remote End Offices	
Host Central Office	York South - Loganville	Remote End Offices	
Host Central Office	Spring Grove - Jefferson	Remote End Offices	
Host Central Office	Glen Rock	Remote End Offices	Fawn Grove Stewartstown
Host Central Office	Wrightsville	Remote End Offices	
Host Central Office	Dover	Remote End Offices	
Host Central Office	Red Lion	Remote End Offices	Delta Brogue Airville
Host Central Office (CLEC)	Hyperion	Remote End Office	
Host Central Office (CLEC)	Commonwealth Telephone Company (CTCO)	Remote End Offices	
Host Central Office (CLEC)	Hanover (Embarq Telephone)	Remote End Offices	
Host Central Office	Verizon Tandems – Harrisburg and Paxtang (Camp Hill, Mechanicsburg, and New Cumberland, Cumberland County 9-1-1)	Remote End Offices	
Host Central Office	York North, Main and East ISDN Connectivity	Remote End Offices	
Host Central Office	Wireless Carriers (AT&T, Cingular, Nextel, Sprint PCS, T-Mobile, and Verizon Wireless)	Remote End Office	

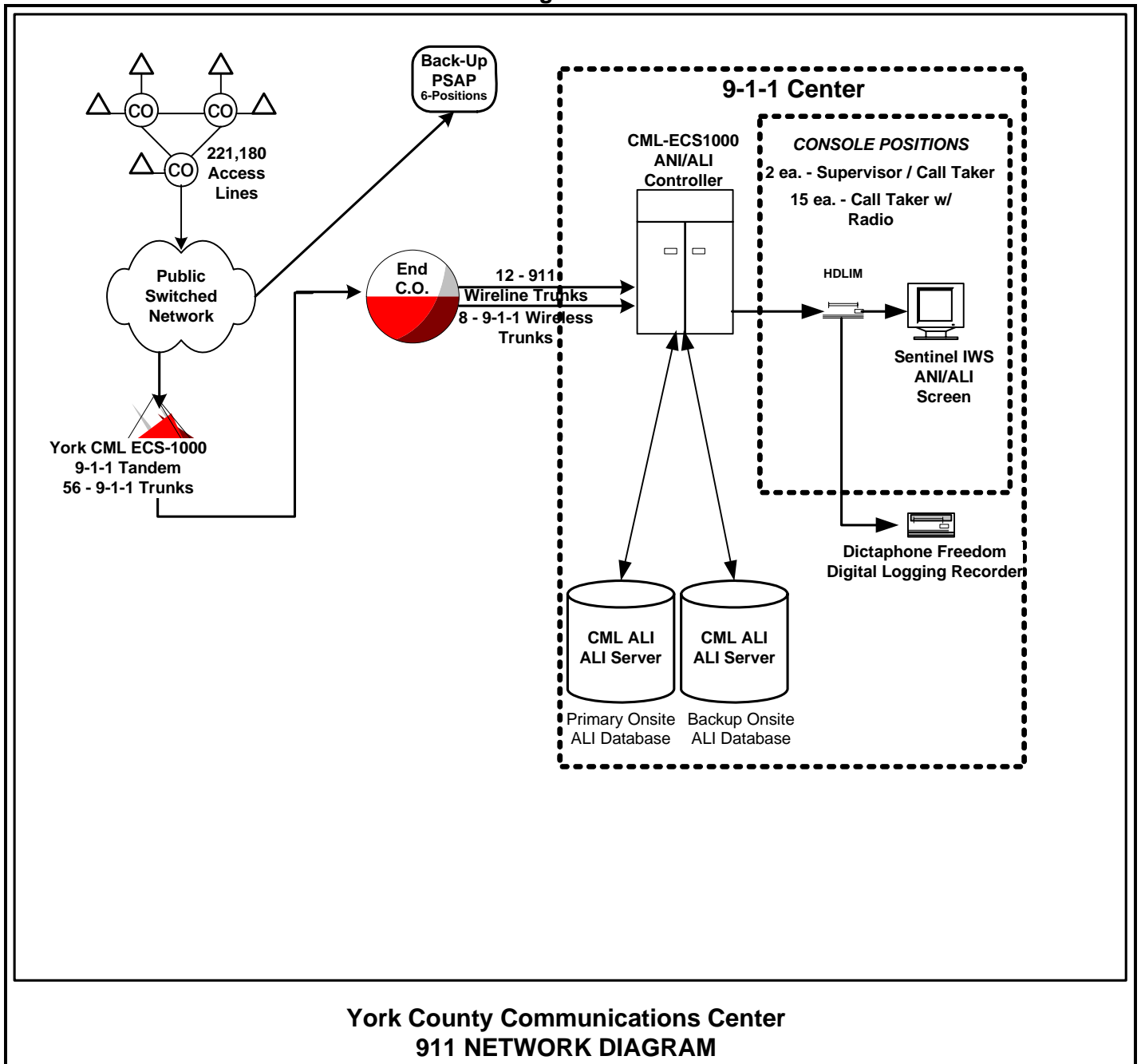
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D. The following is a non-comprehensive list of Access Line Subscriber End Central Offices and Remote End Offices with their associated NPA-NXX:

Figure 1B

Host Central Office			
	Dillsburg		NPA-NXX
			717-432, 502, 638
Host Central Office			
	York		NPA-NXX
	Including		717- 309, 313, 317, 318, 324, 326, 332, 424, 487, 495, 505, 515, 542,
	York North		717- 577, 578, 586, 600, 659, 676, 683, 699, 757, 764,
	York West		717 – 718, 741, 747, 751, 755, 767, 771, 779, 781, 792, 793, 801, 812
	York East		717- 815, 817, 818, 825, 840, 849, 851, 852, 854, 855, 858, 870, 873, 880, 887, 891
	York South		717 - 968
Host Central Office	Spring Grove - Jefferson		NPA-NXX
			717 – 225, 739
Host Central Office	Glen Rock		NPA-NXX
			717 – 227, 235, 759
	Remote Offices		NPA-NXX
		Fawn Grove	717 - 382
		Stewartstown	717 – 746, 993
Host Central Office	Wrightsville		NPA-NXX
			717 – 252, 478
Host Central Office	Dover		NPA-NXX
			717 – 292, 308, 467
Host Central Office	Red Lion		NPA-NXX
			717 – 244, 246, 378, 417
	Remote Offices		NPA-NXX
		Delta	717- 429, 456, 563
		Brogue	717 – 373, 927
		Airville	717 – 322, 862

Figure 1C



E. Automatic Location Information (ALI)

1. The 9-1-1 system utilizes redundant Stand Alone CML Sentinel ALI database servers to provide Automatic Location Information. When the call is presented to the ANI/ALI controller, the telephone number with area code is read and then queries the on-site ALI database. The York County ALI system is currently supporting Wireline and Wireless Phase II and was installed in 2005. This system replaced the on-site redundant manufactured discontinued HP 3000 ALI system.

- F. 9-1-1 ANI/ALI Controller Telephone System
1. The 9-1-1 Telephone Answering Equipment was installed in 1995 and the most recent upgrade was completed in 2005. The upgrade included PC Workstation replacement, HP 3000 replacement and Administrative Phone System Replacement. This upgrade was purchased through the LEC, Verizon. Verizon is the maintenance contractor and this service is provided under a separate contract for this equipment.
 2. The County has 17 CML Sentinel answering positions.
 3. Currently the two Shelf - CML ESC-1000 is utilizing CML software version 5.6 for the system and workstations. There are 12 analog ring-downs that served as an interface between the CML equipment and an older Norstar Key System. These 12 analog ring-downs are no longer required and are "out of service". There are 2 DCM modules that provide 4 DS1 ports. Three DS1 Ports provide the intra-mixed interface to the PSTN and 9-1-1 S/R and the fourth DS1 port is digitally interfaced to the on-site Cisco AVVID System.
 4. The Cisco AVVID is interfaced to the PSTN via 1 ISDN PRI DS1 which provides Direct Incoming Dial (DID) and outgoing PSTN access in a two-way configuration identified in the Verizon tariff as "Call by Call". The Cisco system also includes Voice Mail service and an Auto Attendant feature. The Auto Attendant service allows Public Safety personnel to directly access Call-takers/Dispatch Sentinel Workstations for non-emergency access via the PSTN. This access was installed to minimize the non-emergency call volume that previously was required to be answered by the dedicated 9-1-1 Call-taker positions and then internally transferred. This PSTN direct access to the CML Workstations must continue to be supported in the new configuration. Enhancements that can support the transferring of Caller ID information from the originating party via an interface are encouraged.
 5. The current amount of 12 analog ringdowns is no longer required since the Cisco system has replaced the older Norstar system. The older configuration required analog ring-downs as an interface between the two systems to support the transferring of callers.
- G. 10-Digit Numbers
1. The Sentinel IWS also provides the capability to handle 10-digit telephone calls; however the older Verizon digital network service did not support Caller ID. The 10-digit lines are used to receive non-9-1-1 dialed calls, ring-down circuits, and dial out capabilities for initiating and transferring calls.
 2. The County has established 3 numbers that are used to access the communications center and provide the means to initiate the back-up plan for telephony when necessary.
 3. The operator services platform for all ILEC, CLEC and IXC companies have been provided 717-854-8238 to access 9-1-1 services when the operator is dialed via the number zero. Once a call is transferred by the operator to this number, it routes to the PSAP CML Switch via

717-771-9523. The system is sized with one trunk appearance on the Sentinel IWS.

4. The Ameritech Alarm Company has been provided 717-848-8744 to access 9-1-1 services for all received alarms. Once the alarm monitoring agent initiates a call to this number, it routes to the PSAP CML Switch via 717-771-9523. The system is sized with one trunk appearance on the Sentinel IWS.
5. All 10-digit calls made to the lines in this section are capable of being redirected to a series of back-up numbers via the remote access directory number system (RADN), which is utilized by York County communications in the deployment of the back-up telephone system.
6. The current Verizon Selective Router did not support any redirection of Emergency restoration requirements.
7. The amount of 10 Digit PSTN ports will be greatly modified from the present configuration by the time the new system will be placed in service. We intend to only have a limited amount of 10-Digit PSTN Access lines and they will be connected to the new system via analog ports so that Caller ID can be provided.

H. Ring-down Circuits

1. There are ring-down circuits used to communicate with surrounding counties and appear on each Sentinel IWS position. These circuits may only be used to communicate with a predetermined point. A list of these circuits is provided in Figure 2.

Figure 2

Ring-down Circuit ID	Location
Adams	Adams County 9-1-1
Cumberland	Cumberland County 9-1-1
Dauphin	Dauphin County 9-1-1
Lancaster	Lancaster County 9-1-1
York Prison	

I. Outgroup Numbers

1. The Sentinel IWS has a group of telephone numbers that is used to provide dial tone services necessary to make calls, transfer calls and to conference calls to other parties.
2. York County is presently supporting some call transfers over dedicated digital facilities that support the CML requirements necessary for unsupervised transfers. It is unknown if this Loop Start with Reverse Battery interface will be available at both locations, if not, analog Ground Start access lines will be provided.

- J. TDD
 - 1. The present 9-1-1 answering equipment utilizes the automatic TDD system available on the Sentinel IWS workstations. It provides automatic recognition of TDD/TTY calls and presents the call-taker with the ability to communicate with the caller. This system is capable of processing TDD/TTY calls on 9-1-1 trunks, 10-digit lines, and ring-down lines. Should the need arise to activate the TDD/TTY function; it can be done manually as well. This will continue to be a requirement in the new systems.

- K. Wireless 9-1-1
 - 1. There are 6 wireless carriers serving York County. They are AT&T Wireless, Cingular Wireless, Nextel, Sprint PCS, T-Mobile and Verizon Wireless. 9-1-1 calls initiated by subscribers of these carriers are presented to the CML Sentinel IWS answering equipment.
 - 2. All wireless 9-1-1 calls are delivered to the Sentinel IWS positions in a Non-Call Associated Signaling (NCAS) Phase II format.
 - 3. NCAS Phase II is an enhanced delivery format for wireless 9-1-1 calls in which the calling party number and latitude and longitude (X/Y coordinates) is delivered via third-party ALI service providers such as Intrado and TCS.

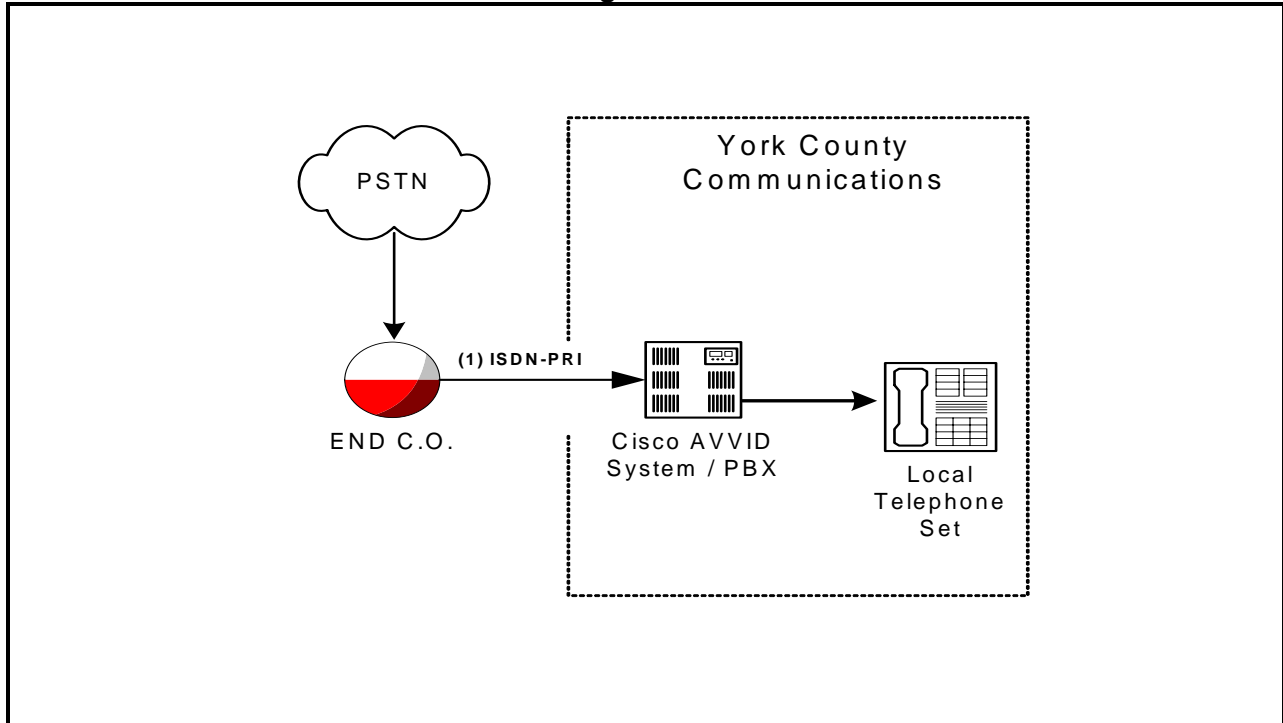
- L. County Communications
 - 1. All wireless carriers are currently providing Phase II information with calls. The system was originally configured to support Call Associated Signaling (CAS) and NCAS Wireless Call Delivery methods. The CAS trunking has been abandoned since all calls are now Phase II.

- M. System Redundancy and Diversity
 - 1. York County has implemented redundant and diverse systems, along with procedures to protect against network and component failures. Although the back-up systems do not provide enhanced 9-1-1 call data, they do ensure that calls for service will still be received.
 - 2. In the event there would be a failure of the ANI/ALI Controller, 9-1-1 calls must be diverted to the back-up telephone system by PSAP personnel. The telephone system utilized is a Cisco AVVID telephone system with telephone sets that provide line access in the communications center.
 - 3. The present process used to reroute 9-1-1 and 10-digit calls from the Sentinel IWS to the Cisco system is called Remote Access Directory Number service (RADN). This service is provided by Verizon. This ensures that 9-1-1 calls are still delivered, and if necessary, can be transferred to another PSAP which may be necessary to provide assistance to the calling party.
 - 4. If calls are unable to be presented to the County 9-1-1 center over the 9-1-1 network or the on-site PSAP controller, calls are redirected to one

of three 10-digit hunt groups that appear on the Cisco System at the console positions. All calls presented to the Cisco system are basic 9-1-1 or administrative type calls. There is no Caller ID, ANI, ALI, or wireless Phase I and Phase II information.

5. Figure 3 is a diagram of how the administrative telephone system is configured from the PSTN to the County 9-1-1 center.

Figure 3



SECTION 4 - STANDARD TERMS AND CONDITIONS

PART 1 - GENERAL

1.1 Introduction

- A. The following contractual Terms and Conditions are required to be met along with those previously inferred or expressly mentioned in Section 1 of this document. The Proposer will comply with all terms and condition herein stated unless otherwise stated as optional:
1. Any Agreement or Contract resulting from the acceptance of a Proposal will be in a format and on forms approved by York County and will contain, as a minimum, applicable provisions of the RFP, unless York County agrees in writing to waiver the requirement during the negotiation process.
 2. The Written Agreement(s) between the successful Proposer and York County will include language to the effect that neither the Agreement(s), nor any portion thereof, nor any other facet of the relationship between the parties will create or be deemed to create a partnership, joint venture, joint enterprise, or any other agency relationship, or employer/employee leasing relationship, and further, will reflect York County's intent that the legal relationship between the parties will be that of an independent solution provider.
 3. York County will attach to the implementation services contract the Proposer's responses to the mandatory system requirements and any other information provided in the proposal determined at the County's discretion to be pertinent to this procurement. Therefore, the Proposers are expected to provide responses that are accurate.

1.2 Contract

- A. The contract between York County and the contractor will be for products and services provided on a **Firm Fixed Price** basis. All proposals in response to the RFP will be considered firm and cannot be withdrawn until 180 days after the scheduled proposal due date or until the award of a contract to a Proposer, whichever comes first. The entire agreement between the County and the selected Proposer supersedes any verbal or written agreements. The order of precedence for all agreements pertaining to this RFP will be as follows:
1. This Request for Proposals and any amendments thereto
 2. The selected Proposer's proposal submitted in response to the RFP
- B. York County reserves the right to clarify any contractual relationship or term in writing with the Contractor, and such written clarification will govern in case of conflict with the applicable requirements stated in the RFP or the contractor's responsive proposal. In all other matters not affected by the written

clarification, if any, the RFP and all amendments thereto will govern. The Proposer is cautioned that the proposal will be subject to acceptance without further clarification.

- C. For contract purposes the following terms may be used as long as the meaning of the term used adheres to the following:
1. "Proposer," "Contractor" or "Solution Provider" in this proposal and subsequent contracts means the selected prime contractor whose name and principal address appear on the proposal and signature page.
 2. "System" will mean the totality of the prescribed hardware configuration, software elements, including subsystems (e.g. the ANI/ALI Controller Systems), servers, workstations, application and operating software, and any other element save services acquired through this contract.
 3. "Services" will mean the professional and technical work provided by the Proposer to effect the implementation of hardware and software, and the provision of training and documentation for those elements.
 4. "County" or "York County" in this proposal and subsequent contracts means York County and the surrounding jurisdictions and municipalities it serves.

1.3 Procedures

- A. The extent and character of the services to be performed by the Contractor shall be subject to the general control and approval of the Contract Administrator or his/her authorized representative(s). The Contractor shall not comply with requests and/or orders issued by other than the Contract Administrator or his/her authorized representative(s) acting within their authority for the County. Any change to the contract shall be approved in writing by the County and the Contractor. Vendors shall address each item in this RFP in the order in which it appears.
- B. Responding Vendors are required to respond by typing in "Response" below each requirement. Each point-by-point response from the vendor must indicate "Understood," "Comply," "Non-comply," or "Comply with Exception," with an appropriate supporting response

1.4 Incurring Costs

- A. York County will not be liable for any costs incurred by the Proposers in preparing, submitting or presenting proposals to York County, or in satisfying any other requirements. York County will not reimburse any costs incurred by Proposers in anticipation of being awarded the contract under this RFP.

1.5 Contract Period

- A. This contract is effective immediately upon signing by both Proposer and the York County Commissioners, and will terminate on the project ending date, except as extended by contract amendment, warranty, maintenance contract, or unless terminated earlier. The contemplated project schedule for the ANI/ALI Controller Systems shall not exceed 6 months from contract signing. The schedule for the implementation of the ANI/ALI Controller Systems shall not exceed 4 months following the cutover of the ANI/ALI Controller Systems.

1.6 Amendments and Change Orders

- A. Amendments may involve a contract extension or an expansion or decrease in contract scope, resulting in an increase or reduction in contract price. All amendments however will be at the mutual consent of both York County and the Proposer. Any amendment or change order must be in writing and signed by authorized representatives of both Proposer and the County. As part of contract negotiations the Proposer and County will specify in writing the name(s) of the person(s) authorized to sign contract amendments and change orders.

