

**WEXFORD COUNTY  
REQUEST FOR PROPOSALS**

**FOR**

**911 CALL TAKING SYSTEM SERVICES  
FOR  
WEXFORD COUNTY CENTRAL  
DISPATCH**

**ISSUED BY WEXFORD COUNTY BOARD OF COMMISSIONERS**

**ISSUE DATE: April 2<sup>nd</sup>, 2025**

**RFP RESPONSE DATE:  
May 21<sup>st</sup>, 2025**

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# WEXFORD COUNTY REQUEST FOR PROPOSALS

The County of Wexford (hereinafter referred to as the “County”) is seeking proposals from interested, experienced, and qualified individuals and vendors (hereinafter referred to as “Respondents”) for the purpose of providing Wexford County Central Dispatch (hereinafter referred to as “WCCD”) with the necessary hardware, software and training services for a NENA i3 compliant, NextGen 911 call taking system.

## I. INTRODUCTION

### 1.1 Purpose

The County initiated this Request for Proposals (hereinafter referred to as “RFP”) to solicit proposals from qualified to furnish, install, configure, implement, certify system performance, service and maintain the necessary hardware, software and services for a new 911 calling taking system which meets the stated purposes, requirements, specifications, and functionality set forth in this RFP. The system will be deployed in the center but must be scalable to handle the needs of the whole County of Wexford.

The RFP will allow the County to identify a qualified Respondent able to plan, manage, and direct County technology initiatives in support of administrative operations at the County. Specifically, the successful Respondent will provide, among other things, hardware, software, and support services. (hereinafter referred to as the “Services”).

In responding to this RFP, Respondents must follow the prescribed format as outlined herein. The proposals should describe in detail the Respondent’s ability to develop and implement the Services, while identifying the Board of Commissioners’ future financial obligations for the costs of installation, maintenance, and improvements as applicable.

### 1.2 Background

The County covers an area of approximately 575 square miles with its County seat located in the City of Cadillac. There are over 10 square miles of inland lakes, streams and rivers, with numerous state and local parks. The County operates under a seven-member elected Board of Commissioners, and provides services to its residents in areas including law enforcement, administration of justice, community enrichment and development, and human services.

The WCCD provides dispatching services to Wexford County in Michigan. The county includes a population of approximately 34,122. On average, the WCCD receives 14,993 911 calls and 36,667 administrative calls each year. The WCCD dispatches for 6 law enforcement agencies, 11 fire departments, and 3 EMS agencies. Currently, the WCCD is using an *Intrado Viper* system, which was purchased in 2018.

### 1.3 Minimum Qualifications

The Respondent will be deemed non-responsive and rejected without any further evaluation if the Respondent does not meet the following minimum qualifications:

- a) Significant experience, competence and reputation of the persons assigned to provide the Service described in the Scope of Work;
- b) Satisfactory client references (as applicable);

- c) Pricing acceptable to the County; and
- d) Availability to service the needs of the County in a convenient and timely manner.

**1.4 Funding**

Any contract awarded as a result of this RFP is contingent upon the availability of funding, as determined by the Board of Commissioners.

**1.5 Period of Performance**

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin upon award of and execution of a contract. The County wishes to enter into a 1-year contract to provide Services for the period beginning June 1<sup>st</sup>,2025 through May 31<sup>st</sup>, 2026. The contract will include options to cancel in the event of fault or no fault.

**II. GENERAL INFORMATION FOR CONTRACTORS**

**2.1 Project Administrator**

The Project Administrator is the sole point of contact regarding this RFP. All communication between prospective proposers, Respondents, and the County upon receipt of this RFP shall be with the Project Administrator, as follows:

Director Duane Alworden  
Wexford County Central Dispatch  
971 Lincoln St  
Cadillac, MI 49663  
Telephone: (231) 306-2129  
Facsimile: (231) 779-9214  
E-mail: alworden@wexfordcounty.org

**Bid response should be addressed as follows:**

C/O County Administrator Joe Porterfield  
437 E Division St  
Cadillac, MI 49663

**DATE FOR INTENT TO BID: April 28<sup>th</sup>, 2025 @ 4:00p.m.**  
**MADATORY SITE VISIT AND PRE-PROPOSAL MEETING: May 1<sup>st</sup>, 2025 @ 10:00 a.m.**  
**WRITTEN QUESTIONS DUE: May 12<sup>th</sup> 2025 @ 4.00p.m.**  
**ANSWERS DUE TO VENDOR: May 16<sup>th</sup> 2025**  
**PROPOSAL DUE FROM VENDOR: May 21<sup>st</sup> @ 4:00p.m.**  
**PROPOSALS OPENED: May 23<sup>rd</sup> 2025 @ 1:00p.m.**

In preparing proposals, prospective proposers and Respondents are to rely only upon the contents of this RFP, accompanying documents, and any written statements issued by the Project Administrator. Any other communication will be considered unofficial and non-binding on the County. **THE COUNTY IS**

**NOT RESPONSIBLE FOR ANY ORAL INSTRUCTIONS.** If a prospective proposer or Respondent find a discrepancy, error, or omission in the RFP, or require any written addendum thereto, the prospective proposer or Respondent is requested to notify the Project Administrator in writing, so that written clarification may be sent to all prospective proposers and Respondents. Communication directed to parties other than the Project Administrator may result in disqualification of the prospective proposer or Respondent.

## **2.2 Estimated Schedule of Procurement Activities**

*A mandatory site visit and pre-proposal meeting will be held on May 1<sup>st</sup> @ 10.00am in the Wexford County Central Dispatch Building, 971 Lincoln St. Cadillac MI 49601*

## **2.3 Submission of Proposals**

Respondents are required to submit ten (10) copies of their proposal. One (1) copy must have original signatures, and the other copies can have photocopied signatures. Each copy of the proposal should be bound or contained in a single volume. All documentation submitted with the proposal should be contained in that single volume. The proposal shall also be provided in electronic format (ie. flashdrive) The proposal, whether mailed or hand delivered, must arrive at the County Administration Office no later than 12:00 noon, local time, on

The proposal is to be sent to the Project Administrator at the address noted in Section 2.1, above. The envelope submitted should be clearly marked “**WEXFORD COUNTY CENTRAL DISPATCH 911 CALL TAKING SYSTEM**” and addressed to the attention of the Project Administrator.

