



## JEFFERSON COUNTY SHERIFF'S OFFICE Next Generation (NG) 9-1-1 Phone System

### ***Important Dates:***

|                               |   |  |
|-------------------------------|---|--|
| <b>Bid Advertisement Date</b> | – | April 1 <sup>st</sup> , 2015                   |
| <b>Pre Bid Walkthrough</b>    | – | April 16 <sup>th</sup> , 2015 – 10:00 a.m. CST |
| <b>Last Day for Questions</b> | – | April 30 <sup>th</sup> , 2015 – 3:00 p.m. CST  |
| <b>Last Addendum Issued</b>   | – | May 11 <sup>th</sup> , 2015 – 3:00 p.m. CST    |
| <b>Bids Due</b>               | – | May 21 <sup>st</sup> , 2015 – 3:00 p.m. CST    |

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## Section 1 BIDDING GUIDELINES

### 1.01 Pre-Bid Walkthrough

There is a Pre-Bid walkthrough on April 16<sup>th</sup>, 2015 at 10:00 a.m. Prospective bidders should meet in the lobby of the Jefferson County Sheriff's Office at 411 S. Center Ave., Jefferson, Wisconsin.

### 1.02 Bid Submission

All Bid Responses are due no later than May 21<sup>st</sup>, 2015 – 3:00 p.m. CST in the office of:

**Jefferson County Sheriff 9-1-1 Dispatch Center**  
**Supervisor Todd Lindert**  
**411 S. Center Ave.**  
**Jefferson, WI 53549**

Bidders must submit:

- **Three (3) Paper copies, one to be conspicuously marked as "original" containing the original signature on the forms of Appendices "A", "B", "C" and "D";**
- **Three (3) PDF Format on CDs to be submitted.**

Each submittal must be submitted in a sealed envelope titled:

**JEFFERSON COUNTY SHERIFF'S OFFICE: NEXT GENERATION (NG) 9-1-1 PHONE SYSTEM**  
**With the "NAME OF COMPANY"**

The bidder's response must include pricing to complete this project with enough material and labor as required to complete the entire project as defined in these Bidding Documents and any associated Addendum. The Bidder's response must include all costs. Additional monies will not be paid to the successful bidder for any miscalculations or errors on their behalf.

Bids must be received by May 21<sup>st</sup>, 2015 – 3:00 p.m. CST. There will be no public opening. An award decision will be made after all responses have been thoroughly evaluated to determine which represents the best solution for the County.

The lowest responsible bid will be considered for approval by the Jefferson County Law Enforcement Committee. Following Committee approval and County Board approval, the County will notify the successful Bidder in writing of its intent to award.

### 1.03 Composition of Response

All Bid Responses must be comprised of the following tabulated components:

**Tab 1** – Signed Bid Pricing Worksheet and Addendum Acknowledgement – included in this Bid Package

**Tab 2** – Completed Appendix B (System Specifications)

Completed Appendix C (Proposal Transmittal Sheet)

Completed Appendix D (Ethics Affidavit)

**Tab 3** – Bid Security – Bid Bond or Certified Check equal to 5% of the Total Bid Amount

**Tab 4** – Unit Pricing Sheet – included in this Bid Package

**Tab 5** – List of References – minimum 3 similar projects within last 5 years

#### 1.04 Bid Bond

The County requires all bidders to submit either a Bid Bond (AIA doc. A310-2010 or equivalent) or Certified Check equal to 5% of the total Bid Amount with their Bid Response as a bid deposit. Bid deposits in the form of certified checks from the three bidders deemed by the County to have made the best proposals shall be retained until the successful Bidder has returned the executed Contract Documents to the County. Following the contract execution the cashier's checks will be returned via Fed Ex to the respondents.

#### 1.05 Bid Questions

Bidders shall bring to the attention of the County any clarifications, questions, potential problems, suspected inaccuracies, errors, or omissions in the bid documents as soon as noted via email with a follow up phone call to the following contact:

**Todd Lindert**  
**Communications Supervisor**  
**Jefferson County Sheriff's Office**  
**Phone: 920-674-7346**  
**Email: [ToddL@JeffersonCountyWI.gov](mailto:ToddL@JeffersonCountyWI.gov)**

All questions will be answered until April 30<sup>th</sup>, 2015 – 3:00 p.m. CST. No information provided verbally or by any other personnel will be considered binding.

The successful Bidder may not assert any claim whatsoever against the County arising out of its failure to bring to the attention of the County any matter which could have reasonably been discovered by the Bidder prior to the submission of their Bid.

#### 1.06 Bid Addendums

Changes or clarifications regarding matters brought to the county's attention may be made by the County by Official Addendum to Bidders and each Addendum shall be considered as part of the Contract Documents. A final Addendum will be issued no later than May 11<sup>th</sup>, 2015 – 3:00 p.m. CST. All Addendums must be acknowledged on the Signature Page included in these Bid Documents. Failure to do so may result in your Response being rejected.

#### 1.07 Alternate Designs

The County will not entertain alternate designs.

#### 1.08 Prime Contractor

It is a requirement of this project that the Bidder submitting the Bid Response will perform at least 75% of all work outlined in these bidding documents.

#### 1.09 Subcontractors

All Subcontractors will be bound by all terms and conditions of the Contract between the County and the Contractor. All subcontractors must provide the necessary bonds and insurance coverage as required by the County. Subcontractor references may be requested prior to approval by the County.

#### 1.10 References

All Bidders must include in their response a list of not less than 3 references for projects completed within the last 5 years that are similar in size and or scope to this project. This list must include Customer Name, Contact Name, Contact Phone Number, Contact email, Description of the Project, and the Completion Date.

### 1.11 Rights of the County

The County reserves the right to refuse any and all bids, waive any inconsistencies in any bid received, waive any formalities or otherwise revise the bidding process when such actions are deemed in the best interest of the County.

The County will not be held responsible for any costs incurred by the Bidder during the preparation and delivery of their Bid Response.

### 1.12 Right to Withdraw or Amend Bid

Bid Proposals may be withdrawn prior to the Bid Opening only pursuant to relevant provisions of Wisconsin law, and only by written request to the County prior to the scheduled Bid Opening. Otherwise all pricing included in the Bidder's response must be offered for a period extending ninety (90) days beyond the Bid opening date.

Bidders may submit an amended bid as long as it is received before the deadline and is specifically identified as amending a previous submission. No proposal may be amended after the Bid Opening date unless specifically requested by the County.

### 1.13 Bid Selection Process

The County may at its discretion select a successful Bidder without additional presentation or discussions with the Bidder. Therefore Bidders are cautioned that their Bids should be submitted initially with the most favorable terms, from both a technical and cost standpoint. Unnecessarily elaborate brochures or other presentations beyond that required for presentation of a complete and effective proposal are not desired. If an oral interview is required of selected finalists it will be at the Bidder's expense.

Factors which include, but are not limited to, quantity involved, time of completion, purpose for which required, competency, financial capacity of Bidder, ability to render satisfactory service, attendance of the Pre-Bid Walkthrough, and past performance will be considered in determining status as a responsible Bidder. The County reserves the right to request additional information as may be reasonably required to make this determination and to further investigate the qualifications of the Bidder.

