Hampshire County 911

Next Generation 9-1-1 Call Processing Equipment

Request for Proposal (RFP)

April 13, 2016

TABLE OF CONTENTS

Table of Contents

Cover Page

RFP # 911-3-16

A Request for Proposal

Hampshire County, WV

Next-Gen 911 Call Processing System

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Direct procedural questions regarding this RFP to:

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1. Introduction

The Hampshire County 9-1-1 Public Service Answering Point intends to implement the National Emergency Number Association (NENA)/United States Department of Transportation (USDOT) vision; To enable the general public to make a 9-1-1 "call" from any wired, wireless, or Internet Protocol (IP)-based device, and allow the emergency services community to take advantage of Enhanced 9-1-1 (E9-1-1) call delivery and other functions through new internetworking technologies based on open standards.

This Request for Proposal (RFP) is intended to document the following:

- Hampshire County's current environment,
- Standards from which the vision is based,
- Required features/functions
- Request respondents provide thoughtful, relevant, and high-quality proposals to deliver NG systems, optional network and related processes.

Compliance to standards is the minimum criteria of a thoughtful, relevant, and high quality proposal. Addressing the required features/functions and indicating how they improve the quality of service to constituents builds on this minimum to position the proposal's rating to shortlist and award quality.

The overall purpose of this RFP is to solicit information to create a public safety 9-1-1 infrastructure that results in performance and integration efficiencies, while at the same time reducing cost, resulting in a comprehensive 9-1-1 Phone Switch RFP

This is not a solicitation or offer to contract. The purpose of this invitation is for information regarding the acquisition of 9-1-1 Call Handling products and services and is not to be construed as a commitment to contract or purchase any related products or services.

Hampshire County reserves the right to award based on technical merit, not lowest price.

Hampshire County is an equal opportunity employer.

2. ADMINISTRATIVE INFORMATION FOR REQUESTS FOR PROPOSALS (RFP):

The evaluation and selection of a Vendor will be based on the information submitted in the Vendor's proposal and such other information gathered by or made available to PSAP through the evaluation process.

2.1 REJECTION OF RESPONSES:

Hampshire County reserves the right to reject any and all responses received as determined to be in the best interests of the County.

2.2 ADDENDA TO SOLICITATION:

Hampshire County may institute changes or modifications to the specifications and will notify all participants by an addendum to the Invitation for Bids. All Addenda issued will be located at www.Hampshirewv.com/rfp

2.3 REFERENCES:

Respondents must provide at least five (5) reference accounts to which they are presently providing like service. Included, must be the name of the government or company, individual to contact, phone number, street address and e-mail address. Preference may be given to Respondents providing government accounts similar in size to Hampshire County.

2.4 INCURRING COSTS:

Hampshire County is not responsible for any cost incurred in preparing a response, including the acquisition of supplies and/or personnel.

2.5 PUBLIC RECORD:

All information submitted relating to a solicitation, except for proprietary information, shall become part of the public record.

2.6 PROPRIETARY INFORMATION:

Proprietary information submitted by a Respondent in response to a Request for Proposal shall remain confidential as determined by law or regulation.

2.7 CONTRACT REPRESENTATIVES:

Any changes in the method or nature of work to be performed under a Contract must be processed by the County's authorized representative. Upon the execution of a Contract, the County will name its representative who will be legally authorized to obligate the County.

2.8 FINANCIAL STATUS:

All Respondents shall make available upon request a current audited financial statement, a current audited financial report, or a copy of a current federal income tax return prepared in accordance with Generally Accepted Accounting Principles or Standards. Failure or refusal to provide this information within five (5) business days after communication of the request by the County shall be sufficient grounds for the County to reject a response, and to declare a Respondent nonresponsive.

If a Respondent is currently involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a Respondent or receiver has been

appointed over all or a substantial portion of the property of the Respondent under federal bankruptcy law or any state insolvency law, the Respondent must provide the County with that information, which the County may consider that information during evaluation. The County reserves the right to take any action available to it if it discovers a failure to provide such information to the County in a response, including, but not limited to a determination that the Respondent be declared nonresponsive, and suspended or debarred.

