REQUEST FOR PROPOSALS

for

REPLACEMENT OF E-911 SYSTEM

for

LEON COUNTY, FLORIDA

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Proposal Number BC-07-15-04-49

BOARD OF COUNTY COMMISSIONERS

LEON COUNTY, FLORIDA

I. INTRODUCTION

Leon County requests proposals from qualified firms for the "turn key" replacement of the current E-911 system in Leon County, Florida in accordance with the Scope of Services and Requirements attached to this request for proposals.

II. GENERAL INSTRUCTIONS:

A. The response to the proposal should be submitted in a sealed addressed envelope to:

Proposal Number: BC-07-15-04-49
Purchasing Division
2284 Miccosukee Road
Tallahassee, FL 32308

B. An ORIGINAL and seven (7) copies of the Response must be furnished on or before the deadline. Responses will be retained as property of the County. **The ORIGINAL of your reply must be clearly marked "Original" on its face and must contain an original, manual signature of an authorized representative of the responding firm or individual,** all other copies may be photocopies.

C. Any questions concerning the request for proposal process, required submittals, evaluation criteria, proposal schedule, and selection process should be directed to Keith Roberts or Don Tobin at (850) 488-6949; FAX (850) 922-4084; or e-mail at keith@mail.co.leon.fl.us or tobind@mail.co.leon.fl.us. ***Written inquiries are preferred.***

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D. Special Accommodation: Any person requiring a special accommodation at a Pre-Bid Conference or Bid/RFP opening because of a disability should call the Division of Purchasing at (850) 488-6949 at least five (5) workdays prior to the Pre-Bid Conference or Bid/RFP opening. If you are hearing or speech impaired, please contact the Purchasing Division by calling the County Administrator's Office using the Florida Relay Service which can be reached at 1(800) 955-8771 (TDD).

E. Proposers are expected to carefully examine the scope of services, and evaluation criteria and all general and special conditions of the request for proposals prior to submission. Each Vendor shall examine the RFP documents carefully; and, no later than seven (7) calendar days prior to the date for receipt of proposals (July 7, 2004), he shall make a written request to the Owner for interpretations or corrections of any ambiguity, inconsistency, or error which he may discover. All interpretations or corrections will be issued as addenda. The County will not be responsible for oral clarifications.

Only those communications which are in writing from the County may be considered as a duly authorized expression on the behalf of the Board. Also, only those communications from firms which are in writing and signed will be recognized by the Board as duly authorized expressions on behalf of proposers.

F. Your response to the RFP must arrive at the above listed address no later than Thursday, July 15, 2004 at 2:00 PM to be considered.

G. Responses to the RFP received prior to the time of opening will be secured unopened. The Purchasing Agent, whose duty it is to open the responses, will decide when the specified time has arrived and no proposals received thereafter will be considered.

H. The Purchasing Agent will not be responsible for the premature opening of a proposal not properly addressed and identified by Proposal number on the outside of the envelope/package.

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I. It is the Proposers responsibility to assure that the proposal is delivered at the proper time and location. Responses received after the scheduled receipt time will be marked "TOO LATE' and may be returned unopened to the vendor.

J. The County is not liable for any costs incurred by bidders prior to the issuance of an executed contract.

K. Firms responding to this RFP must be available for interviews by County staff and/or the Board of County Commissioners.

L. The contents of the proposal of the successful firm will become part of the contractual obligations.

M. Proposal must be typed or printed in ink. All corrections made by the Proposer prior to the opening must be initialed and dated by the Proposer. No changes or corrections will be allowed after proposals are opened.

N. If you are not submitting a proposal, please return the form attached at the end of the RFP, marked 'No Proposal'.

O. The County reserves the right to reject any and/or all proposals, in whole or in part, when such rejection is in the best interest of the County. Further, the County reserves the right to withdraw this solicitation at any time prior to final award of contract.

P. Cancellation: The contract may be terminated by the County without cause by giving a minimum of ninety (90) days written notice of intent to terminate. Contract prices must be maintained until the end of the thirty (30) day period. The County may terminate this agreement at any time as a result of the contractor's failure to perform in accordance with these specifications and applicable contract. The County may retain/withhold payment for nonperformance if deemed appropriate to do so by the County.

Q. Public Entity Crimes Statement: Respondents must complete and submit the enclosed Public Entity Crimes Statement. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

R. Certification Regarding Debarment, Suspension, and Other Responsibility Matters: The prospective primary participant must certify to the best of its knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency and meet all other such responsibility matters as contained on the attached certification form.

S. Licenses and Registrations: The contractor shall be responsible for obtaining and maintaining throughout the contract period his or her city or county occupational license and any licenses required pursuant to the laws of Leon County, the City of Tallahassee, or the State of Florida. Every vendor submitting a bid on this invitation for bids **shall** include a copy of the company's local business or occupational license(s) or a written statement on letterhead indicating the reason no license exists. Leon County, Florida-based businesses are required to purchase an Occupational License to conduct business within the County. Vendors residing or based in 25

another state or municipality, but maintaining a physical business facility or representative in Leon County, may also be required to obtain such a license by their own local government entity or by Leon County. For information specific to Leon County occupational licenses please call (850) 488-4735.

If the contractor is operating under a fictitious name as defined in Section 865.09, Florida Statutes, proof of current registration with the Florida Secretary of State **shall be submitted** with the bid. A business formed by an attorney actively licensed to practice law in this state, by a person actively licensed by the Department of Business and Professional Regulation or the Department of Health for the purpose of practicing his or her licensed profession, or by any corporation, partnership, or other commercial entity that is actively organized or registered with the Department of State **shall submit** a copy of the current licensing from the appropriate agency and/or proof of current active status with the Division of Corporations of the State of Florida or such other state as applicable.

Failure to provide the above required documentation may result in the bid being determined as non-responsive.

T. Audits, Records, And Records Retention

The Contractor shall agree:

1. To establish and maintain books, records, and documents (including electronic storage media) in accordance with generally accepted accounting procedures and practices, which sufficiently and properly reflect all revenues and expenditures of funds provided by the County under this contract.

2. To retain all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this contract for a period of five (5) years after termination of the contract, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of this contract.

3. Upon completion or termination of the contract and at the request of the County, the Contractor will cooperate with the County to facilitate the duplication and transfer of any said records or documents during the required retention period as specified in paragraph 1 above.

4. To assure that these records shall be subject at all reasonable times to inspection, review, or audit by Federal, state, or other personnel duly authorized by the County.

5. Persons duly authorized by the County and Federal auditors, pursuant to 45 CFR, Part 92.36(I)(10), shall have full access to and the right to examine any of provider's contract and related records and documents, regardless of the form in which kept, at all reasonable times for as long as records are retained.

6. To include these aforementioned audit and record keeping requirements in all approved subcontracts and assignments.

U. Monitoring

To permit persons duly authorized by the County to inspect any records, papers, documents, facilities, goods, and services of the provider which are relevant to this contract, and interview any clients and employees of the provider to assure the County of satisfactory performance of the terms and conditions of this contract.

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Following such evaluation, the County will deliver to the provider a written report of its findings and will include written recommendations with regard to the provider's performance of the terms and conditions of this contract. The provider will correct all noted deficiencies identified by the County within the specified period of time set forth in the recommendations. The provider's failure to correct noted deficiencies may, at the sole and exclusive discretion of the County, result in any one or any combination of the following: (1) the provider being deemed in breach or default of this contract; (2) the withholding of payments to the provider by the County; and (3) the termination of this contract for cause.

V. Addenda To Specifications

If any addenda are issued after the initial specifications are released, the County will post the addenda on the Leon County website at http://www.co.leon.fl.us/purchasing/. For those projects with separate plans, blueprints, or other materials that cannot be accessed through the internet, the Purchasing Division will make a good faith effort to ensure that all registered bidders (those vendors who have been registered as receiving a bid package) receive the documents. It is the responsibility of the vendor prior to submission of any proposal to check the above website or contact the Leon County Purchasing Division at (850) 488-6949 to verify any addenda issued. The receipt of all addenda must be acknowledged on the response sheet.

W. Performance Bond

A Performance Bond and a Payment and Material Bond, both in the amount of 100% of the project cost shall be supplied by the successful Contractor at the time of contract execution.