During the selection phase, the County prohibits communication between any County Representative or employee and Bidder or, Representative of the Bidder prior to the time a final decision has been made.

### 1.14 Bid Award

Once the selected Bidder has been approved notification will be made to that Bidder and all other Bidders of the County's intent to award. Once the successful Bidder receives such notification it has a period of 15 days to return to the County any signed contract documents as well as all Performance and Payment Bonds for an amount equal to the total amount of award.

### 1.15 Contract Negotiation

The Successful Bidder will be awarded a Contract with the County that shall include all of the Bidding Documents. Bidders shall thoroughly read all of the Bidding Documents prior to making a Bid Proposal. Any response that includes contractual terms and conditions that do not conform to the contractual terms and conditions in these Bidding Documents will be subject to rejection.

The successful Bidder shall furnish, at its own risk, all labor, transportation, tools, equipment, materials, supplies, and all else necessary to perform in strict conformity with the terms of these Bidding Documents. The County will not be responsible for additional costs associated with the Contractor's failure to review the project thoroughly prior to submitting a Bid.

## Section 2 PROJECT GUIDELINES

### 2.01 Definitions

**Bidder** – Any company or organization responding to this Bid

**Bidding Documents** – All Project instructions, attachments, worksheets, drawings, and addendums

**Contractor** – Bidder to whom the project is awarded

**County** – Jefferson County or Representatives thereof

**Prime-Contractor** – Same as “Contractor”

**Project** – Overall scope of work as outlined in the Bidding Documents

**Project Manager** – County Representative directing the flow and nature of work being performed on behalf of Jefferson County

**Respondent** – Same as “Bidder”

**Subcontractor** – Any Contractor working under direct control of the Prime Contractor

**Work** – Tasks comprising the Project

### 2.02 Industrial Guidelines

This project has to comply with the following local, state, federal, and industrial requirements and guidelines:

1. Any Local Municipal Code having jurisdiction
2. National Fire Protection Agency (NFPA) ANSI/NFPA- 70
3. National Electric Service Code (NESC)
4. National Fire Protection Agency (NFPA) ANSI/NFPA- 70. National Electric Code
5. American Nation Standard Institute (ANSI) Section C1, C2
6. ANSI/EIA/TIA-568-B Commercial Building Telecommunications Cabling Standard
7. ANSI/EIA/TIA-607 Commercial Building Grounding Requirements for Telecommunications

Should the above documents contain conflicting requirements, the contractor is required to follow the more stringent requirement.

### 2.03 Description of Work

This request is for a turnkey solution with the successful firm being responsible to provide all hardware, software and services necessary to fully implement the new system. The intent of this Request for Proposal (RFP) is to request proposals from qualified Bidders to replace the current Positron LifeLine100 Controller, Nortel 1A2 Key System, Power 9-1-1, Power MIS, and Power MAP E9-1-1 telephone system (installed 2005) with state of the art equipment capable of meeting today's needs and those anticipated for the next five (5) years.

The County is seeking a solution that focuses on open architecture technology, industry standard components, and a system that is capable of being upgraded without major changes to the infrastructure for the duration of the system's expected life cycle. The solution will need to interface with the County's current phone lines, with the County's CAD System (CIS – Computer Information Systems, Inc.), and Eventide NexLog recorder. The County's 9-1-1 Center currently has a Nortel PBX system while the remainder of the County's phone system is a CISCO VoIP system; therefore, the system must be capable of integrating/interfacing with the County's VoIP equipment while still function as a stand-alone system. The current system consists of 14 non-emergency lines (PBX), four (4) Landline 9-1-1 Lines, four (4) Wireless 9-1-1 Lines and 12 internal only extensions. Future line requirements are anticipated to be eight (8) Land Lines, eight (8) Wireless 9-1-1 Lines and a minimum of 20 non-emergency lines.

The dispatch center is a countywide dispatch center taking calls (9-1-1 and non-emergency) and dispatching for all of Jefferson County with the exception of the City of Fort Atkinson, City of Watertown and City of Whitewater; who each have their own respective 9-1-1 centers.

The County has five (5) answering positions within the center's communications room. All positions perform as call taking and dispatch stations for both the Fire and Police Departments.

Wireless Headsets: The County currently has the ability to use wireless headset technology. The Bidder must propose a system which interfaces with this existing technology.

The County currently uses ESRI GIS mapping. The Bidder must provide a viable standalone mapping application which allows for the interpretation of ALI data and subsequent, automatic plotting of call location on the County map.

It is the Bidder's sole responsibility to verify all measurements and quantities required for a complete installation. The bidder will be expected to complete the Project defined in these Bidding Documents with new equipment, and labor, delivery, materials, training, testing and travel expenses included in their Bid, less those items specifically identified as being provided by the county.

#### 2.04 Project Management

All work will be performed under the guidance of the County's Representative. This representative will interface with the Contractor's Foreman on a regular basis checking the progress and workmanship of the Prime Contractor and Subcontractors.

#### 2.05 Training and Support Requirements

The training effort for the system is to be comprised of two (2) distinct categories of training: Implementation/Supervisor/Technical Training and Dispatcher Training. Bidders are to describe the training available and provided for these categories of end users of the system. Include location, duration, participant capacity, number of offerings and time restrictions.

Implementation/Supervisor/Technical Training shall be conducted on-site. This training shall provide the Implementation Team with instruction showing the proper set-up of the product, a review of the options available and the results of using these options. This session will also include the Train the Trainer training. This training must focus on the integration and dependencies of each of the modules of the proposed system. Emphasis is also placed on back-up, recovery, archiving strategies, normal job processing schedules and job interruption recovery processes.

The Dispatcher training is on-site training of the staff who will be the primary users of the system.

As part of the proposal, the Bidder shall submit a proposal indicating how many days of training will be included for each module. Additionally, the Bidder shall provide the cost per day for additional on-site training. The Project Manager shall organize the process by which the course outlines for all training are developed and monitor the training process to ensure complete and appropriate use of the training process. The County reserves the right to approve all on-site trainers provided by the Bidder and to negotiate a final training schedule appropriate to the County's needs.

Bidders must identify materials available for subsequent training of new hires following the initial installation and acceptance of the system which may or may not include pricing models for future on-site training programs.

Preference will be given to training strategies which offer no or limited interruption of the day to day demands placed on the 9-1-1 Center. Bidders should outline their training technique as well as any expectations related to training facilities provided by the County.

#### 2.06 Schedule

The Contractor will be required to begin the work in earnest on such date that allows for system cut-over, no later than **Tuesday October 6<sup>th</sup>, 2015** or as negotiated. The Bidder's pricing must remain firm regardless of the start date. Additional money for any material or cost of operations increases will not be allowed.

### 2.07 Prevailing Wage

This Project falls under the guidelines set forth by the State of Wisconsin requiring Contractors to pay all employees the State of Wisconsin Prevailing Wage for their specific trade as set forth in the attached Prevailing Wage Determination Letter. This Determination must be visibly posted at the project site for all employees to review.

### 2.08 Performance Bond

Upon execution of the Contract, the Contractor shall furnish bond in such sum and under such terms as deemed acceptable at the sole and exclusive discretion of the County (from an approved surety as per the U.S. Department of Treasury's Listing of Approved Sureties – Department Circular 570).