By submitting a response to the Request for Proposal, the Respondent agrees that if, during the term of any Contract it has with the County, it becomes involved as a debtor in a bankruptcy proceeding or becomes involved in a reorganization, dissolution or liquidation proceeding, or if a Respondent or receiver is appointed over all or a substantial portion of the property of the Respondent under federal bankruptcy law or any state insolvency law, the Respondent will immediately provide the County with a written notice to that effect and will provide the County with any relevant information it requests to determine whether the Respondent will be capable of meeting its obligations to the County.

2.9 GENERAL EVALUATION:

The basic overview criteria listed in the Request for Proposal will be used in evaluating the Response. The County reserves the right to accept other than the lowest priced Response.

Responses will be evaluated by a committee assigned by the Hampshire County 911 Director and others.

Requests for presentations or clarification of portions of the Response may be considered.

2.10 BASIC EVALUATION PROCEDURE:

Step 1 Review of all Responses for conformance to the Request for Proposal.

Step 2 The elimination of all Responses which deviate substantially from the basic intent of the Request for Proposal.

Step 3 An assessment of the remaining Respondents. This assessment will be developed in house.

Step 4 If needed, presentations to supplement the Response, for the purpose of clarification may be required.

Step 5 Determination of Respondent’s responsibility.

Step 6 Recommendation of potential Contractor.

2.11 AWARD OF CONTRACT:

Contracts awarded pursuant to the provisions of this section will not be solely on price, but will include and be limited to evaluation criteria established by the reviewing agency. The Contract

will be awarded to the Most Advantageous Respondent(s). The Contract will be awarded in whole.

3. Current Environment - Hampshire County 911 PSAP Operation

Hampshire County 911 CADS over 16,000 calls per year covering a diverse population of nearly 24,000 citizens and our coverage area is 640 square miles.

Our dispatch answers call for law enforcement agencies, fire departments and emergency medical service units. The center also receives after hour's calls for Romney City offices and Hampshire County Sheriff's office.

Our Communications Center is manned 24/7 by a minimum of two professional telecommunicators on generally eight to twelve hour shifts.

Current Operational Status:

- Currently capable of running 6 fully functional dispatch stations
- Zetron Analog 3200 system that does not support NextGen 911.
- System is currently and will remain integrated with Interact CAD Version 10.4

Hampshire County 911 PSAP houses

- 12 – 911 trunk lines (4 CAMA – 8 Local CO)
- 12 General Service Admin Lines
- We currently do not have a PBX system

4. RFP Schedule

4/13/2016	Release of RFP
4/21/2016	Questions submitted
4/25/2016	Question Responses published
May 6, 2016	RFP Submittal Due
5/6/2016 - Tentative	Review of RFP Responses
5/11/2016 - Tentative	Vendor Selection and Notification

5. SYSTEM OBJECTIVES

The objectives of the Enhanced 9-1-1 telecommunications system for the Vendor are as follows:

1) Provide an answering point for all emergency 9-1-1 calls with Automatic Location Identification (ALI).

2) Migrate to a NG9-1-1 call taking solution.

3) Implement NG9-1-1 MIS solution.

4) Provide manual input of telephone numbers in case of ANI failure in order to receive Automatic

Location Identification (ALI) display.

6) Provide the fastest possible transfer of emergency calls to other agencies, to be determined at the time of installation, using one button transfers with Ani/Ali relay.

7) Provide a description of any Remote Monitoring and Response functionality. Additional descriptions for Disaster Recovery, Patch Management and Virus Protection offered by the OEM from a 24X7 service center are required.

Telephony Interfaces

1. The system shall be capable of converting legacy telephony interfaces to Voice over Internet Protocol (VoIP) packets, such that all further CPE call processing is performed via VoIP. Gateways shall be used to convert CAMA, POTS and ISDN/PRI circuits to VoIP.