Respondents who mail proposals should allow normal mail delivery time to ensure timely receipt of their proposals by the Project Administrator. Respondents assume the risk for the method of delivery chosen. The County assumes no responsibility for delays caused by any delivery service. ***Proposals may not be transmitted using electronic media such as facsimile transmission or electronic mail.***

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of the County and will not be returned. The opening and reading of a proposal does not constitute the County’s acceptance of the Respondent as a responsive and responsible Respondent.

Respondents are requested to be brief in response. The inclusion of extraneous information beyond the description of service and project approach and information specifically required by this RFP is discouraged. Submission of a proposal establishes a conclusive presumption that the Respondent is thoroughly familiar with the RFP and specifications and terms of Section IV, and that the Respondent understands and agrees to abide by each and all of the stipulations and requirements contained therein.

Submission of a proposal establishes a conclusive presumption that the Respondent is thoroughly familiar with the RFP specifications and terms, the System(s) specifications and the terms, and any supplementary terms or condition, and that the Respondent understands and agrees to abide by each, and all the stipulations and requirements contained therein.

## **2.4 Proprietary Information and Public Disclosure**

Materials submitted in response to this RFP shall become the property of the County. All proposals received shall remain confidential until the deadline for submission of proposals has expired, as defined by Michigan statute (MCL 15.243(i)), the Freedom of Information Act.

## **2.5 Revisions to the RFP**

In the event it becomes necessary to revise any part of this RFP, addenda will be reduced to writing and submitted to all prospective proposers and Respondents known to the County. For this purpose, the published questions and answers and any other pertinent information will be considered an addendum to the RFP and will be provided to prospective proposers. All such changes or addenda shall become part of the contract and all prospective proposers and Respondents shall be bound by such changes and addenda. The County reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

## **2.6 Acceptance Period**

The County, reserves the right to postpone the proposal review and/or contingent award deadlines for its convenience and in its individual discretion. Respondents must provide one hundred twenty (120) calendar days for acceptance by County from the due date for receipt of proposals.

## **2.7 Responsiveness**

All proposals will be reviewed by the Project Administrator to determine compliance with administrative requirements and instructions specified in this RFP. Failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. The County also reserves the right, at its sole discretion, to waive irregularities.

## **2.8 Most Favorable Terms**

The County reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Respondent can propose. The County also reserves the right to contact a Respondent for clarification of its proposal. The Respondent should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or the Respondent's entire proposal. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to the County.

## **2.9 Costs of Proposal**

The County will not be liable for any costs incurred by the Respondent in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

## **2.10 No Obligation Contract**

This RFP does not obligate the Board of Commissioners to award a contract for services specified herein.

## **2.11 Rejection of Proposals and Reservation of Right to Negotiate**

The County reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. The County also reserves the right to waive any informalities or irregularities in proposals, and/or negotiate separately the terms and conditions of all or any part of the proposals as deemed to be in the County's best interests at its sole discretion even though not the lowest cost. No proposal shall be accepted from any party who is in default on the payment of taxes or other liability due the County.

## **2.12 Failure to Comply**

The Respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

### **2.13 Commitment of Funds**

The Board of Commissioners or its delegate(s) are the only individuals who may legally commit the County to the expenditure of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

### **2.14 Signatures**

The Letter of Submittal and the Certifications and Assurances form must be signed and dated by a person authorized to legally bind the Respondent to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship.

### **2.15 Prime Contractor Responsibilities**

The Respondent, whose proposal is accepted by the County, will be required to assume responsibility for all services offered in the proposal regardless of whether or not they possess them within their organization or will be provided by a subcontractor. Furthermore, the County will consider the successful Respondent to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

### **2.16 Failure to Perform**

For failure to deliver or perform in accord with the accepted bid, the County may consider the Respondent in default and take steps to protect the County's interest. The County may, if applicable and without impairing its other rights and benefits, purchase all or part of the contract goods or services on the open market and charge any additional costs to the contractor or his surety.

### **2.17 Non-Collusion Clause**

By signing and submitting this bid, the Respondent states that Respondent's proposal is genuine and not collusive or sham; such Respondent has not colluded, conspired, connived, or agreed, directly or indirectly, with any other Respondent or person, to put in a sham bid, or that such other person will refrain from proposing and has not in any manner, directly or indirectly, colluded, conspired, connived, or agreed, with any person, to fix the price of affiant or any other proposer, or to fix any overhead, profit or cost element of said bid price.

### **2.18 Withdrawal**

Proposals may only be withdrawn by written notice prior to the date and time set for the opening of proposals. No proposal may be withdrawn after the deadline for submission.

### **2.19 No RFP Response**

Respondents who receive this RFP by invitation, but who do not submit a proposal, are requested to return a notice stating the reason(s) for not responding.

## **III. PROPOSAL CONTENT**

### **3.1 Proposal Submission**

Proposals must be submitted on eight and one-half by eleven (8<sup>1</sup>/<sub>2</sub> x 11) inch paper, typed in Times New Roman twelve (12) point font, and separated into nine (9) major sections. The nine (9) major sections shall include:



- a) Letter of Submittal, including signed Certifications and Assurances (Exhibit A of this RFP);
- b) Project Manager and Team Qualifications and Experiences;
- c) References;
- d) Related Information and History;
- e) Cost Proposal and Compensation;
- f) Identification of Anticipated and/or Potential Project Problems;
- g) Signed Certificate of Compliance with Public Act 517 of 2012 Form (Exhibit B of this RFP);
- h) Acceptance of Conditions; and
- i) Completed Checklist for Responsiveness (Exhibit C of this RFP).

Proposals must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the Respondent in preparing a thorough response. Proposals must be enclosed in a sealed envelope, box or package, and clearly marked on the outside with the following: RFP title, deadline, and Respondent's name; address; phone; fax, if applicable; electronic mail address; and contact name.