1.7 Errors and Omissions

- A. The Proposer will not be allowed to take advantage of any errors and/or omissions in these specifications or in the Proposer's proposal. Full disclosure will be made and full instructions will always be given when such errors or omissions are discovered. Should any Proposer find discrepancies in, or omissions from, the RFP documents or be in doubt of their meaning, the Proposer should request at once, in writing, an interpretation from the Project Manager. Any necessary interpretations will be issued to all Proposers in the form of an addendum to the specifications, and such addenda will become part of the RFP documents. All such addendum will be placed on the York County website. Since the Proposer is the expert and most knowledgeable of the products they are proposing, the County expects that all responses submitted are for a completely operational system that meets the needs and requirements set forth in this RFP.

1.8 Complete System

- A. Notwithstanding the details presented in the RFP, Proposal, and Contract, it is the responsibility of the Proposer to verify the completeness of the materials lists suitability of devices, hardware and software to meet the intent of the specifications. Any additional device, and hardware or software required (even after installation or even if not specifically mentioned herein), which is reasonably needed to make the system work as intended, will be provided by the Proposer without claim for additional payment. It is therefore, incumbent upon the Proposer to ensure the full system is detailed in the proposal.

1.9 Variation in Quantities and Configuration

- A. York County reserves the right at its sole discretion to purchase more or less of each item or service at the unit price offered by the Proposer. If the County however elects to purchase the proposed hardware and equipment from the Proposer, any increase in quantities will be offered to the County at the unit prices quoted during the term of the contract. Any decision by the County to purchase the proposed hardware or equipment off a valid State Contract does not diminish or alleviate the Proposers responsibility to provide a valid working hardware and equipment configuration.
- B. York County reserves the right to negotiate with the Proposer regarding variations to the original proposal(s) that may be in the best interest of the County. York County reserves the right to accept or reject any or all bids and to waive informalities and irregularities in bids.

1.10 Personnel

- A. Proposer's personnel essential to the continuity and successful and timely completion of the project will be available for the duration of the project unless substitutions are approved in writing by York County. All personnel assigned to the project by the Proposer must reside in an office location, which operates within the same time zone as the County. The Proposer's Project Manager and the York County Project Manager will be responsible for communications between the parties regarding the subject matter of this Agreement.
- B. York County may make such reasonable investigations as deemed proper and necessary to determine the ability of solicited and unsolicited Proposers to perform the work. Proposers will furnish York County all such information and data for this purpose as may be requested. York County reserves the right to inspect Proposers' physical plants prior to award to satisfy questions regarding Proposer capabilities. York County further reserves the right to reject any proposal if the evidence submitted by or investigations of such Proposer fails to satisfy the County that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work contemplated herein.
- C. York County will perform background checks and pre-screening of project personnel to the extent the County deems it necessary to protect its interests and duties owed to its employees, agents and the public at large. If the County determines in good faith that any such individual is not so qualified, the selected Proposer will use its reasonable efforts to substitute such individual with a qualified replacement subject to the County's review and approval.
- D. The selected Proposer will not reassign or replace its personnel without written 45 day notice to the County, except for extenuating circumstances. Should personnel replacement occur, the selected Proposer will credit the County with the labor cost of 80 hours of services, which the County views are the minimum time required to acquaint and acclimate new personnel to the project. The selected Proposer will provide sufficient personnel to complete its obligations. The Proposer represents and warrants that its personnel will have

sufficient skill, knowledge, and training to perform the services requested and proposed. While on the County's premises, selected Proposer's personnel will comply with all County written site rules and regulations.

- E. The County may also ask the selected Proposer to remove an individual performing services if, in the County's opinion, the person does not have the ability to perform the task assigned or conducts himself/herself in an unprofessional manner. The selected Proposer will replace any person removed from the County's premises under this paragraph as soon as practicable with an individual acceptable to the County.

1.11 Non-discrimination in Employment and Affirmative Action

- A. The Proposer must have an Affirmative Action Plan that includes the following:
 - 1. A non-discrimination clause that indicates that as part of their hiring practices that they do not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin, except where religion, sex, or national origin is a *bona fide* occupational qualification reasonably necessary to the normal operations of the Proposer.
 - 2. That the plan includes the posting, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
 - 3. Statement indicating that in all solicitations or advertisements for employees placed by or on behalf of the Proposer, will state that such Proposer is an equal opportunity employer.
 - 4. Statement indicating that all notices, advertisements and solicitations will be placed in accordance with federal law, rule, or regulations deemed sufficient for the purpose of meeting the requirements of this RFP.

1.12 Liability Insurance

- A. The selected Proposer will save and hold York County harmless from any legal liability that may be established on behalf of any person or persons or corporation, whomsoever for, or growing out of any infringement of letter patent or copyright of the United States, in respect to the normal use of the proposed and installed system.
- B. The selected Proposer will indemnify and hold York County harmless from any and all claims, liability, damages, loss, cost and expense of every type whatsoever including, without limitation, attorney's fees and expenses, in connection with the Proposer's performance of any Contract, provided that such claims, liability, damage, loss, cost or expense is due to sickness, personal injury, disease or death, or to loss or destruction of tangible property (other than the work itself), including loss of use resulting there from, to the extent caused by the Proposer, or anyone for whose acts the Proposer may be liable, regardless of whether such liability, claim, damage, loss, cost or

expense is caused in part by the County. All proposals will include a letter or an insurance certificate from the Proposer's insurance agent or insurer certifying that the following minimum requirements will be met if the Proposer is the successful Proposer:

1. Commercial General Liability Insurance of not less than \$2,000,000 with equal limits for products liability and completed operations.
2. If the Comprehensive General Liability Insurance (old form) is used, then coverage must include a broad form comprehensive general liability endorsement with not less than \$2,000,000 limit of liability.
3. Worker's Compensation as required by State Law. Limits as required by the Workers' Compensation Act of Pennsylvania. Statutory Limits: \$1,000,000
4. The successful Proposer will meet the following additional requirements prior to the award of the contract or issuance of a purchase order:
 - a. York County will be named as an additional insured on the required coverage.
 - b. The certificate of insurance will contain a 30 day notice of cancellation and a waiver of subrogation.
 - c. Note: The above insurance requirements will be strictly construed by York County and any bids not in compliance therewith, will be considered as non-responsive.

C. Automobile Liability

1. Coverage sufficient to cover all vehicles owned, used, or hired by the offeror, his agents, representatives, employees or subcontractors.

Minimum Limits:

Automobile Liability

\$ 1,000,000 Combined Single Limit

\$ 1,000,000 Each Occurrence Limit

\$ 5,000 Medical Expense Limit

1.13 Indemnification

- A. The Proposer will indemnify and hold harmless York County, its officers, agents, officials and employees, from and against any and all claims, costs, losses, and damages (inducing but not limited to all fees and charges of attorneys, and other professionals, and all Court or other dispute resolution costs), liabilities, expenditures, or causes of action of any kind (including those promised upon negligent, reckless, or willful or intentional acts or omissions of the Proposer and any person or organization directly or indirectly employed by the Proposer to perform or furnish any work or anyone for whose acts any of them may be liable), arising from, relative to, or caused by the performance of the Project. Such indemnification will specifically include but not be limited to claims, damages, losses, liabilities and expenses arising out of or from:

1. Any act, omission or default of the Proposer or its employees or agents, (including negligent, reckless, willful or intentional acts or omissions);
 2. Any and all bodily injuries, sickness, disease or death;
 3. Any injury to or destruction of tangible property, including the loss of use resulting there from;
 4. Any other such damages, liabilities, or losses received or sustained by any person or persons during or on account of any operations connected with the Project;
 5. Any violation of any federal, state, county or York County laws, by-laws, ordinances or regulations by the Proposer or employees.
- B. In the event of any such claim or suit action for damages, falling within indemnities furnished in Section 4, Part 1, 1.13 Indemnification, York County will supply written notice to Proposer of such claim. In the event the Proposer chooses not to pay the claim and the claim is adjudged as falling within the scope of this indemnity, then the Proposer will promptly reimburse York County for same, together with interest from the date York County may have otherwise paid the claim.
- C. Proposer agrees, at Proposer's expense after receipt of written notice from York County, to defend any action against the County that falls within the scope of this indemnity, or York County, at the County's option, may elect to secure its own attorney to defend any such action and the reasonable cost and expenses of such attorney incurred in defending such action will be payable by Proposer. If Proposer, after receipt of written notice from York County, fails to make any payment due hereunder to the County, Proposer will pay any reasonable attorney's fees or costs incurred by York County in securing any such payment from the Proposer.
- D. Nothing contained herein is intended nor will it be construed to waive York County's rights and immunities under the law of the State of Pennsylvania, which from time to time may be amended. This obligation will not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity, which would otherwise exist in York County's favor.

1.14 Invoicing and Payment

- A. The firm shall submit invoices, in triplicate, for each progress payment requested; such statement to also include a detailed breakdown of all charges. Invoices shall be based upon completion of tasks or deliverables and shall include progress reports. The County may withhold 10% of the total contract payment pending completion of the services.
- B. All such invoices will be paid promptly by the County unless any items thereon are questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim. The firm shall provide complete cooperation during any such investigation. All invoices shall be forwarded to the following address:

York County Department of Emergency Services
 Mr. Robert Sterner
 110 Pleasant Acres Road
 York, Pennsylvania 17402

1.15 Bid and Performance Bond

- A. Proposers will provide a bid bond, on a surety company authorized to do business in the State of Pennsylvania in the amount of 10% of the total bid price to accompany all proposals.
- B. Proposer will furnish a Performance and Payment Bond in an amount equal to 100% of the contract amount, and will furnish proof acceptable to York County within 10 days from the issuance of the notice of the award.
- C. The Proposer will furnish separate surety bonds as a security for faithful performance of the contract and for the payment of all persons performing labor on the project under the contract and furnishing materials in connection with the contract. The sureties on such bonds will be authorized surety companies satisfactory to York County. The Proposer will pay any expenses related to the bonds.
- D. To be acceptable to York County as a Surety for Performance and Payment Bonds, a surety company will comply with the following provisions:
 - 1. The surety company must be admitted to do business in the State of Pennsylvania.
 - 2. The surety company will have been in business and have a record of successful continuous operation for at least 5 years.
 - 3. The surety company will have at least the following minimum:

Policy Holder's Contract

<u>Amount</u>	<u>Best Rating</u>	<u>Financial Ratings</u>
0 to 100,000	B	Class VII
100,000 to 500,000	A	Class VIII
500,000 to 750,000	A	Class IX
750,000 to 1,000,000	A	Class X
1,000,000 to 2,250,000	A	Class XI
1,250,000 to 1,500,000	A	Class XII
2,000,000 to 2,500,000	A	Class XIII
2,500,000 or more	A	Class XIV

1.16 Safety

- A. All contractors and subcontractors performing services for York County are required and shall comply with all Occupational Safety and Health Administration (OSHA), State and County Safety and Occupational Health

Standards and any other applicable rules and regulations. Also, all contractors and subcontractors shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this contract.

B. Notice of Required Disability Legislation Compliance

1. York County government is required to comply with state and federal disability legislation: The Rehabilitation Act of 1993 Section 504, The Americans with Disabilities Act (ADA) for 1990 Title II.

a. Specifically, York County, may not, through its contractual and/or financial arrangements, directly or indirectly avoid compliance with Title II of the Americans with Disabilities Act, Public Law 101-336, which prohibits discrimination by public entities on the basis of disability. Subtitle A protects qualified individuals with disability from discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It extends the prohibition of discrimination in federally assisted programs established by the Rehabilitation Act of 1973 Section 504 to all activities of State and local governments, including those that do not receive Federal financial assistance, and incorporates specific prohibitions of discrimination on the basis of disability in Titles I, III, and V of the Americans with Disabilities Act.

1.17 Employment Discrimination by Contractor Prohibited

A. Every contract of over \$10,000 shall include the following provisions. During the performance of this contract, the contractor agrees as follows:

1. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age or disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation 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 nondiscrimination clause.

2. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, shall state that such contractor is an equal opportunity employer.

B. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient to meet this requirement.

1.18 Exemption from Taxes

A. The County is exempt from all Federal excise and transportation taxes, and state sales taxes. The Internal Revenue Service registration number is 23003050. No exemption certificates are required for this procurement, and

none will be issued. Nothing in this paragraph is meant to exempt a vendor from the payment of sales tax or use tax required to be paid with respect to its purchase or use of tangible personal property used or transferred in connection with the performance of a construction contract.

1.19 New Equipment and Software Version

- A. York County will accept only new equipment and the latest version of the Proposer's software and/or operating systems that is in current operations in a PSAP of comparable size and complexity. Used and/or re-manufactured equipment will not be accepted.
- B. Proposals must provide detailed specifications of all equipment and hardware proposed to allow the County to determine if the purchase of hardware should be made by the Proposer or York County.

1.20 Documentation

- A. Proposer will provide 3 copies of up to date industry standard system, user and training documentation for each component or module before acceptance testing commences. Proposer will furnish to the County, prior to the final testing or the acceptance of the system, whichever is earlier, complete and up to date manuals and documents. Such manuals and documents will include the latest revisions to the hardware and software and any changes that have occurred during the installation and testing process. Documentation will be provided using both paper and electronic media. All documentation contained on electronic media will be on floppy disk in the most recent Microsoft Word format.

1.21 Transportation

- A. All shipping and delivery charges for equipment and hardware will be made at the Proposer's expense, F.O.B. Destination. Any storage or staging costs will be at the expense of the Proposer. The Proposer will make all arrangements for transportation and coordinate with the County in order to ensure access to the appropriate facilities.

1.22 Delivery, Unpacking and Inventorying of Equipment

- A. The Proposer will furnish supervision and labor as may be necessary for unpacking, inventorying and placement of furnished equipment pursuant to this contract when initially delivered to York County. Supervision will be furnished by the Proposer without additional charge to York County to ensure the proper placement of the equipment at each of the 3 centers. The Proposer, at no additional cost to York County, will remove all debris generated in the performance of work during the installation. Proposer's Project Manager will verify all these actions are completed in writing.

1.23 Mechanical Replacement

- A. The Proposer will bear the costs of transportation, rigging, and drainage whenever defective equipment purchased by or through the Proposer is shipped back for mechanical replacement unless the damage is caused by York County. This applies until the warranty expiration or until system acceptance, whichever occurs first for equipment/hardware purchased by or through the Proposer.

1.24 Risk of Loss or Damage to Equipment

- A. York County is not responsible for any risks of loss or damage to any of the equipment purchased by or through the Proposer prior to final system acceptance, except when such loss or damage is due to the fault or negligence of the County.

1.25 Condition of Items

- A. All items shall be new, in first class condition, not refurbished, including containers suitable for shipment and storage, unless otherwise indicated herein. Verbal agreements to the contrary will not be recognized.

1.26 Substitutions

- A. No substitutions, including key personnel, or cancellations are permitted after award without written approval by the County.
- B. The materials, products and equipment described in the proposal documents establish a standard or type of required function, dimension, appearance, and quality to be met by any proposal substitution.
- C. No substitution will be considered unless a written request for approval has been submitted by the vendor and has been received by the County. All requests for substitution shall be sent to the Emergency Service Center, Attention: Mr. Robert Sterner, Email: RHSterner@ycdes.org at least 5 days prior to the date for receipt of proposals. Each request shall include the name of the material or equipment for which it is to be substituted and a complete description of the proposed substitute including drawings, cuts, performance, and test data and any other information necessary for an evaluation.
- D. The County's decision of approval or disapproval on a proposed substitution shall be final. Such approval will be set forth in an addendum. Vendors shall not rely upon approvals made in any other manner.
- E. The County, however, reserves the right to replace any assigned personnel who are considered unacceptable in the opinion of the County. Replacement personnel shall be identified using the same guidelines established for the initial proposal. The firm shall further agree to work in good faith to ensure

satisfactory turnover and knowledge transfer from one person to the other in the event of personnel changes. The firm shall agree not to bill the County for duplicate time used for circumstances where the replacement employee is being oriented and trained to the County's project.

1.27 Subcontractors

- A. The Proposer warrants that all subcontractors identified in their Proposal will participate in this project as proposed, and that they will conform to the requirements of this Contract. Proposer will be responsible for carrying out its obligation and responsibilities pursuant to this Contract and all related agreements, and ensuring that the obligation and responsibilities of its subcontractors are also carried out in accordance with the requirements of this Contract in the timeframe specified. Proposer will be the only entity to receive payment for same from the County. Nothing contained in this Contract will create any obligation on the part of the County to pay, or to see to the payment of any moneys owed to any subcontractor, agent, employee, laborer, or material man of Proposer. All subcontractors must be approved by the County. No contract will be made by the Contractor with any party for furnishing any of the products or services herein contained without the prior written approval of York County's Department of Emergency Services.

1.28 Non-Assignment of Contractor Successors

- A. The Proposer will not assign or transfer the Contract or its rights, title or interest therein without York County's prior written approval. The obligations undertaken by the Proposer pursuant to the Contract will not be delegated or assigned to any other person or firm without the County's consent in writing to the assignment. No assignment, transfer, or delegation will relieve Proposer of its liability or obligations with respect to this contract. York County is relying upon the apparent qualifications and expertise of Proposer, and such Proposer's familiarity with the County's site, circumstances, and desires. In the event that York County is not for any reason or no reason at all, satisfied with such substitute, Proposer will be considered in breach of this Contract. Violation of the terms of this Paragraph will constitute a breach of Contract by Proposer. York County may, at its discretion, cancel the Contract and all rights, title and interest of the Proposer will thereupon cease.
- B. The rights and obligations of the Proposer in connection with this project will be binding upon its heirs, successors, mother or holding company. York County reserves the right to terminate this Contract if Proposer, in whole or significant part, is acquired by another entity during the term of this Contract.
- C. Since the procurement and deployment of the ANI/ALI Controller Systems are critical to the future growth and operational effectiveness of the center, upon termination, the County will be entitled to a refund of all monies paid to the Proposer and the payment of all expenses related to system re-procurement.

1.29 Confidential Information

- A. Confidential Information is defined as information, which is confidential, proprietary, and/or trade secrets when presented in printed, written, graphic or photographic or other intangible form, and is exempt from public disclosure. All such information provided by the Proposer that may be considered as falling in any of the aforementioned categories must be properly marked using **bold print** (top/bottom of page), as “**Proprietary Information**”, so that such information is not disseminated or disclosed.

- B. The Proposer and resulting selected Proposer along with the York County will use reasonable care to protect the Information from other competitors. Reasonable care is defined as each party using the same methods that it uses to protect its own Confidential Information, provided the information is marked accordingly and is deemed exempt from public disclosure. Access to Proprietary Information will be restricted to the selected Proposer personnel and authorized third parties engaged in a use permitted under this Agreement. The selected Proposer and York County may provide access to Proprietary Information to authorized third parties that have a need to access the information to provide Services to the County on behalf of selected Proposer and has also agreed in writing to the terms contained in this Agreement. The selected Proposer acknowledges that this Agreement and the terms and conditions herein will become a matter of public record and are not subject to any nondisclosure or confidentiality provision herein. York County is a public entity and is subject to certain nondisclosure laws. As a result the County can not guarantee in advance that such information related to the RFP response will not be subject to public scrutiny.

1.30 Applicable Regulations

- A. The Proposer and all systems provided by Proposer will comply with all applicable federal, state and local building, fire, safety and electric codes and all relevant industry standards. Proposer and any of its employees, agents, subcontractors, laborers, or material men, during its work, construction, and component installation will meet or exceed current standards of the following:
 - 1. Federal Communication Commission (FCC)
 - 2. Electronic Industries Association (EIA)
 - 3. Institute of Electrical and Electronic Engineers, Inc. (IEEE)
 - 4. The Environmental Protection Agency (EPA)
 - 5. Proposer Work Hours and Safety Standards Act
 - 6. Equal Opportunity Act
 - 7. American National Standards Institute (ANSI)
 - 8. Federal Aviation Authority (FAA)
 - 9. Occupational Safety and Health Administration (OSHA)

- B. The Proposer will not be reimbursed for any additional costs, which the Proposer incurs as a result of laws enacted after the effective date of this Contract, nor be entitled to an extension of the Scheduled Date of Final Completion as a result of laws, except as set forth in this Section.

1.31 Equal Opportunity Employer

- A. The Proposer and all subcontractors agree that, during the term of this agreement, they will not engage in any employment practices, which have the effect of discriminating against any employee or applicant for employment on the basis of race, color, religion, national origin, sex, age, or disability; further, Proposer will take affirmative steps to ensure that applicants are treated and employees are treated during employment without regard to their race, color, religion, national origin, sex, age or disability.

1.32 Purchase Order/Payment

- A. A purchase order(s) will be generated by York County to the Proposer. The purchase order number must appear on all itemized invoices. Invoices will be mailed directly to York County, and will contain the following information:
 - 1. Address of successful Proposer.
 - 2. Name and address of receiving department and/or delivery location.
 - 3. York County Contract and Purchase order number.
 - 4. Descriptive information as to the service and/or items delivered, including serial number, quantity, number of containers.
 - 5. Signoff from the County's Project Manager that the Milestone has been met, services have been rendered or equipment has been delivered and installed.

1.33 Appropriations of Funds

- A. York County as a Government entity, is subject to the appropriation of funds by the County Board of Commissioners in an amount sufficient to allow continuation of its performance in accordance with the terms and conditions of any contract entered into as a result of this request for each and every fiscal year following the fiscal year in which this contract is executed and entered into and for which the contract will remain in effect. The County will, upon receipt of notice that sufficient funds are not available to continue its full and faithful performance under the contract, provide prompt written notice of such event and effective thirty (30) calendar days after the giving of such notice, or upon the expiration of the period of time for which funds were appropriated, whichever occurs first, be thereafter released of all further obligations in any way related to such contract.

