



**Request for Information
RFI-5221-23-DD**

**9-1-1 PHONE SYSTEM FOR CITY OF GRAND
JUNCTION**

RESPONSES DUE:

April 24, 2023, Prior to 3:00 PM MDT

Accepting Electronic Responses Only

**Responses Only Submitted Through the Rocky Mountain E-Purchasing
System (RMEPS)**

www.bidnetdirect.com/colorado

(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

Purchasing Representative:

Dolly Daniels, Senior Buyer

Phone: (970) 256-4048

dollyd@gjcity.org

Overview and Information Introduction

The City of Grand Junction, Colorado, (Owner) is soliciting information regarding a 9-1-1 Phone System. The Owner will evaluate responses to this RFI to establish budgetary and functional requirements for an anticipated future procurement. **Only those that respond to this RFI shall be considered for possible future procurement on this project.**

NOTE: This is not an Invitation for Bid or a Request for Proposal

The purpose of this Request for Information (RFI) is to gather information only to include in a possible future Request for Proposal (RFP). Do not include pricing, company background, experience, references, strategy and/or implementation plans, as these will be a part of a future RFP. **No contract or award will be made based on the results of this process.**

The City of Grand Junction is located in Mesa County, Colorado on the western slope of the Rockies, midway between Denver, Colorado and Salt Lake City, Utah. Grand Junction is a full-service City operating under a Council-City Manager structure. It is the County Seat and is the largest city on the western slope of Colorado with a population of approximately 65,000 within City Limits and approximately 157,000 county-wide.

Mesa County lies on the Western border of Colorado and covers 3,309 square miles. Five municipalities sit within its boundaries and account for just over 40 square miles. The remainder of the land is unincorporated.

The Tentative Calendar of Events will be:

RFI Available	March 31, 2023
Questions Due	April 12, 2023, Prior to 5:00 PM MDT
Addendum Posted (If Required)	April 13, 2023
Responses Due	April 24, 2023, Prior to 3:00 PM MDT

Project Goals

The City of Grand Junction is soliciting information regarding capabilities from vendors with regards to project, technology, network, installation, and service of an advanced 9-1-1 phone solution.

Vendors shall respond to this RFI with information that describes the system's network, technology, connectivity, functionality, and options for all hardware, software, and equipment that are required to provide a capable phone system. Responses should include a description of the network connectivity needed in a fully implemented solution from call processing workstations to the host call controller, including but not limited to bandwidth per position, latency, and Quality of Service (QoS) requirements.

Vendors shall also include any pertinent information/questions the City should be asking/requesting of potential proposers in a future RFP.

Information Requirements

The current 9-1-1 Environment is as follows:

- Population of Mesa County is approximately 157,500.
- There are approximately 42 emergency communications specialists and 9 supervisors.
- Approximately 293,268 telephone calls for service were responded to in 2022.
- Of these, 80,582 were 9-1-1, with 212,686 being administrative and 0 ten-digit emergency.
- The current telephone system was installed in 2015.
- The current 911 Public Safety Answering Points (PSAP) Telephone System uses Viper.
- The telephone system supports 22 call-taking positions, 1 police dispatch position, 1 sheriff office dispatch position, 1 fire dispatch position, and 2 supervisor positions.
- The current workstation consoles are Xybiz standard line of radio/telephone workstation consoles.
- The current system has 10 CAMA or SIP (ESInet) trunks, 16 Analog Loop/Ground Start admin phone lines, 3 Analog Ring down circuits, and 9 Admin T1/PRI interfaces.
- GJRCC configures all workstations the same. Any function can be completed at any of the 22 workstations. All are equipped to handle 9-1-1 and admin call-taking, fire dispatching, and law enforcement dispatching. The exception is that the fire station alerting system is only loaded onto a couple of the workstations.

The desire, at this stage of the process, is to minimize the need for you to make assumptions about existing equipment, current infrastructure, and installation needs when you respond to a future Solicitation. The Owner is seeking your input into the process. Please address **each one** of the following points in your response.

TECHNICAL REQUIREMENTS

1. System Redundancy –
2. Monitoring
3. Preventive Maintenance
4. Network Requirements
5. Electrical
6. Equipment Failure
7. Outages
8. Routing
9. Call Load
10. NENA
11. Primary/Secondary PSAP
12. Separate PSAPs
13. Workstations
14. Temporary or Mobile Workstations

WORKSTATION FUNCTIONALITY

1. Requirements
2. Interfaces
3. Indicators
4. Queues/Groups
5. Login
6. Information
7. Various Details
8. Intercom
9. Overflow
10. Call History
11. ADA
12. Reporting capability
13. Monitoring
14. Text Functionality
15. Video Functionality

INTEGRATION REQUIREMENTS

1. Tyler New World CAD
2. Network Time Protocol
3. Call Recording
4. IRR
5. Integration
6. Migration

TRAINING

SYSTEM TESTING AND ACCEPTANCE

WARRANTY, SUPPORT, AND MAINTENANCE

1. Periods
2. Support
3. Maintenance.
4. Technical Support

Administrative Requirements and Instructions

1. **Request for Information package:** *Each proposal shall be submitted in electronic format only, and only through the Rocky Mountain E-Purchasing website (www.bidnetdirect.com/colorado). This site offers both “free” and “paying” registration options that allow for full access of the Owner’s documents and for electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.)* Please view our **“Electronic Vendor Registration Guide”** at <http://www.gjcity.org/BidOpenings.aspx> for details.

(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**)

2. **Public Opening:** Responses shall be opened **virtually via GO-TO Meeting** immediately following the solicitation deadline. Offerors, and their representatives and interested persons may be present. Only the names and locations on the proposing Firms will be disclosed.

Response Opening 9-1-1 Phone System for the City of Grand Junction

Apr 24, 2023, 3:00 – 3:30 PM (America/Denver)

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/670318493>

You can also dial in using your phone.

Access Code:

670-318-493

United States:

+1 (571) 317-3112

Join from a video-conferencing room or system.

Meeting ID:

670-318-493

Dial in or type:

67.217.95.2 or inroomlink.goto.com

Or dial directly:

670318493@67.217.95.2 or 67.217.95.2##670318493

Get the app now and be ready when your first meeting starts: <https://meet.goto.com/install>

3. **Questions Concerning RFI:** Any questions concerning this project shall be directed to:
Dolly Daniels, Senior Buyer
dollyd@gjcity.org
4. **Confidential Material:** All materials submitted in response to this Solicitation shall ultimately become public record and shall be subject to inspection after contract award. **“Proprietary or Confidential Information”** is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words **“Confidential Disclosure”** and uploaded as a separate document shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request shall be reviewed and either approved or denied by the Owner. If denied, the respondent shall have the opportunity to withdraw its entire response, or to remove the confidential or proprietary restrictions. Neither cost nor pricing information nor the total response shall be considered confidential or proprietary.

RESPONSE FORM

RFI-5221-23-DD “9-1-1 Phone System for City of Grand Junction”

The Owner reserves the right to accept and portion of the work to be performed at its discretion.

The undersigned has thoroughly examined the entire Request for Information and therefore submits the Information attached hereto.

RECIPT OF ADDENDA: The undersigned Firm acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: _____

Company Name – (Typed or Printed)

Authorized Agent – (Typed or Printed)

Authorized Signature

Phone Number

Address of Firm

E-mail of Agent

City, State, and Zip Code

Date