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Performance and Payment and Material Bonds shall provide that, in the event of non-performance on the part of the Contractor the bond can be presented for honor and acceptance at an authorized representative or institution located in Tallahassee, Florida. The performance bond must contain a clause stating the following:

"In the event of non-performance on the part of the contractor this performance / payment and materials bond can be presented for honor and acceptance at _____ (address) _____, which is located in Tallahassee, Florida."

III. SELECTION PROCESS

A. The County Administrator shall appoint an Evaluation Committee composed of three to five members who will review all proposals received on time, and select one or more firms for interview based on the responses of each proposer. All meetings of Evaluation Committees subsequent to the opening of the solicitation shall be public meetings. Notice of all meetings shall be posted in the Purchasing Division Offices no less than 72 hours (excluding weekends and holidays) and all respondents to the solicitation shall be notified by facsimile or telephone.

B. The Evaluation Committee will recommend to the Board of County Commissioners (BCC), in order of preference (ranking), up to three (3) firms deemed to be most highly qualified to perform the requested services.

C. The Negotiating Team for the BCC will negotiate with the most qualified firm (first ranked firm) for the proposed services at compensation which the BCC determines is fair, competitive, and reasonable for said services.

D. Should the BCC be unable to negotiate a satisfactory contract with the firm considered to be fair, competitive and reasonable, negotiations with that firm shall be formally terminated. The County shall then undertake negotiations with the second most qualified firm. Failing accord

with the second most qualified firm the Board shall terminate negotiations. The BCC representatives shall then undertake negotiations with the third most qualified firm.

E. Should the County be unable to negotiate a satisfactory contract with any of the selected firms, the Board representative shall select additional firms to continue negotiations.

F. Evaluation Criteria: Proposals will be evaluated and ranked on the basis of the criteria in the Scope of Services.

IV. INDEMNIFICATIONS:

The Contractor agrees to indemnify and hold harmless the County from all claims, damages, liabilities, or suits of any nature whatsoever arising out of, because of, or due to the breach of this agreement by the Contractor, its delegates, agents or employees, or due to any act or occurrence of omission or commission of the Contractor, including but not limited to costs and a reasonable attorney's fee. The County may, at its sole option, defend itself or allow the Contractor to provide the defense. The Contractor acknowledges that ten dollars ($10.00) of the amount paid to the Contractor is sufficient consideration for the Contractor's indemnification of the County.

The Firm shall be liable to the County for any reasonable costs incurred by it to correct, modify, or redesign any portion of the project previously reviewed by the Firm that is found to be defective or not in accordance with the Contract Document and provisions of this agreement as a result of negligent act, error or omission on the part of the Firm, its agents, servants, or employees. The Firm shall be given a reasonable opportunity to correct any deficiencies.

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V. MINORITY/WOMEN BUSINESS ENTERPRISE AND EQUAL OPPORTUNITY POLICIES

A. Minority/Women Business Enterprise Requirements

It is the policy of the Leon County Board of County Commissioners to institute and maintain an effective Minority/Women Business Enterprise Program. This program shall:

1. Eliminate any policies and/or procedural barriers that inhibit M/WBE participation in our procurement process.

2. Established goals designed to increase M/WBE utilization.

3. Provide increased levels of information and assistance available to M/WBEs.

4. Implement mechanisms and procedures for monitoring M/WBE compliance by prime contractors.

Each bidder is strongly encouraged to secure M/WBE participation through purchase of those goods or services to be provided by others. Firms responding to this RFP are hereby made aware of the County's goals for M/WBE utilization. Respondents should contact Agatha Muse-Salters, Leon County M/WBE Director, at phone (850) 488-7509; fax (850) 487-0928 for additional information. Respondents must complete and submit the attached Minority/Women Business Enterprise Participation Plan form. **Failure to submit the form will result in a determination of non-responsiveness for your proposal.**

As a part of the selection process for this project, the ranking procedure will provide a maximum of ten (10) percent of the total score where M/WBE's are used as follows:

M/WBE Participation Level	Points
_____ The respondent is certified as a Minority/Woman Business Firm with Leon County, as defined in the County's M/WBE policy.	10
_____ The respondent is a joint venture of two or more firms/individuals with a minimum participation in the joint venture of at least 20% by certified minority/women business firms/individuals.	8
_____ The respondent has certified that a minimum of 15.5% of the ultimate fee will be subcontracted to certified M/WBE Firm(s), and has identified in the proposal the M/WBE Firm(s) that it intends to use.	6

B. Equal Opportunity/Affirmative Action Requirements

The contractors and all subcontractors shall agree to a commitment to the principles and practices of equal opportunity in employment and to comply with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination based on race, color, religion, national region, sex, age, handicap, marital status, and political affiliation or belief.

For federally funded projects, in addition to the above, the contractor shall agree to comply with Executive Order 11246, as amended, and to comply with specific affirmative action obligations contained therein.

In addition to completing the Equal Opportunity Statement, the Respondent shall include a copy of any affirmative action or equal opportunity policies in effect at the time of submission.

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VI. INSURANCE

Bidders' attention is directed to the insurance requirements below. Bidders should confer with their respective insurance carriers or brokers to determine in advance of bid submission the availability of insurance certificates and endorsements as prescribed and provided herein. If an apparent low bidder fails to comply strictly with the insurance requirements, that bidder may be disqualified from award of the contract.

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Contractor's bid.

1. Minimum Limits of Insurance. Contractor shall maintain limits no less than:

   a. General Liability: $1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

   b. Automobile Liability: $1,000,000 combined single limit per accident for bodily injury and property damage. (Non-owned, Hired Car).

   c. Workers' Compensation and Employers Liability: Insurance covering all employees meeting Statutory Limits in compliance with the applicable state and federal laws and

Employer's Liability with a limit of $500,000 per accident, $500,000 disease policy limit, $500,000 disease each employee. Waiver of Subrogation in lieu of Additional Insured is required.

2. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the County, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

3. Other Insurance Provisions The policies are to contain, or be endorsed to contain, the following provisions:

a. General Liability and Automobile Liability Coverages (County is to be named as Additional Insured).

1. The County, its officers, officials, employees and volunteers are to be covered as insureds as respects; liability arising out of activities performed by or on behalf of the Contractor, including the insured's general supervision of the Contractor; products and completed operations of the Contractor; premises owned, occupied or used by the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protections afforded the County, its officers, officials, employees or volunteers.

2. The Contractor's insurance coverage shall be primary insurance as respects the County, it officers, officials, employees and volunteers. Any insurance of self-insurance maintained by the County, its officers, officials, employees or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

3. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the county, its officers, officials, employees or volunteers.

4. The Contractor's insurance shall apply separately to each insured against whom claims is made or suit is brought, except with respect to the limits of the insurer's liability.

b. All Coverages

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the County.

4. Acceptability of Insurers. Insurance is to be placed with insurers with a Best's rating of no less than A:VII.

5. Verification of Coverage. Contractor shall furnish the County with certificates of insurance and with original endorsements effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received and approved by the County before work commences. The County reserves the right to require complete, certified copies of all required insurance policies at any time. Certificates of Insurance acceptable to the County shall be filed with the County prior to the commencement 25

of the work. These policies described above, and any certificates shall specifically name the County as an additional Insured and shall contain a provision that coverage afforded under the policies will not be canceled until at least thirty (30) days prior to written notice has been given to the County.

Cancellation clauses for each policy should read as follows: *Should any of the above described policies be canceled before the expiration date thereof, the issuing company will mail thirty (30) days written notice to the Certificate Holder named herein.*

6. Subcontractors. Contractors shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

VII. ETHICAL BUSINESS PRACTICES

A. Gratuities. It shall be unethical for any person to offer, give, or agree to give any County employee, or for any County employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or performing in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, subcontract, or to any solicitation or proposal therefor.

B. Kickbacks. It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

C. The Board reserves the right to deny award or immediately suspend any contract resulting from this proposal pending final determination of charges of unethical business practices. At its sole discretion, the Board may deny award or cancel the contract if it determines that unethical business practices were involved.