2. Support for the following circuit quantities is required:
    - 12 CAMA Trunks
    - Up to 12 Administration lines for the system which are currently terminated Nortel Meridian phone systems;
    - The system shall be capable of receiving 9-1-1 calls delivered via IP using a NENA i3 ESInet connection, when available in Hampshire County.
    a. The system shall be capable of providing 6 fully functional call handling workstations and up to 12 Administration phones.
    b. The system shall utilize the G.711 codec for best audio quality.
    c. The system shall incorporate PBX services for all admin lines.

System Reliability

1. The proposed system shall be fully fault-tolerant. Bidder shall describe how the proposed system meets this requirement.
2. The proposed system shall have geo-diverse soft switch components, with the ability to alternate call routing when needed to respond to a disaster or high-call volume.
3. There shall be no system downtime in the event of component failure, system shall support designs that meet or exceed 50% capacity survivability.

4. Support for E9-1-1 trunks shall be distributed over multiple gateways. These gateways shall be designed specifically for use in a Public Safety environment. Power supplies supporting the CAMA gateways shall be redundant and distributed.
5. It shall not be necessary to power down the system in order to replace components. In addition, it shall be possible to remove redundant components that are in standby mode from the system without any interruption in service.
6. The system shall use standard Ethernet LAN cabling between call handling positions and common equipment. System shall support use of dual LAN connections from each call handling position, each of the two connected to separate LAN switches to prevent loss of a LAN switch from impacting availability of multiple workstations.

ALI Database Access

1. ALI requests shall be made immediately after ANI has been decoded. (Systems which wait for the call taker to go off-hook before sending requests for ALI will not be considered).
2. In addition to legacy ALI Database access, the proposed system shall also natively support XML-ALI based lookup.
3. If the received ALI is unclear or incomplete, a call taker must be able to command the system to repeat the request to the database.
4. Manual requests of ALI shall be available for a call taker-entered ANI. There shall be a means of disabling Manual database requests if required by law.

Logging Recorder Interfaces

1. The proposed system shall provide standard interfaces for logging recorders.

CAD Output

1. The solution shall provide a NENA compliant CAD output and be fully compatible with Interact CAD 10.4

Call Detail Record Interface

1. A call detail record (CDR) printer interface shall be provided.
2. The CDR shall be generated by the system every time a call is released.
3. The CDR shall be capable of operating in automatic or batch processing mode.
4. The information contained in each CDR shall include:
    a. The caller's ANI and ALI.
    b. Position of agent that answered the call.
    c. Transferred destination.
    d. Date, times of the various connect and disconnect events, and other particulars relating to a call.
    e. A time and date stamp is automatically recorded.

Call Detail Record Capture

1. The proposed system shall allow for the electronic capture of call detail records (CDR). The electronic capture shall:
    - Display results in real time.
    - Allow searching of historical results.
    - Allow automatic archiving.

Alarms

1. Alarms will be generated in response to abnormal occurrences requiring the attention of maintenance or supervising personnel.
2. Multiple alarm severity levels shall be supported.
3. Alarms will be logged. Log shall be viewable via a browser-based maintenance interface.
4. Solid state relay contacts corresponding to each of the alarm levels shall be provided.
5. Notification actions performed in response to an alarm shall be configurable by severity level.
6. The destination of alarm messages shall be configurable.

Maintenance Access

1. A browser-based interface shall provide configuration and maintenance access to the system.
2. Maintenance access shall support password security with multiple access levels.
3. The system must support backup of its configuration files to a USB key or similar storage device.
4. Maintenance access must be remotely accessible.

Time Synchronization

1. The system must be capable of synchronizing to a network time protocol (NTP) source. In the absence of an NTP source, system shall remain internally synchronized (common equipment and call handling workstations will be synchronized to the common equipment time).
2. The system must include the Network Time clock, fully integrated into solution.

Call Distribution- Ring-All

1. The system shall support Ring-All call distribution.
2. Ring-All call distribution allows for inbound call traffic to be grouped (ring group), with calls presented simultaneously to all call handling workstations that have membership in that group.
3. Call takers have the option of answering the oldest unanswered call, or any other call out of sequence.
4. The system shall also allow call takers to barge-in on a call already connected on another position.

