

Request for Proposals

Next Generation 911 Ready CAD, Phone and Radio Systems

**BID DEAD LINE:
January 22, 2010 AT 4:00 P.M.**

Crockett County Emergency Communications District (E-911)
884 Cavalier Dr.
Alamo, TN 38001

The Crockett County Emergency Communications District hereafter referred to as 911 is currently seeking bids on a Next Generation Ready Computer Aided Dispatch (CAD), Next Generation Ready VoIP Capable 911 Phone System, and a Computer Based Radio System to be installed at the 911 dispatch center, 884 Cavalier Dr., Alamo, TN. Bids will be received until January 22, 2010 at 4:00 p.m. Bids will be publicly opened on January 25, 2010 at 12:00 p.m. The bid opening will take place at the 911 dispatch center located at 884 Cavalier Dr., Alamo, TN. The bid **WILL NOT** be awarded at that time. An adequate review period will follow the bid opening.

Instructions to Bidders

1. Read the entire bid, including all terms and conditions and specifications.
2. All bid prices must be typed or written in ink on the price sheet provided. Any corrections, erasures or other forms of alteration to unit prices must be initialed by the bidder.
3. The Bidder Information Sheet (Page 2) shall be completed and manually signed in ink **Failure to do so will cause rejection of your bid.**
4. Bid prices shall include delivery of all items **F.O.B. DESTINATION.**
5. Address all inquires and correspondence to: Brian Black, Director, Crockett County E-911, 884 Cavalier Dr., Alamo, TN 38001 or BBLACK911@CROCKETTNET.COM

TO BE COMPLETED BY VENDOR

6. _____ Delivery will be made this number of days after receipt of purchase order.
7. _____ % Cash discount for prompt payment if made within thirty (30) days. Payments terms for less than thirty (30) days will not be considered in evaluation process.
8. _____ Bid offer expires in this number of days from bid opening.
9. _____ Your bid reference number. (This number will appear on purchase order)
10. _____ Distance in miles from the nearest physical support person to Crockett Co 911.
11. _____ If needed is this person guaranteed to be onsite within 2 hours?
12. _____ Are your Systems Next Generation 911 ready?
13. _____ Does your Systems use Microsoft SQL or Oracle database?
14. _____ Does your CAD interface with existing dispatch GIS map viewer?
15. _____ Does your CAD interface with the M&M RMS/JMS systems?

BIDDER INFORMATION SHEET

Company Name: _____

Address: _____

Contact: _____

Phone # _____

FAX # _____

E-Mail: _____

Print name of person signing: _____

Signed: _____

By my (our) written signature on this bid I (we) guarantee and certify that all items included in the bid meet or exceed any and all Specifications covering such items. I (We) further agree, if awarded a contract as a result of this bid, to deliver such commodities, service or merchandise, which meets or exceed the specifications.

INSTRUCTIONS FOR MAILING YOUR BID

Your bid proposal must be returned in an envelope, package or container and must be properly labeled on the outside referencing the applicable Invitation to Bid Title and the bid opening date. Failure to comply will result in the rejection of your bid. Bids mailed for overnight/express delivery should be mailed in a sealed envelope to the following address:

**Crockett County Emergency Communications District (E-911)
884 Cavalier Dr.
Alamo, TN 38001**

*******Faxed or E-Mailed Bids Will NOT Be Accepted*******

TERMS AND CONDITIONS

Crockett County Emergency Communication District (E911) is hereafter referred to as "911".

16. VOLUME (EACH)

QUANTITIES ARE ESTIMATES. DUE TO BUDGET LIMITATIONS, THE TOTAL PURCHASES OF ANY INDIVIDUAL ITEM ON THE PRICE SHEET IS NOT KNOWN. 911 HAS ATTEMPTED TO GIVE AN ACCURATE ESTIMATE OF PROBABLE PURCHASES OF EACH ITEM LISTED ON THE PRICE SHEET. 911 DOES NOT GUARANTEE THAT 911 WILL BUY ANY OR ALL ESTIMATED AMOUNTS OF ANY SPECIFIED ITEM OR ANY TOTAL AMOUNT.