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RFP Title: Request for Proposals for Replacement of E-911 System for Leon County, Florida
Proposal Number: BC-07-15-04-49
Opening Date: Thursday, July 15, 2004 at 2:00 PM

PROPOSAL RESPONSE COVER SHEET

This page is to be completed and included as the cover sheet for your response to the Request for Proposals.

The Board of County Commissioners, Leon County, reserves the right to accept or reject any and/or all bids in the best interest of Leon County.

Keith M. Roberts, Purchasing Director

Jane G. Sauls, Chairman
Leon County Board of County Commissioners

This bid response is submitted by the below named firm/individual by the undersigned authorized representative.

_____
(Firm Name)

BY _____
(Authorized Representative)

_____
(Printed or Typed Name)

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ADDRESS _____

CITY, STATE, ZIP _____

TELEPHONE _____

FAX _____

ADDENDA ACKNOWLEDGMENTS: (IF APPLICABLE)

Addendum #1 dated _____ Initials _____

Addendum #2 dated _____ Initials _____

Addendum #3 dated _____ Initials _____

RFP Title: Request for Proposals for Replacement of E-911 System for Leon County, Florida
Proposal Number: BC-07-15-04-49
Opening Date: Thursday, July 15, 2004 at 2:00 PM

STATEMENT OF NO BID

We, the undersigned, have declined to respond to the above referenced RFP for the following reasons:

_____ We do not offer this service

_____ Our schedule would not permit us to perform.

_____ Unable to meet specifications

_____ Others (Please Explain)

_____

_____

_____

_____

We understand that if the no-bid letter is not executed and returned, our name may be deleted from the list of qualified bidders for Leon County.

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Company Name _____

Signature _____

Name (Print/Type) _____

Telephone No. _____

FAX No. _____

SWORN STATEMENT UNDER SECTION 287.133(3)(a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to Leon County Board of County Commissioners

   by _____
   [print individual's name and title]

   for _____
   [print name of entity submitting sworn statement]

   whose business address is: _____

   _____

   and (if applicable) its Federal Employer Identification Number (FEIN) is _____

   (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____).

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:

   a. A predecessor or successor of a person convicted of a public entity crime: or
   b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact

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business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. [Indicate which statement applies.]

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However there has been a subsequent proceeding before a hearing a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. [Attach a copy of the final order.]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

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_____
(signature)

Sworn to and subscribed before me this _____ day of _____, 20___.

Personally known _____ OR Produced identification_____
(Type of identification)

_____
NOTARY PUBLIC

Notary Public - State of _____

My commission expires:_____

_____
Printed, typed, or stamped commissioned name of notary public

Form PUR 7068 (Rev 06/11/92)

MINORITY/WOMEN BUSINESS ENTERPRISE PARTICIPATION PLAN

RESPONDENT_____

MBE Participation Levels		**Points**
_____	The respondent is certified as a Minority/Woman Business Firm with Leon County, as defined in the County's M/WBE policy.	10
_____	The respondent is a joint venture of two or more firms/individuals with a minimum participation in the joint venture of at least 20% by certified minority/women business firms/individuals.	8
_____	The respondent has certified that a minimum of 15.5% of the ultimate fee will be subcontracted to certified M/WBE Firm(s), and has identified in the proposal the M/WBE Firm(s) that it intends to use.	6

M/WBE firms and subcontractors must be certified by the City of Tallahassee or Leon County to qualify for M/WBE participation credit. Please provide the following information for each M/WBE. Please indicate minority groups by using the corresponding letters: African American (B), Asian American (A), Hispanic American (H), Native American (N) and Non Minority Female (F). **You must submit proof of certification with your proposal.** Attach additional sheets as necessary.

Name, Address, and Phone	Materials/Services	Amount	Group

Total Value of M/WBE Participation: $ _____
Total Project Base Bid: $ _____
M/WBE Participation as % of Total Base Bid: _____%

The vendor acknowledges the Leon County M/WBE policy and the provisions specified for this RFP. If applicable, vendor certifies that the above list of minority vendors and the respective contract amounts and percentages of the total bid are accurate.

Signed: _____ Title: _____ Date_____

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT

1. The contractors and all subcontractors hereby agree to a commitment to the principles and practices of equal opportunity in employment and to comply with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination based on race, color, religion, national region, sex, age, handicap, marital status, and political affiliation or belief.

2. The contractor agrees to comply with Executive Order 11246, as amended, and to comply with specific affirmative action obligations contained therein.

Signed: _____

Title: _____

Firm: _____

Address: _____

_____

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INSURANCE CERTIFICATION FORM

To indicate that Bidder/Respondent understands and is able to comply with the required insurance, as stated in the bid/RFP document, Bidder/Respondent shall submit this insurances sign-off form, signed by the company Risk Manager or authorized manager with risk authority.

A. Is/are the insurer(s) to be used for all required insurance (except Workers' Compensation) listed by Best with a rating of no less than A:VII?

☐ YES ☐ NO

Commercial General Liability:	Indicate Best Rating: Indicate Best Financial Classification:	____ ____
Business Auto:	Indicate Best Rating: Indicate Best Financial Classification:	____ ____
Professional Liability:	Indicate Best Rating: Indicate Best Financial Classification:	____ ____

1. Is the insurer to be used for Workers' Compensation insurance listed by Best with a rating of no less than A:VII?

☐ YES ☐ NO

Indicate Best Rating: ____
Indicate Best Financial Classification: ____

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If answer is NO, provide name and address of insurer:

_____

_____

_____

2. Is the Respondent able to obtain insurance in the following limits (next page) for this professional services agreement?

☐ YES ☐ NO

Insurance will be placed with Florida admitted insurers unless otherwise accepted by Leon County. Insurers will have A.M. Best ratings of no less than A:VII unless otherwise accepted by Leon County.

Required Coverage and Limits

The required types and limits of coverage for this bid/request for proposals are contained within the solicitation package. Be sure to carefully review and ascertain that bidder/proposer either has coverage or will place coverage at these or higher levels.

Required Policy Endorsements and Documentation

Certificate of Insurance will be provided evidencing placement of each insurance policy responding to requirements of the contract.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the County, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

Endorsements to insurance policies will be provided as follows:

Additional insured (Leon County, Florida, its Officers, employees and volunteers) - General Liability & Automobile Liability

Primary and not contributing coverage- General Liability & Automobile Liability

Waiver of Subrogation (Leon County, Florida, its officers, employees and volunteers)- General Liability, Automobile Liability, Workers' Compensation and Employer's Liability

Thirty days advance written notice of cancellation to County - General Liability, Automobile Liability, Worker's Compensation & Employer's Liability.

Professional Liability Policy Declaration sheet as well as claims procedures for each applicable policy to be provided

Please mark the appropriate box:

Coverage is in place ☐ Coverage will be placed, without exception ☐

DRAFT

The undersigned declares under penalty of perjury that all of the above insurer information is true and correct.

Name _____ Signature _____
Typed or Printed

Date _____ Title _____
(Company Risk Manager or Manager with Risk Authority)

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**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
And OTHER RESPONSIBILITY MATTERS
PRIMARY COVERED TRANSACTIONS**

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

   a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

   b) Have not within a three-year period preceding this been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

   c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of these offenses enumerated in paragraph (1)(b) of this certification; and

   d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

3. No subcontract will be issued for this project to any party which is debarred or suspended from eligibility to receive federally funded contracts.

DRAFT

_____
Signature

_____
Title

_____
Contractor/Firm

_____
Address

SCOPE OF SERVICES

1 PURPOSE OF REQUEST FOR PROPOSAL

Leon County, Florida through the Leon County Sheriff's Office, Division of Emergency Management is issuing this Request for Proposal to replace the current enhanced 9-1-1 system throughout the County. Response to this Request for Proposal shall be in the form of a complete "turn key" and all-inclusive offer.

Proposer will offer a complete solution including the day-to-day administration of each element contained within the response.

Leon County desires to complete installation, testing, training and cutover on or before December 17, 2004 and continue for a minimum of seven years.

2 PROJECT REQUIREMENTS

Mandatory responses for Section 2 are indicated below in ***bold italics***.

Proposals shall strictly conform to the numbering sequence that follows. Leon County will not attempt to modify, interpret nor clarify any response not meeting this requirement.

Proposer will indicate any variance from the requirements within the appropriate section.