### 2.09 Equipment and Material Storage

The Contractor will be required to make its own arrangements for warehousing and parts storage. Responsibility for insurance and security will belong to the Contractor until the system is officially tested and turned over to the County.

### 2.10 Hours of Work

The Contractor must work with the County and Project Manager to ensure that the installation does not interfere with day to day and emergency operations undertaken by the County. The Contractor must work with the Project Manager who will coordinate access to County property and sites, to ensure that the installation will not interfere with day to day activities.

### 2.11 Project Foreman

The Prime Contractor must assign one Foreman to the Project who will take instruction for all Prime and Subcontracted crews. This Foreman must be on site and act as the single point of contact for the County Representative until the Project is completed.

### 2.12 Warranty on Workmanship and Contractor Provided Equipment and Materials

The Contractor is required to provide the County with a minimum of 1-year warranty on all workmanship and Contractor-provided materials related to the installation of this Project. Warranty must begin on the date of acceptance and continue for one full year thereafter. The Contractor prior to commencement of work shall provide the County with a 'Statement of Warranty' defining the Contractor's minimum warranty period as 1 year beyond the date of final payment to the Contractor.

Upon discovery of materials or workmanship that are inconsistent with the requirements of these Bidding Documents and subsequent agreements within the 1-year period, the County will notify the Contractor and expect to receive within 3 days, a response detailing the Contractor's proposed remedy. The County will work with the Contractor to define a convenient time for the work to be performed.

All costs associated with repairs of any failure or inconsistency identified within the 1-year period will be borne by the Contractor.

### 2.13 Warranty on Equipment

#### Warranty

A warranty is sought for both the software and implementation services.

### Software

1. The Contractor shall warrant that the proposed software will conform in all respects to the requirements and specifications as stated in the RFP, except for minor or inconsequential errors. Specifically, the detailed requirements as stated in this RFP will become part of the Contractor's contract and will be warranted as such.
2. The Contractor shall warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional requirements as included in this RFP.
3. The warranty, at a minimum, shall be valid for the duration of the implementation and for a minimum of one year after final acceptance of all modules/suites/applications included in the implementation. The County will look more favorably at Contractors with warranty periods longer than the minimum specified herein.
4. In Section 4 of the required proposal format outlined below (Contract Terms and Conditions), describe the software warranty for the software quoted. Identify all coverage points and specify when the warranty period begins and ends.

### Implementation and Professional Services

1. The County expects a warranty for implementation and professional services (e.g. work products, developed modifications, and system configuration) for a minimum of 12 months after the system acceptance (configuration phase) date of the respective modules, except for minor or inconsequential items. It is assumed that vendors have priced their services to recognize these warranty provisions. The extent of the warranty coverage will be evaluated as part of the overall procurement process.

### Maintenance

During the first year, (the start date of which shall be the fully operational cutover date) the Contractor shall provide maintenance 24 hours per day, seven days per week. Response time shall not exceed 2 hours after notification of a critical nature, as determined by the County, and 4 hours for all others. Twenty-four hour remote diagnostics shall be provided with Alarm sending to notify maintenance personnel. Defective components may be replaced by local personnel or per Contractor instructions. A quote on maintenance shall be provided for years two (2) through five (5). The Contractor shall provide cost for 24 hours per day, seven days per week remote system monitoring and system diagnostics.

### Future Expansion

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

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

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

### System Testing Prior to Cutover

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

The County shall require the Contractor to ring-talk test each trunk to each dispatch position at least twice prior to cutover. In addition, the Contractor must ensure successful transfers to all current PSAPs. During the testing of the 9-1-1 equipment prior to cutover, the Contractor shall log all troubles found and make any necessary repairs or adjustments at its cost. These reports shall be submitted to the County showing all errors found and corrective action taken to resolve those troubles.

## 2.14 Permits

Permit Applications must include all required Bonds and Insurances. Any permits required must be kept on site while the work is being performed. The Contractor will be required to adhere to any conditions set forth by the permitting agencies that are in addition to the conditions set forth in these Bidding Documents.

## 2.15 Worksite Safety

The Contractor is responsible for the safety of all persons and property inside the worksite area. All work areas must remain clean and free of all rubbish and tools not in use at all times. At the end of each workday the Contractor must clean the worksite and secure all equipment and tools. The County will not be responsible for lost or stolen equipment or materials. Worksite safety procedures must follow and comply with the guidelines and requirements of all applicable Municipal agencies, permitting agencies, and OSHA standards.

## 2.16 Tax Exempt

The County is tax exempt. Federal, state and local tax should not be included in the proposal.

## 2.17 Proposal Clarifications

The County further reserves the right for itself and any of its agents or contractors, to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. Such clarification can be in any form including but not limited to conference calls, email communications, Web demos, additional onsite demos or vendor headquarters visits. Finally, the County reserves the right to share the RFP, amended proposals and any subsequent vendor provided information with any consultant of the County's choosing in order to secure expert opinion; and to make copies of proposals for evaluation purposes or as required for legal or regulatory compliance.

## 2.18 Public Information

All submitted proposals become the property of the County and information included therein or attached thereto shall become public record after a successful bidder is selected by the county. In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request for Proposal. All materials provided to the County by the respective Bidder are subject to State of Wisconsin public disclosure laws. Any information contained in the proposal that a Bidder desires to claim as proprietary and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The County will try to respect all material identified by Bidders as being confidential, but requests that Bidders be highly selective of what they mark as "Confidential." The County will make a disclosure decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary. Marking the entire proposal as proprietary or confidential, and, therefore, exempt from disclosure will NOT be accepted or honored, and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the County. Documents identified as "Confidential" will not be treated as such if public disclosure laws take precedence, if the information is publicly available, is already in the County's possession, is obtained from third parties without restrictions on disclosure, is independently developed by the County without reference to Confidential Information, or is required to be disclosed by order of a court or other governmental entity.

## 2.19 Conflict of Interest Policy

Bidder certifies that its proposal has been made without connection to any other supplier and is, in all respects, fair and without collusion or fraud, and is made with the understanding that no elected official or Jefferson County employee has an interest, directly, or indirectly, unless otherwise stated.

This request for proposal does not commit the County to award a contract, to pay any costs incurred in the preparation of a response to this request or to procure or contract for services or software. The County reserves

the right to accept or reject any or all proposals received as a result of this request, to waive minor irregularities in the procedure, to negotiate with any qualified source, or to cancel in part or in its entirety, this request for proposal, if it is in the best interests of the County to do so. The County may require respondents to participate in negotiations or to submit such price, technical or other revisions in their proposals as may result from negotiations.

The County further reserves the right for itself and any of its agents or contractors, to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. Such clarification can be in any form including but not limited to conference calls, email communications, Web demos, additional onsite demos or vendor headquarters visits. Finally, the County reserves the right to share the RFP, additional proposals and any subsequent vendor provided information with any consultant of County's choosing in order to secure expert opinion; and to make copies of proposals for evaluation purposes or as required for legal or regulatory compliance.