5. Multiple Ring Groups shall be supported.
6. A configurable Recorded Announcement (RAN) shall be supported on a per-Ring Group basis. The announcement audio will be interleaved with ring-back indication to the caller while that caller is in a ringing state. Use of RAN shall not delay call presentation.

Call Distribution- ACD (Automatic Call Distribution)

1. The system shall support Automatic Call Distribution (ACD). ACD allows for inbound call traffic to be grouped, with calls presented to specific call takers based on distribution algorithms (for example longest idle call taker).
2. A call taker will be considered eligible to receive a call if logged on and in a Ready state.
3. The ACD distribution shall support presentation of the distributed calls both with and without (configurable by ACD Queue) force-connect (call taker hears zip tone and is immediately connected to a caller when presented a call from the ACD Queue).
    - The ACD distribution shall also support:
    - Multiple algorithms (Longest Idle, Fewest Calls, Round Robin)
    - Multiple Queues with rollover between Queues
    - Agent Priority
    - Line Priority
    - RAN (Recorded Announcement)
    - Wrap-up Time (with bypass option)
4. When ACD is used, system shall also provide a large-format display showing live ACD Queue activity including (for each ACD Queue) number of calls in the queue, longest wait time, and agent availability. The display shall also provide audible and visual alerts when configurable thresholds are reached.
5. A configurable Recorded Announcement (RAN) shall be supported on a per-ACD Queue basis. The announcement audio will be interleaved with ring-back indication to the caller while that caller is in a ringing state. Use of RAN shall not delay call presentation.

Call Distribution- Overflow

1. The proposed system shall support overflow of calls from a Ring Group or ACD Queue to another Ring Group or ACD Queue based on length of time ringing in that Ring Group or ACD Queue, or unavailability of workstations or agents as applicable.
2. Overflowed calls can be assigned a priority that affects visual presentation as well as placement in the subsequent ACD queue.
3. Multiple tiers of overflow shall be supported.

Intelligent Workstations

1. The Intelligent Workstation shall provide full Computer-Telephony Integration, allowing call-takers to have on-screen access to telephone features.

2. The Intelligent workstation must support dual power supplies, hot-swappable add-in cards, dual network capability, dual video display, and must be in a small form-factor enclosure and utilize solid-state technology with no mechanical moving parts.

Intelligent Workstations - Call Handling Functions

1. These shall include the following as a minimum:
    - Call Answer / Hold / Release
    - Supervised Call Transfer
    - Conferencing (up to 6 parties)
    - DTMF/Hook flash support for same line transfer (Tandem transfer)
    - Multiple line appearances
    - Barge-in on shared lines
    - Line Pooling for outbound calls
    - Enhanced Caller ID Display (name and number)
    - Remote Call Pick-up
    - Station to station calls
    - Speed Dial
    - Mute
    - In-Call Dialing (incoming and outgoing)
    - Line pooling (outgoing calls)
    - Automatic Greetings
    - Radio Headset Sharing
    - Number (ANI) Display / Location Identification (ALI) Display

Intelligent Workstations - ALI Display

1. The call handling workstation shall provide a configurable parsed ALI display which allows for configurable labeling of various fields. A raw (non-parsed) ALI view shall be supported as well.

Intelligent Workstations - Call Transfer Functions

1. The Intelligent Workstation shall be configurable to perform transfers using the following (mutually exclusive) methods:
2. Transfer destination determined by programming in the CO. In other words, the pre-determined tandem transfer code for (as an example) “Fire” is sent to the CO, which then routes the call to the appropriate Fire Department. From the call taker’s perspective, he or she simply presses the “Fire” transfer button, and the call is transferred to the appropriate agency.
3. Transfer destination determined by the Intelligent Workstation. In other words, the Intelligent Workstation dynamically sets the “recommended” transfer destination based on the ESN in the ALI data, as dials the appropriate number via the tandem transfer mechanism. From the call taker’s perspective, he or she simply presses the “Fire” button, and the call is transferred to the appropriate agency. The label on the “Fire” transfer

button will change to reflect the particular agency selected by the system (i.e., "Fire – [Agency Name]").