2.1 INTRODUCTION

Leon County is requesting proposals for a "turn key" E9-1-1 system spanning a period of seven years. Proposals to be considered for this procurement shall be all-inclusive with every component identified and priced over the entire seven-year contract period. For the purposes of this RFP the term all-inclusive shall mean "The set of network, database and CPE components required to provide 9-1-1 service" as defined by the National Emergency Number Association with the addition of all aspects of project management, maintenance and day-to-day administration of the all-inclusive system. The RFP will mandate new Primary Public Safety Answering Point Customer Premises Equipment be provided for Leon County Sheriff's Office, Tallahassee Police Department, and the Sheriff's Mobile Communications and Command Post. All secondary Public Safety Answering Points will be provided connection via transfer circuits and remote Automatic Number Identification and Automatic Location Information displays as a minimum.

Proposer must have intimate knowledge of the Florida State Plan for Enhanced 9-1-1 service and all requirements therein. Further, the Proposer will have knowledge of the Florida Wireless Enhanced 9-1-1 regulations. System/services proposals must be in compliance with these requirements in order to be considered for project award. Information regarding this requirement may be found at:

http://www.state.fl.us/dms/e911/rules.html

The County understands some limitations regarding provisioning of certain aspects of this all-inclusive system may require direct contracting with certain system providers and will enter into such agreements as required. However, once provisioned, the day-to-day

administration and maintenance activities of such sub-systems will be the responsibility of the successful vendor for the life of the agreement.

The Proposer will state its understanding of the role of Systems Administrator(s), a single point of contact with availability 24/7 365 for duration of the contract, for the technical systems and databases required for the deployment of enhanced 9-1-1 emergency telephone service.

The Proposer shall clearly state its acceptance of the Florida Initiative and certify its compliance.

The Proposer shall clearly state its acceptance of the role of the County regarding provisioning of certain aspects and/or sub-systems required to affect the installation and on-going maintenance for the life of the agreement.

All proposed systems shall, at minimum, meet current industry standards related to installation, testing, maintenance and component selection as specified in such nationally recognized standards setting bodies as the National Emergency Number Association, Alliance for Telecommunications Industry Solution, Underwriter's Laboratories, Telcordia, Telecommunications Industry Association and the Association of Public Safety Communications Officers. The successful vendor will comply with the current fire and safety, building code and installation requirements of Leon County and the City of Tallahassee regarding installation of telecommunication systems as provided.

Specific to the National Emergency Number Association standards, the vendor will indicate knowledge and compliance with the following Technical Committees:

- 02 - DATA
- 03 - NETWORK
- 04 - PSAP
- 05 - WIRELESS
- 06 - ALEC
- 0x - VOIP

The proposal shall reflect the requirement of installing a network capable of providing Next Generation Networking to all the involved agencies. Digital transport will be encouraged throughout the majority of the network with certain exceptions allowed. The intent is to provide a migration path for emerging technologies without additional expense or requirement for an overlay network duplicating that which will be installed.

As of the last audit of the existing system there are eight serving central offices within the County. These central offices are served by a 9-1-1 tandem single selective router within the City of Tallahassee with a total of twenty-five dedicated CAMA derived circuits. The Leon County Sheriff's Office Primary Public Safety Answering Point is served from the selective router by ten dedicated CAMA derived circuits. The Tallahassee Police Primary Public Safety Answering Point is served from the selective router by fourteen dedicated CAMA derived circuits serving five (5) answering positions.

It is desirable that the proposed configuration be adjusted as follows:

The Tallahassee Police Department Primary Public Safety Answering Point will consist of seven (7) answering positions for law enforcement and two (2) positions dedicated for fire, for a total of nine (9) positions. The Leon County Sheriff's Office Primary Public Safety Answering Point will be increased to a total of eight (8) positions.

Secondary Public Safety Answering Points receiving calls from the Primary's via tie lines and remote display units are:

- Tallahassee Fire Department
- Leon County Emergency Medical Services
- Florida State University
- Florida A&M University
- Capitol Police

Florida Highway Patrol is served by dedicated ringdown circuits

Although considered a Secondary Answering Point, the Tallahassee Fire Department Dispatch is co-located within the Police Facility and can receive 9-1-1 calls via on-premises transfer or by selective transfer via the selective router.

Leon County Emergency Medical Services is collocated with the Leon County Sheriff's Office and can receive 9-1-1 calls via on-premise transfer or by selective transfer via the selective router.

There are two databases used to serve Leon County for selective routing and Automatic Location Information. They are geographically separated to provide diversity in the delivery of call-associated data.

Proposer shall indicate its understanding of the existing system. A clear statement accepting the responsibility to perform a thorough system review and appropriate re-engineering upon contract award will be included.

2.1.1 SPECIFIC REQUIREMENTS

This RFP is issued as an all-inclusive turn-key system of enhanced 9-1-1 call delivery. Regardless of these specific requirements, Proposer shall be responsible for the completeness of its submission relative to every aspect of this all-inclusive submission.

All equipment will be new, no existing equipment, reconditioned equipment, or previously installed equipment shall be made part of the response to this proposal.

All proposals shall respond to the following sections regarding the equipment, services and functions contained herein. The response will be in the form of explanation regarding how the proposed system complies with these specific requirements and any exceptions that may exist. An exception may be any deviation from these requirements but it will be the responsibility of the responder to clarify such exception(s) with a clear, concise explanation of both the benefits and negative aspect such exception may incur as appropriate.

Proposer shall understand and comply with the requirement that the proposed system shall be updated to the most current technology for any aspect of this all-inclusive offering for the life of the contract.

2.1.2 NO SINGLE POINT OF FAILURE

The system architecture shall be engineered in such a manner that the failure of any one component or module will not cause a total system failure. All system components must be protected through the use of redundant engineering to ensure a single point failure is tolerated. With the exception of an actual call-taking position, it is mandatory that all

processors and modules be fully redundant. Switchover between the failed unit and its associated standby shall be automatic and not require manual intervention.

Proposer will describe how the system processes and recovers from failures of components. This description should be detailed including potential loss of positions, degradation of system response times, loss of call data, and any other impacts to the provision of emergency telephone services.

Describe the manner in which a failed component is identified and reported within the PSAP in real time; include examples of these alarm conditions. Describe levels of alarm thresholds, location of alarm devices or processes, and the manner in which a permanent record of the event is recorded.

The Proposer shall have the ability to perform remote diagnostics. Describe the manner in which this service is performed, average time to gain system entry, and method of communication with the system.

2.1.3 NETWORK

The Proposer will be responsible for provisioning the end-to-end solution for enhanced 9-1-1 services. Clearly it is the responsibility of the Proposer to provision and maintain network services from the appropriate originating source through a selective routing device and call delivery circuits terminating at the identified Leon County based Public Safety Answering Points. Included are all data sources, their points of origin, maintenance and delivery with the exception of specific Geographic Information System data that will be provided directly by Leon County and the City of Tallahassee. However, the Contractor will be responsible for installing the appropriate County-provided GIS layers into the provided system.

The Proposer shall identify the interpretation service commonly known as "Language Line" that will be implemented.

The implemented E9-1-1 system shall be fully wireless Phase I and Phase II compliant. The vendor shall understand the needs of both Leon County Sheriff's Office and Tallahassee Police Department relative to the requirement of location information (Automatic Location Information) delivery and the mapping systems in use.

NOTE: "The County understands some limitations regarding provisioning of certain aspects of this all inclusive system may require direct contracting with certain system providers and will enter into such agreements as required. However, once provisioned the day-to-day administration and maintenance activities of such sub-systems will be the responsibility of the successful vendor for the life of the agreement."

The Proposer will explain how they will conduct the requirements of this section. Include a work plan that shows the ability to meet the deadlines set forth in this document relative to the "go live" deadline. Include specific solutions regarding both wire line and wireless solutions containing elements of both voice and data delivery. A section discussing future technologies will be included and shall discuss the method by which the Proposer shall introduce such technologies for the life of this agreement.