### **3.2 Letter of Submittal**

The Letter of Submittal, the attached Certifications and Assurances form (See Exhibit A), and all RFP amendments must be signed and dated by a person authorized to legally bind the Respondent to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Respondent and any proposed subcontractors:

- a) Full official legal name of Respondent's firm.
- b) Names, addresses, telephone numbers, e-mail addresses, and fax numbers of legal entity or individual with whom contract would be written.
- c) Name, address, and telephone number of each principal officer(s) (President, Vice President, Treasurer, Executive Director, partners, owner of sole proprietorship).
- d) Legal status of the Respondent (sole proprietorship, partnership, corporation, LLC, etc.) and the year the entity was organized to do business as the entity now substantially exists.
- e) Federal Employer Tax Identification number or Social Security number.
- f) Location of the facility from which the Respondent would operate.

- g) Identify any County employees or former County employees employed or on the firm's governing board as of the date of the proposal. Include their position and responsibilities within the Respondent's organization. If following a review of this information, it is determined by the County that a conflict of interest exists, the Respondent may be disqualified from further consideration for the award of a contract.
- h) A representation that the Respondent is in good standing in the State of Michigan and in the state in which it is located and will have all necessary licenses, permits, certifications, approvals and authorizations necessary to perform all of its obligations in connection with this RFP.

**This must include a brief overview of the 911 Call-Taking Solution, including how all of the products and modules work together.**

### **3.3 Specifications**

Through this RFP, the County hereby invites businesses that meet the qualifications set forth herein to submit proposals regarding the County's approximate Service needs and to determine the feasibility of the renovation to the Campuses.

### **3.4 Scope of Work**

It is the intention of these specifications that the selected vendor furnish to the WCCD a mature 911 Call-Taking System that will enable the effective and efficient operation of the WCCD. The successful Respondent will be required to review present facilities at the County and prioritize based on considerations of the County that include, but are not limited to, the following:

Please note the following:

- The WCCD requires a NENA i3 compliant solution for voice and data. (See Exhibit D System Specification Requirements)
- The WCCD is interested in an off-the-shelf system.
- The selected vendor needs to provide all services including, but not limited to, installation, implementation, training, technical support, and ongoing maintenance for the WCCD to enter into and maintain full use of the system.
- The system must be designed to be easy to use and easy to administer at all application levels.
- Acquisition and implementation of a new 911 Call-Taking System is a project that will impact the WCCD for years to come. Key goals for the project are to:
  - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the WCCD
  - Deliver a 911 Call-Taking System on time and within budget
  - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system
  - Provide a technologically sound platform for expansion of information services into the future
  - Establish a NG9-1-1 call taking system

## Vendor Service Requirements

- **Project Management**  
The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the WCCD for the duration of the project.
- **System Configuration and Setup**  
The vendor must provide detailed system configuration and setup services to the WCCD as part of this project. These services are necessary to ensure that the new system is configured to match the processes and call flow of the WCCD to reduce the learning curve and improve the rate of adoption by the users.
- **Training**  
The vendor's training program shall be designed and conducted to provide complete familiarization with the proposed system(s), including functional training for user and Supervisory personnel and system administration training for select WCCD management, administrative, and/or technical personnel. The WCCD shall provide a suitable environment for training.

### **3.5 Project Manager and Team Qualifications and Experiences**

Proposals shall include a complete list of and resumes for all key personnel and management that would be performing the work required in this RFP.

For each person on the list, the following information shall be included:

- a) The person's relationship with Respondent, including job title and years of employment with Respondent;
- b) The role that the person will play in connection with the RFP;
- c) Address, telephone, fax numbers, and e-mail address;
- d) The person's educational background;
- e) The person's relevant experience; and
- f) Relevant awards, certificates or other achievements.

This section of the proposal should include no more than two (2) pages of information for each listed person.

### **3.6 References**

Proposals must list names, addresses, telephone numbers, e-mail addresses, and fax numbers of three (3) references for whom similar work for a municipality has been accomplished and briefly describe the type of service provided. *References should be from projects that had similar scope, volume and requirements to those outlined in this RFP. Additional references shall be provided if requested by the*

**County.** The Respondent must grant permission to the County to contact the references. Do not include current County staff as references.

### **3.7 Related Information**

Proposals must include the following information:

- a) If the Respondent or any subcontractor contracted with the County since January 1, 2016, provide a project description and/or other information available to identify the contract.
- b) If the Respondent's staff or subcontractor's staff was an employee of the County during the past twenty-four (24) months, or is currently a County employee, identify the individual by name, the department previously or currently employed by, job title or position held and separation date.
- c) If the Respondent has had a contract terminated for default in the last five (5) years, describe such incident. Termination for default is defined as notice to stop performance due to the Respondent's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Respondent, or (b) litigated and such litigation determined that the Respondent was in default.
- d) Submit full details of the terms for default including the other party's name, address, and phone number. Present the Respondent's position on the matter. The County will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Respondent in the past five (5) years, so indicate.

### **3.8 Cost Proposal**

The evaluation process is designed to award this procurement not necessarily to the Respondent of least cost, but rather to the Respondent whose proposal best meets the requirements of this RFP. The County reserves the rights set forth in Section 2.11 of this RFP.

Identify all costs including expenses to be charged for performing the Services necessary to accomplish the objectives of the contract. The Respondent is to submit a fully detailed budget including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract.

Costs for subcontractors are to be broken out separately.

### **3.9 Identification of Anticipated and/or, Potential Project Problems**

If in review of the RFP or submittal of a proposal the Respondent identifies an anticipated or potential problem, the Respondent's proposal shall identify and describe in this section any anticipated and/or potential project problems the Respondent's approach to resolving these problems, and any special assistance that will be requested from the County.

### **3.10 Acceptance of Conditions**

Provide a definitive statement of intent to comply with the Contractual Terms and Conditions as delineated in this RFP. If proposed terms and conditions are not acceptable as described, note and explain any exceptions; however, failure to agree to the terms required by law or County purchasing and contractual requirements may be grounds for disqualification of the proposal.

## IV. CONTRACTUAL TERMS AND CONDITIONS

Any contract arising out of this RFP shall contain provisions that include, but will not be limited to, the following:

### 4.1 Nondiscrimination Clause

The Respondent who is selected as the Contractor, as required by law, shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privilege of employment, or a matter directly or indirectly related to employment because of race, color, religion, sex, gender identity or expression, national origin, disability or genetic information that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, age or political affiliation.

