

# **REQUEST FOR PROPOSAL FROM THE REGIONAL 9-1-1 BOARD FOR 9-1-1 EQUIPMENT AND SERVICES**

## Description of Current Regional 9-1-1 Board Operations

The Regional 9-1-1 Board is an entity created by the Interlocal Cooperation Act, 74 O.S. (2011) sec. 1001 et seq. The Board is comprised of the following local jurisdictions:

Bixby	Sapulpa
Broken Arrow	Skiatook
Collinsville	Tulsa
Glenpool	Tulsa County
Jenks	Northeast Oklahoma 9-1-1
Owasso	Trust Authority, covering
Osage County	Rogers County
Sand Springs	

These jurisdictions share the costs of premise equipment, end office and 9-1-1 trunks, network, database, selective routing, phase II, meet point circuits, and other charges pursuant to a formula approved in an annual budget adopted by the board.

## Current Equipment

The members of the Regional 9-1-1 Board are using Vesta call handling application, Vela mapping software and eCats MIS application. The current system has host sites located at AT&T sites located in Tulsa and Muskogee, Oklahoma. Each router is capable of handling 100% of the calls for the entire system. The current system provides seamless interoperability among PSAPs, without requiring a manual redirect at the selective router.

The Board has signed a 5-year contract with AT&T for an AVPN fiber network with LTE backup. The network will be in place until at least 2023 with AT&T. All 9-1-1 equipment and services must make use of or interconnect with the existing network.

## Description of Need

The jurisdictions listed above seek a replacement for all equipment hardware and software to provide 9-1-1 service from the caller to the PSAPs listed on the attached table. The solution must seamlessly interface with the existing network. The minimum requirements for the call taking solution are as follows:

1. All equipment must meet and be able to operate within current NENA standards.
2. All customer premise equipment, including, but not limited to work stations,

- software, clock, headset, recording equipment, uninterruptable power supply, records management system and related connections, must be able to operate in a NextGen 9-1-1 environment, capable of full interoperability and data sharing on a regional or statewide ESINet.
3. Routers and associated hardware must be hosted at 2 secure sites within the 918 area code, geo-diverse, with full interconnection between sites.
  4. Call taking solution must provide robust ACD functionality that distributes incoming calls to available call takers in the order the calls are received, or queues calls until an attendant becomes available, in a manner that accommodates both high and low volume PSAPs.
  5. The solution must provide full interoperability among all PSAPs so that calls can fail over or be diverted to another PSAP with voice, ANI and ALI data included.
  6. Fully ADA compliant TDD/TTY solution must be provided.
  7. Software must provide robust MIS reporting that includes reports on individual call taker activity per workstation.
  8. All software including but not limited to the operating systems must be maintained in the latest versions with updates installed at no additional charge.
  9. Call taker interface must provide ease of use.
  10. Call taking solution must include i3 text to 9-1-1 solution, integrating the text interface into the call taker's screen. The solution must have the ability to deliver i3 data to the CAD and recording devices.
  11. The call taking solution must incorporate single button star codes to transfer calls to responders or other agencies.

Vendor must also provide:

1. Full-time monitoring of all equipment, including work stations and network functionality, and proactive notifications of issues provided 24x7 including remote diagnostics and maintenance support.
2. Ongoing, robust security monitoring, virus protection, OS patches, and firewalls as needed for security.
3. A single point of contact for all 9-1-1 issues, whether network, equipment, or third party providers, regardless of whether the issue concerns the vendor's equipment, or another vendor's equipment, including incumbent carriers, network providers, database maintenance vendors, cellular and VoIP providers;
4. A pre-determined escalation plan for addressing PSAP problems, with a commitment to have a technician on-site within 4 hours of a critical service report. The Vendor must have a response plan for denial of service attacks.
5. A minimum of 2 dedicated 9-1-1 technicians employed directly by the Vendor, located in Tulsa Oklahoma metro region, trained and certified in the vendor's solution equipment and services, available 24x7. Technicians should have a minimum of 5 years working experience on the proposed solution or its previous versions. Technicians must submit to FBU fingerprint background check in compliance with the FBI Criminal Justice Information Service (CJIS). Background checks must show no felony or serious misdemeanor convictions or arrests pending disposition. Technicians must be trained or participate in CJIS security awareness level 4 training.

6. A consolidated billing function that includes all charges for all jurisdictions on 1 monthly billing.
7. Complete installation and testing at each PSAP managed by a dedicated project manager who provides live updates weekly at a minimum via conference call or webinar until installation is finally accepted;
8. Complete, interactive (not pre-recorded) training by a trainer certified by the equipment manufacturer, made available to accommodate morning, afternoon and night shifts on week days and weekend days.
9. A contract with a term of 5 years with option(s) to renew.
10. Pricing for customer premise equipment and mapping must be expressed as a monthly rate per position which includes maintenance and warranty for the term of the agreement.
11. The equipment is owned by and remains the property of the vendor at the end of the contract term.

### Criteria for Evaluation

A committee of Regional 9-1-1 Board members will evaluate the proposals using a point system ranking the criteria from 0 to 5, zero meaning the Vendor offered no solution or was non-responsive, five meaning that the Vendor's solution exceeded expectations. Selection shall be determined to be in the best interest of the jurisdictional members of the Regional 9-1-1 Board.