2.1.4 E9-1-1 CONTROLLER and DATABASE SYSTEM

The controller shall be redundant and fault tolerant and as such, any failure of one component shall not result in total system failure. Specific to this section, describe the proposed solution for the following minimum controller components:

I. Incoming 9-1-1 Circuit Interface
   a. As in processing the audio signaling sent from the Selective Router, type of circuit(s), method of distribution
II. Enhanced MF Signaling Interface
   a. Allows for 20-digit Automatic Number Identification
III. Automatic Location Information Interface as a Digital Format
   a. Replaces analog data circuits with digital interface
IV. Call Distribution
   a. Distribution of calls in a FIFO environment
V. Call Transfer Capabilities
   a. Type of transfer(s) supported
VI. Voice Logging Recorder Interface
   a. How are circuits presented for logging by a PSAP master recorder and the recorder located within the Emergency Management office?
VII. Premise ANI/ALI and Maintenance Printers
   a. Hard copy of each call and error reporting
VIII. 2-Wire Telephone Circuit Interface
   a. Processing of Plain Old Telephone Service
IX. Ringdown Circuit Interface
   a. Manner in which signaling and power are supplied
X. Computer Aided Dispatch Interfaces
   a. Supplying Automatic Location Information and supplemental data to the incumbent Computer Aided Dispatch systems
XI. External Network Clock Interface
   a. Manner in which baseline time is kept external to the controller in such a manner that is also available to other installed systems
XII. Statement of Database Accuracy
   a. Adherence to mathematical models as published by the National Emergency Number Association
XIII. Administrative Phone System Interface (optional)
   a. Ability to provide administrative PBX/ACD call appearances upon the system
XIV. Expandability
   a. Assured capability to add components during the life of the contract
XV. Local and Remote Monitoring and Maintenance Capabilities
   a. Manner in which component failures and normal maintenance is accomplished without onsite personnel
XVI. Automatic Location Information Database Description
   a. How and where these databases will be deployed and maintained
XVII. Selective Routing Database Description
   a. How and where these databases will be deployed and maintained
XVIII. Uninterrupted Power Supply
   a. Adequate for fifteen minutes of sustainable emergency power for all supplied components
XIX. Psap Net (Ring-down telephone network between dispatch agencies with capability of being recorded).

At minimum, the Proposer will describe its proposed solution for a digital enhanced 9-1-1 controller and database system. Be specific regarding any branding and/or integrated solutions being offered.

2.1.5 WIRELESS PHASE II

The Proposer will provide information regarding how they will provision wireless Phase II 9-1-1 service, to be ready at time of installation. Be specific regarding the relationship between the wireless service providers and the solution being offered. Include all elements intended to successfully provide this service to Leon County.

At minimum, the Proposer will describe its proposed solution for deployment of wireless Phase II 9-1-1.

2.1.6 INTELLIGENT WORKSTATIONS

Leon County desires to have an Intelligent Workstation solution proposed. The definition of the abilities of such an Intelligent Workstation is defined within published National Emergency Number Association documents. In general, an Intelligent Workstation is a computer-based device using a standard off-the-shelf operating system. These workstations commonly are modified through the addition of software and hardware intended to allow the acceptance and processing of enhanced 9-1-1 telephone calls. Call taking is accomplished through a graphical user interface, keyboard, and mouse that control the overall call taking and processing by the call taker. Specific to this section the following minimum Intelligent Workstation functions and components are considered essential:

I. Customization of Desktop Environment, Login Based
   a. Ability to allow individual operators to adjust screen layouts to accommodate their needs and be ADA compliant
II. Operator Interface
   a. Commonly referred to as the "desktop", method of use
III. Headset Jack and Configuration
   a. Method by which an operator and supervisor may use multiple headsets at any workstation
IV. Desktop Icon Naming Limitations
   a. Limitation on alphanumeric characters allowed for GUI icon labels.
V. Specific Line Identifiers and Assignments
   a. Method of discriminating between different types of screen actions
VI. Queue Display
   a. Displays current call status for each active call type
VII. Telephonic Functions
   a. What functions of call control are available by line type
VIII. Automatic Number Identification
   a. Manner in which Automatic Number Identification is displayed
IX. Automatic Location Information
   a. The ability to display Automatic Location Information in a uniform manner regardless of provider or class of service
X. Call Transfer Operations
   a. Operator steps required to affect the transfer of a call, methods by which transfers can be accomplished
XI. Speed Dial Capabilities
   a. Permits fast dialing of frequently used and stored numbers as a function
XII. Ringback and Callback Capabilities
   a. Ability to re-contact a telephone number previously received as Automatic Number Identification and retrieved from a "call history" database
XIII. Abandoned Call Process

a. Ability to preserve and advance the Automatic Number Identification of a caller who disconnected prior to call answer, method employed to attempt re-contact

XIV. Audio Level, User Interface
   a. Capability to allow operator selection of audio levels as both pre-set and during call taking functions

XV. Privacy and Muting Function
   a. Capability to disable or mute transmit of operator voice to calling party.

XVI. Supervisory Functions
   a. Call priority and controls offered to supervisory personnel based upon login information

XVII. Instant Recall Recorder
   a. Specific to an operator position, the ability to record and replay voice and/or TDD interaction, usually has multiple call availability

XVIII. Call History Database
   a. Ability to identify multiple calls from a common Automatic Number Identification based upon a pre-determined time period

XIX. Local Database Integration
   a. Ability to associate locally stored information with various elements of Automatic Number Identification or Automatic Location Information

XX. TDD Function
   a. TDD/TTY functions capable of detecting appropriate signaling and processing these text-based messages through either canned or operator-initiated exchanges

XXI. Uninterrupted Power Supply
   a. Adequate for fifteen minutes of sustainable emergency power for all supplied components

At minimum, the Proposer will describe the proposed solution for these functions. Be specific regarding any branding and/or integrated solutions being offered. For the actual devices described in this section define the specifications of the workstation (CPU, Memory, Disks, etc.) and size and type of Monitor.

2.1.7 MASTER STREET ADDRESS GUIDE, SELECTIVE ROUTING AND AUTOMATIC LOCATION INFORMATION DATABASE SYSTEMS

The Proposer shall be responsible for the entire suite of databases required to provide timely and accurate location-based information regardless of the call origination type. Data quality shall meet or exceed NENA standards and published Florida rules at all times through the life of the contract.

Baseline data shall be derived from data contained within the Geographic Information System ESRI-based shapefile data maintained by Leon County.

Maintenance of MSAG-based data by Leon County personnel shall be of an automated nature. Leon County will provide data to the vendor who will maintain the database. Updates will be performed in accordance with an agreed-upon schedule. Such maintenance will be limited to exception reports, additional data, new data, and edit of data and shall be accomplished through an integrated method accomplished electronically.

Proposer will describe the processes of how they will meet the requirements of this section and clearly express its understanding of the data quality standards required by both the State of Florida and NENA.

2.1.8 MAPPING

The Proposer shall provide mapping as an integrated solution for two Leon County Sheriff locations (The Public Safety Answering Point and the Mobile Communications and Command Post).

The Proposer shall provide an interface to the Tallahassee Police and Fire Departments' Printrak Computer Aided Dispatch and Advanced Tactical Mapping system.

Data for mapping will be in ESRI shapefile format and be provided by the Tallahassee/Leon County Geographic Information System. The Contractor will be responsible for installing the appropriate GIS files into the provided system.

The Proposer will describe its product for map display and the ability to interface with the Tallahassee wireless Phase I data set. The ability for the mapping software to display the Phase I tower and RF coverage from data obtained from an Access file, in real time.

Identify past mapping experience and available Application Programming Interfaces to accommodate the Tallahassee Police Department mapping system.

All mapping shall be wireless Phase II compliant, explain how this is accomplished. Include a statement recognizing the requirement of Proposer responsibilities to provide Phase II service from all wireless providers serving Leon County including full delivery of such calls to the Primary Public Safety Answering Points.

2.1.9 STATISTICS / CALL MANAGEMENT INFORMATION SYSTEM

Emergency trunk activities, 9-1-1 call queuing, and 9-1-1 console activities shall be monitored in a real-time mode.