The Contractor shall adhere to all applicable Federal, State and local laws, ordinances, rules and regulations prohibiting discrimination, including, but not limited to, the following:

- a) The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.
- b) The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.
- c) Section 504 of the Federal Rehabilitation Act of 1973, P.L. 93-112, 87 Stat. 355, as amended, and regulations promulgated there under.
- d) The Americans with Disabilities Act of 1990, P.L. 101-336, 104 Stat 327 (42 USC §12101 et seq), as amended, and regulations promulgated there under.

Breach of this section shall be regarded as a material breach of the agreement.

### 4.2 Indemnification and Hold Harmless

The Respondent who is selected as the Contractor shall, at its own expense, protect, defend, indemnify, save and hold harmless the County of Wexford and its elected and appointed officers, employees, servants and agents from all claims, damages, lawsuits, costs and expenses including, but not limited to, all costs from administrative proceedings, court costs and attorney fees that the County of Wexford and its elected and appointed officers, employees, servants and agents may incur as a result of any violations of federal or State of Michigan laws, codes, rules or regulations, willful or wanton misconduct, or negligent acts or omissions of the Contractor or its employees, servants, agents or Subcontractors that may arise out of the agreement.

The Contractor's indemnification responsibility under this section shall include the sum of damages, costs and expenses which are in excess of the sum of damages, costs and expenses which are paid out in behalf of or reimbursed to the County, its officers, employees, servants and agents by the insurance coverage obtained and/or maintained by the Contractor.

### 4.3 Contractor Insurance Requirements

The Respondent who is selected as the Contractor, and any and all of his/her/its subcontractors, shall not commence work under the contract until he/she has obtained the insurance required under this section and any subsequent contract. All coverage's shall be with insurance companies licensed and admitted to do

business in the State of Michigan. All coverage's shall be with insurance companies acceptable to the County of Walkaska and rated A+ (Superior) or A or A- (Excellent) by the A.M. Best Company ([www.ambest.com](http://www.ambest.com)).

- a) Worker's Compensation Insurance: The Contractor shall procure and maintain during the term of the contract, Workers' Compensation Insurance, including Employers Liability Coverage, in accordance with all applicable Statutes of the State of Michigan.
- b) Commercial General Liability Insurance: The Contractor shall procure and maintain during the term of the contract, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and/or aggregate combined single limit for Personal Injury, Bodily Injury and Property Damage. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included; (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable; (F) Per contract aggregate.
- c) Motor Vehicle Liability Insurance: The Contractor shall procure and maintain during the term of this contract, Motor Vehicle Liability Insurance, including applicable Michigan No-Fault coverage's, with limits of liability of not less than \$1,000,000 per occurrence combined single limit for Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles and all hired vehicles.
- d) Professional Liability/Errors and Omissions Insurance: The Contractor shall procure and maintain during the term of this contract, Professional Liability insurance in an amount not less than \$1,000,000 per occurrence and aggregate. If this policy is Claims Made Form, then the Contractor shall be required to keep the policy in force, or purchase "tail" coverage, for a minimum of three (3) years after the termination of the contract.
- e) Deductibles: The Contractor shall be responsible for payment of all deductibles required by its insurance coverages.
- f) Additional Insured: Commercial General Liability and Vehicle Liability, as described above, shall include an endorsement stating the following shall be "Additional Insured's: The County of Wexford, including all elected and appointed officials, all employees and volunteers, all boards, commissions and/or authorities and their board members, including employees, and volunteers thereof.

The coverage shall be primary to the Additional Insured's, and not contributing with any other insurance or similar protection available to the Additional Insured's, regardless of whether other available coverage is primary, contributing or excess."

- g) Cancellation Notice: All insurances described above shall include an endorsement stating the following: "It is understood and agreed that thirty (30) days advanced written notice of cancellation, non-renewal, reduction and/or material change shall be sent to: Joe Porterfield, Wexford County Administrator, 437 E Division St, Cadillac MI 49601

- h) Proof of Insurance: The Contractor shall provide the County of Wexford, at the time the contracts are returned by him/her for execution, with two (2) copies of the aforementioned Certificates of Insurance and/ Policies, acceptable to the County. If so requested, certified copies of all policies will be furnished. The Contractor shall provide the County evidence that all subcontractors are included under the Contractor's policy.

If any of the above coverage's expires during the term of this contract, the Contractor shall deliver renewal certificates and/or policies to the County of Wexford at least ten (10) days prior to the expiration date.

#### **4.4 Applicable Law and Venue**

Any agreement resulting from this RFP shall be subject to and construed according to the laws of the State of Michigan. The County and the Respondent who is selected as the Contractor agree that the venue for any legal or equity action under this agreement shall be in Michigan Courts whose jurisdiction and venue shall be established in accordance with the statutes and Court Rules of the State of Michigan. In the event that any action is brought under any agreement resulting from the RFP in Federal Court, the venue for such action shall be the Federal Judicial District of Michigan, Western District - Southern Division.

#### **4.5 Compliance with the Law**

The Respondent who is selected as the Contractor shall render the services to be provided pursuant to this agreement in compliance with all applicable Federal, State, and local laws, ordinances, rules, and regulations.

#### **4.6 Assignments**

The Respondent who is selected as the Contractor shall not assign the award of the contract or any payment without the prior written approval of the County.

#### **4.7 Independent Contractor**

The Respondent who is selected as the Contractor shall be an independent contractor. The employees, servants and agents of the Contractor shall not be deemed to be and shall not hold themselves out as employees, servants, or agents of the County and shall not be entitled to any fringe benefits received by the County's personnel, such as, but not limited to, health and accident insurance, life insurance, longevity or paid sick or vacation leave.

The Contractor shall be responsible for paying all compensation to its personnel for services they have performed under this Contract and for withholding and payment of all applicable taxes to the proper Federal, State and local governments.

#### **4.8 Iran Linked Business**

The Respondent who is selected as Contractor shall certify to the County that neither it nor any of its successors, parent companies, subsidiaries, or companies under common ownership or control of the Contractor, are an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. It is expressly understood and agreed that the Contractor shall not become an "Iran linked business" during the term of this Agreement.

**NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS OF INVESTIGATION AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.**

#### **4.9 Termination Without Cause**

**The County may terminate the contract in whole or in part at any time for the convenience of the applicable County with fifteen (15) days written notice. At the point of termination, any work performed and acceptable to the County is payable to the Contractor, but the Contractor will not be entitled to payment for all other contract sums, damages costs, expenses, or fees.**

## **V. EVALUATION AND CONTRACT AWARD**

### **5.1 Evaluation Procedure**

This document is a RFP. As a result of this RFP, the County expects to receive and evaluate proposals and select a qualified service provider. As such, the lowest price proposal will not guarantee an award. Proposals will be evaluated based around features of service, qualifications, experience, timeliness and what is determined by the Board of Commissioners to be the best solution for the County. The County may also consider the past performance of the Respondent on other contracts with the County or other entities.

The County may select a limited number of Respondents with whom to schedule interviews. Recommendation for a selection will be made to the Board of Commissioners and final approval lies with the Board of Commissioners.

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. All proposals received by the stated deadline will be reviewed by the Project Administrator to ensure that Respondents meet all minimum requirements. Respondents that fail to meet stated qualifications or any proposal that does not contain all of the required information will be rejected as non-responsive. The County reserves the right to make such additional investigations as it deems necessary and may require the submission of additional information.



**EXHIBIT A  
CERTIFICATIONS AND ASSURANCES**

**THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL FAILURE TO  
SUBMIT THIS COMPLETED FORM MAY RESULT IN DISQUALIFICATION**

Firm Name:

I/we make the following statement of assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. The prices and/or data have been determined independently, without consultation, communication, or agreement with other proposers for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
2. The attached proposal is a firm offer for a period of one hundred twenty (120) days following receipt, and it may be accepted by the Wexford County without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the one hundred twenty (120) day period.
3. In preparing this proposal, I/we have not been assisted by any current or former employee of Wexford County whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
4. I/we understand that Wexford County will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of Wexford County, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
5. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the proposer and will not knowingly be disclosed by him/her prior to opening, in the case of a proposal directly or indirectly to any other proposer or to any competitor.
6. No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. I/we acknowledge communication of any kind regarding my/our proposal directed to parties other than the Project Administrator may result in my/our disqualification.
9. I/we warrant that no conflict of interest knowingly exists for any member of the project team that contributed to this proposal or prospective contract.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

**EXHIBIT B**

**CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012 FORM**

(Please type or print clearly in ink only)

I certify that neither \_\_\_\_\_ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, is an “Iran Linked Business” engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this solicitation, Company will not become an “Iran linked business” during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

\_\_\_\_\_  
(Name of Company)

By: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

**EXHIBIT C  
CHECKLIST FOR RESPONSIVENESS**

\_\_\_\_\_ Proposal was submitted on or before \_\_\_\_\_ local time, on \_\_\_\_\_ 2025

\_\_\_\_\_ The required number of proposal copies were submitted.

\_\_\_\_\_ The proposal was formatted into seven major sections: letter of submittal; project qualifications and experiences, references; related information; cost proposal; identification of anticipated and/or potential project problems; and acceptance of conditions.

\_\_\_\_\_ Respondent meets minimum qualifications:

1. Licensed to do business in the State of Michigan.
2. Will comply with the Certificate of Assurances set forth in Exhibit A.
3. Has certified that it is not an Iran Linked Business.
4. Submit proposals as specified in this RFP.

\_\_\_\_\_ Letter of Submittal and Certifications and Assurances were signed by an individual authorized to bind the Proposer to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the sole proprietor of a sole proprietorship.

\_\_\_\_\_ Three (3) references from three (3) previous clients provided.

NOTE: "Yes" answers must be given to each element above for the proposal to be considered responsive.

\_\_\_\_\_  
(Name of Company)

By: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

**EXHIBIT D**  
**SYSTEM SPECIFICATION REQUIREMENTS**

**I. GENERAL REQUIREMENTS**

1. The Vendors must propose a Call Taking System (CTS) solution that can ensure reliability, availability, and access 24 hours a day, 365 days a year.
2. The CTS must be capable of displaying Automatic Number Identification (ANI) and automatic Location Identification (ALI), as provided by the Local Exchange Carrier (LEC) and wireless telephone carriers. Vendor responsibilities include all equipment, installation, maintenance, and training needed to provide a fully operational CTS.
3. The proposed CTS must be purpose built for mission critical 9-1-1 call handling. There should be NO SINGLE POINT of failure to interrupt call processing from the call ingress point to the call answering position.
4. The proposed CTS must be engineered such that if a component or software service fails it may be replaced or corrected without loss of call taking operations. Such unscheduled outages will not interrupt call taking operations.
5. The proposed CTS must be engineered such that a system update or upgrade shall not take the system out of service. Such scheduled outages will not interrupt call taking operations.
6. The proposed system must offer voice and text (SMS and TTY) call processing on a single integrated desktop user interface. No over the top (or web based) SMS solutions will be considered.
7. The CTS must meet or exceed the National Emergency Number Association (NENA) i3 standards for NG9-1-1 PSAP equipment, as revised. Vendors must confirm system compliance with these specifications or not any exceptions. The CTS is flexible enough to support legacy E9-1-1 technologies as well in order to support any migration and swing over as required.
8. The proposed CTS must have the ability to support NTP to maintain clock synchronization with a Master Clock to comply with the NENA standards for time synchronization.
9. All proposing vendors must be certified to the ISO 9001:2015 standard.
10. The Vendors must warrant compliance with known applicable standards at the time of CTS acceptance and shall provide regular updates to the system as may be required to meet evolving standards for the duration of the contract.
11. The Vendor must include a complete set of user guides, administration guides and configuration manuals for all equipment and applications proposed.

12. All exceptions to these specifications must be clearly stated.

## **II. CALL TAKING SYSTEM**

Taking exception to any of the mandatory requirements listed within the following section may disqualify a bid response. All exceptions to these mandatory requirements must be clearly stated.