#### 2.20 Indemnification

Any loss, theft, or damage claims or other Contractor negligence will be the responsibility of the Contractor. Notwithstanding negligent acts of the County or County Representative, the Contractor will save, indemnify and hold harmless the County and its Representatives (hired or otherwise) against all claims, liability, judgments, costs, expenses, and attorney's fees of any kind whatsoever which may in any way come against the County as a consequence of the granting of the Contract, or by reason of any act or omission of the Contractor or the Contractor's agents, employees, Subcontractors, or assignees, arising out of the performance of the Contract.

#### 2.21 Nondiscrimination

In connection with the performance of work under this agreement, the Contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, marital status, sexual orientation, sex, disability, national origin, ancestry or any other protected class under applicable Federal, State or Local law. This provision must be included in all subcontracts.

### Section 3 Next Generation (NG) 9-1-1 Phone System

#### 3.01 NG 9-1-1 Equipment Capabilities

The Bidder must complete Appendix B and return with its bid proposals:

1. Check marks for each item must be made in each row.
2. Each row has three possible answers. They are:
  - Comply - The proposed solution will fully meet requirements, and functionality is currently supported in the current product software release.
  - Exception - The proposed solution complies partially with this requirement. Any exception must be explained. If a Bidder takes exception but an alternative to the requirement is recommended, the alternative must be explained and any cost identified. Exceptions will be evaluated and considered but are not necessarily acceptable solutions to the requirement as expressed. Any exception needs to be explained in detail on a separate sheet – attached to this document.
  - Does Not Comply - The proposed solution does not comply with this requirement.
3. Taking exception to any of the mandatory requirements listed in the following sections may disqualify the bid response. No further evaluation of the response will be made.

## Section 4 Fee Proposal

### 4.01 Contract Project Pricing

By presenting this quotation, the below signed Representative agrees to provide the full scope of Contractor provided materials and services defined in these Bidding Documents for the price listed in Appendix C; understands the entire scope of work; and has inspected the site to determine the conditions in which the work will be performed.

**CONTRACTOR NAME** \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

### Pricing Proposal

1. All prices shall be FOB Destination, in US funds and be complete to include all brand new equipment, hardware, software and software licensing fees, installation, delivery charges, fees, programming, setup and implementation, conversion, travel, labor, materials, parts, supplies, incidental items and anything else needed in order to complete this project to the County's satisfaction including removal of old Lifeline 100/Nortel system and related equipment unless otherwise specified. Fuel surcharges or surcharges of any kind and mileage charges will not be allowed.
2. Provide your price for your proposed systems as follows:
  - System price to include five (5) 9-1-1 dispatch stations, complete with first year system maintenance (warranty) included.
  - Total Price/Year for Support/Maintenance for each of the above options.
  - Detail price per year for years 2 - 5. (Note: Support/Maintenance will not start until after system acceptance and warranty expiration.)
3. Detail out any pre-payment discount terms that may apply.
4. Detail out any spare equipment that the County should consider buying for the system and list the price for each item. Also indicate availability of any additional parts and equipment necessary to support the system and indicate if there have been delays in acquiring any components in the past.
5. Detail out costs for any additional on-site training if it should be needed.

CONTRACTOR NAME \_\_\_\_\_

**ADDENDUM ACKNOWLEDGEMENT:**

\_\_\_\_\_  
*List of Addendums Received (ex. Addm. 1, 2, 3 etc.)*

\_\_\_\_\_  
Authorized Representative (Please print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Authorized Representative Signature

\_\_\_\_\_  
Date

*The above signed representative of the above identified Company does depose and swear that he/she does possess the authority required to sign into Contract the above Company for the terms outlined in these Bidding Documents and furthermore states the above Representative and Company have not engaged in any collusion or otherwise and not engaged in price fixing negotiations with any other Company or Firm not represented herein that would restrain the competitive bidding process defined in these Bidding Document.*

|                         |  |
|-------------------------|--|
| <u>Notary Seal</u>      | Subscribed and sworn before me this the _____ Day of _____, 2015 |
| In                      | _____ County, State of _____                                     |
| Notary Public Signature | _____, my commission expires _____                               |
| _____<br>(print name)   |  |

**County of Jefferson** by:

Dated: \_\_\_\_\_

\_\_\_\_\_  
**Benjamin Wehmeier**  
**Jefferson County Administrator**

## Appendix A      CONTRACTUAL SPECIFICATIONS

### A1 Interpretation of Contract Terms

When any question or dispute shall arise as to the interpretation and/or implementation of any terms and conditions of this Contract, the determination of the County shall be final. In the event of a conflict or inconsistency between the Contract and the Bidding Documents, these Contract Terms shall govern.

### A2 Assignment

The Contractor shall not assign the whole or any part of this Contract without the advance written approval of the County. Any assignment will be subject to all terms and conditions of the Contract between the County and the Contractor.

### A3 Indemnification

The Contractor shall save, indemnify and hold harmless the County and its representatives against all claims, liability, judgments, costs, expenses, and attorney's fees of any kind whatsoever which may in any way come against the County as a consequence of the granting of the Contract, or by reason of any act or omission of the Contractor or the Contractor's agents, employees, subcontractors, or assignees, arising out of the performance of the Contract notwithstanding negligent acts by the County or County representative.

### A4 Insurance

The Contractor, at its own expense, shall maintain at a minimum the following insurance coverages:

#### **General Liability including Products or Completed Operations**

|                             |                                     |
|-----------------------------|-------------------------------------|
| Bodily Injury Liability -   | \$1,000,000/\$1,000,000/\$1,000,000 |
| Property Damage Liability - | \$1,000,000/\$1,000,000             |

#### **Automobile Liability**

|                             |                         |
|-----------------------------|-------------------------|
| Bodily Injury -             | \$1,000,000/\$1,000,000 |
| Property Damage Liability - | \$1,000,000             |

#### **Worker's Compensation**

|             |           |
|-------------|-----------|
| Statutory - | \$100,000 |
|-------------|-----------|

#### **Excess Liability (Umbrella)**

|                     |             |
|---------------------|-------------|
| General Aggregate - | \$1,000,000 |
| Each Occurrence -   | \$1,000,000 |

#### **Builder's Risk**

Full amount of contract price

At the time of execution of the Contract, the Contractor will provide to the County a current Certificate of Insurance evidencing the insurances required above and accompanying endorsements upon request. The Certificate of Insurance shall name Jefferson County as an additional insured. The insurances required above shall be maintained by the Contractor for the duration of the Contract and shall be maintained by the Contractor so as not to expire without at least thirty days written notice to the County.

The Contractor agrees to keep such insurance in force for a period of five years following the date of completion of this Contract. Upon request of the County, the Contractor will provide a Certificate of Insurance for this extended period.

If any of the insurances listed above is a "claims made" policy, the County may require in the Project Plans and Specifications that the Contractor purchase a "tail" policy for the Contract.

**A5 Licenses**

The Contractor shall be required to procure at the Contractor's own expense all licenses required by law to complete the work.

**A6 Conformity With All Applicable Laws**

This Contract shall be governed by the laws of the United States of America, the State of Wisconsin and its political subdivisions, and Jefferson County. In the event that any part of this Contract shall be deemed to be in violation of the law, the parties agree that all the other provisions shall remain in full force and effect.