The Contractor shall provide a Call Management Information System that will track the incoming calls and provide the PSAP management personnel with real time information and strategic management reports. It should be user friendly and capable of generating reports for varying time periods. Reports shall be available on an as needed basis and accessible remotely, or scheduled for specific intervals and shall include, but not be limited to:

I. Abandoned Call Percentages
II. Breakdown of Call Statistics
III. Call Count by Day/Hour
IV. Call Count by Day of Week
V. Call Count by Operator
VI. Call Count by Shift
VII. Hold Count by Range
VIII. Hold Time by Range
IX. Default call transfers (alternate routing)
X. Response Time by Operator

XI. Response Time by Range
XII. Special Call Count (TDD and Wireless)
XIII. Top 10, 25, and 50 Callers by ANI Number
XIV. Total Call Statistics by Trunk/Line Number
XV. Total Call Statistics by Month
XVI. Total Call Statistics by Operator
XVII. Total Calls by Month
XVIII. Total Calls by Shift
XIX. Total Calls by Type
XX. Total Unanswered Calls

Traffic reporting information shall be available and provided as part of the system. The Contractor will provide a monthly report no later than the 15th of the following month, containing information as specified by the PSAP Manager, A minimum amount of information shall be provided by the Contractor to include the total number system calls, number landline calls by PSAP, number wireless calls by PSAP, the number and destination of calls transferred by PSAP, the number of inbound and outbound calls, total number of call minutes, number of short and long duration calls, all trunks busy, number of bad calls, number of occurrences of failure to respond or failure to release reports.

All maintenance logs, statistics, CDR, ALI Information, and TDD conversations should have the ability to be saved in electronic format and/or be printed. The data generated from these reports shall be exportable to an off the shelf database or reporting software to be provided by the Contractor. These files should also be backed up to a removable medium such as CD, DVD, or tape for secure storage.

Proposer will describe its Call Detail Records system. Include samples of standard report formats and the methods employed to generate ad hoc and third party queries.

2.1.10 IMPLEMENTATION SCHEDULE

It is the intention of Leon County to have a go-live date mutually agreed upon and no later than December 17, 2004.

Proposer will offer an outline of dated milestones intended to reach this deadline. Upon award of contract, the Contractor and Leon County will negotiate an appropriate schedule to accomplish the go-live date.

2.1.11 INSTALLATION, CABLING, AND TESTING

2.1.11.1 INSTALLATION

The successful vendor will be responsible for all aspects of provisioning and installing the system contained within this RFP. Installation of any equipment or adjunct located within any of the identified sites will require identification of any modification required by Leon County to accommodate such installations.

Installation must be accomplished without disruption of existing enhanced 9-1-1 services.

The Contractor will be responsible for clean up of any waste, extraneous or used material, packing material, shipping support structures, spillage, or by-product resulting from the equipment delivery or any other item generated from the unloading and/or installation of the equipment. Each day during equipment delivery and installation, the

Contractor shall clean up and remove all waste material and rubbish, leaving the area as used by the Contractor clear of all obstructions. Upon cutover, the Contractor shall remove from the site all tools and machinery owned or rented by the Contractor and all rubbish and material.

Contractor will provide personnel for a minimum period of 24 hours after initial cutover to be available for technical assistance regarding functions and use and operation of the system.

The complete installation will be documented as an "as-built" configuration. This documentation will be considered part of the overall deliverable and made available to Leon County in both printed and electronic format.

Proposer should be aware that certain security requirements will require background checks and coordination with agencies to ensure access to sites where work will be performed.

2.1.11.2 CABLING

All cabling will conform to applicable local, state and federal requirements. All cables will be installed as neatly bundled and individually labeled (on each end) as reflected in the final "as-built" documentation.

Where appropriate, Contractor-provided cabling and related equipment shall be category 5 certified or category 5 compliant. The Contractor shall use plenum-rated cable within any areas where it is required by applicable Fire Codes. No splices will be allowed in system wiring or cables other than at approved, designated locations.

2.1.11.3 TESTING

Part of the project activity includes a system design to determine exact enhanced 9-1-1 functionality. The design will be accomplished by relying on published capabilities of the selected Proposer. The functional acceptance test will be conducted to verify that the systems installed provide the proposed functional capabilities in accordance with the system design criteria. The selected Proposer will be expected to demonstrate to the County that each function and option operates according to the system design documentation. Should any failures be identified during the test, the Contractor will have a reasonable opportunity to correct the deficiencies, after which a retest may be scheduled. The County, at its sole discretion, may require a retest of the failed functions, or may elect to require the Contractor to conduct a complete retest. This process will continue until all functions have passed or it becomes obvious that the system under test will not support one or more functions that it was designed to accomplish. At this point, the County may negotiate a settlement with the Contractor, or may take other steps as deemed appropriate.

If successful completion of the acceptance period is not obtained within thirty calendar days of the Contractor's stated date of completion, the County shall have the option, at their sole discretion, of canceling the contract with no further cost to the County or to continue the acceptance test.

Each Proposer shall provide details in its proposal(s) of how testing will be conducted. Final system testing procedures will be submitted to the County for review and approval at least 45 calendar prior to testing and shall be mutually agreed upon prior to system testing.

Proposer shall indicate its understanding of the stated goals of this section. Include statements as follows:

Installation requirements

Cabling requirements

Testing; including schedule, example of testing and certification of complete end-to-end testing include standard testing documentation for each sub-system

2.1.12 TRAINING

Proposer shall include with its proposal course outlines for Call taker, System Administrators and GIS/Addressing technician Training.

The Contractor shall specify the training requirements associated with the implementation of the system. All training course contact will be subject to the review and approval by the 9-1-1 Systems Manager. Videotaping by the Leon County will be allowed. The Contractor, for proficiency of use of equipment, will provide user operator training not less than two weeks prior to the cut over date. Any deficiencies found in the training of particular user/operator will require the deficient user/operator to participate in additional training at the Contractor's expense until satisfactory performance is demonstrated. Training shall include at a minimum:

- Training must be provided for each agency, on premise in Leon County, Florida, utilizing actual hardware and software
- Include train-the-trainer training, including instructor outline guides and training materials that can be duplicated
- Training focus shall be based upon software training on all operational programmable features and services used by the call taker and/or supervisors supplied under the response to the RFP,
- The Proposer shall identify what level of training will be included in the purchase of this system together with a summary of each type of training, which at a minimum shall include:
    - Course summary and outline
    - Duration of training, such as number of required hours

The successful vendor shall furnish class materials, instructor(s) fees including travel lodging/expenses and all instruction manuals. If any offsite training is required, the Contractor must pay the required cost of the student travel and lodging.

In addition to the required base training, two days of follow-up training will be provided two-three weeks after installation of equipment.

Proposer must respond to the requirements of this section and will provide samples of its curriculum based upon this section. Indicate your agreement to provide the above stated minimums.

2.1.13 REMOVAL OF EXISTING ENHANCED 9-1-1 EQUIPMENT

The successful vendor will not be responsible for the removal of existing equipment with the exception that they will be responsible to coordinate removal by the responsible vendor of the current system.

Proposer will acknowledge this section and express its understanding of these conditions.

2.1.14 OPTIONAL EQUIPMENT OR SERVICES

This section is intended for the proposal of optional equipment or services as an adjunct to the baseline Request for Proposal.. Should a Proposer elect to submit an option, pricing should be included within the Proposed Cost Matrix, Section 3.8.

2.1.14.1 ADDITIONAL MAPPING DISPLAYS

In addition to the function of mapping 9-1-1 calls within the County Primary Public Safety Answering Point additional functionality may be desired. Multiple inputs from systems such as Automatic Vehicle Location, Computer Aided Dispatch displays and other emergency service-based applications are envisioned. These additional mapping applications shall not interfere with the 9-1-1 call answering functions.

It may be desirable to add mapping capabilities to additional positions with inputs other than that provided by 9-1-1. Indicate pricing for additional mapping displays under optional pricing.

2.1.14.2 INTEGRATED ADMINISTRATIVE PHONE SYSTEM

Integration of the administrative phone systems with the 9-1-1 call taking workstation for both the County and City Primary Answering Points is considered an attractive option.

LCSO currently answers administrative phone calls on phone sets separate from the 9-1-1 call answering position. These are Nortel-based phones totaling 11 lines.

TPD currently answers administrative phone calls on phone sets separate from the 9-1-1 call answering position. These are Siemens-based phones totaling 10 lines.