Mandatory or equivalent items are as follows:

### **System Architecture**

1. All major components proposed should be fully redundant allowing for full geodiversity. The system shall be designed to allow distribution of major components between multiple locations without requiring the purchase of multiple systems.
2. The proposed system will provide full capacity call processing, defined as call from ingress to call taker positions during scheduled (fixes, updates and upgrades) or unscheduled (failure) outages.
3. The controller system must be deployable at a single site (centralized model) or as a Geodiverse deployment with full redundancy at each location.
4. The system can be deployable in a hosted and/or shared environment allowing the allocation of logical system resources, console layouts, notifications, reporting, and call handling rules on a per agency basis.
5. The proposed system must be expandable (without adding controllers or an additional rack or backroom) to accommodate future growth from current capacity. System expandability should support potential for regionalization of neighboring agencies without necessity for multiple disparate controllers.
6. The proposed system must ensure continuous operation via a fault-tolerant system with built-in redundancy, including redundant network interfaces, RAID (or equivalent storage), hot-swappable hard disks, hot-swappable power supplies, and hot-swappable fans.
7. The system must support the deployment of remote sites and call taking positions over an IP network.
8. The system must support full call answering and supervisor call answering/monitoring functionality on fixed as well as mobile call taking positions that are compact and portable.
9. The system must provide a virtualized environment allowing the deployment and operation of multiple applications on the same virtualized servers.
10. The solution must align to the applicable NENA i3 standards.

11. The system must provide an upgrade path to emerging and new NG911 i3 capabilities utilizing component upgrades, if required, instead of hardware replacement.

### **III. SYSTEM FEATURES**

Taking exception to any of the mandatory requirements listed within the following sections may disqualify a bid response. All exceptions to these mandatory requirements must be clearly stated.

Mandatory or equivalent items are as follows:

#### **Line and Trunk Interfaces**

- 1) The CTS must support interfacing to CAMA trunks, Analog FXO and FXS lines.
- 2) The CTS must be capable of converting legacy telephony interfaces to Voice over IP (VoIP) packets, such that all further CPE call processing is performed via VoIP.
- 3) The CTS must support interfaces to digital T1 trunks using CAS or ISDN signaling.

#### **Automatic Call Distribution (ACD)**

- 4) The system must support ACD that works in combination with Interactive Voice Response (IVR).

#### **Automatic Number Identification (ANI) / Automatic Location Identification (ALI)**

- 5) The call taking workstation must provide visual display of the emergency caller's telephone number and any i3-compliant standards.
- 6) The call-taking workstation must provide visual display of the calling party's street address information based on legacy ANI and ALI and any i3 compliant standards.
- 7) The system must also be capable of extracting geographical coordinate information from the ALI file received and transmitting this information to geographical mapping software.
- 8) The call taking workstation must guarantee that ALI data is appropriately and consistently displayed when interfacing with different ALI providers that send their information in various formats (e.g. wireline versus wireless).
- 9) The CTS must provide the ability to configure multiple ALI links associated with specific trunk groups.
- 10) Each ALI group must be configurable for a specific ALI protocol and assignable to individual trunks.
- 11) The CTS must support ALI parsing including automatic extraction of Class of Service, ESN and CPN (Calling Party Number).

- 12) The CTS must provide the ability to generate an incorrect location information report and send it to a printer and email to a pre-configured email address.
- 13) The CTS must have auto ALI rebid capability. The auto rebid from the CTS must be at pre-defined intervals and the call taker must have the option to discontinue the rebid at any time.
- 14) The CTS must provide the ability to manually request ALI data as often as desired, with minimal delay.
- 15) The system must send stored (cached) ALI information in response to subsequent queries for the same information providing faster ALI display on call taking workstations in the event the call is transferred to another system workstation or placed into conference.
- 16) The Vendor must provide for NENA i3 complaint serial interfaces for the delivery of callback and location information to CAD, mapping applications and voice recorders.
- 17) The CTS must be capable of delivering caller name, address, and location information to CAD and mapping applications natively via IP without requiring a hardware or software upgrade.
- 18) The CTS must provide a configurable Call Data Record (CDR) setting profile where CDRs can be printed, saved as a text file, or both. The CTS must support call data processing and provide retrieval and extraction of this data to the MIS, CAD, networked printer, etc.

### **CAD Interfacing**

- 19) The system must support interfaces to multiple CAD servers using a standard NENA CAD spill over serial port and over IP.
- 20) The system must provide a CAD spill update when ALI is rebid.
- 21) The Vendor must provide NENA compliant serial system interfaces for the delivery of ANI/ALI information to CAD and mapping applications.
- 22) The system must be capable of delivering ANI/ALI information to CAD and mapping applications natively via IP without requiring a hardware or software upgrade.
- 23) Call takers must have the ability to use the same headset for both radio and telephone conversations.

### **Contact Management and Dialing**

- 24) The CTS must provide a user interface where contacts can be displayed in an array of buttons for dialing.
- 25) The system must permit the configuration of multiple layers of these buttons and can be organized in such that a call taker is able to navigate to the appropriate contact button for dialing.

- 26) The system must provide the ability to assign any contacts to a group to be used by an agent for dialing or transfer.
- 27) The system must support dialing rules based on different contexts including the line type and the state of the console.
- 28) A contact's dialing instructions can be programmed to also include call control commands such as transfer and conference.
- 29) The system must support the ability to import and/or export the contact list data utilizing CSV and/or text format.

### **Multi-Agency Support Features**

- 30) The CTS must support the creation of multiple agencies in the system allowing the allocation of lines, agent roles, phone groups, and screen layouts on a per agency basis.

### **Remote Portable Workstations**

- 31) The CTS must have the ability to provide portable operator answering positions that would use a high- speed IP connection to access the host server platform. Remote workstations would be laptop or ruggedized computers.

## **IV. CONSOLE FEATURES**

Taking exception to any of the mandatory requirements listed within the following sections may disqualify a bid response. All exceptions to these mandatory requirements must be clearly stated.

Mandatory or equivalent items are as follows:

### **Call Taking Positions**

- 1) The Vendor must provide 3 call taking positions at Main Site.
- 2) The above call taking position equipment must utilize mostly Commercial-Off-The Shelf (COTS) components.

### **User Interface Configurability**

- 3) The call taking workstation must permit customization of the user interface, including window and button layout, window sizes, control element sizes and properties, font size and types.
- 4) The call taking workstation must support the assignment of one or multiple console user interface layouts and configuration based on the call taker role within an agency.