**A7 Patents, Copyrights, And Other Protected Matters**

The Contractor shall obtain, prior to execution of the Contract, permission of the County of any patented, copyrighted, or other protected products, materials, or processes to use in its performance of this Contract. The Contractor shall pay in full all claims for royalties or other fees for patented, copyrighted, or other protected products, materials or processes used by the Contractor, and shall defend, at the Contractor's own expense, any suit or claim which may be brought against the Contractor or the County arising out of such use in the performance of the Contract.

**A8 Notice**

Any notice required under this Contract shall be in writing, except in case of emergency when notice may be verbal. Written notice is deemed to have been given from the County to the Contractor upon: (1) the handing of such notice to the Contractor's authorized representative at the worksite; (2) the County's placing such notice in the United States mail or with a private mail carrier; or (3) actual delivery of the notice to the Contractor's permanent business office. Written notice is deemed to have been given from the County to the Surety upon: (1) actual delivery of the notice to the Surety's permanent business office; or (2) the County's placing such notice in the United States mail or with a private mail carrier.

**A9 Notice To Proceed**

The Contractor will promptly begin the work only upon receipt of notice to proceed from the County and will proceed at a pace that will allow completion of the Contract within the specified time. The Contractor will provide the County with five days' notice of when it will actually proceed with the work.

**A10 Changes, Extensions, Extras, And Deductions**

No changes, extensions, extras, or deductions of any kind will be allowed without the prior written approval of the County on the County's Change Order form. Extra work must be performed in the presence of the County. The Contractor will disclose to the County all documentation deemed necessary by the County to document the Contractor's claim for the changes, extras or deductions. The determination of what does or does not constitute a change, extra, or deduction will be made in the sole discretion of the County.

No extra or total of extras shall exceed fifteen percent of the total Contract price. In the event that a Contract does not provide for a unit price and any extra or total of extras exceeds fifteen percent of the Contract price, the amount of the extra or total of extras shall be put out for Bid by the County.

**A11 Deadlines – Liquidated Damages**

The Contractor must work efficiently and diligently toward meeting the project deadline defined in the construction schedule or risk the imposition of daily fines by the County. Daily fines will be assessed as

liquidated damages in the amount of \$250.00 per day for days 1 through 7 beyond the deadline and assessed as liquidated damages in the amount of \$500.00 per day for days 8 through the final acceptance date.

The project deadline will be extended for documented weather delays.

#### A12 Verbal Statements

No verbal statement made by the County or its Representative shall be construed as authorizing or laying the basis for any claim on the part of the Contractor because of the Contractor's compliance therewith. Verbal statements by the County may be freely given, but the Contractor may make a claim for payment only upon a written order.

#### A13 Payment For Extras, Changes, And Deductions

The County may authorize changes to, additions to, or deductions from the payment for the work to be performed or materials to be furnished pursuant to the provisions of the Contract. Such changes shall not release any Surety.

Adjustments, if any, in the amounts to be paid to the Contractor by reason of any such change, addition, or deduction shall be negotiated with the Contractor prior to the work being performed.

#### A14 "Or Equal" Clause

Whenever the Project Plans and Specifications provide for a product or its "equal," the County, in its sole discretion, will determine if the offered product is "equal" or better to that being specified.

#### A15 Inspection

The County and its Representative shall have the right to inspect the worksite at any time it, in its sole discretion, deems necessary. Such inspection shall include and not be limited to materials, workmanship, and equipment. Upon notice from the County or its representative, the Contractor may be asked to cease work temporarily in order to allow such inspections.

#### A16 Testing

The County shall have the right to require the Contractor to perform, at the Contractor's expense, such quality control testing, as the County, in its sole discretion, deems necessary.

#### A17 Rejection

All work done and material furnished by the Contractor are subject to acceptance by the County based on the Material and labor's conformity to these Project Specifications.

In the event where the Contractor or its subcontractor were to provide materials and or labor that does not conform to these Project Specifications and has not gained prior approval from the County or its representative, the material and or labor will be subject to rejection. Rejected work or materials shall be replaced or redone at the expense of the Contractor.

#### A18 Safety

It shall be the Contractor's responsibility to meet all applicable safety standards imposed by law and practice within the industry. The Contractor will install, erect, and maintain such barriers, warning signs, and lights as required to comply with all applicable safety standards imposed by law and practice within the industry. The Contractor shall provide such security as deemed necessary in the Project Plans and Specifications.

#### A19 Clean-Up By Contractor

When work under the Contract is in progress, the Contractor shall maintain the worksite and surrounding area in as clean a manner as the nature of the work and the worksite permit. The County may, in its sole discretion, request the Contractor to take any such steps that the County deems necessary to implement this provision.

## A20 Payment Terms

The County will not accept any terms that require payment in less than 45 days after invoice or delivery, whichever occurs last.

Payment terms shall be based upon milestones. No payment will be made until all submittals required to accomplish the milestone have been received and approved by the County, and all pertinent equipment is installed and tested. The following list offers suggested milestones and payments; however, the County reserves the right to negotiate modifications, including terms governing payment for all aspects of any contract that may result from this RFP.

Application for final payment must be accompanied by the Contractor's Affidavit of Compliance with the municipal wage scale as required by Wisconsin law and lien waiver ensuring all subcontractors and material providers hold no claim to the work or materials provided by the Contractor. No payment shall be made until the County, in its sole discretion, accepts the work for which application for payment is made and the Contractor provides a lien waiver. The County, in its sole discretion, may make partial payments to Contractor without prior application by the Contractor.

| Milestone | Event   | Approx Date | Payment Earned | Comments |
|-----------|---|-------------|----------------|----------|
| 1         | Negotiations, Contract Signing                                  | 06/12/2015  |                |          |
| 2         | Agreement Approved  | TBA         |                |          |
| 3         | Begin Implementation  | TBA         | 15%            |          |
| 4         | Substantially complete equipment delivery                       | TBA         | 35%            |          |
| 5         | Hardware & software installed and tested                        | TBA         | 20%            |          |
| 6         | Substantial Completion – punch list cleared & pass initial test | TBA         | 15%            |          |
| 7         | Conduct Acceptance Test   | TBA         |                |          |
| 8         | System Cut-Over   | 10/06/2015  |                |          |
| 9         | Finish fault-free period  | 11/03/2015  | 15%            |          |

## A21 Other Contracts

The County may award Contracts for other work and the Contractor shall fully cooperate with such other Contractors and carefully fit its own work to that provided under the other Contracts. The Contractor shall not commit or permit any act, which would interfere with the performance of work by any other Contractor.

## A22 Warranty Of Title

The Contractor warrants that title to all work and materials will pass to the County without any lien or encumbrance whatsoever upon final payment by the County. In the event of partial payment, title shall pass for the work and materials covered by such payment.

**A23 Waiver**

Waiver by the County of any of its rights under this Contract on one or more occasions shall not preclude the County from enforcing any such right at a later time.

**A24 Termination For Convenience Of The County**

The County may terminate this Contract at any time for any reason by giving at least ten days' notice in writing to the Contractor. If the Contract is terminated by the County as provided herein, the Contractor will be paid an amount which bears the same ratio to the total compensation as the work actually performed bears to the total work of the Contractor covered by this Contract, less payments of compensation previously made.