Provide a proposed solution and costs associated with integrating the administrative phone systems for both LCSO and TPD Primary Public Safety Answering Points.

2.1.15 MALFUNCTION AND MAINTENANCE, ESCALATION PROCEDURES

2.1.15.1 GENERAL:

All materials, equipment, parts & labor and any necessary correction to system hardware and software shall be guaranteed in accordance with the following:

During the term of the contract, the Contractor shall, upon notification by the PSAP agency of any malfunction, make the necessary repairs including materials & labor at the Contractor's expense.

The Contractor must maintain an adequate inventory of spare parts to ensure expedient repair of the system and guarantee that any replacement or upgrade of spare parts will be available for the term of the contract. Should a manufacturer discontinue any product

or cease to do business, the Contractor agrees to stock an adequate supply of replacement components.

Contractor must store spare parts at a location within Leon County to ensure the availability of critical system components in the event of a hardware failure.
The Contractor shall identify the location of, or establish by the date of equipment delivery, a factory-trained and certified service facility equipped with the instrumentation necessary to provide service on the proposed system.

Proposer will specify a comprehensive list of the critical spares, as recommended by the equipment manufacturer, which will be maintained locally in the response to the RFP.

2.1.15.2 MALFUNCTIONS:

The Contractor will have qualified technicians available to respond to major system malfunctions within two hours and to minor system malfunctions within four hours during the life of the agreement.

A major system malfunction is defined as one in which the entire system, answering position or major system component is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required.

A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded.

The County shall decide whether a system malfunction is classified as major or minor.

2.1.15.3 MAINTENANCE:

Maintenance of all equipment and services provided as a result of this contract will be the responsibility of the Contractor.

It is the expectation of Leon County that first line maintenance personnel will be locally based.

Contractor shall warrant that all equipment performs in accordance with equipment specifications for the life of the contract.

Contract maintenance shall be provided on seven days a week, twenty-four (24) hours a day basis, to include weekends and holidays.

The Contractor shall furnish a service report to Leon County, Florida upon completion of each maintenance call and maintain a service record for each piece of equipment serviced. A copy of this record shall be kept at the PSAP. The report, at a minimum, shall include the following:

- Date and time notified (verified and initialed by PSAP Supervisor on Duty)
- Date and time of arrival (verified and initialed by PSAP Supervisor on Duty)
- Type and model number(s) of equipment serviced
- Time spent for repair

- Time the repair was completed
- Service that was completed
- Description of the malfunction
- List of parts replaced
- Action taken to prevent reoccurrence

2.1.16 ESCALATION PROCEDURES:

In the event of a major failure, or minor failure that has been reported during normal business hours, and a technician has not reported to the PSAP within 2 hours from the time the initial call is made, the contractor will place a status call to the PSAP supervisor. This will acknowledge that the technician is aware of the call and will also give the PSAP supervisor an estimated time of arrival (ETA).

If a response delay exceeds the times outlined under the Problem Escalation Section of this agreement, the Contractor will initiate escalation procedures and the PSAP supervisor will be informed of the repair plan.
In the event of a minor failure that has been reported outside normal business hours, the problem escalation procedure will be followed if the technician has not arrived on-site by 12:00 PM the following business day.

When work has been completed on all service calls, the PSAP supervisor will be informed that the problem has been repaired.

If the technician is required to leave the PSAP premises for any reason prior to completion of the repair, the PSAP shift supervisor will be advised and an estimated time of return will be given.

If a failure is reported by a PSAP and it is determined that the problem is at a different location, the responding technician will call the PSAP and advise the shift communications supervisor that the problem is suspected to be at another location and it is being worked on. If a delay in response to the remote location is encountered, status reporting will be completed as outlined.

When a repair is completed at a remote location, the Contractor will call the PSAP supervisor to advise the trouble has been cleared.

If a delay in responding to the location of a major failure exceeds two (2) hours, the Contractor service manager having responsibility will be notified by the technician. A response plan will be initiated and the communications shift supervisor will be advised of the plan. If extended delays beyond three (3) hours are expected, the Contractor service manager having responsibility will notify the 9-1-1 System Manager.

If the Contractor's technician has been working on a major failure for more than three (3) hours and a repair is not expected within the next thirty (30) minutes, the Contractor service manager having responsibility will be notified. A plan will be established at this time for technical escalation. The contractor service manager will advise the communications shift supervisor and the 9-1-1 System Manager of the plan.

In the event that any component has been inoperative for a period that exceeds twenty-four (24) hours, technical assistance from the service or equipment manufacturer will be initiated. Written authorization to deviate from this requirement must be obtained from the 9-1-1 Systems Manager.

In the event that any critical component has been inoperative for a period that exceeds seventy-two (72) hours, the plan to mitigate the problem will be submitted to, and written authorization will be obtained from, the 9-1-1 Systems Manager.

Proposer will clearly indicate understanding and agreement of these provisions.

2.1.17 UPGRADES

Proposer will offer software version and scheduled hardware upgrades for the term of the contract. Software version upgrades include revisions within versions as well as whole version migrations should they occur. These revisions and upgrades will be provided at no additional cost to Leon County. These changes will be made upon acceptance by Leon County, and advance notification will be provided and training will be included if necessary.

As emerging technologies become available within the operating area of Leon County, Florida, connectivity must be accomplished these system improvement shall be offered to the County. The Contractor will provide such upgrades at the time of availability and include projected upgrades. Any known future upgrades shall be included in the RFP response.

Provide a statement relative to upgrades throughout the terms of the contract.

2.1.18 PENALTIES

Penalties for lack of performance will be assessed for installation, on-going maintenance, database accuracy, and response times for the appropriate phase of the agreement. Installation penalties will be assessed as Liquidated Damages while maintenance, database and response time based penalties will be assessed as an hourly penalty.

2.1.18.1 LIQUIDATED DAMAGES, DELIVERY AND INSTALLATION

If the Contractor fails to deliver and install the equipment in accordance with the contracted deadline for go-live operations, it is understood, and the Contractor hereby agrees, that the amount of $500 per day for a period of up to 90 days shall be deducted from the monies due the Contractor for each intervening calendar day any work remains incomplete, not as a penalty, but as liquidated damages. However, the Contractor shall not be liable if failure to perform arises out of causes beyond the reasonable control of the Contractor and without the fault or negligence of the Contractor (acts of God, the public enemy, fires, floods, strikes, freight embargoes, etc.). After 90 days, the County reserves the right to enforce the provisions of the performance bond or continue the liquidated damages, at a daily rate of $1,000, with a maximum not to exceed the value of the contract.

2.1.18.2 LIQUIDATED DAMAGES, DOWN TIME

Immediately upon system acceptance, if any component of the system malfunctions, resulting in total loss of system operation or significantly degraded functionality, as defined as either a major or minor outage the Contractor will provide a credit to the County as specified below:

HOURS IN EXCESS OF RESPONSE TIME ALLOWANCE	DOWN TIME CREDIT	
DOWN TIME HOURS	MAJOR OUTAGE	MINOR OUTAGE
1ST HOUR	$0.00	$0.00
2ND HOUR	$0.00	$0.00
3RD HOUR	$50.00	$0.00
4TH HOUR	$75.00	$0.00
5TH HOUR	$100.00	$20.00
6TH HOUR	$125.00	$40.00
7TH HOUR	$150.00	$60.00
8TH HOUR	$175.00	$80.00
9TH HOUR	$200.00	$100.00
EACH ADDITIONAL HOUR	$200.00	$100.00

Down time credits will be computed in increments of one-tenth hour, and will be deducted from the next regularly scheduled maintenance payment. Down time and response time credits will not be duplicated for the same hour, and will not apply during the warranty period.

2.1.18.3 LIQUIDATED DAMAGES, RESPONSE TIME, MAINTENANCE AND SUPPORT

The Contractor will be required to provide system and equipment/software maintenance support that includes parts and labor with a response time of no more than two hours for a "Major" failure of the system and no more than four hours for a "Minor" failure of the system. The response for backbone items will be seven days per week, 24 hours per day.