911 RESERVES THE RIGHT TO PURCHASE ADDITIONAL QUANTITIES OF ITEMS LISTED AT BID PRICE.

17. BID OFFER EXPIRATION

ENTER THE EXPIRATION DATE OF YOUR BID OFFER IN THE SPACE PROVIDED ON THE FRONT OF THIS INVITATION. A MINIMUM PERIOD OF 30 DAYS FROM THE CLOSING DATE IS REQUESTED. 911 SHALL HAVE 60 DAYS TO ACCEPT THE BID IF A MINIMUM PERIOD IS NOT STATED.

18. FREIGHT F.O.B. DESTINATION

ALL QUOTATIONS SHALL BE F.O.B. DESTINATION. THE TERM F.O.B. SHALL MEAN *DELIVERED AND UNLOADED INTO THE 911 DISPATCH CENTER*, WITH ALL CHARGES FOR TRANSPORTATION AND UNLOADING PREPAID BY THE VENDOR/CONTRACTOR.

19. RETURNED GOODS POLICY

ALL PRODUCTS SHIPPED IN ERROR (I.E. ANY ITEM SHIPPED NOT MEETING SPECIFICATIONS OF ORDERED PRODUCT OR RECEIVED DAMAGED) SHALL BE PICKED-UP AT NO CHARGE TO 911 AND ISSUING FULL CREDIT TO 911.

20. REJECTION

911 RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS FOR ANY REASON, IF SUCH ACTION WOULD BE IN THE BEST INTEREST OF 911.

21. ERRORS

EACH CORRECTION MADE BY THE BIDDER ON THE BID RESPONSE MUST BE INITIALED IN INK BY EACH CORRECTION. NO CORRECTIONS WILL BE MADE IN PENCIL. NO BID OR LINE ITEM SHALL BE ALTERED OR AMENDED AFTER THE BID OPENING. IN THE CASE OF ERRORS IN THE EXTENSION PRICE, THE UNIT

PRICE WILL GOVERN. FAILURE TO COMPLY WITH THE ABOVE SHALL BE CAUSE FOR REJECTION OF PART OR ALL OF THE BID.

22. SPECIFICATIONS GOVERN OVER BRAND NAMES LISTED

THE ACCEPTABLE BRANDS AND MODEL NUMBERS ARE BELIEVED TO MEET ALL WRITTEN SPECIFICATIONS. HOWEVER, IF AN ERROR EXISTS, THE DEFINITIVE SPECIFICATIONS WILL GOVERN.

23. PROPRIETARY BRANDS LISTED

LINE ITEMS THAT STATE ONLY ONE (1) BRAND **AND DO NOT STATE AN "OR EQUAL"** UNDER THE ACCEPTABLE BRAND/MODEL COLUMN, HAVE BEEN DESIGNATED BY 911 AS BEING A PROPRIETARY BRAND & MODEL. IN SUCH CASES, ONLY THE BRAND AND MODEL LISTED WILL BE ACCEPTABLE.

24. ACCEPTABLE BRANDS & MODELS

WHERE A PROPRIETARY BRAND & MODEL HAS NOT BEEN DESIGNATED, THERE WILL BE ONE (1) BRAND/MODEL LISTED OR EQUAL. THERE MAY ALSO BE LINES THAT LIST TWO (2) BRANDS/MODELS OR EQUAL. ANY BRAND AND MODEL MEETING THE SPECIFICATIONS SHALL BE ACCEPTABLE.

25. DESCRIPTIVE LITERATURE REQUIRED

VENDORS/CONTRACTORS BIDDING A BRAND/MODEL THAT HAS NOT BEEN SPECIFICALLY LISTED AS AN ACCEPTABLE BRAND/MODEL (i.e. BIDDING A BRAND/MODEL UNDER THE "OR EQUAL" CATEGORY) SHALL BE REQUIRED TO FURNISH DESCRIPTIVE LITERATURE WITH THEIR BID. THE LITERATURE SHALL BE SUFFICIENT ENOUGH IN CONTENT TO PROVE THE BRAND/MODEL MEETS OR EXCEEDS THE SPECIFICATIONS LISTED.