**A25 Non-Performance Cancellation**

The County reserves the right to cancel all remaining portions of any contract based on the non-performance or substandard workmanship from the Contractor. The County will provide the Contractor written notice of cancellation citing the conditions attributing to the cancellation. The Contractor must then immediately remove all equipment, materials, and manpower from the worksite. The Contractor will be paid an amount which bears the same ratio to the total compensation as the work actually performed bears to the total work of the Contractor covered by the Contract, less payments of compensation previously made and less payments required to repair or otherwise remedy the Contractor's work.

\_\_\_\_\_  
 Authorized Representative (Please print)

\_\_\_\_\_  
 Title

\_\_\_\_\_  
 Authorized Representative Signature

\_\_\_\_\_  
 Date

Appendix B SYSTEM SPECIFICATIONS

| Next Generation (NG) 9-1-1 Phone System  | Comply | Exception | Does Not Comply |
|--|--------|-----------|-----------------|
| <b>SYSTEM ARCHITECTURE</b>   |        |           |                 |
| The system shall support the deployment of remote call taking positions over an IP network.  |        |           |                 |
| The system shall provide a virtualized environment allowing the deployment and operation of multiple Vendor applications on the same virtualized servers.  |        |           |                 |
| The solution shall conform to the applicable NENA i3standards.   |        |           |                 |
| The system shall provide i3 connectivity without requiring any additional servers.   |        |           |                 |
| The system shall provide an upgrade path to emerging and new NG911 i3 capabilities utilizing component upgrades, if required, instead of hardware replacement.   |        |           |                 |
| <b>SYSTEM FEATURES</b>   |        |           |                 |
| The system must provide call-handling capabilities to support or exceed the traffic requirements specified herein.   |        |           |                 |
| The system must be able to accept integrated text calls on their 9-1-1 platform.   |        |           |                 |
| It is the County's intention to receive text to 9-1-1 traffic at system cut-over.  |        |           |                 |
| <b>LINE AND TRUNK INTERFACES</b>   |        |           |                 |
| The system shall provide interfacing to CAMA lines   |        |           |                 |
| The system shall provide interfacing to Analog FXO and FXS lines.  |        |           |                 |
| The systems shall provide interfacing to digital T1 trunks using CAS or ISDN signaling.  |        |           |                 |
| The solution must meet NENA standards, capable of communicating directly with multiple IP selective routing and/or SIP trunking solutions.   |        |           |                 |
| Proposed system must process messages internally with a native SIP design that is it must send and receive real-time sessions internally as a SIP Proxy.   |        |           |                 |
| Proposed system must be SIP standards compliant.   |        |           |                 |
| The system shall have the capability to provide a digital T1 (DS1 standard) and/or ISDN-PRI interface for 9-1-1 trunks and administrative lines. For T1's, this must be a direct connect T1 without the requirements for separate analog channel bank equipment. For ISDN-PRI, all relevant features, including Feature Group D, shall be supported. |        |           |                 |
| The system shall provide the ability to configure multiple ALI links associated to specific trunk groups.  |        |           |                 |
| Each ALI group shall be configurable for a specific ALI protocol and assignable to individual trunks.  |        |           |                 |

| <b>Next Generation (NG) 911 Phone System</b>   | <b>Comply</b> | <b>Exception</b> | <b>Does Not Comply</b> |
|--|---------------|------------------|------------------------|
| The system shall support ALI parsing to extract Class of Service, ESN and CPN (Calling Party Number).  |               |                  |                        |
| The system shall support multiple ALI request schemes across dual redundant ALI links including Priority, Simultaneous and Alternating ALI requests.   |               |                  |                        |
| The system shall provide the ability to create an incorrect location information report and email to a pre-configured email address.   |               |                  |                        |
| The system shall provide interface to a single CAD server using a standard NENA CAD spill over serial port.  |               |                  |                        |
| The system shall provide an optional CAD spill update when ALI is rebid.   |               |                  |                        |
| The system shall provide the ability to simultaneously store Call Detail Records to file and send to a network printer.  |               |                  |                        |
| The system shall provide the ability to assign a CDR output and printer.   |               |                  |                        |
| CDR printing can be configured to be line by line of all call events or as a concise single line print out for each call.  |               |                  |                        |
| The system can provide integration to a fully featured MIS reporting application and send all call events to MIS system for reporting purposes.  |               |                  |                        |
| The system can be configured to print information for only 9-1-1 calls or to also include administrative calls.  |               |                  |                        |
| The system shall be configurable to print the ALI record and the TTY/TDD conversation text for TTY/TDD calls.  |               |                  |                        |
| <b>CONTACT MANAGEMENT AND DIALING</b>  |               |                  |                        |
| The system shall support the creation of up to 20 contact lists for dialing, with each contact list assignable based on the role or agency of the users.   |               |                  |                        |
| The contact list shall support the ability to define up to 10 custom fields for each contact list.   |               |                  |                        |
| The system shall provide the ability to assign any contacts to a group to be used by an agent for selective transfer based on the ESN. The contacts associated to a caller's ESN can then be accessed with one click of the mouse or button. |               |                  |                        |
| The system shall support dialing rules based on different contexts including the line type and the state of the console.   |               |                  |                        |
| A contact's dialing instructions can be programmed to also include call control commands such as transfer and conference.  |               |                  |                        |
| The system shall offer a migration tool to migrate existing dialing data from a Positron Power 9-1-1 system.   |               |                  |                        |
| The system shall support the ability to import and/or export the contact list data utilizing CSV format.   |               |                  |                        |
| <b>ROLES BASED LOGIN</b>   |               |                  |                        |
| The system shall provide the ability to assign multiple roles to an agent.   |               |                  |                        |

| <b>Next Generation (NG) 911 Phone System</b>   | <b>Comply</b> | <b>Exception</b> | <b>Does Not Comply</b> |
|--|---------------|------------------|------------------------|
| The role shall be associated with a specific agency ID, ACD routing, line mapping, permissions, all possible user configurations, console user interface layout, contact list and audible alerts to be chosen by the user at login to any workstation. |               |                  |                        |
| An agent shall be able to choose any of their assigned roles during their login with the ability to quickly login with their default role.   |               |                  |                        |
| <b>SYSTEM MONITORING AND ADMINISTRATION</b>  |               |                  |                        |
| The system shall allow supervisors and/or call-takers to view real time, concise ALI information of all 9-1-1 calls in queue. The system shall be equipped with a monitoring capability that can be located with the Central Communications equipment. |               |                  |                        |
| The system shall be equipped to run self-diagnostic programs and to automatically report any error via audible and visible alarms.   |               |                  |                        |
| All server maintenance and administration functions shall be accessed via a browser based application.   |               |                  |                        |
| <b>CONSOLE FEATURES</b>  |               |                  |                        |
| User Interface Configurability.  |               |                  |                        |
| The call taking console shall permit customization of the user interface, including window and button layout, window sizes, control element sizes and properties, font size and types on a per console UI layout basis.                                |               |                  |                        |
| The console shall support the assignment of one or multiple console UI layouts and configuration based on the agent role within an agency.   |               |                  |                        |
| <b>INTERFACE CAPABILITIES</b>  |               |                  |                        |
| The console shall provide the ability to include a shared call appearance resource for any inbound line or trunk of the system that will show the status of the line, pre-answer ALI of the caller, ability to pick up that line or join the call.     |               |                  |                        |
| The console shall provide pre-answer ANI and ALI to any shared call appearance.  |               |                  |                        |
| The console shall provide the ability to include a multi-call appearance that queues multiple calls from assigned line groups and rings multiple positions.  |               |                  |                        |
| The multi-call appearance, if mapped to the current console UI layout, shall indicate the number of calls queued on that appearance as well as the waiting time for the oldest call.   |               |                  |                        |
| <b>CALL CONTROL</b>  |               |                  |                        |
| The console shall provide the ability for a call taker to answer incoming ACD calls, pick up a call on any line appearance or multi-call appearance configured on its current console UI layout.   |               |                  |                        |