HOURS IN EXCESS OF RESPONSE TIME ALLOWANCE	RESPONSE TIME PENALTY	
DOWN TIME HOURS	MAJOR OUTAGE	MINOR OUTAGE
1ST HOUR	$0.00	$0.00
2ND HOUR	$0.00	$0.00

3RD HOUR	$50.00	$0.00
4TH HOUR	$75.00	$0.00
5TH HOUR	$100.00	$20.00
6TH HOUR	$125.00	$40.00
7TH HOUR	$150.00	$60.00
8TH HOUR	$175.00	$80.00
9TH HOUR	$200.00	$100.00
EACH ADDITIONAL HOUR	$200.00	$100.00

2.1.18.4 Database Accuracy

The Contractor will be required to provide ALI database accuracy that meets the requirements as established by NENA and the 9-1-1 State Plan, etc.

Penalties will be one-hundred dollars ($100) per day per incident, commencing five (5) work days after notification by the county that the standards, as established by NENA and The 9-1-1 State Plan, are not being met.

Proposer will indicate clear understanding and willingness to abide by the terms of this section.

2.1.19 EXCEPTIONS

Exceptions to the conditions contained within this RFP shall be indicated within this section regardless of any previous indications within the response. List, by section the exception and offer a clear and concise explanation of the exception.

2.1.20 PRICING

As this is an all-inclusive proposal, indicate pricing based upon both non-recurring and recurring charges in Section 4.7. For non-recurring charges the County reserves the right to make payment based upon installation milestone or an equivalent of a lump sum based upon negotiation with the successful Proposer. Recurring charges will be made in either monthly or quarterly payments based upon negotiations with the successful vendor.

The County reserves the right to negotiate modification to the pricing identified in this section.

Proposals must identify each major component of the offering and list pricing in both non-recurring and recurring costs. For purposes of this section individual sub-sections are identified as:

- Network Expenses
- Database Expense
- Software Licenses
- Integrated Intelligent Workstations
- Recommended Critical Spares
- Installation

- Training

All other costs incidental to the successful installation of the specified systems. Any additional costs not stated in the proposal shall not be incurred by Leon County, Florida, unless specifically agreed to in writing by Leon County, Florida.

2.1.21 ADDITIONAL QUANTITIES

Quoted prices for equipment and software included in the installation shall be valid for at least one year from the final system acceptance date. The Proposer is required to extend proposal prices beyond the initial installation for procurement for the life of the contract. After installation, prices will be derived from the proposal price as identified in the pricing section. The contractor will be required to provide current price guidelines for County staff on an as-needed basis.

3 SUBMISSION ASSEMBLY

Proposer will assemble its response to this Request for Proposal in a manner consistent with this section. The following subsections shall serve as the corresponding numbering within the response.

3.1 PROPOSAL FORMAT AND CONTENT

Proposer shall provide a written response to each of the mandatory requirements as identified in bold italics in a manner that demonstrates the Proposer has the abilities and resources to adequately perform the requirements and tasks outlined herein. To expedite the evaluation of proposals and to ensure that each proposal receives the same orderly review, all proposals shall follow the format described in this section. Proposal sections shall be appropriately numbered to maintain the outline below. The County desires that proposals shall not exceed 50 pages in length (exclusive of the required Contract Offer, requested additional quantities, optional equipment or services and any examples of work).

3.2 PROVIDE THE FOLLOWING INFORMATION RELATIVE TO YOUR FIRM:

Firm name, business address, including telephone number, fax number, and contact e-mail address.

The signature, name, title, address, e-mail address, fax number, and telephone number of the individual(s) authorized to negotiate and contractually bind the Proposer.

Summary by the Proposer indicating its interest in and understanding of the project described in this RFP.

3.3 EXECUTIVE SUMMARY:

Briefly highlight the major facts and features of the proposal, including any assertions and recommendations you wish to make. Include a summary of the total estimated costs. The Executive Summary should be designed specifically for review by executives and officials who need to be informed or briefed on the content of the proposal by those assigned to

the Evaluation Committee, but who will likely not read the proposal in its entirety.

3.4 RESPONSES TO PROJECT REQUIREMENTS:

Proposer will provide a detailed response to each proposed element/task outlined in Section 2, PROJECT REQUIREMENTS herein in a manner that details your understanding of the County's requirements.

3.5 QUALIFICATIONS OF THE PROPOSER:

Provide a narrative demonstrating the unique characteristics and level of expertise of the Proposer, identify the Proposer firm, and any potential subcontractors relative to each numbered element listed in Section 2, PROJECT REQUIREMENTS. Cite any past experience with similar elements in prior work environments.

3.6 SCOPE OF WORK:

Provide your responses to each numbered project element listed in Section 2, PROJECT REQUIREMENTS. Suggest related tasks that will ensure achievement of each element including, and in addition to the provided examples. Identify those elements for which use of subcontractors is proposed and describe how coordination will be achieved. Discuss the approximate time projections for each element. Describe the impact the project requirements will have on your organization's workload in relationship to any other major commitments of equipment and staff projected for your firm for the entire contract period. Discuss the impact of such commitments on your ability to complete the project as proposed and scheduled.

3.7 GENERAL EXPECTATIONS OF THE CONTRACTOR:

Provide a narrative response demonstrating your understanding of and discussing your intent to comply with each element listed in Section 2, PROJECT REQUIREMENTS.

3.8 PROPOSED COST MATRIX AND COMPENSATION SCHEDULE:

Proposed Cost Matrix -Cost proposals should be submitted in a matrix format similar to the example provided below.

The total cost figure from the cost matrix should be considered a firm and not-to-exceed quote and should be calculated to be all-inclusive of personnel, general business, administrative, and other related costs and expenses deemed necessary by the Proposer to perform the contracted services outlined in this RFP (to include travel, mileage, per diem, telephones, duplication/printing, computer hardware and software, electronic mail, internet access user fees, office space, office furnishings and equipment, supplies and materials, postage, etc.). No material, labor, vehicles, equipment, or facilities will be furnished by the County other than those considered normal and necessary for the fulfillment of the target mission of enhanced 9-1-1 call handling.

PRICING MATRIX

LEON COUNTY 9-1-1

RFP#

NON-RECURRING COSTS

ELEMENT	UNIT	COUNT	COST
DATA BASE			
NETWORK			
EQUIPMENT			
SERVICES			
TOTALS			$0.00

RECURRING COSTS

ELEMENT	UNIT	COUNT	COST
DATA BASE			
NETWORK			
EQUIPMENT			
SERVICES			
TOTALS			$0.00

OPTIONAL EQUIPMENT OR SERVICES

ELEMENT	UNIT	COUNT	COST
MAP DISPLAYS			
ADMINISTRATIVE PHONES			
TOTALS			$0.00

3.9 PROPOSED COMPENSATION SCHEDULE:

Describe the frequency and increments by which you would prefer compensation be established. The County reserves the right to mutually negotiate with the awarded contractor, the means of compensation including modifications to the compensation schedule.

3.10 PROFILES OF KEY PERSONNEL:

Identify and briefly outline the background of the individuals to be assigned to this project. Include information regarding any subcontractors.

3.11 REFERENCES AND EXAMPLES OF WORK:

A list of at least three (3) clients for whom the Proposer has performed services similar to those described herein. Include names and addresses for all listed clients, phone numbers of identified contact persons, and descriptions (including dates) of the services performed.

Proposer is encouraged to submit examples of relevant work as separate attachments to the proposal (considered exclusive of the 50 page limit.) In this section, the Proposer should list any samples of work that will be included as attachments with a brief description of its relevance to this solicitation.

For all subcontractors, identify each and give a description of tasks, responsibilities, and qualifications of all subcontractors who may be hired by the Proposer to contribute to the project. Include a contact name, business name, mailing address, telephone number, and e-mail address for each subcontractor.

4 EVALUATION CRITERIA

The selection committee members will review the responses to the RFP and rank them according to the criteria below. The rankings from each member will be averaged and the highest ranked Proposer may be asked to participate in an on-site discussion and appropriate demonstration of their solution. The selection criteria are:

CRITERIA	POINTS
Project Approach and Quality of Response to the RFP	20 Points
Technical Solutions Intended to Satisfy the Requirements of this RFP	30 Points
Qualification and Experience of Vendor and Proposed Staff	25 Points
Cost	15 Points
MWBE Participation	10 Points
TOTAL	**100 Points**

25

25