<b>VENDOR MERITS</b>	<b>Points 0(low) to 5(high)</b>
Ability to provide the single point of contact for all vendors and services	
Escalation plan for addressing PSAP problems	
Number of technicians located in Tulsa, Oklahoma	
Qualifications of technicians	
Consolidating billing for all PSAPs charges	
Installation and testing project plan	
Training plan	
<b>TECHNICAL MERITS</b>	
24x7 remote equipment and network performance monitoring	
24x7 remote security monitoring	
NENA compliant equipment and features	
NextGen environment functionality	
Security of and location of proposed geo-diverse selective routers	
ACD functionality	

Interoperability functionality among PSAPs	
TDD/TTY functionality	
MIS reporting functionality	
Ease of use to the call taker	
Mapping functionality	
Text to 9-1-1 functionality	
<b>COST</b>	
Per position cost	
<b>OTHER</b>	
Length of time in business as 9-1-1 call taking equipment provider	
Proposed length of term of contract	

## Vendor Selection and Contract Negotiation

Once a successful vendor has been chosen, contract negotiations will begin. If a successful contract cannot be negotiated within a short time frame, an alternate vendor may be selected to begin negotiations. Final approval of the contract will rest with the governing body of each jurisdiction.

## Contents of Vendor's Proposal

Vendor's proposal must contain a detailed description of whether, and to what extent it meets the description of need contained in this document. At minimum, it must include:

### **Equipment**

1. Complete description of all equipment, hardware and software included in the call-taking solution.
2. A certification that all aspects of the proposed call taking solution meets or exceeds NENA i3 standards.
3. An explanation that the solution is capable of full interoperability and data sharing on a regional or statewide ESINet.
4. The locations proposed for each hosted sites, including the security in place at each location.
5. A description of ACD functionality for the large and small PSAP.
6. A description of the features of the system that enables participating PSAPs to be fully interoperable.
7. A description of TDD/TTY functionality.
8. A description of the MIS application including its functionality down to the call-taker activity per workstation.
9. A detailed system design utilizing block diagrams illustrating equipment, network and call flow from landline, cellular, VoIP or text caller.

10. A detailed description of the text solution.
11. A detailed description including illustration of the call taker's answering position screen.

### **Vendor Services**

11. A description of the remote equipment monitoring and proactive notification of 9-1-1 operational issues.
12. A description of the ongoing security monitoring and virus protections
13. A detailed description of how Vendor will operate as the single point of contact for all issues affecting the 9-1-1 equipment and services regardless of whether they are provided by the vendor.
14. A description of the escalation plan for addressing PSAP problems or outages.
15. A description of the number and qualifications of technicians to be located in the Tulsa area.
16. A description of the training to be provided including a proposed schedule that will meet the needs of shift workers.
17. A description of the consolidated billing function that will include charges for all PSAPs.

### **Installation**

18. A statement of the lead time necessary before installation of customer equipment can begin.
19. A detailed plan of installation and testing at each PSAP, including a certification that vendor will provide a dedicated project manager who will provide live weekly updates until installation is accepted.
20. A fully executed non-collusion affidavit (attached).
21. A list of customers, who are currently using the proposed solution, Please provide contact information.

### **Instructions**

Vendor must submit proposals at or before 5:00 pm central time zone on the deadline date set below. Proposals must be submitted in hard copy in an envelope or container sealed and clearly labeled **RESPONSE TO PROPOSAL BY REGIONAL 9-1-1 BOARD**. Vendor assumes the responsibility for assuring actual receipt by the contact person.

Vendors may register with the Regional 9-1-1 Board by sending an email requesting it. Registration is not mandatory. All Vendors who register will receive any updates, answers to questions or additional information provided to any Vendor.

Questions that may arise from this request should be submitted to the contact person. Questions and responses may be shared with all vendors. Questions regarding any portion of this proposal must be submitted in writing (sent by mail or email) to the Board contact person. The Board will attempt to respond in writing to all timely submitted questions, but cannot guarantee a response to any question received

within 10 working days of the proposal submission date. Responses to questions will be delivered electronically if received electronically.

### Contact Person

Darita DeLoach Huckabee  
INCOG  
2 W 2<sup>nd</sup> Suite 800  
Tulsa, OK 74103  
(918) 579 9438  
[dhuckabee@incog.org](mailto:dhuckabee@incog.org)

### Timeline

Proposal Released	October 1, 2018
Advertisement	Week of October 1, 2018; and week of October 8, 2018
Deadline for submission	October 31, 2018
Review process	Until November 21, 2018
Final selection	No later than December 21, 2018

**NON-COLLUSION AFFIDAVIT**

STATE OF \_\_\_\_\_ )

)ss.

COUNTY OF \_\_\_\_\_ )

I, \_\_\_\_\_, of lawful age, being first duly  
(Bidder's Authorized Agent)  
sworn, state that:

1. I am the authorized agent of Bidder herein for the purposes of certifying facts pertaining to the existence of collusion between and among bidders and Board members, officials or employees of the jurisdictions which make up the Board, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the bid to which this statement is attached.
2. I am fully aware of the facts and circumstances surrounding the making of Bidder's Bid to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such bid; and
3. Neither the Bidder nor anyone subject to the Bidder's direction or control has been a party:
  - a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
  - b. to any collusion with any Board or jurisdiction official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
  - c. in any discussions between bidders and any jurisdiction official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

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

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

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Notary Public  
My Commission Expires: \_\_\_\_\_  
Notary Commission Number: \_\_\_\_\_