1.34 Termination for Cause by York County

- A. Any waiver by the County of any breach of any one or more of the terms of the agreement will not be construed to be a waiver of any subsequent or other breach of the same or of any other term hereof. Failure on the part of the County to require exact, full and complete compliance with any terms of this agreement will not be construed as in any manner changing the terms hereof, or stopping the County from enforcement hereof. The contract may be canceled or annulled by the County Comptroller in whole or in part by written notice of default to the *Awardee* upon non-performance or violation of contract terms. An award may be made to the next best responsive and responsible Proposer, for services specified may be purchased on the open market similar to those so terminated. Failure of the contractor to deliver services within the time stipulated in these specifications, unless extended in writing by York County's Department of Emergency Services, will constitute contract default.
- B. Proposers who default on contracts may be removed from the Proposer mailing lists maintained by the County and excluded from future contracts.
- C. If the Proposer defaults, Proposer shall have 10 days to cure the default unless a shorter time for cure is otherwise provided for in the contract. York County may give notice in writing to the Proposer and its surety of specifying the Proposer is in Default. The following is a non-exclusive list of what will constitute default:
 - 1. Failing to perform the professional services required under the Contract and within the time required;
 - 2. Failing to begin the Project under this Contract within the time specified;
 - 3. Failing to perform the Work with sufficient workers and equipment or with sufficient materials to ensure completion of the Project within the specified time;
 - 4. Failing to perform the Work using the persons identified and set forth, and to the degree specified in the Contract Documents, subject to substitutions approved by the York County in accordance with the Contract Documents;
 - 5. Discontinuing the prosecution of the Work, for reasons other than issuance of a stop work order or other reasons allowed under the Contract.
 - 6. Disregarding County or State laws or regulations that may be in force and having jurisdiction.
 - 7. Violating in any way any provisions of the Contract Documents.
- D. If, after notice of termination of the Contract it is determined for any reason that the Proposer was not in default under the provisions of this Contract, or that the delay was excusable, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to "*Termination of the Contract For Convenience*" clause.

- E. Under the rules of termination for cause, the Proposer will be liable for all re-procurement costs incurred by the County to negotiate and secure services from the next qualified Proposer.

1.35 Delays

- A. If delay is foreseen, Contractor shall give 30 days prior written notice to the Emergency Service Center, Attention: Mr. Robert Sterner, Email: RHSterner@ycdes.org. The County has the right to extend delivery date if reasons appear, in the sole discretion of the County, to be valid. Contractor shall keep the County advised at all times of status of order. Default in promised delivery (without accepted reasons) or failure to meet specifications authorizes the Division of Procurement to purchase supplies, equipment or services elsewhere and charge full increase in cost and handling to defaulting contractor.

1.36 License Requirements

- A. All firms doing business in York County are required to be licensed in accordance with the County's ordinances that apply and are applicable to business, professional, and occupational organizations.

1.37 Termination for Convenience by York County

- A. Upon 30 day written notice to the Proposer, York County may, without cause and without prejudice to any other right or remedy, terminate this Agreement for Convenience, if the County determines that such termination is in the best interests of York County. Upon receipt of the notice of termination for convenience, Proposer will promptly discontinue all Work at the time and to the extent indicated on the notice of termination, and purchase orders to the extent that they relate to the terminated portion of the Contract, and refrain from placing further orders.
- B. The Proposer will be entitled to recover from York County upon appropriate documentation the costs of all labor performed up to and including the effective date of the termination, profit on all labor performed up to and including the effective date of termination, and the cost of all materials and supplies, which have been purchased. Proposer will not be paid on account of loss of anticipated profits or revenue or other economic loss arising out of or resulting from such termination.

1.38 Mutual Termination

- A. This Agreement may also be terminated by mutual written agreement at any time and under any terms.

1.39 Contract Dispute Resolution

- A. York County reserves the right to clarify any contractual relationship in writing with the Contractor, and such written clarification will govern in case of conflict with the applicable requirements stated in the RFP or the contractor's response to the RFP. In all other matters not affected by the written clarification, if any, the Request for Proposal and all amendments thereto will govern. The Proposer is cautioned that his proposal will be subject to acceptance without further clarification.
- B. In the event that any dispute between York County and the Proposer concerning questions or issue arising under this Contract that have not been resolved, or for any items that are in dispute, a request for resolution will be submitted by the Proposer to York County for determination. Request for such determination will be made in writing. All disputes will be subject to mediation subject to York County rule. The County's decision will be rendered in writing no more than 30 days after receipt of a fully documented request for a determination.
- C. The decision will be conclusive, final, and binding on all parties, unless the Proposer will seek a judicial determination in accordance with the provisions set forth below.
- D. No later than 60 days after the Proposer's receipt of the County's determination, the Proposer will respond to the County in writing, either accepting the determination or stating the Proposer's factual or legal objection to the determination. If the Proposer's response is an objection, the County will respond in writing to the objection within 30 days after receipt of it. No further response by either party will be required. Thereafter, the Proposer may seek a judicial determination of the dispute. In the event that the Proposer intends to seek judicial determination of a matter decided by the County, the Proposer will notify York County of its intent to do so within 60 days of the County's final decision.
- E. If required by York County, the Proposer will continue to perform the work required under the Contract during this resolution period, including during any judicial resolution. The County will make all payments due (other than those for the portions of payments in dispute, if any) during the resolution period.
- F. The continued performance of the Contract by either party will not constitute an admission as to any factual or legal position in connection with the dispute, or a waiver of its rights under the Contract or Law.

1.40 Applicable Laws

- A. This contract shall be governed in all respects by the laws of the Commonwealth of Pennsylvania.

1.41 No Waiver of Legal Rights

- A. No approval required to be given by the County under the terms of the Contract, will serve to relieve the Proposer from any of its responsibilities or obligations under the Contract or be construed by the Proposer as an approval by the County of any deviation from the provisions or requirements of the contract unless such approval has been specifically approved in writing by a **'Change Order'** to the Contract.
- B. Unless York County has specifically approved in writing a deviation from the contract a waiver of any breach of the Contract will not be held to be a waiver of any other breach whether prior to or subsequent to it. York County's delay in declaring that a breach has occurred or otherwise asserting its rights under this Contract will not constitute a waiver of the breach or limit any of the County's rights under this Contract.
- C. No remedy under the terms of this Contract is intended to be exclusive of any other remedy, available to the County but each and every remedy will be cumulative and will be in addition to any other remedies, existing now or later, at law, in equity or by statute.

1.42 Liquidated Damages

- A. The parties acknowledge and agree that the damages sustained by York County due to an unapproved delay in performance by Proposer are difficult to ascertain. As such, it is mutually agreed that should Proposer fail to timely complete or deliver all components in time for the County to inspect, test, and accept such products and services by the agreed-upon Acceptance Date, York County will be entitled to liquidated damages in the form of contract price reductions of \$2,000 per day for each day delay after the scheduled Acceptance Date for each major system (ANI/ALI Controller Systems) or Phase of the project.
- B. The aforesaid specified amount(s) will not be construed as a penalty, but as liquidated damages for any such failure on the part of Proposer. In any suit involving assessment or recovery of liquidated damages, the reasonableness of the charge will be conclusively presumed, and the amount assessed will be in addition to every other right or remedy now or hereinafter enforceable at law, in equity, by statute, or under this Contract. Any such charges assessed against Proposer may be deducted from monies due to or to become due to Proposer, or may be collected from the surety bond.

1.43 Perpetual Software License/Source Code

- A. The software license will not have a termination date. All software licenses will be perpetual, surviving bankruptcy, sale, merger, or dissolution of any of the entities providing software to the County. York County seeks a full site license, which covers its Interim operations, operations that will be housed in their new building and their back-up site. The Proposer should be aware that the County

intends to abandon operations of their interim facility once the new communications center is built and made ready for PSAP operations. Therefore all licenses at the interim facility will transfer to the back-up center. Therefore, the Proposer must take this into account when pricing the County's licenses.

- B. Source code for the purpose of safeguarding the County's investment will be delivered to the County upon System Acceptance or put into an escrow account by the Proposer naming York County as the recipient of the account if the Proposer or its subcontracts cease to exist at some point as a viable business entity. If the Proposer elects to establish an escrow account for this purpose such expenses incurred to setup and maintain the account will not be passed on to the County.

1.44 Hardware Sizing

- A. It is understood that Proposer is responsible to warrant the sizing of the system as configured for satisfying the requirements of this RFP. All Proposers must warrant that the system is fit for York County's particular and intended purposes, and further will perform in accordance with the response time and other performance criteria listed or set forth in this contract. If the system is unable to accommodate response times and acceptance criteria, the Proposer will furnish at no charge to the County additional memory, processors or other upgraded or replacement hardware as is required. In the event the hardware is determined by the County to be insufficient in size or capacity, or power, Proposer will within 30 days of determination of under sizing, provide at no additional cost to York County upgrade to the system hardware or full replacement to satisfy the sizing and performance requirements as outlined by the County.

1.45 Estimated Quantities

- A. If the quantity set forth in the Invitation to Submit a Proposal is approximate and represents the estimated requirements of the County for a specified period of time, the unit price and the extended total price thereof shall be used only as a basis for the evaluation of proposals. The actual quantity of materials necessary may be more or less than the estimate, but the County shall neither be obligated nor limited to any specific amount.

1.46 Software Acceptance

- A. York County will conduct whatever tests it deems necessary, to determine satisfactory software performance, and will have 90 days after the completion of each project Phase to conduct such tests. Software acceptance testing will occur in accordance with the proposed plan to be submitted by the Proposer.
- B. York County will notify the Proposer in writing of deviations from proposed or documented standards. Acceptance of the principal application systems will

take place following the documentation of satisfactory software performance by the County as determined through the execution of the software performance tests.

1.47 Addenda

- A. The addenda is a written instrument issued by York County prior to the date for receipt of submittal which modify or interpret the submitted documents by addition, deletions, clarifications or corrections.
- B. Addenda will be mailed or delivered to all who are known by York County to have received a complete set of documents.
- C. Copies of addenda will be made available for inspection in the York County Emergency Service Center office.
- D. No addendum will be issued later than 48 hours prior to the date and time for receipt of proposals except an addendum withdrawing the request for proposal or one which includes postponement of the date of receipt of the proposal.
- E. Each vendor shall ascertain prior to submitting his proposal that they have received all addenda issued, and he shall acknowledge their receipt on the proposal page of that document.

1.48 York County Responsibilities

- A. York County will make available to Proposer a staff member, hereinafter referred to as "York County's Project Manager," who will have limited authority to act on behalf for the County, assist with operations and activities, and have the authority to enforce implementation decisions and schedules within the framework of contract compliance.
- B. York County will provide minimal office workspace, training space and telephone access to support Proposer personnel during the contract period. York County will provide, on request, information, data, records, and documents, and make such decisions as may be reasonably required by Proposer to perform under this Contract.
- C. York County will provide, on request, liaison and coordination with other units within York County's organization such as Purchasing, Information Technology (IT), Common Carriers, and other government agencies as may be reasonably required for the efficient completion of the System. This will be coordinated through the County's assigned Project Manager or his/her designee.
- D. York County will endeavor to respond, in writing, within 15 working days to all designs, specifications, planning documents and updates to all of those items delivered and designated as final and complete by Proposer. York County will endeavor to provide supporting information to aid in solution of any problems discovered during acceptance testing and warranty periods.

- E. York County and Proposer understand that the scope and schedule of services to be provided by Proposer under this Contract may depend upon the timely fulfillment of County responsibilities.

1.49 Applicable Laws Governing Project

- A. The laws of the Commonwealth of Pennsylvania with venue in York County will govern the validity, construction and effect of this Contract. To the extent that a provision of the contract is contrary to the State Constitution or laws of the State of Pennsylvania, or of the United States, the provision will be void and unenforceable. However, the balance of the contract will remain in force between the parties.
- B. Should any part, term, provision, clause, sentence or section of this Agreement be by the courts decided to be invalid, illegal or in conflict with any law of the State, the validity of the remaining terms provision, clauses, sentences and sections will not be affected thereby.
- C. If however, the clause determined to be invalid materially affects the performance of the parties, or materially impacts the parties' expectations or positions with respect to the contract, the parties will negotiate in good faith to modify the Contract on some fashion so as to, as near as possible, place the parties in the same position they were in, vis-a-vie, their intent, performance expectations, and economic position.
- D. If after such good faith negotiations, no modifications are reached, then the Contract may be terminate by either party. All claims, counter claims, disputes and other matters in question between York County and Proposer arising out of, relating to, or pertaining to this Agreement, or the breach thereof, or the services thereof, or the standard of performance therein required, will be determined by litigation in York County's Court of Common Pleas located in York County, Pennsylvania. To any extent that the Proposer may be acting as an "agent" and/or Proposer on behalf of the York County, the County expects the Proposer to fully comply with all Federal, State, and Local laws applicable to and specifically those covering Equal Opportunity Employment, American Disabilities Act (ADA), and all County and State Building Codes York County reserves the right to verify compliance with the various laws. Failure to comply with any laws will be grounds for termination of the Contract.

1.50 Procedures for Substantial Completion

- A. York County has established the following prerequisites that must be met prior to submission of a request for substantial completion:
 - 1. Comply with the General Conditions and complete the following before requesting the County's inspection of the work, or a designated portion of the work, for certification or substantial completion:
 - a. Submit executed warranties, workmanship bonds, right to use documents, software licenses, maintenance agreements, inspection

certificates and similar required documentation for specific units of work, enabling the County's unrestricted use.

- b. Submit record documentation, maintenance manuals, tools spare parts, keys, codes, passwords and similar operational items.
- c. Complete instruction of the County's operating and administrative personnel, on system start-up, use and maintenance of the systems.
- d. Complete final clearing and removals of temporary facilities and tools.
- e. Upon receipt of the Proposer's request, the County will either proceed with inspection or advise the Proposer of prerequisites not fulfilled. Following initial inspection, the County will either prepare certificate of substantial completion, or notify the Proposer of work, which must be performed prior to issuance of the certificate of substantial completion. The County will repeat the inspection when requested to assure that the work has been substantially completed. Results of the completed inspection will form the initial "punch list" for final acceptance.

SECTION 5 - INSTRUCTIONS TO VENDORS

PART 1 - YORK COUNTY PROCESSES

1.1 Vendor Documents

- A. Vendors shall promptly notify the York County Emergency Services, Attention: Mr. Robert Sterner, Email: RHSterner@ycdes.org of any ambiguity, inconsistency or error which they may discover upon examination of the proposing documents.
- B. Vendors desiring clarification or interpretation of the submittal documents shall make a written request which shall reach the York County Emergency Services, Attention: Mr. Robert Sterner, Email: RHSterner@ycdes.org before the date that is outlined in the Schedule of Events.
- C. Interpretations, corrections and changes to the proposing documents will be made by addendum. Interpretations and changes made in any other manner will not be binding and vendors shall not rely upon such interpretations, corrections and changes.
- D. Insofar as Worker's Compensation is concerned, the vendor or contractor agrees to furnish an official certificate or receipt showing that they have paid into the Commonwealth the necessary premiums, whenever such certificates are required in the invitation to propose.
- E. All vendors and subcontractors are required to provide proof of insurance as part of contract.

1.2 Substitutions

- A. The materials, products and equipment described in the proposal documents establish a standard or type, function, and quality to be met by any proposal substitution.
- B. Unless the particular specification prohibits substitutions, vendors are encouraged to propose materials, products or equipment of comparable type, function and quality.
- C. Submittals for substitution items shall be stated in the appropriate blank; or if the proposal form does not contain blanks for substitutions, vendors shall attach to the proposal on company letterhead a statement of the manufacturer and brand name of each proposed substitution, plus a complete description of the item including descriptive literature, illustrations, performance and test data and any information necessary for an evaluation. The burden of proof of the merit of the proposed items falls on the vendor.

1.3 Proposal Presentation

- A. The vendors shall present proposed solution and be prepared to answer any concerns or questions. The presentation should be the solution proposed including migration plan with timelines and service support methods. Exact date will be determined by number of proposals received. Final coordination of dates is to be made by Mr. Robert Sterner, Email: RHSterner@ycdes.org Dates and times will be determined. The presentation will be limited to 2 hours.
- B. The presentation location will be at a York County facility, the exact location will be provided closer to the presentation date.

1.4 Data Privacy

- A. Contractor agrees to a proposal by all applicable local, state and federal laws and regulations concerning the handling and disclosure of private and confidential information concerning individuals and corporations as to inventions, patents, and patent rights. The Contractor agrees to hold York County harmless from any claims resulting from the contractor's unlawful disclosure or use of private or confidential information.
- B. All laws of the United States of America, the Commonwealth of Pennsylvania and York County are applicable to the products or services covered herein, are made a part thereof.

1.5 Contractors

- A. The successful vendor(s) shall, upon award, become Contractor of record. The Contractor of record will assume responsibility for providing a system which will support York County coverage in its service area. Any failure on the part of any subcontractor to perform in accordance with the terms of the specifications will be the responsibility of the Contractor of record. (Prime Contractor)

1.6 Subcontractors

- A. Vendors shall state in their proposal any subcontract activities that are required in the design, supply or implementation of the proposed system.

1.7 Electrical Code

- A. The Contractor shall insure that all equipment is properly grounded and that the probability of lighting damage is minimal. The installation shall be in accordance with good engineering practices and consistent with applicable local and Commonwealth codes.

1.8 Site Clean-up

- A. Contractors are required to perform clean-up tasks after each Phase of construction/installation. The condition of the premises where installation is proceeding shall, at the end of each day, be restored as nearly as possible to original condition. It is understood items will necessarily be left for the next day's work; however, the condition of the site shall be such that the operation of the existing communication/computer facilities at the site shall not be impaired by ongoing construction, and/or installation materials by ongoing construction, and/or installation materials left haphazardly throughout the premises.

1.9 Responsibility for Equipment

- A. The Contractor is to assume complete responsibility for any tools, test equipment and/or other items that are the property of the contractor throughout the implementation Phase of the contract. The Purchaser assumes no responsibility for lost or damaged items that they may leave on the premises for the system unless negligently lost or damaged by the purchaser.

1.10 Turnkey system

- A. Vendor shall be aware the procurement calls for a turnkey system installation. It will be the responsibility of the vendor and not purchaser to provide all required and proper equipment. Purchaser shall not be responsible for any item or the number of items listed or left out of the equipment list. All costs that result in oversights, equipment failures, and/or unexpected events that affect the contractor's ability to fulfill the contract requirements remain the responsibility of the vendor. Any requested changes by York County must be approved by York County officials or their authorized delegate, before any changes are implemented and additional costs incurred.

1.11 System Completion

- A. The equipment shall be installed and the acceptance Phase started within 120 days from the date of receipt of the County's purchase order. In the event delays that occur, a written request for an extension of installation time must be requested to the York County Emergency Services Center, Attention: Mr. Robert Sterner, Email: RHSterner@ycdes.org. The request will contain the nature of the delay, anticipated time of completion and the effect the delay will have on the overall system completion. The County will respond to the request with a written reply.
- B. In the event that the system is not installed and the acceptance Phase started within the specified time, the penalty shall be 1% reduction of the purchase order amount each day the system is delayed.

1.12 Acceptance Criteria

- A. After the system has been delivered, installed and tested, written notification of the completion shall be submitted to the County. Upon receipt of written notice of completion, the County shall have a time period of 60 days of functional service that will signify system acceptance. Major equipment malfunctions or failures as determined by York County will delay acceptance.

1.13 Equipment System Manuals

- A. The vendor shall provide to the County 3 complete sets (paper copies if available) and 1 electronic copy, or 1 CD of manuals for all equipment procured and supplied as part of the contract.

1.14 Equipment Warranty/Maintenance Period

- A. The warranty period for the complete system shall be a minimum of 1 year unless normal manufacturer's warranty is longer. The warranty will commence from the date of the new equipment acceptance. Warranty maintenance will be performed by the contractor at no cost to the County on a 7 x 24 hour basis. The warranty as defined will cover the cost of all labor and materials to restore the equipment to original condition (i.e. condition at the time of system acceptance) in the event of failure. This Warranty language only applies to new equipment procured under this contract.
- B. If the incumbent maintenance service provider (Verizon) is not selected by the County then the County will exercise termination of the existing maintenance support agreements over an agreed upon time period that will allow for a transition of responsibilities. The minimum Verizon termination time period requires 60 days from receipt of the termination notice per current contract language. Based upon this requirement, the County is requesting that this proposal include a timeline that includes projected dates when responsibility for the maintenance of the existing Sentinel ALI equipment would be transferred to the selected vendor. In order to support this potential transition time period competing vendors are required to provide month-to-month maintenance pricing to facilitate a coterminous start date for the second year of maintenance on existing equipment that will be reused.

1.15 Optional Items Proposal

- A. Vendors are to list by item name, description, unit cost, all available options for the enhanced 9-1-1 system in addition to the requested options.

1.16 Irregular Proposals

- A. Proposals shall be considered irregular if they show any minor omissions, alterations of form, additions or conditions not called for the specifications.