4. Whichever method is configured, the call taker shall be able to override the default destination by selecting an alternate from a list of destinations.
5. Any given transfer destination button shall be programmable with one or more numbers used to reach the corresponding agency. It shall be possible to define the time of day for which each of the numbers is valid. The time spans that different numbers are valid can overlap, therefore if a number is busy, the Intelligent Workstation shall automatically cycle through the other currently valid numbers as the transfer button is pressed.

Intelligent Workstations - Data Transfer Functions

1. The system shall have the ability to transfer ALI Data to remote destinations which are equipped with serial printers.
2. Propose as an OPTION an enhanced data transfer capability whereby ALI, and other data gathered by the call taker can be transferred via dial-up connection to remote Fax machines or via private secure network to remote E-Mail clients.

Intelligent Workstations - Integrated TTY

1. The Intelligent Workstation shall provide integrated on-screen TTY for all lines. The device should handle Baudot protocols. The system shall allow the call-taker to communicate freely by using the keyboard and/or selection of pre-programmed messages.
2. The system shall buffer the keystrokes that a call taker types in the TTY module. This will give the call taker the option to:
    - Send the entire message only once the entire sentence is typed, OR
    - Send each keystroke as it is typed.
3. This will be used in situations where a TTY caller tends to start responding to a message before it is completed, sometimes before understanding the true nature of the message. It shall be possible to switch between buffered and non-buffered mode on the fly.
4. Each answering position shall be equipped with its own TTY processing hardware. Systems which employ a central piece of equipment for TTY processing will not be considered due to single point of failure considerations.

Intelligent Workstations - Integrated Voice Recording

In addition to standard contacts for external call recorders, the Intelligent Workstation shall have a built-in and integrated call recorder as per the following definitions:

1. Built-in – The call recording functionality shall be accessible on-screen via the Intelligent Workstation's GUI (Graphical User Interface).

2. Integrated – Individual recordings shall be accessible via their associated on-screen call records. In other words, the relationship between a given call event, the ALI and associated audio recording is clearly displayed.
3. Audio Recordings shall be stored in WAV format, and purged after a configurable delay in order to conserve hard drive space. It shall be possible to save (and un-save) individual call recordings to prevent purging of the file.
4. In addition, the system should have the ability to record personalized greeting announcements, i.e., "9-1-1. What is your emergency?"
5. Propose as an OPTION the ability to record radio conversations.

Intelligent Workstations - Call Lists

1. Multiple lists shall be provided, showing different groupings of call events, for example, “All Abandoned Calls”, “All Previous Calls from this ANI”, “All Calls previously handled by this Call taker”.
2. It shall also be possible to re-dial an abandoned call or other previous calls by selecting from the appropriate Calls List.
3. A Query feature shall allow call records to be filtered and searched on the fly.
4. When used in conjunction with an Incident Management feature, Incident-related lists shall also be provided.

Intelligent Workstations - Message Board

1. The Intelligent Workstation shall provide an on-screen message board which is always on-line.
2. This shall allow the broadcast of a textual message to each call taker or a select group of call takers in the PSAP. The system shall also allow the recipient call-takers to acknowledge that a message was read.
3. This function shall support pre-programmed messages (commonly used messages such as “Weather warning in effect – Heavy Rain”), and keyboard entry for one-of-a-kind messages.

Intelligent Workstations - On-Demand Printing

1. The Intelligent Workstation shall be able to produce an immediate hard copy of caller ALI and other gathered data at any time, while a call is in progress or after release. This shall be to a networked laser printer, which should also be included with the proposed system.
2. It shall be possible to use RTF (Rich Text Format) templates to lay out the information that is to be printed and to apply formatting and graphics (e.g., County Logo) as needed.

Intelligent Workstations - System Toolbar

1. The Intelligent Workstation shall provide the ability to configure buttons to allow for "point & click" access to frequently used features and commands.