## Call Control

- 5) The call taking workstation must provide the ability to perform a conference, or transfer to any contact in the contact list with a single click.
- 6) The call taking workstation must provide the ability to perform a supervised transfer, a blind transfer, or a supervised blind transfer.
- 7) The call taking workstation must 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.
- 8) The call taking workstation must provide information for a call on hold such as how long the call has been on hold and which agent has put the call on hold.
- 9) The call taking workstation must also alert the agent when a call has been on hold longer than a pre-configured amount of time.
- 10) The call taking workstation must provide the ability for an agent to join a call on any of the shared line appearances configured on the workstation.
- 11) The call taking workstation must 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.
- 12) The call taking workstation must 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.
- 13) The call taking workstation must support a conference with up to 6 parties on the call, including the call taker.
- 14) The call taking workstation must support the ability to drop, hold, and un-hold parties of a conference call.
- 15) The call taking workstation must support the ability to drop the last party added to the conference call.
- 16) A supervisor must be able to initiate an observation session on any agent whereby the supervisor is silently connected to the agent's audio path. The supervisor can listen on the call and optionally barge in to the call and establish a two-way audio path with all participants in that call.
- 17) The observed 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.

## **SMS (Text to 9-1-1)**

- 18) The system must support the processing of SMS (text to 9-1-1) calls and be performed according to NENA i3 compliant communications protocols with the Text Control Center (TCC).

## **Call Information Display**

- 19) The call taking workstation must provide the ability to display the Calling Party Number (CPN) and Automatic Location Identification (ALI) of an incoming 9-1-1 or emergency call before the call has been answered.
- 20) The call taking workstation must provide the ability to configure automatic ALI rebids of the call in progress and update the ALI in the call information display. Automatic ALI rebids must be configurable in frequency and quantity on a per carrier basis.
- 21) The Caller ID of calls received over administrative lines must be capable of being displayed on the corresponding answering position's workstation.
- 22) The console shall support the ability to print ALI information.

## **Dialing**

- 23) The call taking workstation must provide a user interface where contacts can be displayed in an array of buttons for one click dialing.
- 24) Multiple layers of these buttons can be organized such that a call taker must be able to navigate to the appropriate contact button for dialing.
- 25) The call taking workstation must 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.
- 26) The search capability must 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.
- 27) The system must provide a list of recent incoming and outgoing calls for up to the last 100 calls. The list shall show detailed information about inbound calls including the date and time, CPN, incoming circuit, ALI and ESN.
- 28) A speed-dial feature must be provided and must be user-programmable.
- 29) Speed dialing must be capable of performing primary and secondary dialing for dialing transfers and conferences.

## **Abandoned Call Handling**

- 30) The call-taking workstation must provide the ability to notify the agent of any abandoned calls. The notification must be in the form of a visual indicator showing the quantity of abandoned calls as well as an audible indicator specific to abandoned calls.
- 31) The call taking workstation must provide the ability to either automatically distribute the callback of the abandoned calls to individual agent positions or to allow agents to selectively perform callback of an abandoned call from the agency's abandoned call list.
- 32) The system must provide the ability to automate the abandoned callback process. The system should automatically return abandoned calls and give the caller voice options to route the call to an available agent and/or to opt out if there is no emergency to report. This scenario should take place without call taker intervention in order to save time on manual abandoned callbacks. This feature must not eliminate the agent's ability to make an outbound voice call to the abandoned wireless caller with single click.

## **Audio and IO Management**

- 33) The call taking workstation must provide an audio management device allowing the connection of handsets/headsets, long term recorder, radio console call director and auxiliary audio inputs.
- 34) The volume of the ring must be capable of being lowered to a preset minimum or increased at the call taker's discretion up to a preset maximum.
- 35) The call taking workstation must provide the ability to control the volume of each handset/headset, the IRR playback and the auxiliary audio input ports individually.
- 36) The call taking workstation must provide the ability to mute the transmit side of the handset/headset.

## **Telecommunication Device for the Deaf (TDD) / Teletype (TTY)**

- 37) An integrated TDD/TTY detection and conversation capability must be available for every console.
- 38) The call taking workstation must support both Baudot and American Standard Code for Information Interchange (ASCII) encoding and decoding.
- 39) The call taking workstation must be able to detect the encoding to be used for the TDD/TTY conversation.
- 40) The call taking workstation must provide the ability to program an automated TDD/TTY answering string.

- 41) The call taking workstation must support a minimum of twenty (20) pre-programmed configurable TDD/TTY messages.
- 42) The call taking workstation must support transferring and conferencing of TDD/TTY calls.
- 43) The call taking workstation must allow the operator to alter its operation to comply with Americans with Disabilities Act (ADA) requirements for Hearing Carry Over (HCO) and Voice Carry Over (VCO).
- 44) The call taking workstation must allow call takers to communicate with TDD/TTY callers directly from their answering position, without requiring the use of any external device.
- 45) The CTS must provide the ability to record the text of a TDD/TTY conversation in the MIS.
- 46) The call takers must be signaled if the call they are answering has been detected as a TDD/TTY call.
- 47) Proposals must also describe whether the TDD/TTY Baudot/ASCII conversation is captured for output via the CAD interface or other methods.

#### **Caller's Recorded Video Streaming and Photo Input Support**

- 48) The CTS must be able to support the ability to display live streamed video where the call taker can initiate the viewing of a video via push/pull notification from the PSAP.
- 49) The system must be able to support the ability to receive photos from callers where the call taker can initiate the viewing of a photo via push/pull notification from the PSAP.

#### **System Monitoring and Administration**

- 50) The CTS must allow supervisors and/or call-takers to view real time, concise ALI information of all 9-1-1 calls in queue at the PSAP.
- 51) The system must be equipped to run self-diagnostic programs and to automatically report any error visible que.
- 52) Most server maintenance and administration functions must be accessed via a browser-based application. Core critical (OS and VM) systems must be securely accessed locally.

#### **Greetings Manager**

- 53) The CTS must feature an automatic greetings system.
- 54) Users can record, edit, save and set unique greetings for themselves that are controlled securely by authorized log-in and log-off.

- 55) Greetings are saved within a centralized database and loaded to the user workstation upon successful log-in.
- 56) Greetings are removed from a user workstation upon successful log-off.
- 57) These greetings must be specific to the line type being answered (e.g. admin greeting is different from the 911 greeting).
- 58) Users can activate or deactivate their unique greetings.
- 59) Auto-answer mode allows users to associate a particular greeting to play automatically when answering a call.
- 60) Users must have the ability to interrupt the greeting at any time to become live on a call.