26. ALL ITEMS TO BE NEW

ALL PRODUCTS, MATERIAL, SUPPLIES AND EQUIPMENT OFFERED AND FURNISHED MUST BE NEW, OF CURRENT MANUFACTURER PRODUCTION, AND MUST HAVE BEEN FORMALLY ANNOUNCED BY THE MANUFACTURER AS BEING COMMERCIALY AVAILABLE.

27. BINDING CONTRACT

IT IS UNDERSTOOD AND AGREED THAT THIS BID, WHEN CERTIFIED BY AUTHORIZED SIGNATURE, SHALL CONSTITUTE AN OFFER, WHICH WHEN ACCEPTED IN WRITING BY 911 AND SUBJECT TO THE TERMS AND CONDITIONS OF SUCH ACCEPTANCE, WILL CONSTITUTE A VALID AND BINDING CONTRACT BETWEEN 911 AND THE VENDOR/CONTRACTOR (BIDDER) SUBMITTING SUCH OFFERING.

28. INCLUSION OF LIMITATIONS

THE INCLUSION IN ANY BID OF A LIMITATION OF REMEDIES CLAUSE OR A LIMITATION OF LIABILITIES CLAUSE SHALL BE CAUSE FOR REJECTION.

29. BIDDER TAKING EXCEPTIONS

EXCEPTIONS TO TERMS AND CONDITIONS AND/OR THOSE PROPOSED BY THE BIDDER WHICH MAY VARY FROM THE INVITATION TO BID WILL RENDER THE BID UNRESPONSIVE AND SUBJECT THE BID TO REJECTION.

30. TAXES

911 IS EXEMPT FROM FEDERAL EXCISE TAX OR STATE SALES TAX.

31. WARRANTY PERIOD

WARRANTY INFORMATION SHALL BE PROVIDED FOR EACH ITEM SUPPLIED UNDER THIS CONTRACT.

32. NON-DISCRIMINATION.

NO PERSON ON THE GROUNDS OF HANDICAP OR DISABILITY, AGE, RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, OR ANY OTHER CLASSIFICATION PROTECTED BY FEDERAL AND/OR TN STATE CONSTITUTIONAL AND/OR STATUTORY LAW SHALL BE EXCLUDED FROM PARTICIPATION IN, OR DENIED BENEFITS OF, OR BE OTHERWISE SUBJECTED TO DISCRIMINATION IN THE PERFORMANCE OF THE CONTRACT OR IN THE EMPLOYMENT PRACTICES OF THE CONTRACTOR. THE CONTRACTOR SHALL, UPON REQUEST, SHOW PROOF OF SUCH NON- DISCRIMINATION, AND SHALL POST IN CONSPICUOUS PLACES, AVAILABLE TO EMPLOYEES AND APPLICANTS, NOTICES OF NON-DISCRIMINATION.

33. BIDS REQUESTED ON STANDARD SPECIFICATIONS

UNIT PRICE BIDS ARE REQUESTED ON PRODUCTS OR SERVICES THAT EQUAL OR EXCEED THE SPECIFICATIONS LISTED. THE ABSENCE OF DETAILED SPECIFICATIONS OR THE OMISSION OF DETAIL DESCRIPTION SHALL BE RECOGNIZED AS MEANING THAT ONLY THE BEST COMMERCIAL PRACTICES ARE TO PREVAIL AND THAT ONLY FIRST QUALITY MATERIALS AND WORKMANSHIP ARE TO BE USED. ALL INTERPRETATIONS OF SPECIFICATIONS SHALL BE MADE FROM THIS STATEMENT. IT IS UNDERSTOOD THAT THE SPECIFICATIONS OR REFERENCES TO AVAILABLE SPECIFICATIONS SHALL BE SUFFICIENT TO MAKE THE TERMS OF SUCH SPECIFICATIONS BINDING ON THE VENDOR/CONTRACTOR. BIDDERS MUST SUBMIT FOR BID EVALUATION APPLICABLE CUTS, SKETCHES, DESCRIPTIVE LITERATURE, AND TECHNICAL SPECIFICATIONS COVERING THE PRODUCT OFFERED, WHEN APPLICABLE. REFERENCE TO LITERATURE SUBMITTED PREVIOUSLY WILL NOT SATISFY THIS REQUIREMENT.