Intelligent Workstations - Integrated Text Messaging (as an option)

1. Text messages to 9-1-1 must be delivered to the Intelligent Workstation as an integrated message allowing the call takers to immediately view the message, respond to the message using prepared or ad-hoc responses, and respond to other texts or answer other 9-1-1 calls while monitoring original text for activity.
2. Text messages to 9-1-1 must be capable of being distributed to call takers through the 9-1-1 phone system.
3. Text messages to 9-1-1 must be logged and become part of the 9-1-1 record.
4. The system must comply with the NENA i3 Reference Architecture and ATIS/TIA Joint Standard (J-STD-110) to support text messaging to 9-1-1. The Standard defines the architecture, methods, and protocols for SMS messaging to PSAPs.
5. The text messenger must be:
    a. *Single display interface
    b. * Capable of consolidating wireless carriers
6. Text via TTY will not considered integrated for this solution.

Integration with Telephony PBX, optional

The County currently utilizes a Vesta Meridian phone system with xxx lines, xxx phones, and xxx conference sets; we would like an option to upgrade this system, since it is currently end-of-sale and approaching end-of-life.

1. This IP Admin PBX must provide the same configuration as the current system and provide the following features, including:
    1. Auto attendant
    2. Voice Mail for xxx
    3. Connectivity to Analog lines
    4. Automatic Call Distribution

2. This system must provide for Session Initiated Protocol (SIP) integration with the new 9-1-1 telephone system.

Management Information System

1. The proposed system shall provide a management information system (MIS) that will produce a wide range of predefined, comprehensive operational and historical reports.
2. The MIS shall allow on-the-fly filtering for required information using an extensive range of search criteria that are automatically presented based on the report selected and the site configuration.
3. The MIS shall display reports on-screen, printer or saved to file, and allow scheduling of automatic generation of reports. The MIS user interface shall be provided via a web browser interface.
4. Maintenance and Support

    1. The proposed system shall be maintained and supported by qualified personnel
    2. Available via 24 x 7 telephone support.
    3. On-site customer maintenance available from certified service technicians.

4. Remote monitoring services of solution provided by certified personnel.
5. Vendor should provide capability to query trouble tickets through an online portal.

6. PROPOSAL RESPONSE INFORMATION

Hampshire County E-911, (hereinafter referred to as the Customer) is soliciting sealed proposals from qualified Vendors to furnish and install equipment, accessories, hardware, software, labor, training, and materials necessary for a turnkey VoIP E-9-1-1 system.

The proposed system will be installed in the

Public Safety Answering Point(s) in:

Hampshire County 1160 Jersey Mountain RD. Romney, WV 26757

The contract shall be awarded to the company that submits the best overall proposal.

Bid Submittal Instructions

Vendors are to submit an electronic copy on CD/Flash Drive in addition to 1 original and 4 copies of their proposal on or before 4PM on May 6, 2016 to:

Hampshire County Sheriff's Office

Attn: Nathan J. Sions, 911 Director

66 N. High St. Rm#2 Romney, WV 26757

All bids should be clearly marked:

Hampshire County E911 Communications System Upgrade, RFP # 911-1-16

- It will be the sole responsibility of the vendor to have their bids delivered to the Hampshire County Sheriff's Office before the closing hour and date.
- Late bids will not be considered and will be returned unopened to the sender.
- All bids must be valid for a period of 90 days following the bid opening.
- All materials and documents submitted by the vendor in response to this RFP become the property of the Hampshire County 911Office and will not be returned to the vendor.
- The Hampshire County 911 Office will notify the winning vendor of the bid award and will arrange a meeting with the vendor to commence contract negotiations.

Insurance Requirements- The vendor and all subcontractors, at their own expense, shall provide and maintain insurance with a company licensed to do business in West Virginia as follows:

1. Workman's Compensation as required by all federal, state, maritime or other laws including employer's liability with a limit of at least $500,000.