Unauthorized alternate proposals or irregularities in the proposal response of any kind may subject the proposal submitted to disqualification.

1.17 Technical Information

- A. The Vendor shall provide all hardware, "system" engineering, software, training, material, maintenance and labor necessary to install and maintain the operation of the ANI/ALI controller system as specified in this RFP.
- B. Please specify all major equipment, hardware, and software components that are supplied within the proposal. If a subcontractor supplies any material, please be specific in regards to their activities within the proposal.

PART 2 - SECURITY

2.1 Proposing Procedure

- A. A Non-collusion Affidavit must be signed and notarized as part of this response.
- B. Any interlineations, alterations or erasures shall be initialed by the signer of the proposal.
- C. Vendors shall not change the proposal form nor make additional stipulations on the proposal form. If a vendor wishes to amplify or qualify his/her proposal, a statement that additional information is attached shall be made at the appropriate place on the proposal form and the amplifying or qualifying information on the vendor's letterhead shall be attached to the proposal form. York County may accept or reject amplified or qualified proposals.
- D. In case of discrepancy between the unit prices and the extended figures, the unit price shall govern. Unless otherwise provided elsewhere in the specifications, the prices of the vendor shall remain firm throughout the contract period and in any contract extension period.
- E. Each copy of the proposal shall be signed by the person or persons legally authorized to bind the vendor to a contract. A proposal submitted by an agent should have a current power of attorney attached certifying the agent's authority to bind the vendor.

2.2 Proposal Security

- A. Each proposal shall be accompanied by a certified check, cashier's check, bank good faith check, or other irrevocable letter of credit drawn upon a bank authorized to do business in this Commonwealth, or proposal bond executed by a surety authorized to do business in the Commonwealth of Pennsylvania in the amount of 10% of the proposal amount, made payable to York County

Pennsylvania, pledging that the vendor will enter into a contract with the County on terms stated in his proposal governing the faithful performance of the contract and the payment of all obligations arising. Should the vendor refuse to enter into such contract or fail to furnish performance bonds, within 30 days after notice of acceptance, York County officials may declare that the amount of the proposal security shall be forfeited to York County as liquidated damages, not as a penalty.

- B. Each respondent shall be prepared to provide a 100% performance bond or certified check at the time the contract is awarded. The performance bond shall be released after acceptance by York County.
- C. York County shall have the right to retain the proposal security of vendors to whom an award is being considered until either:
 - 1. The contract has been executed and bonds, if required, have been furnished, or
 - 2. The specified time has elapsed so that the proposals may be withdrawn, or
 - 3. All proposals have been rejected.

2.3 Submission of Proposals

- A. The vendors shall assume full responsibility for timely delivery at the location designated for receipt of sealed proposal. Late proposals will not be considered.
- B. Oral, telephone or telegraphic proposals are invalid and will not receive consideration.
- C. Proposals must be submitted no later than 11:00 AM Eastern Standard Time on March 21, 2007. Proposals must be sent to the following address: Office of the Controller, 28 East Market Street, York, Pennsylvania 17401. Sealed proposals will be opened by the County at 11:30 AM March 21, 2007 in the basement conference room at 28 East Market Street, York, Pennsylvania 17401. Also, the County requires 1 original, 6 copies, and 3 CD's of the proposal.

2.4 Vendor's Presentation

- A. Each vendor, by making his/her proposal, represents that the vendor has read and understood the proposal documents and his/her proposal has been made in accordance therein.
- B. Each vendor for services further represents that the vendor has familiarized himself/herself with the local conditions under which the work is to be done and has correlated his/her observations with the requirements of the proposal documents. It is required that all vendors attend the vendor's conference.

- C. Each vendor agrees that he/she will not discriminate against any employee or applicant for employment because of race, color, religious creed, ancestry, physical handicap, sex or political affiliation and that he/she will take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to race, color, religious creed, physical handicap, ancestry, sex or political affiliation.
- D. In the performance of work under this contract or any subcontract hereunder, the contractor, subcontractor, and any person acting on behalf of such contractor or subcontractor will not discriminate against any person who is qualified and available to perform the work to which the employment relates. The contractor, subcontractor, or any person acting on behalf of such contractor or subcontractor will not obstruct the enforcement of this contract provision.
- E. The contractor, subcontractor, or any person acting on behalf of such contractor or subcontractor will not retaliate against any person because of good faith, reasonable actions taken to overcome, alleviate, or report discrimination.
- F. Each vendor shall be responsible for complying with any applicable affirmative action laws.

2.5 Delivery of Goods

- A. All delivery of goods is to the new primary and secondary York County PSAP locations unless otherwise stated in the request.
- B. The County reserves the right to inspect and have any goods tested after delivery for compliance with the specifications. Notice of latent defects, which would make the items unfit for the purposes for which they are required, may be given at any time within 1 year after discovery of the defects.
- C. All items rejected must be removed immediately by the contractor at the expense and risk of the contractor. If the contractor fails or refuses to remove the rejected items, they may be sold by the County and the proceeds used to cover all related expense incurred by the County.
- D. In some cases, at the discretion of the County, inspection of the commodities or equipment will be made at the factory, plant, or other establishment where they are produced before shipment.
- E. The above provisions shall not be construed in limitation of any rights the County may have under any laws including the Uniform Commercial Code.

2.6 Consideration of Proposals

- A. The properly identified proposals which have been received on time will be opened and considered. The proposals are available for inspection, after all

proposals have been opened. Proposals may be held for a period not to exceed 90 days before awarding the contract.

2.7 Rejection/Acceptance of Proposals

- A. York County shall have the right to accept or reject any and all proposals and to make awards as appear most advantageous to the County.
- B. York County shall reject all proposals from vendors where there has been collusion between the vendors.

2.8 Proposal Award

- A. It is the intent of York County to award a contract to the lowest responsible and responsive vendor meeting specifications provided the proposal has been submitted in accordance with the requirements of the proposal documents. The County shall have the right to waive any informality or irregularity in any proposal(s) which in its judgment is in its own best interest and to solicit new proposals as it is deemed to be warranted.
- B. Award will be based on the following (where applicable):
 - 1. Adherence to all conditions and requirements of the proposal specifications
 - 2. Total proposal price (including any discounts), unit proposal price or extended price purchasing and committee to agree
 - 3. General reputation and experience of vendors
 - 4. Hourly rates for specified personnel
 - 5. Evaluation of the vendor's ability to service the County
 - 6. Financial responsibility of the vendor
 - 7. Prior knowledge of an experience with the vendor in terms of past performance
 - 8. Needs and requirements of the County
 - 9. Experience with the products involved
 - 10. Nature and extent of company data furnished upon request of the County
 - 11. Quantity of merchandise
 - 12. Product appearance, workmanship, finish, taste, feel and results of any product testing
 - 13. Overall completeness of product line offered.
 - 14. Locality in relation to the County, where prompt service may be required
 - 15. Vendor's ability to meet delivery and stocking requirements
 - 16. Delivery date

17. Maintenance cost and warranty provisions
 18. Repurchase, trade-in or reuse of the residual value of the present ESC-1000 license, components, etc.
 19. Evaluation criteria as detailed in the proposal instructions
- C. Unless otherwise indicated in this Invitation to Propose, the County reserves the right to award the contract in whole or in part, by group of items or by section where such action serves the best interest of York County.

2.9 Warranties, Guarantees and Maintenance

- A. A copy of the manufacturer's warranties and/or guarantees for the items proposal must accompany the proposal. Vendor must provide a minimum of 1 year, 7 x 24 warranty coverage on all parts and labor at no cost to York County.
- B. A copy of the company's warranties and/or guarantees for the item proposal must also accompany the proposal.
- C. As a minimum requirement of the County, the vendor will also guarantee, in writing, that any defective components discovered within a 1 year period following the date of equipment acceptance shall be replaced by the vendor at no cost to the County.
- D. Replacement parts of defective components shall be shipped to York County at no cost to the County. Replacement parts of defective components shall be installed at no cost to York County. If defective parts are required to be returned to the vendor, the shipping costs shall be born by the vendor. System parts and support are required to be available for 10 years.

PART 3 - GENERAL CONDITIONS OF THE CONTRACT

3.1 Contract Documents

- A. Nothing in the contract documents shall create any contractual relationship between York County and the contractor's employees, subcontractors and their agents and employees, and any other parties furnishing goods and services to the contractor and their agents and employees.
- B. The contract documents consist of the Invitation to Proposal, instructions to vendors, contractor's proposal form with attachments if any, executed contract, conditions of the contract (general, supplementary, and other conditions), the specifications, all addenda issued prior to receipt of the proposals and all modifications issued after execution of the contract. A modification is:
 1. A written amendment or supplement to the contract signed by both parties, and

2. Purchase release issued by the County, or
 3. Change order
- C. The contract documents form the document. This contract represents the entire and integrated agreement between the parties hereto and supersedes all prior negotiations, representations or agreements, either written or oral. The contract shall reference this RFP and corresponding responses as the Scope of Work.
- D. The issue of a purchase order that is in accordance with the specifications represents a contract. The vendor must sign claim and return. Should the vendor find the purchase order to be incorrect, said vendor must notify the 9-1-1 Coordinator within 24 hours of the purchase order date.
- E. All disputes that arise under this contract which cannot be resolved between the contractor and the County will be resolved by a Court of Competent Jurisdiction within the Commonwealth of Pennsylvania.
- F. Where required, the contractor shall, in accordance with the procedures, rules, and regulations, promulgated by the United States Office of Management and Budget, maintain records and accounts, including personnel, property, and financial records adequate to identify and account for all costs pertaining to the agreement, and such other records as may be required by all applicable statutes, rules or regulations to assure proper accounting for all project funds, both federal and non-federal. These records will be made available for audit purposes to York County or any authorized county, federal or state government agency, and will be retained for 3 years after the expiration of this agreement.

PART 4 - INDEMNIFICATION, INSURANCE, AND PROTECTION OF LIVES/PROPERTY

4.1 Indemnification

- A. The contractor shall indemnify and hold harmless York County, Pennsylvania, and its officers and employees from and against all claims, damages, losses, expenses, including but not limited to attorney's fees, arising out of or resulting from the performance of the contract, provided that any such claims, damage, loss or expense:
1. Is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than goods, materials, and equipment furnished under this contract) including the loss of use resulting there from, and
 2. Is caused in whole or in part by any negligent act or omission of the contractor, any subcontractor, or anyone directly employed by any of them or anyone for whose acts they may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder.

- B. In any and all claims against York County or any of its officers or employees by an employee of the contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts they may be liable, the indemnification obligation under this paragraph, shall not be limited in any way by any limitation of the amount or type of damages, compensation, or benefits payable by or for the contractor or any subcontractor under worker's or workmen's compensation acts, disability benefit acts, or other employee acts.

SECTION 6 - SCHEDULE OF EVENTS

RFP Issue Date	February 8, 2007
Intent to respond/Schedule Exclusive visit before (Email Mr. Robert Sterner at RHSterner@ycdes.org)	February 14, 2007
*Vendor Exclusive On-Site Visit	Week of February 19, 2007
Vendor Exclusive Visit	Week of February 19, 2007
Pre-Proposal	February 27, 2007
Deadline for Receipt of Written Questions	March 1, 2007
Deadline for distribution of Written Answers	March 8, 2007
RFP Response due Date and Time (11:00 AM)	March 21, 2007
Bid Opening Date and Time (11:30 AM)	March 21, 2007
Anticipated Bid Award Date	April 18, 2007
In Service day (both systems)	(TBD) Approximately October 31, 2007

* Note - Each vendor that elects to schedule an Exclusive Visit must schedule a date.

SECTION 7 - TECHNICAL SPECIFICATIONS

PART 1 - GENERAL

1.1 Preface

- A. York County Emergency Service 9-1-1 Center is currently utilizing a PlantCML system as described in Section 3 of this document at the existing Emergency Center.
- B. York County wishes to retain a significant portion of their original investment and recognizes that additional investments and detail transition planning will be necessary to facilitate their goal of enhancing emergency 9-1-1 call handling abilities. In order to accomplish these goals a new Public Safety building has been constructed that has been designed to accommodate York County present and future Public Safety communication requirements.
- C. York County is soliciting written proposals for the immediate selection of 2 on-site CML ECS-1000 ANI/ALI controller systems. The selected vendor will provide installation, implementation, and first year warranty and maintenance on equipment and systems that are outlined in this document.
- D. The primary system will be supporting 27 New Call-taker/Dispatch workstations and the secondary system is required to be equipped to support 12 workstations for a total of 39 installed workstations.
- E. The primary system will be supporting 27 new workstations and reuse 5 existing Sentinel Workstation licenses.
- F. The secondary system will be supporting 12 new workstations and reuse 12 existing Sentinel Workstation licenses. One new workstation will be required as maintenance spare and will reuse the one Sentinel License from the existing system.
- G. It is envisioned that all configuration and pre-testing of the new system can be accomplished utilizing the new equipment.
- H. **(Optional)** It is desired that 10 of the workstations be full functionally when connected to the primary (on-site) ANI/ALI Controller and that a means is designed to allow the same 10 workstations to be supported by the secondary (off-site) ANI/ALI Controller. It is a requirement that this proposal include a user friendly manner that will allow the workstations to transfer to the back-up system as part of the option. It is a requirement that all supporting equipment be provided, except for the actual network I/P or DS1 connectivity.
- I. The existing redundant PlantCML Sentinel ALI will need to be re- engineered so that the system(s) can be split between the two sites and provide full ALI support to the existing system and new primary Plant CML ECS-1000 system.

The ALI system will not be required to support the new long-term secondary location until workstations are installed at a later date.

- J. This RFP describes specific functions required of the PlantCML ANI/ALI controller, ALI and Cisco AVVID systems. As part of this RFP, the authorized vendor will need to include an installation plan that details migration from the current PSAP to the new primary and secondary facilities.
- K. York County desires to contract a vendor and system with a proven technical and functional design. The selected Vendor is required to be well established in the design, delivery, and maintenance of the proposed solution. The Vendor must have the products, technical expertise, experienced technicians, and experienced Project Management with the proposed solution.
- L. Vendors are advised that York County has appointed Mr. Robert Sterner, Email: RHSterner@ycdes.org, as the single point of contact between the Vendor and York County.
- M. Vendors are strongly discouraged from contacting any person(s) involved other than Mr. Robert Sterner of York County.

SECTION 8 - SYSTEM OVERVIEW

PART 1 - GENERAL

1.1 Introduction

- A. The Central Communications equipment shall consist of digitally based switching technology. The system is required to be capable of supporting online monitoring, system administration and maintenance position, locally or remotely through a standard switched telephone line or VPN I/P solution.
- B. The Central Equipment shall consist of an ANI/ALI controller system with interface modules to external circuits. The ANI and ALI control functions shall be combined into 2 fully redundant system.

1.2 System Architecture and Redundancy

- A. The System Architecture shall be such that the failure of any one component or module will not result in total system failure, but only the loss of the equipment associated with that module.
- B. All vital system modules must be protected through the use of redundant modules to ensure single point failure tolerance. It is mandatory that any central processor, server and audio switching matrix shall be fully duplicated in a hot standby mode. It is required that a switch-over would be automatic and not require manual intervention.
- C. The Vendor shall describe its system architecture with respect to the major components or modules, and describe how the system will react to a failure of each major component or module.
- D. The Vendor must fully describe in the proposal any reduced levels of service caused by component failure, including the operation requirements for back-up and recovery.
- E. The Vendor must provide battery back-up for the CML central equipment. This is in addition to the customer provided UPS.
- F. The system must be redundant with a minimum of 2 digital processors. The system is required to be survivable and support both 9-1-1 and non-emergency telephone traffic.
- G. System must provide information to the duty supervisor located in the PSAP area that a failure has occurred on either system via a user friendly alarm method, as well as inform the service provider through a remote maintenance connection.

- H. Vendors shall include a step-by-step description of how their system will switch to a second processor or system in the event of a failure. This response must contain an accurate description of how the steps required to effectuate a switch-over from one system process to the other will occur for the 10 workstation dual switch support option.

1.3 Hot Standby

- A. The system shall be capable of hot standby operation on vital modules such that upon the failure of any of those modules, the system shall automatically switch-over to the back-up module. It is desirable that the switch-over shall maintain all calls in progress and shall not require any human intervention.
- B. It is a requirement for the vendor to describe any maintenance hardware, firmware, or software upgrade that would be preformed, that would require the system to be taken out of service for any length of time.

1.4 Audio Signal Processing

- A. Each audio signal entering the Central Equipment shall be converted to its digital equivalent using standard Pulse Code Modulation (PCM) or Voice over Internet Protocol (VoIP) techniques. The digitized representation shall be switched and multiplexed, using Time Division Multiplexing (TDM) or VoIP techniques.

1.5 System Monitor

- A. The system shall be equipped with a monitoring capability located at the Central equipment location. Information should be provided in a type of digital display format and monitor all voltages, power breakers, and system alarms of the Central Communications equipment. Upon a failure condition, it will display an alarm message. Major or Critical alarms are required to alert PSAP personnel from either location.

1.6 Environmental

- A. All equipment shall remain operational at ambient room temperatures of 35F to 100F and relative humidity from 20% to 80%. The recommended equipment and operations room temperature is 60F to 80F and relative humidity from 40% to 60%. Humidity levels below 40% increase the chance for static discharge and may create PSAP equipment failures.
- B. All equipment shall be capable of operation at the following minimum and maximum conditions:
 - 1. Temperature: from 35F to 120F
 - 2. Relative humidity level: 0% to 95%, non-condensing

3. The central equipment shall be compact and free standing in a footprint no larger than current equipment.
4. All Central Communications equipment shall conform to FCC Rules Part 15, Class A (commercial, non-residential radiation and conduction limits) for EMI.

1.7 Future Expansion

- A. The ANI/ALI controller system described in these specifications shall be capable of meeting today's needs as well as future expansion in order to meet anticipated future growth. It shall be capable of supplying the equipped wired and maximum quantities specified in this document without replacing any in-place common equipment. The system should be installed with adequate processor and hardware to meet this growth.
- B. Vendors shall state the expansion capability of their equipment, describing:
 1. The minimum amount of shelves is 3 for each system and it is required in this response to provide details that would provide the quantity of spare slots that this would support and how the slots could be utilized in the future.
 2. The response should include the overall system capacities including the number of incoming 9-1-1 trunks, the number of answering positions, the number of telephone lines, etc. within the "wired for" cabinet, shelf, Ethernet switch, Gateway, etc.
 3. How the system can be expanded from its present size in terms of the number of 9-1-1 trunks, answering positions, lines, etc. This expansion should be described within the capacities of the vacant card slots or ports as proposed, as well as overall system expansion capacities.
- C. The Vendor must include how each portion of the system is expanded, the increment of expansion, expansion, and the maximum limit of expansion for each category of expansion.

1.8 ANI/ALI Controller System

- A. The ANI/ALI controller system shall comply with current 7, 8, 10 and 20 digit CAMA and all current NENA ALI protocols.
- B. It is required that the system can be equipped to support 20 digit NENA standard signaling if the County elects to add this feature in the future. **It is not a requirement to equip the system to support 20 digits at this time.**
- C. The ANI/ALI controller system must be microprocessor-based using stored program control. It must be capable of advanced digital switching features, such as trunk-to-trunk transfer unsupervised transfers, etc.

1.9 Trunk Interface

- A. The ANI/ALI controller system shall have analog interface, loop reverse battery supervision, CAMA type central office trunk interfaces via direct DS1 interconnection. The 9-1-1 network will be provided by Verizon, and the system will have an initial quantity of twenty-six 9-1-1 trunks that will be diversely distributed over 2 DS1 Modules.
- B. It should be noted that the network is not under contract at this time, so we are providing maximum configurations for competitive bidding purposes. This configuration may be scaled down in the final configuration but should not increase.
- C. primary Location
 - 1. 9-1-1 trunks will be dedicated to Wireline and Wireless calls over 2 DS1 Ports and separate DS1 Modules. The separate digital facilities will be diversely routed to the Verizon Paxtang and Harrisburg Selective Router Tandems. The system is required to support a maximum of 48 CAMA MF 9-1-1 trunk.
- D. secondary Location
 - 1. 9-1-1 trunks will be dedicated to Wireline and Wireless calls over 2 DS1 Ports and separate DS1 Modules. The separate digital facilities will be diversely routed to the Verizon Paxtang and Harrisburg Selective Router Tandems. The system is required to support a maximum of 48 CAMA MF 9-1-1 trunk
- E. Inter-Switch
 - 1. There will be 2 DS1 ISDN PRI Tie lines between the 2 systems. The number of DS0 channels that will support incoming traffic 9-1-1 to the primary system will not exceed 30. The number of channels that will support incoming traffic to the secondary center will not exceed 16. The cabling to interface to the DS1 will be the responsibility of the vendor, the DS1 electrical interface is in an adjoining equipment room and supported by under the floor cable racking.

1.10 Interface to Existing Administrative Phone System

- A. The ECS-1000 ANI/ALI controller system is required to include one interface per site via Standard Digital CO Line interface, ISDN-PRI, ISDN PRI QSIG or SIP technologies to the re-engineered and relocated Cisco AVVID system.
- B. Today these two systems interface via Standard Digital CO Line (DCM DS1 Port) interface to the Cisco AVVID system to facilitate direct access to the workstations via PSTN Auto Attendant access. This interface must be reinstalled in the new configuration and support the caller hearing call progress tones such a busy signals and ringback.