34. INSURANCE

THE CONTRACTOR SHALL PROCURE AND MAINTAIN FOR THE DURATION OF THE CONTRACT, AT HIS/HER OWN COST AND EXPENSE INSURANCE AGAINST CLAIMS OF INJURIES TO PERSONS OR DAMAGES TO PROPERTY INCLUDING CONTRACTUAL LIABILITY WHICH, MAY ARISE IN CONNECTION WITH THE PERFORMANCE OF THE WORK PERFORMED BY THE CONTRACTOR, HIS AGENTS, REPRESENTATIVES, EMPLOYEES OR SUBCONTRACTORS UNDER THE CONTRACT. THE INSURANCE CARRIER(S) MUST BE LICENSED TO CONDUCT BUSINESS IN THE STATE OF TN. THE INSURANCE WILL BE EVIDENCED BY AN ORIGINAL OR .PDF FORMAT DOCUMENT CERTIFICATE OF INSURANCE. THE CERTIFICATE SHALL INCLUDE WORDING WHICH STATES 911 WILL BE NOTIFIED THIRTY (30) DAYS PRIOR TO CANCELLATION OF THE COVERAGE OR A MAJOR CHANGE IN THE COVERAGE PROVIDED 911 SHALL BE HELD HARMLESS FOR ANY INJURIES, CLAIMS OR JUDGMENTS AGAINST THE CONTRACTOR.

CERTIFICATES FOR LIABILITY COVERAGES SHALL NAME 911 AS AN ADDITIONAL INSURED. COVERAGES REQUIRED ARE:

WORKERS' COMPENSATION: A CERTIFICATE SHALL BE PROVIDED WHICH INDICATES THE CONTRACTOR PROVIDES WORKERS' COMPENSATION COVERAGE IN COMPLIANCE WITH THE STATE LAWS OF TN.

GENERAL LIABILITY AND PROPERTY DAMAGE COVERAGE SHALL BE FOR ALL OPERATIONS UNDER THE PROPOSAL FOR AT LEAST \$1,000,000.00 FOR ONE PERSON AND \$1,000,000.00 FOR EACH OCCURRENCE FOR BODILY INJURY OR DEATH; AND FOR PROPERTY DAMAGE AT LEAST \$1,000,000.00 FOR EACH OCCURRENCE, PLUS COVERAGE FOR ANY EQUIPMENT BEING MOVED.

THE VENDOR TO PROVIDE 911 WITH AN ORIGINAL CERTIFICATE OF INSURANCE OR .PDF FORMAT DOCUMENT AS PROOF OF INSURANCE COVERAGE, AS STATED ABOVE, NAMING 911 AS ADDITIONAL INSURED, WITHIN TEN (10) WORKING DAYS AFTER REQUEST. IF THE CERTIFICATE OF INSURANCE IS IN .PDF FORMAT, IT MUST BE RECEIVED DIRECTLY FROM THE INSURANCE COMPANY.

35. AWARD CRITERIA

AN AWARD SHALL BE MADE TO THE MOST RESPONSIVE AND RESPONSIBLE BIDDER CONSIDERING THE FOLLOWING:

- Ability to perform conformity to specifications
- Deemed to be in the best interest of the 911
- Quality of workmanship
- Equipment performance and reliability
- Design features advantageous to the user
- Freedom from premature obsolescence
- Ease of installation, removal, servicing
- Equipment interchangeability
- Safety and security provisions
- Warranties and service contracts available
- Minimum Installation time
- Redundancy

While price is a factor, the lowest bid may not be the best fit for the 911.