2. Comprehensive general liability including contractor's liability, contingent liability, contractual liability, completed operation and product liability all on the occurrence basis with personal injury coverage:

a. Personal injury each person $1,000,000

b. Each occurrence $1,000,000

c. Property damage $1,000,000

3. Comprehensive automobile liability including non-ownership and hired car coverage as well as owned vehicles:

a. Bodily injury each person $1,000,000

b. Each occurrence $1,000,000

4. The contractor and all subcontractors in connection with the above mentioned insurance shall furnish to the owner duly executed forms showing proof of insurance naming [AGENCY] as additionally insured and that insurance is in full force prior to commencement of the contract.

a. Umbrella liability limit of liability $1,000,000

7. RFP PROCEDURES

Clarification Questions

Vendor questions will be accepted until the date specified in RFP Schedule, Section 3. All questions must be submitted in writing to the contact person identified on page 1. An attachment to this RFP will be issued containing any general clarification questions and their answers as specified in the Schedule of this RFP.

Invitation to Present

Respondents may be invited to present and discuss their submissions with Hampshire County 911 and will be notified after the Proposal Review period and before the Vendor Selection period.

Cost of RFP Response

Hampshire County 911 recognizes that considerable effort will be required in preparing a response to this RFP. Respondents must bear all costs for preparing this RFP.

Response Format

Responses should be formatted according to the following outline.

1. Cover Letter
2. Executive Summary
3. Vendor Qualifications
4. Vendor References
5. Pricing
6. Response to Terms and Conditions
7. Response to Requirements
8. Additional Information

8. RESPONSE CONTENT AND REQUIREMENTS

Hampshire County 911 requests concise and detailed responses and is not interested in brochures or "boilerplate." The response should identify any services that would be required for the anticipated solution including such items as:

A. Vendor Qualifications

Each respondent should provide a summation of their capabilities as it relates to systems engineering, planning, and implementation of Next Generation 9-1-1 Services and Solutions, including deployment of 9-1-1 Phone Switches, Regional ESInets, and Text Messaging services. In addition, the respondent should include any activities in the past 12 months that their company has taken to advance the capabilities of 9-1-1 pertaining to new and industry leading technology—such as wireless and VoIP—to traditional 9-1-1 systems.

Respondents should provide a list of current customers, especially noting statewide and Regional deployments around the U.S. as well as any deployments to other PSAPs in the eastern US, for 9-1-1 services, including call handling equipment, and a description of what services are being provided to each customer.

Respondents should include a brief history of their company's involvement in the public safety industry and how that qualifies them to participate in Hampshire County 911's project.

B. Pricing

Clearly describe your pricing structure and anticipated costs to Hampshire County 911 for your comprehensive solution.

C. Proposal Response Requirements

Organization

Please describe your organization.

1. How many employees are dedicated to 9-1-1?
2. How much experience does the company have at providing 9-1-1 services?
3. Please describe the financial stability of your company.
4. Please describe the organization that would support the operation of the proposed solution.
5. Please describe your company's development program for new 9-1-1 service and applications.
6. Please list the number of patents and patents pending for the delivery of 9-1-1 voice and/or data.

Solution Overview

Please respond to the following requirements for a VoIP-Based E9-1-1 emergency call handling system.

1. Please describe your solution in terms of network diversity.
2. The proposed system shall be of fault-tolerant design, engineered specifically for the E9-1-1 emergency response environment.
3. Bidder shall describe their experience in delivering such systems.
4. The system common equipment shall be provided in a factory-staged enclosed cabinet. Cabinet shall be a lockable metal cabinet.
5. If there are requirements that you as a vendor cannot meet, please document a substitute plan that would be a plausible alternative.

Industry Standards

1. How does your solution comply with NENA data standards? How does your solution comply with Emergency Services Interconnection Forum (ESIF) and other industry standards?
2. What contributions has your company made to the advancement of industry standards? On what industry bodies and committees does your company have a presence?
3. Your proposed solution must be compliant with the version of the NENA i3 standard in effect at the time of system implementation. Describe how your proposed system will meet this requirement.
4. Does your solution support the ANSI EISI (Emergency Information Services Interface) and ESMI (Emergency Services Messaging Interface) standards for data communications? If not, how do you propose supporting other vendors' applications, solutions, and databases which are being built to these standards?