- C. The minimum amount of simultaneous voice channel is 24 unless ISDN-PRI is proposed.
- D. It is desirable that Caller ID be passed from the originating party to the workstation.
- E. It is desirable that the interface be supported via SIP trunking in the new configuration since the Cisco AVVID system is a closed system and dedicated to only voice transmission.

1.11 Telephone Line Interface

- A. The ANI/ALI controller system shall have a 2-wire telephone line interface that will be loop start or ground start. Caller ID functionality should be provided on all telephone line interfaces. The telephone lines will be provided by Verizon. York County will be responsible for the order and purchase of the Caller ID service and any other network recurring fees. The actual amount of ports will be provided in Exhibit A and B.
- B. Vendor is required to provide unsupervised transfers without utilizing a tandem feature. After the loss of current, lack of ground or after the outbound call on hook status is detected, the call is required to release. This specification is required to support any inbound or outbound lines.

1.12 ALI System

- A. The ANI/ALI controller systems must interface to the on-site existing ALI management system.
- B. The proposal must include a solution that will continue to support the existing PlantCML system and allow the new system(s) to access Wireline and Wireless ALI simultaneously.
- C. The County is receptive to installing additional temporary leased network services in order to facilitate this requirement.
- D. The proposal must include a solution for installing the separate servers in the new primary and secondary PSAP locations. The primary server is required to maintain a mirrored copy on the secondary location that is automatically updated on either a daily or real time basis.
- E. The final configuration must allow either server to support both ANI/ALI Controllers and access third-party Wireless ALI.
- F. The County will be responsible for ordering connectivity to the third-party ALI service providers to both new locations.
- G. The redundant ALI outputs from the ANI/ALI controller system shall be serial RS-232 ports and support current Wireless NENA ALI formats.

- H. It is required that each ALI server is capable of providing ALI services to both ANI/ALI Controller systems. Networking can be accomplished via county microwave DS1 network. The vendor is required to provide all interface cabling and connectivity equipment to support this requirement.
- I. It is desirable that the interface to each of the ALI servers support a high speed I/P interface rather than the limited 19.2K RS-232 interface.
- J. The selected vendor will be responsible to re-engineer, re-configure and maintain the existing ALI system that was newly purchased in 2005.

1.13 CAD System Interface

- A. The ANI/ALI controller system shall have 3 interfaces each at the 9-1-1 PSAP. The CAD outputs from the ANI/ALI controller system shall include ALI and Wireless information and be interfaced via a serial RS-232 port. Two interface ports will be utilized to support the New World CAD System clustered server array and the third interface will be utilized by the (TBD) Logging Recorder.
- B. The Vendor must supply a separate demarc jack dedicated and labeled for CAD and Logging Recorder. This interface jack will be wall mounted in a located within the equipment room that will be designated by the County. The Vendor must support interface testing with York County's CAD and Logging Recorder vendors. Integration methods employed by the Vendor must meet York County's approval and not affect the warranties, agreements, or proprietary rights of the existing systems' manufacturers.
- C. As a minimum, the name, address, telephone number of the calling party, the time of the call, and Wireless data must transfer to the respective CAD fields from the telephone system.
- D. The Vendor must describe in the response the process (how and when) by which information is sent from the ANI/ALI controller system to the New World CAD.

1.14 External Clock

- A. The County will be providing Spectracom Netclock GPS Model 9183 at each facility, it is the responsibility of the ANI/ALI Controller vendor to provide all cabling and interface to this clocking system.
- B. The County is requiring that the proposer provide and install 6 Spectracom Time View 400W Display Clocks. These displays will be located in the following primary PSAP as follows, 3 in the ECC, 2 in the EOC and 1 in the system training room.
- C. AC power and house cabling have been pre-wired to these locations. The house cabling terminates in the Microwave room, on the common data patch

panels. The vendor will be responsible to provide any additional equipment to interface to the Spectracom Netclock system.

1.15 External Wallboard Sign (Mandatory Option)

- A. The ANI/ALI controller system shall be capable of interfacing to an external, electronic wallboard sign, capable of displaying real-time call statistics such as the number of 9-1-1 and non-9-1-1 calls in queue, warning messages, and audible alarms. The wallboard sign must be capable of a minimum of 3 different assignable audible alarms. The waiting time in seconds of the oldest calls in queue must also be displayed. Alternatives for display and specifications that detail how these displays are configured should be included. Please elaborate on the capabilities of the proposed solution and include a 4 foot wallboard as part of this response for both primary and secondary locations.
- B. The County will be responsible to provide the additional electrical outlets, and the vendor will be responsible to provide any cabling to support this option.

1.16 Automatic Location Identification

- A. The ANI/ALI controller system shall be capable of providing visual display of the calling party's street address information based on the ANI.

1.17 Forced Disconnect

- A. Operators shall be capable of releasing an existing E9-1-1 call at any time, regardless of whether the calling party has hung up.

1.18 Alternate Routing

- A. The ANI/ALI controller systems shall have the ability to Alternate Route E9-1-1 or administrative calls and maintain ANI or Caller ID to a designated alternate location in either system if:
 - 1. All operators are busy at the primary PSAP
 - 2. The primary PSAP closes down for a period of time
 - 3. Based on a pre-programmed no answer timeout.
 - 4. The agents are logged off or not available

1.19 Central Office Transfer

- A. The ANI/ALI controller system shall provide the capability for an established E9-1-1 call to be transferred by the operator, via the E9-1-1 tandem office, with a minimum of mouse clicks or via one button, to another PSAP or some other destination.

SECTION 9 - ANI/ALI CONTROLLER SYSTEM FEATURES

PART 1 - GENERAL

1.1 Automatic Call Distribution (ACD) Feature

- A. The ANI/ALI controller system must minimally be capable of providing a manner that the call-taker can determine the oldest 9-1-1 and/or CO line type (POTS) calls and answer in a minimum amount of keystrokes or mouse clicks. This is a “ring all” application. It is desirable for the system to automatically queue 9-1-1 or non-9-1-1 trunk priority for the longest ring. For example, every Priority One call will be answered in order of ring duration before any in subsequent priorities are answered regardless of ring duration between priorities

1.2 Selective Answer

- A. The system shall present calls on the 9-1-1 trunk button with concise ALI information and age of call that would allow call-takers the ability to selectively answer calls based on key information such as location or time in queue in a non-ACD mode.
- B. The current system utilizes redundant SEALI servers that also support the Call Statistic data. The new system should replicate this solution with new SEALI servers and licenses. The current SEALI servers should be relocated to support the secondary location when the short term back-up center transitions to the new long-term back-up center. This redeployment will occur approximately 6 months after the primary center goes “live”.

1.3 TDD/TTY Detection

- A. The ANI/ALI controller system shall be capable of detecting emergency calls originating from Telecommunication Devices for the Deaf/Text Telephone (TDD)/(TTY) equipment, and indicating to the operator the presence of the TDD/TTY call.

1.4 TDD/TTY Communication

- A. The ANI/ALI controller system must allow operators to communicate with TDD/TTY callers directly from their 9-1-1 answering position keyboard, without requiring the use of any external device. Operators must also be capable of manually connecting to emergency calls originating from ASCII-type TDD/TTY equipment, as well as originating both Baudot protocol and ASCII protocol calls from their answering position.

- B. The answering position shall allow users to store and access (send) a minimum of 40 pre-programmed TDD/TTY messages, as well as to print the previous TDD/TTY conversations. The pre-programmed messages should be grouped under separate event type tabs for quick reference, such as Police, Fire, EMS and General. The operator shall also have the ability to create a conference between the TDD/TTY caller and a minimum of 3 other parties either in 9-1-1 call-taking mode or administrative call-taking mode.
- C. The TDD/TTY function must allow an operator to transfer a TDD/TTY call to another operator position. For example: if a call is answered by a fire department call-taker/dispatcher, it may need to be transferred to either a sheriff call-taker/dispatcher to appropriately handle the call.
- D. The TDD/TTY function must allow the operator to alter its operation to comply with ADA requirements for HCO (Hearing Carry Over) and VCO (Voice Carry Over) calls. Controls to allow the selection of the appropriate mode shall be available in the TDD/TTY window or display at all times.
- E. The length of the message and number of characters received or transmitted is required to be unlimited.
- F. The TDD/TTY interface proposed must comply with all existing and known future FCC and/or legal requirements.

1.5 Abandoned Call Information

- A. The ANI/ALI controller system shall be capable of collecting the ANI digits and processing the ALI lookup regardless of the condition of the call (i.e. online or hung up). The ANI/ALI controller system shall collect the digits immediately after any seizure is detected on the 9-1-1 trunk and then process the ALI lookup. The ANI/ALI of the abandoned caller must be available for viewing by the operator.

1.6 Errored ANI Spills and Party Line Callers

- A. When an erroneous ANI spill is received from the central office, the ANI/ALI controller system shall forward all of the ANI digits received to the operator. If an emergency call is received from a party line caller, the ANI/ALI controller system shall provide an indication on the display of the operator's answering position.

1.7 Call Detail Records

- A. The ANI/ALI controller system shall have the ability to provide call detail records after every terminated 9-1-1 call. The record should include but should not be limited to ANI, seizure time, position answered, answer time, disconnect time, incoming trunk number, etc.

- B. The ANI/ALI control shall have the ability to provide call detail records after every terminated administrative call. The record should include but should not be limited to seizure time, position answered, answered time, disconnect time, administrative line number, etc.
- C. The system must be capable of creating call detail records and system event records with the information gathered from workstations and both systems in the event that a call center's quality of service comes into question. These records can then be used to audit the events of the call in order to determine if processing occurred in a reasonable fashion. The records must be capable of being sent to a number of different destinations, such as to a printer to create a hard copy or to an MIS package to create a database record. Call event information that cannot be sent successfully to the CDR system must be stored at the workstation. The CDR system must also be capable of recovering unsent event information and creating a special recovered call detail record.
- D. Call Detail Records should be in a report format, as opposed to raw data format. This information should automatically be saved as an electronic file in daily and/or monthly formats for permanent storage. All Call Detail Records should be retrievable by the ANI or any other 'key-word' search in the record.
- E. Call Detail information must be available from either system from the primary location and be accessible by PSAP and Service personnel.

1.8 Automatic ANI/ALI Record

- A. The ANI/ALI controller system shall be equipped so that Call Detail records are automatically matched to ALI records when applicable. The resulting records can be sorted, displayed or printed by PSAP Administration personnel.

1.9 Automatic TDD/TTY Archiving

- A. The ANI/ALI controller system shall have a means to automatically archive a two-way TDD/TTY call. The TDD/TTY call data should be accessible via an ANI, ALI, date, time or wildcard search method.
- B. It is desirable that the TTD/TTY text be interfaced to the New World CAD system, so that manual re-typing is not required to store the text in the CAD system. Vendors are encouraged to offer solutions that will minimize manual time consuming efforts.

1.10 Transfer

- A. The ANI/ALI controller system shall have the ability to route a call to an on-site or remote location using a single keystroke. The transfer must work in an E9-1-1 tandem solution or use the ANI/ALI controller to set up the connection using outside lines (trunk-to-trunk transfer). Non-tandem transfers must

support unsupervised call transfers with automatic release when either lack of current or lack of tip ground is detected.

- B. In addition, the ANI/ALI controller system shall have the ability to transfer both the voice and the ANI/ALI information to an on-site workstation using a single feature key.

1.11 Conference

- A. The ANI/ALI controller system must provide the operator the ability to remain on a call and add a new party (i.e. Language Line Services) to the conversation without regard to the type of line or trunk. Conferencing must not degrade the quality of the audio. Any party shall be able to drop out of the conference, leaving the others talking as long as at least one of the other parties possesses central office trunk supervision on his/her connection. Conferences should be set up using a single keystroke without putting the caller on hold in a non-attended fashion. The caller may or may not remain online at all times. The system shall allow a minimum of 4 parties to be placed in a conference simultaneously.

1.12 Systemwide Speed Calling

- A. The answering position shall allow the operator to automatically dial a pre-programmed systemwide speed dial number with the push of a single button. The system shall provide for a minimum of 500 systemwide speed calling numbers. The setup for system speed dialing must allow for access from one line or from a pool of shared lines by all operators.
- B. Speed dialing shall be capable of performing primary and secondary dialing for dialing, transfers, conferences, and other functions, such as, long distance access, card numbers, and PIN access. Speed Dial Libraries shall be stored in a database that resides either on a local drive, network drive, or a combination of both. In addition the speed dial shall include the following at a minimum:
 1. Speed dial locations shall be displayed as a button.
 2. Each button shall provide access to a single entry, a group of entries, or a group of groups.
 3. Management shall have the ability to assign the descriptive label that appears on the buttons and have the ability to assign icons for each button.
 4. Users shall have the ability to search the speed dial library for a given entry by typing the first few letters of the entry.
 5. Speed dialing shall support the ability to dial alphanumerically, for example: 1-800-CALL-ATT.
 6. Speed dial access shall be available by either a simple mouse click, keyboard entry, or a combination of both.

1.13 Operator Speed Dial

- A. The operator speed dial shall allow the operator to quickly access frequently called telephone numbers from a pre-programmed list. The list shall provide access to an unlimited number of telephone numbers arranged by logical categories. Each list shall be properly identified with a descriptive tab such as Hospital, Administrative, and General. The operator shall simply click on the list tab in order to select the corresponding speed dial list and speed dial number.
- B. Each speed dial entry in the speed dial list shall be assignable to a button on the call-taker's screen. Each entry shall also be capable of being directed to dial on the currently selected circuit, a particular circuit, or group of circuits.
- C. The Operator speed dial library is required to be available in a manner that York County personnel can easily update all of the workstations. It is highly preferred that the workstations do not require to be placed out of service to update the list. It is preferred that the workstation utilize a common speed dial file, that would be collocated on one of the CML dedicated servers instead of individual files on each workstation.
- D. York County is maintaining a speed dial library of over 2,200 entries.

1.14 Ring Back/Call Back

- A. The ANI/ALI controller system shall have the ability to ring back a Wireline or Wireless 9-1-1 caller by utilizing the ANI received or embedded in the ALI response. The ANI or embedded ANI shall be utilized to call back a 9-1-1 caller by dialing the callers telephone number received during the E9-1-1 call setup.
- B. The answering position should provide a single feature key to perform this operation. Manual dialing of the number by the operator shall not be necessary. The ring back of emergency TDD/TTY, VoIP, Wireline and Wireless calls should be performed in the same manner.
- C. The ANI/ALI controller system shall support an automatic method to prefix the ANI callback format to meet the requirements for toll calls and access PBX/Centrex lines. The callback format shall be defined on a per NPA-NXX basis and be able to override any Central Office "Caller ID Block" type feature.
- D. The call back group must be able to be configured to be used exclusively for callbacks and not be utilized for general system speed or outgoing call applications.

1.15 Hold

- A. The answering position shall allow the operator to place up to three 9-1-1 or administrative calls on hold with a single keystroke or mouse click. The duration the call had been hold and the user that placed the call on hold must

be available. To assist in retrieving the proper call, operators shall be presented with a list of calls on hold, showing the ANI, the ESN, the trunk number, the time, and date at which each call was placed on hold. Operators shall also have the capability of retrieving 9-1-1 calls that have been placed on hold at another operator's position.

- B. The ANI/ALI controller system shall store the ANI/ALI information while the call is on hold, hence avoiding repetition of the ALI request.

1.16 Monitor

- A. Any operator shall have the ability to silently listen to another operator's telephone conversation from his/her answering position or at any individual workstation which have dual jack headsets. Such action shall not cause any audio or visual disturbance at the monitored answering position.

1.17 Join

- A. Any operator shall have the ability to enter an operator conversation, either from the click-free monitor mode or initially from an idle state. The operators, supervisor and caller are then part of a multi-way conference.

1.18 Barge In

- A. Any operator shall have the ability to barge into an existing call by clicking on the appropriate circuit indicator on their screen. Upon entering any 9-1-1 or administrative call for which ANI/ALI or Caller ID information is available, such information shall be immediately displayed on the operator's display.

1.19 Privacy

- A. Any operator shall have the ability to block the caller from hearing any conversation from the remaining parties in the conference. The caller's conversation shall continue to be heard from the remaining parties.

1.20 Muting

- A. Any operator shall have the ability to block the caller from hearing and talking with the remaining parties in the conference.

1.21 Caller ID

- A. The ANI/ALI controller system shall be capable of providing the name and telephone number of the caller, on both digital and analog telephone lines.

1.22 Remote Portable Position (Mandatory Option)

- A. It is required that the ANI/ALI controller system be capable of supporting 2 Remote Workstations via Internet Protocol or dial-up telephone facilities. The Remote Position PSAP operator shall have the same features and operate the same as the primary PSAP.
- B. If the County chooses to purchase the secondary ANI/ALI Controller option, the Remote Workstations will be supported by the secondary system, instead of the primary system.
- C. It is desirable that the vendor offer a portable self contained workstation that could be stored and utilized as part of the Disaster Operation plan.

1.23 Wireless Callback

- A. The ANI/ALI controller system shall enable call-takers to perform 1-button callback for wireless 9-1-1 calls utilizing the NCAS or CAS Wireless Caller's Telephone number located within the ALI fields.

1.24 Wireless Queue Management

- A. The ANI/ALI controller system shall keep only one call in the 9-1-1 ACD queue for any given CPN. The new call with the identical CPN shall replace the existing one in the queue and keep its priority.

1.25 Active Call Priority Queue Management

- A. The system shall automatically prioritize active calls over abandoned calls in the 9-1-1 ACD queue. It shall also be possible to answer abandoned calls by clicking on a dedicated "Abandoned Calls" button on the answering position to avoid keeping them in the queue for too long. Vendors shall also describe how this process works with wireless calls.

1.26 ALI Caching

- A. The system shall be able to store ALI data received from third party ALI databases (i.e. Telco ALI database). The system shall send stored (cached) ALI information in response to subsequent queries for the same information providing faster ALI display on call-taking workstations in the event that the call is transferred to another system workstation.

1.27 Answering Position Equipment

- A. The proposed system must provide users the ability to perform required and routine telephony functions with a minimum impact and/or conflict with CAD and/or radio operations.

- B. The ANI/ALI controller system workstation shall provide the user with on-screen access to all telephone features.
- C. The interface shall be a Graphical User Interface (GUI) and shall provide the user with the ability to access the operating system and applications via easy to use icons and pictures. Users shall be released from having to remember long, complicated command structures in favor of icons.
- D. The vendor will provide software running on the Windows platform that the vendor is currently supporting. York County's strategic direction for desktop operating systems is Windows XP Pro and Windows 2003 Server or higher. Vendors shall state any Microsoft certification programs of which they are participants of, such as, Microsoft Solution Partner or Microsoft Certified Professional.
- E. The operator's answering position should be state of the art, digital technology, Pentium based workstation. The answering position should be computer based and have at least 50 buttons that are programmable for features or line appearances. The answering position should provide an interface to a headset/handset and to the radio system to accommodate both radio and telephone in the same headset/handset.
- F. Each workstation shall provide an audio and contact closure interface to the Logging Recorder system. This interface is required to "mute" when the workstation is not active, so that background conversations are not offered to the Logging Recorder. It is the responsibility of the contractor to terminate the Logging Recorder interface to a 66 block, which should be located in the equipment room on the ANI/ALI controller system backboard.

1.28 Hardware Requirements

- A. The Intelligent Workstations (IWS) shall consist of a PC, 19-inch black LCD TFT monitor, with compatible Intel Pentium Processors with all necessary audio and data interface equipment. Intel Celeron Processors will not be accepted. Computer power supplies, hard drives, expansion slots, etc. must be sufficiently sized to permit 100% system expansion. Due to limited space at the console, the case for PC should be Slim Line, to maximize cabinet space for additional PCs.
- B. The County reserves the right to purchase monitors separately, so itemized pricing is required to support this requirement.

1.29 Intelligent Workstations (IWS) (Mandatory Option)

- A. Computer workstation and server configurations must comply with industry accepted standards. York County will not view favorably proposals that include proprietary configurations, unless the Vendor can demonstrate an overwhelming advantage to such configurations and can guarantee long-term support and upgrades.

- B. User and supervisor workstation consoles must be installed in a manner that facilitates the users' needs while readily conforming to ease of access to equipment for the technicians and should be compatible with current workstation platforms. It is understood that much of this depends on the workstation console itself.
- C. The County wishes to review the cost of adding additional workstations at the primary PSAP location. It is required incremental pricing be included in this proposal that would allow York to add up to 10 additional workstations. The vendor would be required to offer incremental costs utilizing any excessive port capacity and provide information as to when port capacity would need to be increased to meet the 10 additional workstations requirement.

1.30 Network Printing

- A. The Intelligent Workstations, MIS Workstation, and Maintenance Workstation are required to be networked within the communication centers so that workstations can utilize common printers. As a mandatory option, 1 networked laser printer is required to be included in this proposal to support all PSAP workstations including all Stats/MIS workstation and all Maintenance workstations. The Maintenance workstation is required to support network printers and 1 local printer, since the equipment room is separated from the PSAP.
- B. There are 2 existing Stats/MIS client workstation 2 SMART Licenses that will be redeployed or credited.

