



REQUEST FOR INFORMATION

RFI-4382-17-SH

9-1-1 PHONE SOLUTION FOR GRAND JUNCTION REGIONAL COMMUNICATIONS CENTER AND GARFIELD COUNTY EMERGENCY COMMUNICATIONS AUTHORITY

RESPONSES DUE:

July 6, 2017 prior to 2:30 P.M. Local Time

Accepting Electronic Responses Only

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:

Susan Hyatt

susanh@gjcity.org

(970) 244-1513

This solicitation has been developed specifically for a Request for Information intended to solicit competitive responses for this solicitation, and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.

REQUEST FOR INFORMATION

SECTION 1.0: OVERVIEW AND DESCRIPTION

The City of Grand Junction, Colorado, on behalf of the Grand Junction Regional Communication Center (GJRCC) and the Garfield County 9-1-1 Authority (GARCO) is soliciting information regarding a 9-1-1 PHONE SOLUTION. The Owner (GJRCC AND GARCO) will evaluate responses to this RFI to establish budgetary and functional requirements for an anticipated future procurement or Best and Final Offers. **Only those that respond to this RFI shall be considered for possible future procurement or Best and Final Offers 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.

Two Public Safety Answering Points (PSAPs), GJRCC and GARCO are soliciting cost and capabilities information from vendors regarding product, network, installation and service of an advanced Next Generation 9-1-1 phone solution.

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

Over the next five years, it is the intent to expand the connectivity to other PSAPs in western Colorado. The focus of this response should be to provide a solution for GJRCC and GarCO with the intent to expand and connect to other PSAPs. A list of these PSAPs are listed in Attachment A.

SECTION 2.0: TECHNICAL REQUIREMENTS

Please provide a response to each of the items listed below:

1. **System Redundancy** – Provide information regarding the system redundancy so there are not any single points of failure. Explain how the system will function during the failure of any critical system components. This may include, but not be limited to the following:
 - a. Workstations
 - b. Switches and routers
 - c. Servers
 - d. IP Gateways
 - e. Network Connection
2. **Monitoring** – Provide information regarding how the system can be monitored by the agencies and by the vendor to determine when there is hardware failure, network failure, system errors and when call volume has exceeded the specifications.

3. **Preventive Maintenance** – Provide information regarding preventive maintenance services to include firmware updates, system updates, and patch management offered by the vendor.
4. **Network Requirements** – Provide network requirements for the fully implemented solution that includes the following:
 - a. Options to connect PSAPs together via IP solution
 - b. Host-Host connectivity in a geo diverse environment
 - c. PSAP connectivity with Host to Remote
 - d. Redundancy options for Host to Host solution or Host to Remote solution and width requirements at each location
 - e. Security requirements
5. **Electrical** – Provide information regarding the surge suppression and electrical requirements for each PSAP.
6. **Equipment Failure** – Explain what occurs to an incoming call and active call if a system component fails.
7. **Outages** – Provide information about how the proposed system will handle network outages between the PSAPs. Provide details on remote survivability during these failures.
8. **Routing** – Provide information about how priority routing can be diverted to other PSAPs in the event of a system outage or increased call volume at a single PSAP with the western Colorado network between participating PSAPs within proposed solutions.
9. **Call Load** – Provide information about how the regional call load can be balanced to multiple PSAPs diversified based on the resources available at each PSAP utilizing an IP network either using an ESiNet, NENA i3 standards or internal IP networking between geographic diverse host or geographic diverse remote sites.
10. **NENA i3** – Describe how the proposed solution meets the NENA i3 Standards.
11. **Primary/Secondary PSAP** – Provide information about how a call take typically assigned to a given PSAP will be able to handle their own primary PSAP call or calls from the secondary PSAP. Explain how the call differentiates to allow the call taker to know the origin of the call.
12. **Multiple PSAP** – In a regionally connected multiple PSAP environment, explain how calls will be differentiated to allow the call handler to know the origin of the call.
13. **Separate PSAPs** – Provide information about how the proposed system can utilize call takers located in geographically separated PSAPs.
14. **Workstations** – The Owners are seeking a system that is capable of handling the number of workstations identified in Attachment A. Vendor shall illustrate how the system can be expanded to support additional workstations. Identify the budgetary cost estimates for additional stations.