| <b>Next Generation (NG) 911 Phone System</b>   | <b>Comply</b> | <b>Exception</b> | <b>Does Not Comply</b> |
|--|---------------|------------------|------------------------|
| The console shall provide the ability to perform a conference, or transfer to any contact in the contact list with one click.  |               |                  |                        |
| The console shall provide the ability to perform a supervised transfer, a blind transfer, or a supervised blind transfer.  |               |                  |                        |
| The console shall provide the ability to put a call on local hold, where only the agent who put the call on hold can retrieve the call, or on system hold, where any agent in the same agency can retrieve the call.   |               |                  |                        |
| The console shall provide the ability for an agent to join a call on any of the shared line appearances configured on the console. When joining, the call taker that was initially on the call shall receive information that another agent has joined as well as the extension or console ID of the joining agent.  |               |                  |                        |
| The system must have barge in capability.  |               |                  |                        |
| The console shall provide the ability to perform a no-hold conference where the existing parties on the call are not put on hold when conferencing in a new party.   |               |                  |                        |
| The console shall provide the ability to perform a hold conference where the existing parties on the call are put on hold when conferencing in a new party.  |               |                  |                        |
| The console shall support a conference with up to 12 parties on the call, including the call taker.  |               |                  |                        |
| The console which initiated a conference shall support the ability to selectively drop, hold and unhold individual parties of a conference call.   |               |                  |                        |
| The console shall support the ability to drop the last party added to the conference call.   |               |                  |                        |
| A supervisor shall be able to initiate an observation session on an agent logged in with a role the supervisor is allowed to monitor whereby the supervisor is silently connected to the agent's audio path. The supervisor can listen in on the call and optionally barge in to the call and establish a two-way audio path with all participants in that call. |               |                  |                        |
| The observe function can be silent providing no indication that an agent is being monitored or can be configured to provide a notification tone to notify the agent of the observation in progress.  |               |                  |                        |
| <b>CALL INFORMATION DISPLAY</b>  |               |                  |                        |
| The console shall provide the ability to display the Calling Party Number and Location Information (ALI) of an incoming 9-1-1 or emergency call before the call has been answered.   |               |                  |                        |
| The console shall provide the ability to request the system to rebid the ALI of the caller and update the ALI in the call information display.   |               |                  |                        |

| Next Generation (NG) 911 Phone System  | Comply | Exception | Does Not Comply |
|--|--------|-----------|-----------------|
| The console shall provide the ability to perform a manual ALI request whereby the agent enters a phone number and the system performs an ALI query and displays the results on the console. This manual ALI query can be performed while the agent is idle or on a call. |        |           |                 |
| The Manual ALI request capability can be enabled on a per role basis.  |        |           |                 |
| The console shall support the selective display of ALI for past recent calls.  |        |           |                 |
| The console shall support the search of saved ALI.   |        |           |                 |
| The console shall support the ability to print current or saved ALI.   |        |           |                 |
| <b>AGENT VIEW</b>  |        |           |                 |
| The console shall provide a window showing all agents logged currently into the agency including information such as their name, the name of their position, their current role, their call status and the name of the line if they are on a call.                       |        |           |                 |
| <b>DIALING</b>   |        |           |                 |
| The console shall provide a user interface where contacts can be displayed in an array of buttons for one click dialing.   |        |           |                 |
| Multiple layers of these buttons can be organized such that a call taker shall be able to navigate to the appropriate contact button for dialing.  |        |           |                 |
| The console shall also provide a search capability of all contacts whereby the search results are narrowed and displayed as the agent enters characters in the search field.   |        |           |                 |
| The search capability shall provide a simple search of the contact name or an advanced search where the agent can enter additional search criteria for other fields in the contact record.   |        |           |                 |
| The system shall provide a list of recent incoming and outgoing calls for up to the last 100 calls. The list shall show detailed information about the call including the date and time, CPN, incoming circuit, ALI and ESN.   |        |           |                 |
| The console shall provide a one button callback of the most recent emergency call.   |        |           |                 |
| The console shall provide a one button redial of the last outgoing call.   |        |           |                 |
| <b>ABANDONED CALL HANDLING</b>   |        |           |                 |
| The console shall provide the ability to notify the agent of any abandoned calls. The notification shall be in the form of a visual indicator showing the quantity of abandoned calls as well as an audible indicator specific to abandoned calls.                       |        |           |                 |

| Next Generation (NG) 911 Phone System   | Comply | Exception | Does Not Comply |
|---|--------|-----------|-----------------|
| The console shall provide the ability to automatically distribute the callback of the abandoned calls to individual agent positions.  |        |           |                 |
| The console shall provide the ability to allow agents to selectively perform callback of abandoned call from the agency's abandoned call list.  |        |           |                 |
| <b>AUDIO AND IO MANAGEMENT</b>  |        |           |                 |
| The console shall provide an audio management device allowing the connection of up to three headsets, a long term recorder, a radio console call director and auxiliary audio inputs. |        |           |                 |
| The auxiliary audio inputs shall provide the ability to be automatically activated when the console is idle and disabled when the console is active in a call.                        |        |           |                 |
| The console shall provide the ability to individually control the volume of each headset, the IRR playback and the auxiliary audio input ports.                                       |        |           |                 |
| The console shall provide the ability to manually mute attached headset microphones individually or all simultaneously at the click of one button.                                    |        |           |                 |
| The console shall provide the ability to manually control a relay output included in the audio management device.   |        |           |                 |
| The console shall provide the ability to connect a second handset to the position for training purposes.  |        |           |                 |
| <b>INSTANT RECALL RECORDING</b>   |        |           |                 |
| The proposed system must have the ability to record both telephone and radio audio. Recording shall be available for playback during or after a call.                                 |        |           |                 |
| <b>TDD/TTY</b>  |        |           |                 |
| A TDD/TTY detection and conversation capability shall be available for every console.   |        |           |                 |
| The console shall support both Baudot and ASCII encoding and decoding.  |        |           |                 |
| The console shall be able to detect the encoding to be used for the TDD/TTY conversation.   |        |           |                 |
| The console shall provide the ability to program an automated TDD answering string.   |        |           |                 |
| The console shall support pre-programmed configurable TTY messages.   |        |           |                 |
| The console shall support transferring and conferencing of TDD/TTY calls.   |        |           |                 |
| The console shall support multiple voice modes such as Hearing Carry Over and Voice Carry Over.   |        |           |                 |