The 911 reserves to right to waive informalities and irregularities in proposals received.

The 911 may negotiate with the selected vendor after the award is made regarding variations to the original proposal that may be in the best interest of the 911.

The 911 may negotiate a contract with another qualified bidder in the event that a contract is not successfully and expeditiously executed by the bidder initially selected for contract award.

36. SINGLE AWARD

A CONTRACT FOR EACH SYSTEM LISTED WILL BE AWARDED TO THE MOST RESPONSIVE AND RESPONSIBLE BIDDER WHOSE BID MEETS THE REQUIREMENTS AND CRITERIA SET FORTH IN THE INVITATION TO BID. BIDDER MUST BID ALL ITEMS LISTED FOR A SYSTEM TO BE CONSIDERED FOR AN AWARD. SPECIAL CONSIDERATION MAY BE GIVEN FOR A SINGLE BID THAT COVERS ALL SYSTEMS BEING REQUESTED.

911 will negotiate a payment schedule with successful vendor / vendors base on project mile stones.

37. ON-SITE DEMONSTRATION

VENDORS MAY BE REQUIRED TO PROVIDE AN ON-SITE DEMONSTRATION OF THE EQUIPMENT THEY ARE BIDDING. IF REQUIRED, THE DEMONSTRATION WILL BE SCHEDULED AT SOME DATE AFTER THE BID OPENING.

Solicitation Check List

- ✓ Bids must be manually signed in ink in the space provided on the solicitation.
- ✓ Submit two (2) printed copies and one (1) digital copy on CD ROM by bid deadline.
- ✓ Each correction, alteration, or change made on the bid response must be INITIALED in ink.
- ✓ In the case of errors in the extension price, the unit price will govern.
- ✓ Bid in accordance with the unit of measurement requested (i.e. case, package, each).
- ✓ Envelope must be clearly marked and labeled on the outside referencing the applicable solicitation title and the bid opening date.
- ✓ Bids must be received at the designated location on or before the date and hour designated for the bid opening.
- ✓ Check bid document for other mandated requirements (i.e. literature).

Current System Information

The 911 currently operates two (2) fully equipped dispatch positions. The 911 currently owns and maintains a complete digital geo referenced addressing map. GeoConex Editor and Mobile Map Maker are used to maintain the base and address map. GeoConex Viewer is currently used for the Mapped ALI / 911 call location. All workstations and network equipment currently being used will be replaced during this upgrade. The Crockett County Sheriff's Department currently uses M&M RMS and JMS.

Proposed System Information

It is the 911's intention to accept proposals for two positions of CAD integrated with the existing Mapped ALI solution, with the addition of a VoIP 911 Telephone system and Computer Based Radio solution with an option for a third position and one administration position. The CAD, existing map, and phone system will be operating on the same computer workstation. The computer based radio should have a separate dedicated computer workstation. All workstations will be located at the Primary Host Site/PSAP. The 911 does have a mobile command center with one dispatch position that will need to operate as a live real time backup dispatch position. The CAD administration position is to be installed on an existing laptop and should be able to connect to the 911 server securely from any remote location with adequate internet connection. The new CAD system should link and share information with the M&M RMS.

Proposal Organization and Format

Please note that if your company is responding to multiple sections of this RFP you only have to return general specifications one time. A separate technical specification response and a price sheet should be submitted for each section.

- **Introduction**
- **Company background**
- **Financial Status and Years in Business**
- **Description of staff/support personnel**
- **CAD solution**
- **Mapped ALI solution**
- **911 Phone solution**
- **Radio solution**
- **Warranty and Maintenance**
- **Installation and Documentation**
- **System Testing and Acceptance**
- **Training and Subcontractors**
- **References**

Attachments

Technical Specification Responses

- A. Next Generation Ready CAD**
- B. Next Generation Ready VOIP Capable 911 Phone System**
- C. Computer Based Radio System**

Price Sheets

- D. Next Generation Ready CAD**
- E. Next Generation Ready VOIP Capable 911 Phone System**
- F. Computer Based Radio System**
- G. Total System Price**