1.31 Printers

- A. Records and reports must print on the printer of choice that utilizes plain paper and is available in the common marketplace and include the following requirements:
 - 1. Network capability
 - 2. Minimum of printing 31 pages per minute (ppm)
 - 3. Capable of printing a minimum of up to 1,000 pages per month
 - 4. Ability to print legal, letter and automatic two-sided printing
 - 5. Minimum of 1200 x 1200 dpi black resolution
 - 6. Microsoft XP capability

1.32 Input Device Operation

- A. The system must accommodate the following operating devices. Selection of input devices must be a user function. Use of multiple applications during an operating session must be permitted via a single input device. Special

attention must be given to each device regarding ergonomics and operational use.

- B. Independent arbitration of the keyboard and mouse between the telephone, TTY and CAD is required. Switching between applications must be performed through a single keystroke or mouse click, and take effect in less than 1 second. Input devices should be standalone and/or have the capability for a single keyboard and mouse to control all operations.
 - 1. Keyboard
 - a. A standard, IBM PC 101 keyboard must be capable of processing all telephone calls, including voice, TTD/TTY calls, and CAD functions. If the design requires a Computer Telephone Interface (CTI) to a PBX, if the CTI interface fails, all call processing must be available via an alternate mode. If the CTI fails the workstation the keyboard should remain available to the other applications. A mandatory option for a keyboard arbitrator is requested.
 - b. The County reserves the right to purchase Keyboards separately, so itemized pricing is required to support this requirement.
 - 2. Mouse
 - a. The specific mouse required is the Kensington Expert Mouse Pro with track ball and direct launch buttons, model number 64213. An extension USB cable will be required with the mouse for each workstation. The mouse must be capable of processing all telephone calls, including voice, TDD/TTY, and CAD functions. During CTI (Telephone Interface) system failures, the mouse should be available to other applications. The mouse and mouse pad are required to be included with each workstation.
 - 3. Screen/Monitor
 - a. A full-size, color screen, 19-inch LCD TFT (thin film transistor) black housings are required. Monitors must use the most current standards for minimizing radiation to the user. The video system must employ selectable refresh rates that eliminate screen flicker. Screen color, size, distance from the user, and other operational considerations will be evaluated closely. At a minimum, the user must be provided the capability to answer and release incoming calls with a single mouse click. Since the County is purchasing new console equipment and the installation of the PCs can vary, it is a requirement to include 10' Video, Keyboard, Mouse, and Speaker extension cables for each PSAP workstation in this proposal.
 - b. The County reserves the right to provide the "Monitor" that would be purchased via State Contract.

1.33 Telephone Consoles or Sets

- A. Although telephone consoles or sets will not be used under normal operations, the capability to readily activate such devices, (if required) during system failures and emergency/fallback operations is imperative. Telephone consoles

or sets should retain as much of the CTI system functionality as possible. The Vendor must describe in the proposal the manner in which the telephone consoles and/or sets are connected to the system and the degree of functionality the sets will provide users. The Vendor shall state how the transition is accomplished should the CTI application fail. Vendor shall clearly state if the caller/call is lost during this transition.

1.34 Software Requirements

- A. The 9-1-1 application software must be compatible with Microsoft Windows™ XP Pro or higher. The screen layout shall allow a high degree of customization to meet the needs of the PSAP

1.35 Main Screen Components

- A. The main screen shall consist of the following components: Menu Bar, Tool Bar, Status Bar, Call Information Window, Conference Window, Call On Hold Window, Static Page Window, Multiple Page Window, Keypad, Genovation Keypad, Volume Control Window and TDD/TTY Interface Window.
- B. Menu Bar
 - 1. The menu bar shall contain the drop down menus that provide access to all of the answering position features such as setting screen preferences.
- C. Tool Bar
 - 1. The tool bar shall contain buttons that perform specific functions for the answering position such as automatic ring back, monitor, and hold.
- D. Status Bar
 - 1. The status bar located at the bottom of the screen shall provide the current status of the answering position, the purpose of a screen component, and the time. Connection status to other applications via software API shall also be provided.
- E. Call Information Window
 - 1. The call information window shall display the ANI/ALI or Caller ID information of any active 9-1-1 or administrative call. It should also provide additional information on the call such as the ANI decoded, the ESN number, the circuit name, the status of the 9-1-1 caller (online or hung up), and call statistics (number of emergency calls waiting in the ACD queue and on hold).
- F. Conference Window
 - 1. The conference window shall contain a button for each party involved in the conference beside the operator. Each button shall provide the following indications: supervised circuit, privacy mode, mute mode, and TDD/TTY.

- G. Call On Hold Window
 - 1. The call on hold window shall maintain a list of all 9-1-1 and administrative calls placed on hold by each individual operator. The operator shall be able to click on the circuit in this window to retrieve it from hold. Operators shall be allowed to retrieve calls placed on hold by another operator.

- H. Static Page Window
 - 1. The static page window shall group together in one location, the feature and line buttons that the operator uses most often.

- I. Multiple Page Window
 - 1. The multiple pages window shall contain the feature and line buttons arranged by task or frequency of use. Each page shall be properly identified with a descriptive tab such as Emergency, Admin, and General. The operator shall simply click on the page tab in order to select the corresponding page.

- J. Keypad
 - 1. The keypad shall be used to dial telephone numbers or to input numbers as required. The keypad shall also provide access to the speed dial list and offer a redial function. The operator shall have the capability to select a redial number from a drop down list on the keypad. The list shall contain the last numbers dialed at the answering position with the most recent number appearing at the top of the list.

- K. Genovation Keypad **(Mandatory Option)**
 - 1. It is a requirement to offer the County the option of a keyboard and separate Genovation style keypad. This option should include 10' cabling as described in Section 9, Part 1, 1.32 Input Device Operation, B, 3.

- L. Volume Control Window
 - 1. The volume control window shall be used to control the incoming call volume at the answering position's headset/handset. Minimum volume set for ringing should not have the ability to turn off or lower volume to zero.

- M. TDD/TTY Interface Window
 - 1. The TDD/TTY interface window shall display the caller and the operator's conversation separately as it takes place (real-time). It shall also contain all the user pre-programmable messages grouped into related categories such as Sheriff, Fire, EMS, and general.

1.36 Feature Button

- A. The feature button shall contain the following elements:

1. Title bar to identify the label of the feature (Ring back, Hold, etc).
2. The title bar shall be highlighted when the button is selected.
3. Button Icon to identify the feature. The icon shall provide a muted or subdued color or indicator when the feature is not available.

1.37 Intelligent Transfer

- A. The intelligent transfer button should be able to be pre-programmed so that the feature allows for a PSAP to develop a single Standard Operation Practice (SOP) for transferring calls regardless of incoming telephone facilities.
- B. Example: The system will be supporting 9-1-1 Tandem trunks from Verizon, Centrex lines, Ring-downs, and POTS lines. At the workstations, the transfer button would be labeled "State Police" that supports the transfer feature. It is desirable that the feature would detect that the incoming call arrived on a 9-1-1 trunk and be pre-programmed to support the necessary hook-flash and star code to transfer the call via the Verizon tandem. Likewise, if the call arrived via a ring-down, the same button would detect that the call arrived via a ring-down and be able to access an outgoing administrative line, conference/transfer the call, and allow the transferring party to release from the call.
- C. It is desired that the feature support up to 4 different incoming call types

1.38 Call/Line Indicators

- A. The answering position shall indicate incoming emergency and non-emergency calls by both audible and visual means. 9-1-1 trunks shall have a different audible and visual signal from other lines. The Call type audio is required to utilize speakers that are built into the specified Monitors. The answering position shall also have the ability to visually display the status (idle, busy, ringing, on hold and out of service) of each emergency and non-emergency line.

1.39 Relay Control

- A. The answering position shall be capable to control relays (dry contact closures) for general purposes such as opening doors. The Relay Control shall provide for a minimum of 8 relay contacts.

1.40 Zoom

- A. The supervisor shall have the capability to set the size of the feature and circuit buttons on the screen. The size shall be set independently for each of the following screen components: Multiple Pages, Static Page, Tool bar, Conference Window, STA Window, and Keypad.

1.41 System Sounds and Icons

- A. The supervisor shall have the capability to modify the system sounds and button icons with proper Supervisory password protection.

1.42 Shortcuts

- A. The supervisor shall have the capability to assign single or multiple keystrokes to common functions on the answering position (e.g. F2 to release a call).

1.43 Screen Layout Lock

- A. The screen layout shall be automatically locked when the operator logs in to the answering position. This shall prevent the operator from modifying the layout.

1.44 Screen Layout Restore

- A. The supervisor shall have the capability to restore the original screen layout while making modifications.

1.45 Right Click Operation

- A. The operator shall be able to use the right click on the mouse to access the answering position features. For example: by clicking a circuit button with the right mouse button, the operator can choose to release it or put it on hold.

1.46 Print Capabilities

- A. The answering position shall provide an interface port for automatically electronically archiving and/or printing the ALI and the TDD/TTY conversation upon call release. The operator shall also have the capability to print on demand. Printers are to be located at each facility.

1.47 Working with Other Applications

- A. The answering position shall alert the call-taker when a 9-1-1 call arrives in the event that the call-taker is using another application, and it shall be possible for the call-taker to switch to the 9-1-1 application with the click of one button.

1.48 Previous Calls

- A. At a minimum, the operator shall be able to view the last 100 calls, with ANI/ALI information released at an answering position or a particular answering position. It shall be possible to initiate a call-back, if necessary, or

just check out the details of previous calls. Also, previous calls information shall be saved to disk preventing loss of data.

1.49 Wireless Call Handling

- A. Wireless calls shall be presented and include all standard call-handling features. Handling of a wireless call should be transparent to the operator in that all telephony features and functions at the operator position are the same as that of a wireline call. Single step ring back is mandatory, as well as Automatic ALI Re-proposal. The operator shall not be required to perform a manual ANI ring back or manual ALI queries for wireless calls.

1.50 Instant Recall Recording

- A. The system shall be capable of supporting Instant Recall Recording (call-check) functionality in the PC console. Calls should be accessible by an easy to use Windows™ interface and provide a minimum of 8 hours of recording time. An option to erase all old calls on a timed basis or when the disk drive in the PC console reaches a certain percentage of full should be provided. The ability to also record the active radio channel simultaneously is considered a benefit. All recordings should indicate the type of call (9-1-1 or administrative) and allow the operator to enter textual information about the call, if desired. For 9-1-1 calls, the ANI of the caller shall be automatically entered in the text field associated with the call recording.
- B. In addition to data captured on logging recorders, the system must provide separate functionality for recording and playing back all calls, voice, TTY, and TDD for the most previous 30 minutes of operation. Playback functions must occur within 1 second of a minimal number of keystrokes, or mouse clicks. The system shall provide the following functions:
 - 1. The voice recording shall be physically stored on the local hard drive in an individual file for each call.
 - 2. The Instant Recall Recorder shall provide VCR-like controls. The user shall have the ability to mark and move to any portion of the call.
 - 3. The Intelligent Workstation shall provide 2 jack boxes and an output port for an interface to an external speaker at the position. This shall allow the call-taker to playback the Instant Recall Recorder to the speaker port, headset/handset one, headset/handset two, or a called or calling party or a combination thereof.
- C. At a minimum, the Instant Recall Recorder shall provide the following features:
 - 1. Play
 - 2. Pause
 - 3. Stop
 - 4. Play forward/Fast forward

5. Rewind
6. Repeat
7. Forward file to another position
8. Display ANI
9. Display Calling Line ID (if available)

1.51 API Interface to Other Applications

- A. The system shall provide an open API interface to allow other applications resident on the same PC console to receive information from the 9-1-1 system. This interface should provide, as a minimum, the following types of information to client programs: call status, ANI/ALI information, etc. Each vendor shall indicate and make available copies of their respective API's and furnish a list of applications that have been interfaced to their PC console software. Types of applications may include (but are not limited to): IRR, mapping, and CAD programs.

1.52 Auto-Greeting (Optional)

- A. This feature would allow the operator to record a personal greeting message in his/her own voice, which will be played automatically to the caller immediately after the call is answered by the operator. This feature will allow the call-taker to be in a "listen" mode, rather than a "talk" mode. Multiple greetings should all be available to the user based on the line type, such as 9-1-1, 10-digits emergency or administrative.

1.53 Advance ALI Display

- A. The system shall provide the ability to display ALI information to the call-taker before the call is answered.

1.54 Auto ALI Rebid

- A. The system shall automatically update Latitude/Longitude (X/Y) coordinates at regular intervals. This feature shall be configurable as to the number and frequency of intervals on a per wireless provider basis. Recommended response agencies shall be also updated if a caller moves into a new jurisdiction during the course of a call.
- B. The current system utilizes redundant SEALI servers that also support the STAT data.

1.55 Simplified Call Wrap-Up

- A. The system shall keep ALI information on the workstation screen after a call is completed giving call-takers the opportunity to reference the information even after the caller has hung up.

1.56 View ALI of Calls in Queue

- A. The system shall allow supervisors and/or call-takers to view, in real time, concise ALI information of all 9-1-1 calls in queue at the PSAP. The system must be capable of providing queue information at each workstation similar to a reader board functionality where the color of each queue descriptionline indicates the current threshold (number of calls waiting) reached by that queue. Selective answer provides this functionality.

1.57 ALI Parsing

- A. The system shall guarantee that ALI data is appropriately and consistently displayed when interfacing with different ALI providers that send their information in various formats (i.e. wireline vs. wireless).

1.58 ESN Update

- A. The updated ESN is required to be retained if the 9-1-1 call is transferred to another workstation within the system or systems.

1.59 Call Answer Control

- A. The call-taking application shall offer a feature button that allows a call-taker to put him or herself in and out of "live" work-state so that the position can selectively answer 9-1-1 calls when the call-taker is in a training environment.

1.60 VoIP protocols

- A. Proposer must describe how the proposer will support future broadband technologies. Anticipated upgrade costs to support VoIP protocols or other future broadband technologies should be stated. The proposed solution should be able to support direct VoIP protocol as planned by the National Emergency Number Association, NENA. Non-compliance with this planned protocol should be stated. This interface could also be utilized to support the Administrative Cisco AVVID interface requirement.

1.61 System Log-on

- A. The system shall provide log-on capability. Each call-taker will be prompted to log-on based on a user name and password. Upon successful completion, all

personalized features, functions, and capabilities shall be made available to the call-taker.

1.62 Abandon Call Capture

- A. The system must provide users and supervisors the capability to capture abandon call information and redial the abandoned number automatically upon command. A list of abandoned calls must be provided in table format and selectable for redial with a single keystroke or mouse click.

1.63 Automatic Redial

- A. The system must provide each user the capability to redial the last 5 numbers (minimum) answered on his or her console. Redial must occur within 2 seconds from when initiated with a minimal number of screen keystrokes, or mouse clicks.

1.64 Call Conferencing

- A. The system must provide conferencing features, which permit every user and supervisor on the system to conference multiple lines and trunks without regard to the type of line or trunk. Conferencing must not degrade the quality of the audio. The Vendor must describe the call conferencing process and meet the minimum of 4 parties that can be included in a conference during a single call without degradation. Adding a call to the conference must occur immediately with a minimal number of keystrokes or mouse clicks.

1.65 Call History

- A. As each call is answered, the system must automatically save the last 100 calls (ANI/ALI) to a particular console in a call history window. System must also be capable of tracking the call history in a database format for retrieval by the call-takers at a later date.

1.66 Intercom

- A. The system must provide an internal intercom. Users and supervisors must have the capability to select whether the intercom audio is routed to their headset or handset. Use of the intercom feature must occur with a minimal number of keystrokes or mouse clicks.

1.67 Enhanced Wireless

- A. The system must provide a method for formatting the ALI for calls with (optional) 20-digit ANI (CAS) and 10-digit (NCAS) so the Calling Party Number (CPN) appears in the same location as it does for landline calls. This

formatting or "normalizing" must provide the CPN to the ANI Callback list for CAS and NCAS calls received.

- B. The system must also provide the CPN to a third-party CAD application, which uses the CPN as the calling party number field.

1.68 Enhanced Alarming

- A. The system must be capable of sending alarms to an external monitoring service that will notify the user when a system or user module is no longer functioning properly.
- B. System alarms also are required to be monitored in the PSAP area. An externally mounted light is required in the PSAP area to indicate a failure. All audible alarms should be able to be silenced until the event is cleared. Any audible silencing technique is required to self reset. Additional notification of a failure is required via page or email method.

1.69 DDE Channels

- A. The system must provide 2 DDE (Dynamic Data Exchange) channels to share ALI information with other applications such as a mapping or CAD application.

1.70 Enhanced ALI Display

- A. The system must provide for at least 100 viewable saved ALI requests per user session. In addition, all non-manual ALI requests must be automatically saved for the duration of the user session.

1.71 PSAP MIS Reports

- A. Detailed Reporting On Group Performance
 - 1. The number of calls offered, the number of calls answered, the number of calls overflowed to another group, and the number of lost calls are all important pieces of data when trying to determine if the performance of a group of agents is adequate. This information helps the supervisor determine staffing and training needs. Delayed Call Reporting provides real-time and historical data on how long calls wait in queue before reaching an agent. In addition, this reporting provides count and percentage of calls not answered, calls answered within 20 seconds, and other customer specified intervals. This information is critical when trying to provide a consistent level of service expected by callers.
- B. Combined Reporting (**Optional**)
 - 1. Since incoming and outgoing trunk groups will be diversely distributed over two systems a means is required to combine 2 trunk groups statistic into one report. This requirement is designed to primarily support

accurate accounting of incoming and outgoing 9-1-1 trunk group CCS and Trunk Busy traffic analysis reports.

- C. Lost Call Reporting
 - 1. Provides real-time and historical reporting on the number of callers that hang up before reaching an agent, and how long they waited before hanging up.

1.72 Call Accounting

- A. The system should count the calls as they enter the queue. This provides detailed information to the supervisor as to how many calls are entering the agent group at each half hour increment of the day. Call accounting is extremely helpful in forecasting the number of calls that will be received and planning staffing needs. Call accounting shall include but are not limited to:
 - 1. Incoming calls
 - 2. Outgoing calls
 - 3. 9-1-1 wireline/wireless calls
 - 4. Administrative calls

1.73 Cables

- A. All cables, including those to printers, modems, terminals, etc., shall have connectors at both ends to facilitate movement of the equipment. Appropriate shielding may be required.
- B. All Workstations, ALI Links, Maintenance terminals, ANI/ALI 9-1-1, CO ports, Telco lines, etc. shall be terminated on vendor provided Data Patch panel to allow for end user patch cord fault isolation.
- C. Vendor is responsible for providing connectivity for ANI/ALI controller system usage between any Telco De-Marc.
- D. Vendor is responsible to provide dedicated CAD port jacks near the County owned CAD and Logging Recorder equipment.
- E. Console jacks and cabling have been provided by the building contractor at the primary PSAP and the secondary PSAP. The wiring runs are terminated to patch panels by the building contractor in the telephone room A146 at the primary PSAP and in the equipment room at the secondary PSAP. Two Cat 6 cables are provided at each console position. One cable is to be used for the LAN. The second cable is terminated on 4 RJ-11 jacks at the console and on 110 or 66 type blocks in the telephone room. Any cables between the patch panel and network switching equipment are to be provided by the Proposer.

- F. All termination points, jacks, patch panels, and cables shall be labeled and identified by circuit number, position, port, etc. Labeling schemes are required to be approved by the County during the installation process.

1.74 Uninterruptible Power Supply (UPS) (Optional)

- A. The ANI/ALI controller system and all E9-1-1 answering positions will be powered with a County-provided UPS. Vendors are required to provide accurate estimates of KVA requirements in this proposal.
- B. The County is requiring that the vendor provided optional pricing for a separate UPS, sized and configured to support the ANI/ALI Controller and related equipment room servers and PCs. It is desirable that this option be internally installed in the CML ECS 1000 cabinet.

1.75 Remote Maintenance and Alarm Dial-out

- A. It is a requirement that the system support remote maintenance via dial up telephone line. It shall be possible to dial into the ANI/ALI controller system and perform tests, view alarms, diagnostics, real-time operator and trunk activity or reconfigure the ANI/ALI controller system. Remote entry into the system must be limited to those authorized through the system administrator function and be password protected.
- B. On the same port that is used to dial into an ANI/ALI controller, the controller shall be able to dial-out in case of critical alarms. This port shall be equipped with an internal modem and when the system dials-out; it shall check for a carrier and then send an ASCII message.
- C. **(Optional)** 7 x 24 monitoring of critical alarms should be included in this proposal and pricing should be included as an option.

1.76 Maintenance Position

- A. One Maintenance Position shall be provided with the system at each location that will access both systems. In addition to this requirement, one position that can access both systems will be located at the primary PSAP in the Administration office area.
- B. We currently have 2 SMART licenses that can be reused to achieve this requirement.
- C. Maintenance positions that are installed in the equipment room are required to support all back room servers, PC, etc. through the use of KVM or alternate types of keyboard, monitoring and mouse sharing devices.
- D. The position shall have different security levels and shall be protected by separate passwords.