| Next Generation (NG) 911 Phone System   | Comply | Exception | Does Not Comply |
|---|--------|-----------|-----------------|
| <b>MAINTENANCE AND SERVICES</b>   |        |           |                 |
| The system proposed must have the ability to independently use NTP protocol to maintain clock synchronization with a Master Clock. (i.e. Net Clock).  |        |           |                 |
| The system shall be equipped to run self-diagnostic programs and to automatically report any error via audible and visible alarms. In addition, the system shall provide external trigger which may be used to initiate other notification systems such as paging, email or other timely, reliable means.   |        |           |                 |
| The system shall be capable of supporting a variety of monitor sizes including touch screen monitors.   |        |           |                 |
| The system shall be able to auto-schedule the generation of predefined reports. As a legal minimum, 9-1-1 and Administrative Call Detail Reports (for record keeping and legal requirements) shall be readily available. These shall include (at a minimum): Call count by hour, day, Day vs by hour, week, month, quarter, year; Trunk and line utilization by ay vs hour; transfer average by day/month/quarter/year. |        |           |                 |
| The system shall have sufficient capability and capacity to provide full system operation for current and future needs of the County's access lines at all times, including stand-alone operation without delays in displaying, transferring or ringing. The system server shall have sufficient memory and a processor to accomplish the needs of the system now and in the foreseeable future.                        |        |           |                 |
| The system shall meet or exceed the functionality of the current system.  |        |           |                 |

\_\_\_\_\_  
Authorized Representative (Please print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Authorized Representative Signature

\_\_\_\_\_  
Date

Appendix C PROPOSAL TRANSMITTAL SHEET

TO: Jefferson County Sheriff's Office, Communications Center

PROPOSAL FOR: Next Generation (NG) 9-1-1 Phone System

FROM: \_\_\_\_\_

- 1. We the undersigned, having familiarized ourselves with the local conditions and request for proposal do hereby propose to execute the proposed project and to furnish all labor, materials, necessary tools, expendable items, utility and transportation services necessary to complete the work in strict accordance with the request for proposal.

Alternative #1 BASE BID: Lump sum complete base system contract price for the construction work for the sum of:

\_\_\_\_\_ Dollars (\$\_\_\_\_\_)

- 2. In submitting this proposal, it is understood that the right is reserved by the County to reject any or all proposals. It is agreed that this proposal may not be withdrawn for a period of 60 days from the opening thereof.
- 3. The undersigned agrees, if awarded the contract, to commence the contract work on or before a date to be specified in a written notice to proceed.
- 4. I hereby certify that all statements herein are made on behalf of:

\_\_\_\_\_  
(Name of Corporation, Partnership or Person submitting bid)

(complete one of the following three)

a corporation organized and existing under the laws of the State of \_\_\_\_\_

a partnership consisting of \_\_\_\_\_

an individual trading as \_\_\_\_\_

of the County of \_\_\_\_\_ of the State of \_\_\_\_\_

The undersigned hereby states that he or she has examined and carefully prepared this proposal response from the Jefferson County request for proposal and has checked the same in detail before submitting this response; that he or she has full authority to make such statements and submit this proposal in **(delete two)** (its) (their) (my) behalf; and that the said statements are true and correct.

By the signature below, the undersigned hereby states that all prices have been calculated and presented independently with respect to other providers of similar equipment or services, and is free from collusion in any form.

Signature \_\_\_\_\_

\_\_\_\_\_

(Title)

Sworn and subscribed to before me this \_\_\_\_\_ day of \_\_\_\_\_, year \_\_\_\_\_.

\_\_\_\_\_  
(Notary or other office authorized to administer oaths)

\_\_\_\_\_  
(print name)

My commission expires: \_\_\_\_\_

## Appendix D

## ETHICS AFFIDAVIT

**ETHICS COMPLIANCE ADDENDUM**

It is agreed and understood by all parties to this contract that:

1. In addition to ethical standards set forth in Wisconsin Statutes section 19.59 for all county employees and officials [either elected or appointed] the County of Jefferson has adopted an ethics policy that is applicable to county employees in conducting county business. That policy may be reviewed at:

[http://www.jeffersoncountywi.gov/docs/ordinances/Ethics\\_Ordinance\\_Chapter\\_4.pdf](http://www.jeffersoncountywi.gov/docs/ordinances/Ethics_Ordinance_Chapter_4.pdf)

It is further understood that all county employees and officials [either elected or appointed] are prohibited from engaging in any criminal conduct contrary to Wisconsin Statutes sections 946.12 involving misconduct in public office and 946.13 involving a private interest in a public contract.

2. This ethics policy is intended to ensure that public trust in County of Jefferson government is maintained and that decisions affecting the county and its citizens are made fairly and impartially for the benefit of all citizens and not for personal gain. This policy precludes:
  - a. the misuse or misappropriation of county property or funds for personal use or otherwise,
  - b. use or disclosure of confidential information for personal gain or otherwise,
  - c. elimination of conflicts of interests, receipt of gifts or favors or other considerations of value by county employees,
  - d. the use of the employee's public position to influence or gain unlawful benefits or to influence or gain advantages or privileges for the employee, and
  - e. the conducting of personal business or campaigning during working hours.
3. This policy, furthermore, requires employees to disclose and report to the proper authorities any violation of this policy or State Statute by either other employees or by any non-employee or citizen seeking to or aiding or abetting in efforts to circumvent this policy. Any employee failing to make such disclosure or report is subject to discipline. This contract also requires that any party contracting with the County of Jefferson also report any such violation to either the District Attorney or Corporation Counsel for the County of Jefferson.
4. By executing this contract, each party certifies that it knows of no conflicts of interest or appearance of a conflict or appearance of an impropriety on the part of any current or former county official or employee who may have had a role in deciding which proposal or bid will be accepted, and
5. By executing this contract, each party certifies that no attempt has been made by anyone on behalf of the party submitting a proposal or bid to directly or indirectly illegally influence the awarding of a contract by promise of or delivery of any consideration or anything of value to a current or former County official or employee or family or household member of a current or former County official or employee, or in any other manner contrary to law, and
6. The parties acknowledge that the County of Jefferson is a municipal corporation legally bound to comply with the Wisconsin Open Meetings and Public Records laws and that as such, unless otherwise allowed for by law, all aspects of this agreement are subject to open discussion and disclosure and are a matter of public record. It is furthermore agreed to that no party will take any action to obstruct the operation of these laws. If

records are created or maintained or are in the custody of the provider, as an independent contractor, they, along with the raw data used to create the record, are, nevertheless, public records. Within legal constraints related to confidentiality and privacy protection, such records must be made immediately available to the public upon request and in the format in which they were created. Provider agrees to hold the County harmless and to indemnify the County for all costs, fees, including all attorney fees and judgments and damages of whatever kind for which the County may be held liable due to the provider's failure to comply with the Wisconsin Public Records and Open Meetings laws.

- 7. That any subsequent finding of a violation of either the County's ethics policy or Wisconsin Statutes sections, 19.59, 946.12 and 946.13 by any party or any agent of any party acting either alone or acting in concert with a current or former County of Jefferson official or employee may result, at the sole option of the County of Jefferson, in this agreement being declared null and void and/or may result in the party violating this policy being debarred from submitting proposals, bids or contracting with the County of Jefferson for a specified period of time in the future.

County of Jefferson, by:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Benjamin Wehmeier

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Jefferson County Administrator

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date