15. **Temporary or Mobile Workstations** – Provide information on how additional workstations can be added in a fixed (i.e., hardwired) environment to support and Emergency Operations Center (EOC) event or in a mobile environment (i.e., where laptops or tablets are using non-fixed connectivity) to support an off-site large scale incident.
16. **Role Assignment** – Describe user management and security mechanism that allows user and administrative roles to be established within each agency.

SECTION 3.0: WORKSTATION FUNCTIONALITY

1. **Requirements** – Describe the requirements of the position workstation hardware, operating system and virus protection.
2. **Interfaces** – Explain how the audio interfaces are configured to allow for audio output for the purpose of a radio/telephone headset interface.
3. **Indicators** – Explain the visual and audio call indicators to include incoming 9-1-1, non-emergency and administrative calls.
4. **Queues/Groups** – Describe the use of call queues or ring groups for 9-1-1, non-emergency and administrative calls.
5. **Login** – Explain the user login process and the various options that are provided based on the user's role, i.e., call taker, dispatcher, and supervisor.
6. **Information** – Explain what information is presented to the workstation when a call is ringing for 9-1-1, non-emergency and administrative calls.
7. **Various Details** – Explain how the system handles
 - a. ALI Rebid
 - b. Abandoned 9-1-1 calls
 - c. Calls placed on hold and what information is displayed with the call when it is retrieved from another position
 - d. The release and/or disconnecting of calls
 - e. Mute capability
 - f. Call transfers internally and externally
 - g. Call conferencing
 - h. Speed dial
 - i. Redials
 - j. Agency transfers
 - k. Silent monitoring
 - l. Automatic call distribution
8. **Intercom** – Provide information about how PSAPs can communicate with each other using an intercom function.
9. **Overflow** – Explain how the system handles overflow capability of unanswered calls.
10. **Call History** – Explain how the call history is provided to the user.

11. **ADA** – Provide information on how the system meets ADA compliance.
12. **Reporting capability** – Describe the reporting capability of the system, including a description of “canned” reports and the ability to customize reports. The intent is real time, ad hoc reporting capabilities, as well as the ability to schedule reports to include ALI discrepancy reports and automatic call detail reports.
13. **Monitoring** – Describe how staff monitors the general health of the system that would include call volume, users logged in, system errors, etc.
14. **Text Functionality** – Describe how the proposed solution implements text to 911 functionality. Include the hardware or services requirements for integration into proposed solution.

SECTION 4.0: INTEGRATION REQUIREMENTS

1. **Tyler New World CAD** – Both GJRCC and GarCO use Tyler New World CAD system. Provide information explaining how the output from the ANI/ALI/MSAG lines is interfaced with each agencies' CAD systems.
2. **Network Time Protocol** – Explain how the system connects to time synchronization source to ensure consistency of time stamps added to event records and reports form all PSAP equipment.
3. **Call Recording** – Explain how analog and SIP/VOIP recording will occur in the proposed solution.
4. **IRR** – Explain how Instant Recall Recording (IRR) functions. Include how both phone and radio are recorded and played back at the workstation.
5. **Integration** – Provide information regarding integration between the Motorola MCC7500 radio console and the phone system at each workstation. How does the system differentiate between radio and phone arbitration upon connection of a handset and/or headset.
6. **Migration** – Provide information about how historical data can be migrated to the new system.

SECTION 5.0: TRAINING

1. Explain the process and time commitment for training users and administrators.
2. Explain what training is provided to IT personnel in a self-supported/self-maintained environment.

SECTION 6.0: SYSTEM TESTING AND ACCEPTANCE

Describe the system testing and acceptance process.

SECTION 7.0: WARRANTY, SUPPORT AND MAINTENANCE

1. **Periods** – Describe the system’s warranty periods for all hardware and software
2. **Support** – Provide information regarding the normal support process and escalation procedures
3. **Maintenance** – Both agencies prefer to maintain their own systems. Provide information regarding this support process.
4. **Technical Support** – Provide information regarding technical support for maintaining and troubleshooting the system. Options should include the following items:
 - a. Emergency Maintenance Procedures
 - b. Spare Equipment Requirements for both on-site and vendor supplied
 - c. System Backup and Restore
 - d. Software Release Cycle
 - e. Software Upgrade/Patch Requirements
 - f. Remote Access Capabilities
 - g. Remote Monitoring
 - h. Local Monitoring and Alerting
 - i. Various Levels of support available. Self-Maintenance options
 - j. System OS Patch Management
 - k. Virus Management
 - l. Backup Software Management

SECTION 8.0: ADMINISTRATIVE REQUIREMENTS AND INSTRUCTIONS

1. **Submission:** Each response shall be submitted in electronic PDF format only, and only through BidNet’s website, <http://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 information. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.) Please view our “**Electronic Vendor Registration Guide**” at www.gjcity.org/business-and-economic-development/bids for details. The uploaded response to this RFI shall be a single PDF document with all required information included. Submittals received that fail to follow this format may be ruled non-responsive. (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:** At the date and time specified, all information packages that have been timely accepted by the City will be formally opened and accepted for consideration. The names of the firms submitting information packages will be read aloud and recorded. No other information will be provided at the Public Opening.