- E. Two SMART positions are needed at each location with an additional third SMART to be located in the Telecommunications Administrator's office, Room A163.
- F. This position shall be housed in a vendor supplied equipment rack. The 17-inch LCD black Monitor, keyboard, and mouse shall be supported in a manner that would allow County and service personnel to view and access from a seated position. Space is a concern and foldable "rack mounted" type maintenance terminal in the equipment room is preferred.
- G. If the maintenance position is required to access more than one PC or Server, the vendor is required to include an arbitrator device for the keyboard, monitor, mouse, and speaker.
- H. The cabinet is intended to support the voice and data patch panel(s) requirement as any remaining space should be equipped with large center mounted shelves for other equipment usages.
- I. The cabinet shall include a hardwired 110 VAC Vertical mounted power strip with 12 or more outlets. The County will be responsible to terminate the dedicated power feed to the vendor's power strip. Space is limited in the equipment rooms. The present equipment utilizes 3 rack space and minimal wall space.
- J. Additional equipment rack space will be available after the present system is removed from service. The County is encouraging the reuse of the existing equipment rack, if feasible in the long-term secondary center.

1.77 Module Testing

- A. Each of the ANI/ALI controller modules shall be easily selected and tested individually. Three types of test shall be available per module: digital, analog and tone tests.

1.78 Module Expansion

- A. The ANI/ALI controller system shall be sized to support the required modules and future module to support 3 more workstations. The system should be "wired for" eighteen 9-1-1 trunks. See Exhibit A for quantity. Additional growth should include forecasted requirements such as direct VoIP. It is a requirement to specify the growth by card slot and increase module capacities.

1.79 Security

- A. The system must provide the capability for system users to securely log onto the system by using a user ID and user-selected password. Log-on must not take more than 15 seconds from the time the log-on screen is properly

completed and entered. The system should record on the hard drive all log-ins with the time, date and position logged into.

- B. The Vendor must propose a solution with security features to satisfy York County's network security requirements (using, for example, routers or firewalls), including those security requirements by Public Safety and the Commonwealth to protect the criminal justice systems from unauthorized access since connectivity will be required to York County's LAN Network for the MIS clients.

1.80 Alarms

- A. Every module within the ANI/ALI controller system shall carry out certain tests on a continual basis and report to the maintenance position any observed failures.
- B. The alarm type is assigned by County. Three types of alarms shall be reported at the maintenance position:
 - 1. **Critical** - A critical alarm shall produce audible and visual indications at the maintenance position.
 - 2. **Major** - A major alarm shall produce a visual indication at the maintenance position.
 - 3. **Minor** - A minor alarm shall result in an entry in a diagnostic report.
- C. Possible conditions that may cause these types of alarms shall include, but shall not be limited to:
 - 1. CPU failure
 - 2. Audio Matrix failure
 - 3. ALI Computer Link failure
 - 4. Emergency Trunk failure
 - 5. Operator Console failure
 - 6. Peripheral Module failure
 - 7. Maintenance Position failure
 - 8. Power Monitor failure
- D. All alarms shall be reported in the form of diagnostics in a diagnostics log.
- E. Alarms shall also be capable of activating an external device via a relay closure providing visual and audible alarm.

1.81 System Activity Monitoring

- A. Emergency trunk activities, 9-1-1 call queuing, and 9-1-1 console activities shall be monitored in a real-time mode. Major Alarm conditions when activated

shall present a visual alarm with a silence option that can be accessed in the PSAP area. In addition, Major Alarms shall send a text message to County personnel's wireless devices indicating an alarm condition exists within equipment at the PSAP.

1.82 Electrical Ground

- A. The 9-1-1 PSAP equipment vendor shall have detailed specification for the grounding of their equipment to safeguard from electrical shock hazard, to prevent equipment damage, service interruption, and to provide a reliable zero voltage reference for equipment operations.
- B. Each operator position frame/chassis ground shall be electrically isolated from the common equipment to eliminate ground loops due to ground potential differences as per NENA recommendations.
- C. The rack shall include a common grounding bar mounted at the top of the rack.
- D. System grounding must comply with industry standards and good engineering practices. The Vendor shall provide a "comprehensive" grounding review prior to system installation.

1.83 Building Ground

- A. The successful vendor is responsible to confirm the building ground meets or exceeds the equipment manufacture's minimum ground specification. National Electric Code allows a resistance to the surrounding soil of 25 ohms. NENA suggests that 5 ohms is highly recommended by most equipment manufactures. As part of this response please detail the equipment manufactures specification for building ground. The successful vendor is not responsible to correct any building ground issues.
- B. The successful vendor shall review the County's grounding network prior to system installation.

1.84 Transient Voltage Surge Suppression (TVSS)

- A. It is a requirement that all telephone equipped ports that connect to, or could connect to private or lease line facility including CO POTS, 9-1-1 trunks, DS1 facilities or other telephone lines terminating on the system is protected by secondary TVSS devices.
- B. These devices shall be United Laboratories (UL) listed as TVSS or Transient Voltage Surge Suppressors. These devices shall meet or exceed UL standard 1449.
- C. The TVSS devices shall list a clamping voltage of 500 volts (.5kV) or less for plug-in TVSS, or commensurate with the service voltage on hard-wired TVSS.

- D. It is required that the TVSS will in no way degrade the audio signaling to the workstation.
- E. The TVSS devices shall have a minimum of a 1 year manufacturer's warranty.

1.85 Management Information System

- A. The records management functions in the system must be standards-based. Information such as, but not limited to, the following events must be provided. Accurate daily call count by trunk and line, calls per hour, average mean answering time, average call duration, call distribution, and other call related information. Information must be reportable by user, position, trunk/line, etc. A finite set of pre-programmed reports must be available to users and supervisors. Ad hoc reporting must also be provided. Report writing must follow a standard and be user friendly in nature. Use of object-oriented technology is encouraged.
- B. The Vendor shall provide a Management Information System that will track the incoming calls and provide the PSAP management personnel with real-time and historical information and strategic management reports. The real time **Activity Tracker** data must be available at each workstation as well as each MIS and Supervisor position. It shall be user friendly, customizable, and capable for generating reports for varying time periods. The system also shall be able to auto-schedule the generation of predefined reports. This access is required to be provisioned on a separate PC with a 19-inch flat LCD monitor and be installed in the administration office area. In addition, 2 client licenses are to be included in this proposal and installed at the new primary center, 1 client license will be required at the long-term back-up facility.
- C. It is anticipated that the existing MIS system will be reused at the new long-term secondary location and that a new system will be installed in the new primary center. Reuse of client licenses are required to be timed so that continuous support is provided at the short term secondary center, long-term secondary center and new primary center.
- D. Statistical reports should allow managers to run reports detailing circuit usage, response times, call duration, transfer destinations, and other call-handing operation for any time period. In addition, there should be optional add-on applications that collect real-time activities that can be viewed and analyzed as they occur such as:
 - 1. Call-taker status
 - 2. Group status
 - 3. Automatic Call Distribution (ACD)
 - 4. Incoming trunks
 - 5. Outgoing trunks
- E. Report flexibility should allow the PSAP to run over a network on different consoles with password protection and download data instantly for immediate

report generation. Record review and writing functions must be available to users, supervisors, and maintenance personnel if granted access to these functions by the system's administrator.

- F. At a minimum the system shall provide the ability to generate reports:
 - 1. Based on position(s)
 - 2. Based on agent(s)
 - 3. Based on trunk(s) or line(s)
 - 4. Based on groups of positions
 - 5. Based on groups of trunks or lines
 - 6. Based on time of day
 - 7. Based on shift duration
 - 8. Based on day of week
 - 9. Based on week
 - 10. Based on month
 - 11. Based on quarter
 - 12. Based on abandoned calls
 - 13. Based on outbound calls
 - 14. Based on inbound calls
 - 15. Based on duplicate callers
 - 16. Based on call duration, time of answer, time of hold, time of talk

- G. The MIS shall provide Call Detail Reports with search capabilities based on ALI data.

- H. Statistical reports shall include, but not be limited to:
 - 1. Total number of calls received
 - 2. Number of abandoned calls
 - 3. Number of calls on a per trunk basis
 - 4. Number of calls on all incoming trunks per system
 - 5. Number of calls on all incoming trunks to the primary or secondary PSAP
 - 6. Number of calls on a call type basis
 - 7. Number of calls transferred
 - 8. Number of calls on a per position basis
 - 9. Average time to answer
 - 10. Average length of call
 - 11. Average hold time
 - 12. Total usage on a per circuit/position basis

13. Operator performance
14. Operator Activities
15. Network Performance
16. Out bound calls by position

1.86 Ad Hoc

- A. Users, supervisors, and maintenance personnel must be provided the capability to query the database, and create and print reports in an ad hoc fashion. Capabilities and limitations for ad hoc reporting must be described in the response; including data fields available for reporting. If a specific data field is excluded from ad hoc reporting, it must be noted.
- B. The MIS system must incorporate the E9-1-1 call data records for the ability to research and identify:
 1. ANI – Caller’s Telephone Number
 2. ALI – Caller’s Address Information
 3. TDD/TTY Text
- C. Any supplemental information received in the ALI record such as but not limited to, Emergency Service Number, Business, Residence and Notes must be included.

1.87 Changes to Data

- A. Data integrity is of significant importance owing to the nature of the data. Vendors shall state the safeguards that are in place to protect the integrity of the data.

1.88 Query Language

- A. Use of proprietary query languages is strongly discouraged. Vendors proposing system that use proprietary query languages must explain the reasons for such use and their commitment to support and modification of the language.

1.89 Type

- A. The Vendor must describe the type of records management and reporting system proposed. Specific information regarding the system's capabilities and limitations must be provided. If "canned" type reports are available, a brief description and sample of each report must be included.
- B. At a minimum the system shall provide a variety of “canned” reports providing information on:

1. Hourly and daily system overview reports, including inbound calls, outbound calls, abandoned calls, cellular calls, 9-1-1 calls, administration calls, etc.
2. Agent overview report that indicates the total number of calls handled percentage of total number of calls, average ring, talk, and hold duration per agent.
3. Duplicate Caller report
4. Abandoned Caller report
5. Ring Time Statistics
6. Trunk and Line Utilization

1.90 Viewing

- A. Records and reports must be viewable from the screen. Printing records and reports as the only means of viewing is unacceptable.

1.91 Status

- A. User and trunk/line status functions must be available to users, supervisors, and maintenance personnel if granted access to these functions by the system's administrator.

1.92 Trunk/Line

- A. The system must provide trunk and line status from any console in the system. Information such as active, on hold, available, working user, working position, call duration, and other call specific information must be provided.
- B. Vendors are requested to indicate what provisions are included in the proposed IWS workstation CTI interface which would assist individuals that may have difficulty distinguishing between standard color shades in identifying line status, such as incoming call, held call, steady call, and/or active call.

1.93 System Reconfiguration

- A. All Maintenance Position(s) shall allow the user to reconfigure many parameters associated with entities in the system database. The list of parameters shall include, but is not limited to the following:
- B. It is required that the both equipment room and 1 Administrative SMART be able to remotely access each system.
 1. Modify the answering positions parameters
 2. Modify the operator login ID information and permission
 3. Modify the 9-1-1 trunk parameters

4. Modify the CO line parameters
 5. Modify the ring-down line parameters
 6. Assign a module or a port to give the user the ability to:
 - a. Quickly view a multitude of system settings for each entity (9-1-1 trunk, operator, etc.)
 - b. Reconfigure advanced settings to adapt the system to the exact requirements of a particular setup without technical assistance from the manufacturer
 - c. Customize the system according to the operational preferences of a particular setup
 - d. Upgrade the system for new or expanded uses
 - e. Safeguard the system by backing up the system database
 - f. Troubleshoot the system
- C. Commands shall be typed in script language to direct the Maintenance/Supervisor Position interface to perform an action and display the results. Four password-protected levels of access shall be provided: read only, for users who need to view system settings but are not authorized to modify them, and read/write, for users who need to modify system settings.

1.94 Paperless Operation

- A. All Maintenance Logs, Statistics, CDR, ALI Information, and TDD/TTY conversations should have the ability to be saved in electronic format. The data generated from these reports shall be exportable to 'off the shelf' database or reporting software. These files should also be backed up to a removable medium such as floppy disk or tape for secure storage.

1.95 Console Accessories

- A. Headset/Handset Interface
1. The current system allows the use of both handsets and headsets. The Vendor shall state whether or not these headsets can be reused with the new ANI/ALI Controller and Radio Ma/COM Maestro I/P C3 NT consoles proposed system and to provide recommendations for supplying headsets as part of the RFP. York County desires to continue operating with only one headset per user.
 2. The workstation shall be interfaced/integrated with the radio system. Please respond with details on how this feature would be supported.
- B. Microphones/Speakers/Headsets
1. Users must be permitted to use the same microphone and speaker or headset to control the radio and telephone functions. Integration of the headset between the telephone and radio systems is performed through the radio system's interface function in the radio console. The Vendor

must ensure the system proposed will fully integrate with the York County's radio system.

- C. Adjustments
 - 1. Independent headset audio/speaker adjustments are required. The user must be provided the capable of independently adjusting receive audio levels from the IWS CTI application by using the mouse and/or keyboard. Telephone audio adjustments must be made independent from and not affect the individual workstation but must follow the user by log-on to any workstation within the system.

- D. Telephone Off-Hook
 - 1. To integrate the headsets into the radio interface, Vendor's must provide a closed relay contact for a telephone "off-hook" condition. The relay contacts must be floating and not connected to ground or voltage/battery.

- E. Transmit and Receive Audio
 - 1. Audio switching shall be available to agent via a single mouse click or keystroke. External transmit and receive headset connections are strongly discouraged. It is preferred that these volume controls should follow the agent based on log-on. Impedance and levels must be equal to a standard telephone headset, balanced, and free of hum, noise and cross talk.

1.96 Training Requirements

- A. Training on all system functions shall be provided by the vendor prior to acceptance of the system. Training will include sufficient information and experience to familiarize personnel (Administration and supervisors) with all system functions, features, and operations for their particular assignments.

- B. The time when the training courses are given is subject to York County's approval. Training must be conducted by qualified instructors who may be supported by training aides, computer-based tutorials, or other individualized learning materials. The training must cover all aspects of the 9-1-1 PSAP ANI/ALI controller system.

- C. Administrative, user, and supervisor training would be conducted in the PSAP unless otherwise agreed upon by York County.

- D. Participants must receive individual copies of applicable training materials at the time the course is conducted. It is anticipated that this training will be focused towards a train the trainer approach since York County already is utilizing a PlantCML Release 5.6 system.

- E. Training Documentation
 - 1. It is a requirement that sufficient copies of end user training documentation and copies of administrative training documentation be

included in this project in CD or DVD format in addition to paper for each participant.

- F. Installation, Cabling, System Overview
 - 1. The vendor will provide the following:
 - a. Detailed explanation and instructions on adding or modifying user software features such as speed call, Call-taker pass-codes, etc.
 - b. Detailed explanation and instructions for performing maintenance diagnostics on the operation system or hardware as well as addressing performance issues
 - c. Identify and provide cost any troubleshooting techniques that would assist in supporting the system (hardware and software)

- G. User/Supervisor/Maintenance Training
 - 1. User and supervisor “train the trainer”, training must be included as part of the response. The Vendor must describe the scope, duration, and location of the proposed training. Training must be scheduled as close to the installation date as practical, and be in concert with the scheduling needs of the 9-1-1 center supervisor. Since the York County personnel are already familiar with PlantCML 5.6 this training should provide an overview with emphasis on the newer features.

- H. General
 - 1. The vendor will provide as an option a solution for the long-term Back-up Facility by moving and reusing the EXISTING ECS – 1000. If re-using the existing ECS -1000 would not have the capacity to provide for the 10 back-up positions option, then the vendor needs to specify how many, if any, positions could be supported. The vendor should include all costs of transporting and re-installing the existing ECS-1000. The vendor would assume all responsibility for damage, if any, during transport.

SECTION 10 - EQUIPMENT SPECIFICATIONS

PART 1 - GENERAL

1.1 Standards

- A. The Vendor is responsible for proposing and listing in detail the hardware that York County is required to purchase and/or lease to support the proposed solution. All equipment proposed must comply where applicable with industry standards such as UL approval, ISO, OSI, IEEE, ANSI, EIA, TIA, (including ANSI/EIA/TIA-568 Commercial Building Telecommunications Wiring Standards), etc. Equipment proposed must be compatible with NENA and AT&T telephony protocol(s), when applicable.
 - 1. Documentations
 - 2. Templates
 - 3. Keyboard templates or other helpful tools required for ease of operation must be provided upon delivery of the system.

SECTION 11 - PRE/POST-IMPLEMENTATION SERVICES

PART 1 - GENERAL

1.1 Introduction

- A. The Vendor of the selected system must provide York County with a minimum of 3 sets of all available system documentation in CD or DVD format and 3 paper sets. Examples of desired documentation are:
1. Complete technical and maintenance information and documentation to support the system and support outlined in the final contract
 2. Database structure diagram
 3. Operations instructions, including back-up, recovery, and maintenance procedures
 4. User's manuals, to include the basic CTI system, network, and any controller sub-systems
 5. Any other documentation the Vendor considers applicable to the administration and use of the system under contract
 6. Operating system manuals
 7. Any additional documentation as may be requested by York County that is applicable to the proposed system
 8. CAD Interface manual, if available
 9. As-Built drawings in the current AUTOCAD or Visio format or other agreed upon graphic format.

1.2 Maintenance

- A. Vendor shall specify pricing for continuing vendor maintenance of the total system after the expiration of the initial one year warranty period. Such pricing shall be for years two, three, four, five, and seven, if available. Vendor must provide prior year maintenance history of systems within the York County region.
- B. Maintenance must be offered on the existing CML ANI/ALI Controller and subsystem including Sentinel ALI. It is required that the maintenance on the existing equipment be offered on a month to month basis in order to facilitate the transition and coterminous start of the second year of maintenance.
- C. The offer of the exclusive On-site visit will allow all participating vendors to gather detail information about these systems and components.
- D. Manufacture Maintenance Program

1. York County is anticipating that some level on self maintenance may better support the needs of the PSAP. York County has trained one individual and anticipates that additional personnel will be trained in the future. It is required to include one manufacture training tuition in this proposal. York County will be responsible to provide travel and lodging expenses.

1.3 Warranty/Repairs

- A. York County wishes to replace the entire 9-1-1 telephone system with new systems that increases the effectiveness of 9-1-1 PSAP system users and the public safety service level to the citizens.
- B. Vendor shall provide 7 days per week, 24 hours per day, 2 hour maximum response time basis through out the entire warranty period. The warranty will cover all components and labor for one year from date of final acceptance for all equipment supplied. Additional equipment not purchased under this agreement shall be covered by the same vendor under a separate maintenance agreement.
- C. The combination of systems will then be covered under one agreement that will be considered the second year.
- D. Minimum Warranty Period
 1. A minimum of a 1 year warranty period is expected for all hardware, software, and ancillary equipment provided by the successful Vendor. The 1 year period will commence upon York County's final acceptance of the system. The period may begin prior to final acceptance if, at York County's sole, written discretion, only minor punch list items remain open. All warranties must survive acceptance and payment by York County.
- E. On-Site Spare Kit
 1. Vendor shall include a spares kit designed to support non-redundant components that could affect 9-1-1 operations for all single points of failure components. This response should include Mean Time between Failures (MTBF) details to support the recommended spares. The Vendor must provide in the proposal a recommended list of spares (parts, modules, boards and/or equipment) required to maintain the system.
 2. This requirement should consider any components that are considered to be maintainable and reusable from the existing system and then augmented with new components to complete the kit. Only one kit is required to support both sites.
- F. Warranty Spare Support
 1. Vendor shall detail the level of spare parts that would be available to support York County and that could be available for service personnel to install within a 2 hour timeframe from the initial receipt of service call.

2. Vendor shall detail the level of spare parts that are available to support York County that could be available for service personnel to install within an 8 hour timeframe from the initial service call.
- G. Repair Tracking
1. Describe the methods that are used to track system problems or errors and problem resolution timelines locally. Complete trouble history should be available when requested.
- H. Repair Notification
1. Explain the process to log and report all trouble reports and outages to the PSAP. Include in the response the frequency, delivery method, and what information to be provided to the PSAP to ensure proper response.
- I. 7 x 24 hour Remote Maintenance
1. Responses must indicate how remote monitoring and maintenance will be performed and how this capability will be supported by both facilities and staffing.
- J. Site History Log
1. Describe the method that would be utilized to maintain a site log that tracks problems, resolutions and upgrades that were performed both on-site and remotely.
- K. Technician Training
1. All persons who will be providing support on the systems shall be adequately trained to perform installation and on-going maintenance. York County reserves the right to audit qualifications of anyone working on the system at any time and the right to reject. It is the responsibility of the vendor to ensure that all technicians meet the initial training and subsequent training requirements for all work.
- L. Single Point of Contact
1. The successful vendor shall be the single point of contact for any troubles associated with equipment covered by this RFP and Maintenance Contract.
- M. Technician Experience
1. Provide the relevant employment history and training of technicians who will be servicing this contract including name and years of experience in the industry. Any vendor personnel will be subject to criminal background check.
- N. Response Time
1. Response time for any equipment failure that does not interrupt delivery of 9-1-1 calls shall be within 8 hours of notification, with a qualified technician ready and equipped to handle the problem. If the failure is

interrupting the delivery of 9-1-1 calls, the responsible party shall provide a qualified technician, on-site, ready and equipped to handle the problem, within 2 hours of notification. It is required that the qualified technician will return a call within 15 minutes to the PSAP should the PSAP page the technician. Describe in detail the ability to meet these requirements and how this will be accomplished.