## **V. INSTANT RECALL RECORDING (IRR) FUNCTIONS**

Taking exception to any of the mandatory requirements listed within the following section may disqualify a bid response. All exceptions to these mandatory requirements must be clearly stated.

Mandatory or equivalent items are as follows:

- 1) The CTS must have the ability to record both telephony and radio audio. Recordings must be available for playback during or after a call.
- 2) The system must provide the ability for these calls to be stored locally and be deleted automatically after a predetermined amount of time by system administrators with the proper privilege level.
- 3) IRR features must be configurable over the entire system without having to touch each workstation.
- 4) The call taking workstation must have the ability to control the volume of the IRR.
- 5) The system must permit for the storage of at least 24 hours of audio.
- 6) The audio for an individual call should be exportable to a .wav file or other common non-proprietary audio file.

## **VI. MANAGEMENT INFORMATION SYSTEM (MIS)**

Taking exception to any of the mandatory requirements listed within the following section may disqualify a bid response. All exceptions to these mandatory requirements must be clearly stated.

Mandatory or equivalent items are as follows:

The Vendor must provide a comprehensive management and statistical reporting solution that will provide PSAP management and other authorized personnel with near real-time and historical information. It must be user-friendly, customizable, and capable of generating reports for varying time periods. It must be able to auto-schedule the generation of predefined reports.

In addition to static reporting capabilities, the MIS solution should provide a dynamic reporting capacity which would allow for custom groups, filters and unique totals for defined reports.

The MIS solution must be capable of the following:

- 1) The MIS solution must have traditional, industry standard management and reporting capabilities. Describe what technology is used.
- 2) The MIS must be capable of monitoring all lines within the CTS, including 9-1-1 and administrative lines.
- 3) The MIS application must be server based and allow user access via a browser application.
- 4) The MIS system must be designed to be highly reliable and protect data security and integrity.
- 5) The MIS system must support SMS call session reporting.
- 6) The MIS solution application must allow for reports to be exported to various file types including excel, CSV, or PDF.
- 7) The MIS system must contain near real-time information (shortly after call completion) and allow users to search for recently completed events and event details.
- 8) Describe what capabilities the MIS solution has regarding integration and support for next generation media types.
- 9) The MIS system must provide the ability to facilitate filtering by shifts.
- 10) Please provide a description of the standard reports available with this MIS system option.
- 11) The MIS solution should include the ability to build ad hoc reports. An ad hoc report means the ability to build a report template from scratch; not simply based on selected filtered items from a list. Please describe the MIS solution capabilities to do this.
- 12) Describe how the MIS solution manages data in terms of migration of data from legacy systems, archiving, and backups.

## VII. MAPPING APPLICATION

Taking exception to any of the mandatory requirements listed within the following section may disqualify a bid response. All exceptions to these mandatory requirements must be clearly stated.

Mandatory or equivalent items are as follows:

The desired mapping solution must provide advanced features that enhance the call taking capabilities of the 9-1-1 call handling solution and CAD dispatch systems. Detailed requirements are as follows:

- 1) The mapping solution must support on-premises or cloud-based deployment.
- 2) The mapping solution must be scalable to fit local jurisdiction needs.
- 3) The mapping solution must have the ability to integrate with enhanced location technology such as RapidSoS in order to narrow down the location of the caller.
- 4) The mapping solution must provide enhanced RapidSOS location functionality.
- 5) The mapping solution must support automatic zoom to current events.
- 6) The mapping solution must integrate seamlessly with the proposed CTS so that both can cohabitate on the call handling workstation and receive Location Information from the telephony application.
- 7) The mapping solution must display wireless and wire-line caller locations using different icons based on configurable” classes of services”. It must also differentiate between” types” of calls (landline, wireless, VoIP).
- 8) The mapping solution must plot and display latitude and longitude (X and Y) coordinates transmitted by wireless service providers.
- 9) The mapping solution must display the confidence zone around the Phase II call coordinates.
- 10) The mapping solution shall identify older wireless icons when PSAP re-bids the same wireless caller, which will show the wireless device as it moves such as via breadcrumbs.
- 11) The mapping solution must be displayed on a separate monitor or in a browser on the 9-1-1 call handling application.
- 12) The mapping solution must be built on Esri technology.
- 13) The mapping solution must have the ability to integrate internet resources such as ArcGIS World maps and imagery.

- 14) The mapping solution must support the ability to use aerial imagery through hosted services
- 15) The mapping solution must have basic map navigation features including (pan and zoom) within the application.
- 16) The mapping solution must provide interactive tools such as measuring area and distance. The solution must provide translation and display Metric (m) to Imperial (ft).
- 17) The mapping solution must provide intuitive searches with minimal clicks.
- 18) The mapping solution must allow the Agent to look up an address, street, intersection, or points of interest and search all available GIS datasets for a match.
- 19) The mapping solution must allow the Agent to mark pins on the map that can be saved on a “user level” (will only be viewable to a specific agent upon their individual sign in) or saved on a “system level” (will be viewable to all agents). The mapping solution must allow for labels and information to be attached to each pin.
- 20) The mapping solution must support access to indoor building floor information.

## **VIII. OPTIONAL ITEMS**

Please describe if the proposed solution is able to perform the functions listed under this section.

Optional items are as follows:

### **Voice Calls Text Transcription**

- 1) The workstation displays a transcript of all 9-1-1, non-emergency and administrative calls in real-time.
- 2) The workstation allows the call taker the ability to view keywords from the previous transcript that could provide context for the call, easily verify words in the conversation, and confirm information without having to re-ask questions.
- 3) The workstation allows the call taker the ability to retrieve transcripts based on calls recently completed at the active workstation.
- 4) The workstation allows supervisors the ability to quickly assess a situation and provide help without asking the call taker or listening to audio. Monitoring of call transcriptions would be provided allowing supervisors to monitor all active calls, see who is on the call, what workstation the call is at and how long the call has been active.
- 5) The workstation allows call takers the ability to execute a search based on entered search criteria, then displaying a set of historical transcripts and associated data.



- 6) The workstation allows call takers the ability to listen and playback the audio of the call that will synchronously display the transcript associated with the audio.

#### **Visual Alert on Incoming Calls**

- 1) The workstation displays a visual alert of an incoming call of all 9-1-1, non-emergency and administrative calls.
- 2) The visual alert is in the form of a blinking or flashing light, separate from the computer monitor.