3. **Questions Concerning RFI:** Any questions concerning this project shall be directed to: Susan Hyatt at the City of Grand Junction, 250 North 5th Street, Grand Junction, Colorado 81501, E-mail susanh@gjcity.org.
4. **Confidential Material:** All materials submitted in response to this RFI shall become public record and will 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 placed in a separate envelope 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 will be reviewed and either approved or denied by the City Purchasing Supervisor. If denied, the respondent will 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 will otherwise be considered confidential or proprietary.**

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| SECTION 9.0: ADMINISTRATIVE INFORMATION |
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1. **RFI Tentative Time Schedule:**

| | |
|--|-------------------------------|
| • Request for Information available on or about | June 2, 2017 |
| • Inquiry deadline, no questions after this date | June 16, 2017 at noon |
| • Addendum issued to respond to questions | June 21, 2017 |
| • Submittal deadline for Information | July 6, 2017 prior to 2:30 PM |
| • Owner evaluation of Information | July 7 – July 19, 2017 |
| • Vendor interviews and demos (if needed) | week of July 24, 2017 |
| • Best and Final Pricing (if necessary) | July 31, 2017 |
| • Legal review by staff attorneys (GJRCC/GARCO) | August 1 – August 15, 2017 |
| • City Council Approval/BoCC (if required) | September 6, 2017 |
| • Contract begins | September 7, 2017 |
3. **Questions Regarding Scope of Services:**

Susan Hyatt, Interim Purchasing Supervisor
susanh@gjcity.org
4. **Prices:** Prices submitted are primarily for budgetary purposes. However, firms are **encouraged to provide accurate and complete pricing**, including licensing and pricing options. If the Owner requires Best and Final Prices after evaluation, firm numbers will be requested at that point.
 - a. Break out pricing by agency.
 - b. Include separate pricing for optional components or systems.
5. **Response Format:** Your response should specifically address each item by number for each section identified above. Also any other information important to your firm. Combine all into a single PDF document and upload to the BidNet website as detailed in Section 8, Item 1.

SECTION 10.0: COMPANY INFORMATION

1. Company Background – provide background information including number of installations of the proposed system, number of certified personnel, home office location, service territory, etc.
2. Provide information regarding installations of the proposed system in Colorado
3. Provide information regarding installations of multi PSAP regional solutions such as that is envisioned in the RFI.
4. Company Financials – provide basic company financial information.

SECTION 11.0: REFERENCES

Provide contact information and installed system information for at least three references that meet the following conditions:

1. Geo diverse system with PSAPs are dependent on third party network solutions
2. Must handle at least 300,000 calls per year for a single PSAP or more than 1,000,000 for all participating PSAPs.

SECTION 12.0: RESPONSE FORM

9-1-1 PHONE SOLUTION RFI-4382-17-SH

The Owner reserves the right to accept any 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.

RECEIPT OF ADDENDA: the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: _____.

It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.

Company Name – (Typed or Printed)

Authorized Agent – (Typed or Printed)

Authorized Agent Signature

Phone Number

Address / City / State / Zip

E-mail Address of Agent

Date

ATTACHMENT A

1. **Workstation Functionality:** Following are the number of workstations for each agency as described in Section 2.14:

| | # of Workstations | Number of 911 Circuits and Number of Admin Lines |
|------------------|------------------------------------|--|
| GJRCC | (22) Consoles | (8) 911, (32) Admin |
| GarCO | (8) Consoles (+4) Remote Laptop | (6) 911, (19) Admin |
| Pitkin Co | (5) Consoles | (6) 911, 11 Admin |
| Vail | (6) Consoles | (10) 911, 8 Admin |

2. **Additional PSAPs:** The following agency PSAPs could potentially be added in the future:

Pitkin County
Vail Communications
Rio Blanco County
Montrose County

Delta County
Gunnison County
Summit County

3. **MAP:**