- O. Support - Escalation Procedures
 - 1. Describe the process and procedures that would be utilized by PSAP personnel when issues require escalation. Provide a copy of trouble escalation procedures complete with the names, titles, addresses, and telephone numbers of the persons who are to be notified. Include information for after hour escalation as well.

1.4 Restoration

- A. Describe the intervals that Workstations, Servers and ANI/ALI controller system (include Logging Recorder if applicable) complete file back-ups are preformed during warranty and maintenance so that total restoration can be preformed if a any device needs to be replaced It is recommended the Vendor use a program that will duplicate the hard disk drive of a Workstation to a CD so that a full restoration of the Workstation can be completed quickly with 1 or 2 CD's as an example. Please explain in detail how the restoration will be accomplished on the Workstations, Servers and ANI/ALI controller if applicable.

1.5 Project Plan

- A. The responding vendor shall submit a narrative that details the complete Project Plan. The plan should include details how the present 9-1-1 service and operation will not be interrupted during the conversion process. Major areas of concern are as follows.
 - 1. ANI/ALI controller system installation – primary and secondary Sites
 - 2. Network interface testing to PSTN, 9-1-1 tandems and Inter-Switch
 - 3. CAD and Logging Recorder Interface testing – primary and secondary
 - 4. Sentinel ALI moved and interfaced to new primary, secondary and current site
 - 5. Cisco AVVID interface to support new primary and current site
 - 6. Migration of existing ANI/ALI workstation licenses – to primary and secondary site
 - 7. Post cut relocation and re-installation of CML components to include, SEALI, MIS, SMART hardware and licenses.
 - 8. Detailed Acceptance Test Plan (ATP) for all function and ANI/ALI controller system to Cisco AVVID interface

1.6 Gantt Chart

- A. The responding vendor shall submit a task oriented Gantt chart detailing the York County ANI/ALI Installation utilizing MS Project 2000 or a later version. The proposed start date for project should utilize a “contract date” of Jan 1st for competitive and demonstrative purposes. The Gantt chart tasks should include all details that are outlined in the “Project Plan”.

1.7 Project Management

- A. It is required that the vendor assigned Project Managers, who are familiar with 9-1-1 networks, CML and Cisco AVVID equipment installation practices, MIS systems, end user training, and functions. Bi-weekly project meeting will be conducted on-site and/or via conference call as determined by the County. It is a requirement that the proposal include the Project Manager’s resume with references and experiences on similar projects.

1.8 Equipment Delivery

- A. Due to limited storage space, the equipment shall be delivered to its proper location and installed by the vendor on an as-needed basis without additional cost or expense to York County. The equipment shall not be considered accepted until the equipment has been installed and is operating in accordance with all specifications outlined in this document and any related contract.

1.9 Minimal Interruption

- A. The equipment installation shall be accomplished with minimal interruption to the normal business operation of the local 9-1-1 agency. Implementation associated with the workstations will be mutually determined by the vendor and York County. The County reserves the right to alter or suspend the intended schedule for any reason that could affect Public Safety 9-1-1 service as determined by York County.

1.10 Installation Responsibilities

- A. York County desires a “turnkey” installation for the entire project.
- B. The vendor shall assume full responsibility for installing all equipment and cables required to support the proposed system and for coordination of network services and all details of the conversion process as approved by York County. The vendor shall give the work the attention necessary to facilitate and assure completion in accordance with the approved Project Plan, Gantt chart and terms of the contract.

- C. The vendor will shall be responsible for coordinating the removal and reuse of existing equipment and cables that are abandoned as a result of the new system installation.
- D. The vendor is required to coordinate the ALI link installation with Intrado and TCS at both new sites. The County will order the new facilities as directed by the vendor. If necessary, the County is willing to sign a Letter of Agency (LOA) so that the successful vendor can facilitate these responsibilities.
- E. The vendor is required to coordinate CAD and Logging Recorder pre and post in-service testing.
- F. The County is expecting the selected vendor will coordinate the in-service activities with Verizon Network service personnel.
- G. The County is expecting that train the trainer training or support personnel will be on-site to assist County personnel the day of the cut.
- H. The Vendor is required to support a temporary installation utilizing the present PSAP configuration and include labor and material to support the final PSAP configuration.

1.11 Equipment Racks

- A. Critical equipment must be placed in a lockable cabinet; however any non-critical equipment should be housed in a standard 19-inch, 7-foot, 84-inch, aluminum equipment rack that must be provided by the Vendor. York County will work with the successful Vendor on an acceptable floor plan and exact placement of cabinet(s) and rack(s). Cabinet and rack type and installation practices must comply with existing standards. Reuse of the existing racks and equipment is encouraged at the long-term secondary center.

1.12 Power

- A. The system must operate from standard 115V, 60Hz, single-Phase power. The Vendor shall state their power requirements for the backroom equipment and each answering position.
- B. The successful Vendor is responsible for ensuring equipment in the system is connected to clean power and that ample surge and lightening protection is installed for each device connected to the system. Protection devices that use reset versus replacement circuitry are mandatory.

1.13 Punch Blocks

- A. The Vendor must describe the make, model, type, and style of rack mounted Intermediate Distribution Frame (IDF) and punch blocks proposed, 110 style blocks are encouraged.

1.14 Installation Compliance

- A. All work shall comply with the applicable national, state, and local codes and regulations.

1.15 Installation Testing

- A. The Vendor shall be responsible for testing the incoming 9-1-1 trunks, Telco analog POTS lines, Ring-down, and Cisco interface prior to placing the system in service. York County will be responsible for all reoccurring Telco costs related to any new circuits required as part of this project.

1.16 System and Acceptance Testing

- A. The Vendor will be responsible for all materials, hardware, and software provided until subject items have been delivered, implemented, tested, and accepted by York County. The Vendor will certify in writing to the York County when the system is installed and ready for testing. Degrees of system failure and operability for acceptance testing purposes are determined solely by York County
- B. Acceptance Testing
 1. Acceptance test plans are required as described in the following subsections. If, in York County's judgment, it determines that the ANI/ALI controller system has not passed a test performed, York County will provide the successful Vendor a written description of the way(s) in which the system's performance was deemed unsatisfactory. The document will also include a limited but reasonable period of time in which the problem is to be resolved by the successful Vendor.
 2. In measuring acceptance, system failure resulting from external causes, including but not limited to acts of God or fire, will be excluded from the acceptance testing.
 3. If it is discovered that the system or any part thereof requires correction, York County must, nevertheless, have the absolute right to continue the use of the system until such time as it is convenient to York County for change implementation.
 4. If the system does not function because of a problem in Vendor's new hardware or operating system, it is the Vendor's responsibility to define/document the problem and furnish the corrective action to fix the problem.
 5. York County will notify the Vendor in writing when the ANI/ALI controller system has passed/completed the final acceptance test.
- C. Failure Prioritization
 1. The following failure priority levels are defined for use during the Systems and Acceptance Testing process.

- a. Priority One
 - 1) Priority One failures are major system failures that render the system completely unusable and/or inoperable and are considered to be operationally unacceptable by the PSAP Manager.
- b. Priority Two
 - 1) Priority Two failures are major and minor system failures that significantly reduce system operability and usability and are considered to be operationally unacceptable by the PSAP Manager.
- c. Priority Three
 - 1) Priority Three failures are minor system failures that minimally reduce system operability and usability and are considered to be operationally acceptable only during the acceptance testing Phase by the PSAP Manager.
- d. Priority Four
 - 1) Priority Four failures are minor system failures and punch list items that have little to no effect on system operability and usability and are considered to be operationally acceptable only during the acceptance testing period by the PSAP Manager.
- e. Build Out
 - 1) The successful Vendor will procure, receive, and build out the entire telephone system as outlined in the final, negotiated contract process prior to installation in York County's ECC. The location of the build out will be agreed upon by York County and the successful Vendor as part of contract negotiations. Specifics about the Vendor's intended process for the build out must be included as part of the response to this RFP. A build out testing plan is required in this RFP response. Testing must include a measurable testing process for each functional and technical aspect of the specifications listed in this RFP.
- f. Preliminary
 - 1) A preliminary acceptance testing plan is required in this RFP response. Testing must include a measurable testing process for each functional and technical aspect of the specifications listed in the Vendor's proposal response. Once accepted by York County, the testing plan will be used for testing the initial installation in York County's Communications Centers.
- g. Final
 - 1) A final acceptance testing plan is required in this RFP response. Final acceptance testing is expected to commence immediately upon system cut over and proceed for 30 consecutive, Priority One failure free days. If a Priority One failure occurs during the final acceptance testing period, the final acceptance testing period will be

stopped, and the failure or failures expediently fixed to the county's satisfaction. During this period of interruption, the system must continue to operate with the greatest degree of reliability possible given the respective failure(s). The final acceptance testing period of 30 consecutive failure-free days will restart the day after repairs are affected, at the County's sole discretion.

- 2) Testing must include a measurable testing process for each functional and technical aspect of the specifications listed in the Vendor's proposal and system performance measurements based on the telephone activity to date in the ECC. This testing serves as a sign off process for payment to the successful Vendor.

1.17 Change Order

- A. The vendor shall be responsible for submitting any Change Order activities via written documentation prior to performing labor or equipment change that is not covered under the contract by York County officials. It is anticipated that the maintenance contracts required when equipment is reused will be supported in this manner.

1.18 Vendor Support Requirements

- A. Vendors interested in submitting a proposal shall provide a list of qualifications of the Vendor and/or the staff of the Vendor's organization who will be involved in the project.
- B. Vendors are encourage visiting the current site to review the current configuration and should coordinate a date that meets the timeframes as defined earlier in this document.
- C. List should include number of certified technicians and levels of experience on the proposed solution within 2 hours of York County.
- D. List should include number of certified technicians and levels of experience on the proposed solution within 4 hours of York County.
- E. List should include number of certified support personnel and levels of experience on the proposed solution within 4 hours of York County.
- F. List and provide contact information for all of the systems that the vendor is currently supporting within the York County Region. It is a requirement that the vendors have the necessary technical expertise and proven experience with similar equipment and configuration as proposed.

1.19 Manufacture Support Requirements

- A. Proposed ANI/ALI equipment manufacture is required to meet or exceed 10 years of manufacturer support. It is a requirement that a letter signed by a manufacture company official be included in this proposal. Non-ANI/ALI controller system manufactured equipment such as PCs, Microsoft Operating Systems (OS), monitors, misc. equipment, etc., are required to be supported by the vendor for 5 years or greater. It is a requirement that this specification be acknowledged in a letter included in this proposal from a company official, from the proposing company.

SECTION 12 – EXHIBITS

PART 1 - EXHIBIT A

1.1 Exhibit A - Configuration Specifications

- A. The system configuration is summarized on this page. The column headings are defined as follows:
1. **Equipped** - Including, but not limited to, equipment, software and wiring necessary to provide a working system at time of cutover.
 2. **Wired** - Including, but not limited to, cabinet, shelves, backplane wiring and power necessary to expand the system by simply adding appropriate interface cards, modules and peripheral equipment.

1.2 Individual PSAP Major Equipment (primary site)

LIST OF DELIVERABLES ANI/ALI Controller System

Description	Equipped	Wired
ANI/ALI Controller	1	
New PC Workstation with 19" LCD TFT Monitor	27	
New PC Workstation licenses	22	
Reuse of existing PC Workstation license	5	
New Maintenance Spare PC Workstation with 19" LCD TFT Monitor with License	1	
Headset/Handset Interface to Radio	27	
Video, Keyboard, Mouse 10 Foot Extension cables	27	
Workstation Power Strips	27	
System Speed-call	500	
Handsets including spares	5	
CAD Ports	2	
New Equipment Room Compact Maintenance Workstation that accesses all backroom and remote support systems for both sites	1	
New Administrative Area Maintenance Workstation that accesses both systems	1	
Equipment Room - Maintenance Ink Jet Printer	1	
Equipment rack, PC shelf, and 2 Center mounted shelves	1	
MIS Dedicated PC with 19" Black Monitor w/license	1	
MIS Client Access via existing County Workstations/County LAN	2	
911 Trunks maximum	48	
DS1 Ports for 9-1-1 trunks on diverse modules	2	
DS1 ISDN PRI Ports for Inter-Switch network support	2	
Access to Cisco AVVID system (24 channel)	1	
Total DCM Modules	3	
New SEALI license and support hardware	1	
Admin ACD	10	
On-Site Spares Kit	1	
Voice and Data Patch Panels	1	
Train the Train - End User training	5	
Installation and Maintenance Training	1	

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1.3 List of Mandatory Options ANI/ALI Controller System

Options	Equipped	Wired
VoIP Module/Upgrade	1	
Wallboard Interface/with 4 Foot Wallboard	1	
10 Workstation support solution from either system	1	
Incremental increase of Workstations up to 10	1	
Remote Portable Workstation	2	
Dedicated ANI/ALI Controller UPS	1	
Monitoring 7 x 24 for alarms	1	
Remote Portable Workstations	2	

PART 2 - EXHIBIT B

2.1 Exhibit B (secondary/Back-up Site)

**LIST OF DELIVERABLES
ANI/ALI Controller System**

Description	Equipped	Future
ANI/ALI Controller	1	
New PC Workstation with 19" LCD TFT Monitor	12	
New PC Workstation licenses	Reused	
New Maintenance Spare PC Workstation with 19" LCD TFT Monitor with License	1	
Reuse of existing PC Workstation license	12	
Reuse of existing PC Workstation license – Maintenance	1	
Headset/Handset Interface to Radio	12	
Video, Keyboard, Mouse 10 Foot Extension cables	12	
Workstation Power Strips	12	
System Speed-call	500	
CAD Ports	2	
New Equipment Room Compact Maintenance Workstation that access all backroom and remote support systems for both sites	1	
Maintenance Ink Jet Printer	1	
Equipment rack, PC shelf, and 2 Center mounted shelves. Reuse encouraged of existing racks	TBD	
MIS Dedicated PC with 19" Black Monitor w/license	1	
MIS Client Access via existing County Workstations/County LAN	1	
9-1-1 Trunks maximum	48	
DS1 Ports for 911 trunks on diverse modules	2	
DS1 ISDN PRI Ports for Inter-Switch network support	2	
Access to Cisco AVVID system (24 channel)	1	
Total DCM Modules	3	
Reuse of existing SEALI license and support hardware	1	
Voice and Data Patch Panels	1	
Admin ACD	10	

2.2 List of Mandatory Options ANI/ALI Controller system

Options	Equipped	Future
Dedicated ANI/ALI Controller UPS	1	
Monitoring 7 x 24 for alarms	1	

SECTION 13 - EVALUATION REQUIREMENTS

PART 1 - GENERAL

1.1 Cost Proposal

- A. This section is intended to provide itemized costs for the ANI/ALI controller system. Vendors interested in submitting a proposal shall provide details that show how the Vendor plans to address the hardware, installation, and implementation of this project as specified. Vendors are responsible for all costs incurred in the development and submission of their proposals.

1.2 Cost Details

- A. Provide detailed costs by line items listed below:
1. The total project costs should be clearly identified and submitted within the first pages on the proposal for ease of recording proposal submittals at proposal opening.
 2. The vendor is required to submit detail costs for the entire project. Detail paper worksheets need to be included and formatted to include the following minimum details.
 - a. Any software licensing fees for Workstations, MIS, Maintenance Terminals, etc
 - b. Hardware costs as outlined
 - c. Installation labor
 - d. Other costs, such as travel; and training
 - e. On-Site 7 x 24 Warranties
 - f. Vendor and Manufacture Maintenance Programs
 - g. Total contract price
 - h. Options as outlined here in
 - i. Labor per hour for moves and changes
 - j. Labor per hour for Change Order activity if utilized
 - k. Removal of current system and ancillary devices and wiring
 - l. Trade-in value or reuse of equipment, license, etc.

1.3 Evaluation Process

- A. York County reserves the right to seek clarification of proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the proposal evaluation period.

- B. Any proposal which does not meet the necessary criteria, or for which a fixed dollar amount cannot be precisely determined, will be considered non-responsive and may be rejected.
- C. York County, with the assistance of L. Robert Kimball and Associates, will evaluate the qualified proposals and make a recommendation to the York County officials, who will tentatively select a Vendor and direct the York County Emergency Service Center to enter into contract negotiations with the Vendor.
- D. During the selection process, York County may wish to interview key technical personnel that would perform the installation as well as assigned Project Manager and service personnel that would be supporting the installation.
- E. The tentative selection of a Vendor will be announced to the selected Vendor by telephone and in writing, and to the non-selected Vendors in writing.
- F. During contract negotiations, York County may require additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during the contract negotiations will become part of the final contract. If York County is unable to reach agreement with the first choice, discussion shall be terminated and negotiations will begin with another choice.
- G. York County reserves the right to reject any and all proposals received as a result of this RFP and to cancel this solicitation if doing so would be in the public interest. York County reserves the right to accept a proposal or proposals in whole or in part. A Vendor will be held to the terms submitted in its proposal, but may be required to reduce costs depending upon services that York County determine to be unnecessary or for which York County decides to assume responsibility.
- H. York County reserves the right to reject any proposal of any Vendor who previously failed to perform to the satisfaction of York County or any participating agency, or complete on time agreements of similar nature. York County reserves the right to reject the proposal of a Vendor who is not in a position to perform such an agreement satisfactorily as deemed by York County.

1.4 Evaluation Criteria

- A. The evaluation team will review all documentation and other information received and evaluate, utilizing the following criteria:
 - 1. General Criteria – 20%
 - a. The overall approach to the project as identified in the Vendors Project Plan
 - b. Record of successful installations, Project Manager experience, Vendor's qualifications
 - c. Completeness of responsiveness to project requirements
 - d. Completeness of responsiveness to documentation requirements

- e. Completeness if any, Questions and Answers
 - f. Completeness of vendor presenting of equipment solutions
 - g. Detailed escalation procedures (7 x 24) including names, organization chart and phone numbers
- B. General System Requirements – 15%
- a. Proven Maintenance program with references, 7 x 24 Warranty, System Installation and first year support
- C. System design and Technical compliance – 25%
- a. Design of solution, level of understanding of equipment
 - b. Overall compliance to all technical areas of the project
- D. Credentials/References – 5%
- a. Project Manager's presentation of installation process
 - b. Record of successful installations, Project Manager experience, Vendor's qualifications
 - c. References from Pennsylvania PSAPs utilizing similar equipment, size and processes
 - d. Service Manager's presentation of maintenance processes and support methods, escalation procedures
 - e. Detailed escalation procedures (7 x 24) including names, organization chart and phone numbers
- E. System turnkey costs for equipment, installation, warranty, maintenance - 35%

SECTION 14 - ACRONYMS

ACD	Automatic Call Distribution
ADA	Americans with Disabilities Act
AIP	Acceptance Test Plan
ALI	Automatic Location Identification
ANI	Automatic Number Identification
API	Application Program Interface
ASCII	American standard code for information exchange
BTU	British Thermal Unit
CAD	Computer Aided Dispatch
CAMA	Centralized Automated Message Accounting
CAS	Call Associated Signaling
CDR	Call Detail Records
CO	Central Office
CPE	Customer Premises Equipment
CPN	Calling Party's Number
CPU	Central Processing Unit
CRT	Cathode Ray Tube
CTI	Computer Telephone Interface
DDE	Dynamic Data Exchange
DMS	Digital Multiplex System
E9-1-1	Enhanced 9-1-1
EIA	Electronic Industries Alliance
EMI	Electro Magnetic Interference
EOC	Emergency Operations Center
ESN	Emergency Service Number
FCC	Federal Communications Commission
GPS	Global Positioning System
GUI	Graphical User Interface
HCO	Hearing Carry Over
IDF	Intermediate Distribution Frame
IEEE	Institute of Electrical and Electronics Engineers
IP	Internet Protocol

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IRR	Instant Recall Recorder
ISDN	Integrated Services Digital Network
IWS	Intelligent Workstation/Integrated Workstation
MF	Multi-frequency
LEC	Local Exchange Carrier
MIS	Management Information System
MS	Microsoft
MTBF	Mean Time Between Failures
NCAS	Non Call Associated Signaling
NENA	National Emergency Numbers Association
NTP	Network Time Protocol
OSI	Open Systems Interconnection
PBX	Private Branch Exchange
PCM	Pulse Code Modulation
POTS	Plain Old Telephone Service
PSAP	Public Safety Answering Point
PSTN	Public Switched Telephone Network
PVR	Private Ringing
TDD	Telecommunications for the deaf and hard of hearing
TDM	Time Division Multiplexing
TIA	Telecommunications Industry Association
TFT	Thin Film Transistor
TTY	Teletypewriter or Text Telephone
TVSS	Transient Voltage Surge Suppression
UL	Underwriters Laboratory
UPS	Uninterrupted Power Supply
VCO	Voice Carry Over
VOIP	Voice over Internet Protocol