

Bayfield County Sheriff's Office

REQUEST FOR PROPOSAL (RFP)

9-1-1 Customer Premise Equipment and Infrastructure with State of Wisconsin NextGen 9-1-1 ESInet
Compatibility



911 CPE INFRASTRUCTURE

Bayfield County Sheriff's Office

615 2nd Ave E Washburn, Wisconsin 54891

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REQUEST FOR PROPOSAL
NEXT GEN 911 CPE INFRASTRUCTURE IMPROVEMENT PROJECT
MAY 8, 2020
Washburn - Wisconsin

PROPOSAL SUBMISSION DEADLINE: June 8, 2020

INTRODUCTION

Bayfield County Sheriff's Office invites and welcomes proposals for their 911 NEXT GEN CPE Infrastructure project. Please take the time to carefully read and become familiar with the proposal requirements.

PROJECT AND LOCATION

The project associated with this RFP will be installed at the Bayfield County PSAP facility and the Bayfield County Server Room located at 615 2nd Ave E, Washburn, WI 54891.

PROJECT MANAGER CONTACT INFORMATION

For questions or information contact:

Name: Meagan Quaderer

Title: 9-1-1 Communications Supervisor

Phone: 715-373-3477 Fax: 715-373-1027

Email: Mquaderer@bayfieldcounty.org

PROJECT OBJECTIVE

The objective and goal for this project is to purchase 9-1-1 CPE equipment that is NextGen 9-1-1 and State of Wisconsin ESInet ready. Bayfield County will consider proposals that meet the requirements of this RFP and are the best value.

PROJECT SCOPE AND SPECIFICATIONS

This project is to replace existing functioning 9-1-1 Customer Premise Equipment and Systems at the Bayfield County PSAP for three (3) positions. This project must include a replacement list of necessary hardware, software and 911 mapping software. Services provided must include statistical reporting, text-to-911 services, project survey, end user training, administrator training, remote and onsite installation services and compatibility and readiness to connect with the soon to be released State of Wisconsin ESInet system.

This RFP is also requesting annual maintenance and services to be priced out for a minimum of seven (7) years to include all support services including but not limited to: reporting, text-to-911 services, software subscription, updates that include any third-party software used by the system, software protection and remote technical support, on-site maintenance, hardware protection, and SIP trunking for admin lines. Bayfield County also asks for a quote on future support costs for video and photo (multi-media message) to 9-1-1 services (if any) are to be included.

Vendor must provide a demonstration of the system as well as provide three to five (3-5) references of similar system installations. Please include summary of project and contact information including phone and email contacts for follow-up.

Vendor Responsibilities:

1. Execution and delivery of purchased services as detailed herein.
2. Deliver all corresponding system manuals and user manuals.
3. Gather software configuration data from the Customer.
4. Provide solutions of any issues discovered during installation, implementation or post installation phases of this project.
5. Schedule all recurring project meetings and provide reporting and tracking registers for the same.
6. Coordinate Equipment Delivery to PSAP
7. Equipment Inventory
8. System Installation, Testing, Cutover
9. Provide a Project Timeline and Project Deliverables
10. Provide a Training Schedule
11. Provide the location of support and maintenance team and distance from Washburn Wisconsin. If support and maintenance are to be sub-contracted, provide the sub-contractors name and distance from the Bayfield County Sheriff's Office.

Vendor Professional Services Responsibilities:

1. Vendor must provide assurances that the existing system will continue operating until cutover. Cutover shall be done at a mutually agreeable time. If cutover will result in downtime, call transfer to Douglas County must be in place. At the time of cutover vendor shall have all necessary support staff available in the event of problems.
2. Vendor will provide the System design and implementation support.

3. The vendor will provide a single point of contact (“SPOC” or “Project Manager”) who will be responsible and authorized to (i) make all decisions and give all approvals which Customer may need from Vendor, and (ii) provide Customer’s personnel on a timely basis with all information, data, and support reasonably required for its performance, including but not limited to making available appropriate personnel to work with the Customer as the Customer may reasonably request, (iii) manage and participate in the kickoff discussion, schedule coordination, and acceptance testing.
4. Provide a documented project plan before installation. The plan will provide a detail of the installation of the System.
5. Develop a Test Plan with the County’s Project Manager that is mutually acceptable to ensure that the System is installed and operating according to test plan and manufacturer’s specifications.
6. Contact Customer prior to installation in order to confirm equipment delivery and site readiness. Site readiness includes the following:
7. Verifying that any Customer provided equipment (e.g. electrical power, site environmental, UPS, etc.) is ready for the System to be installed.
8. Verify that the Customer is maintaining equipment in an environmentally controlled area.
9. Verify that the Customer’s equipment room meets appropriate power and ground requirements in accordance with manufacturer specifications.
10. Provide staging which includes the following:
 - a. Material handling (unpacking, inventorying, recording of serial numbers, and asset tag information as required).
 - b. Assembling of the System.
 - c. Power-up and test the System for electrical connectivity.
 - d. Provide warranty verification.
 - e. Verify System power-up, operation of network interfaces and run internal diagnostics.
 - f. Perform back up of any and all involved devices, including drivers, applications, and operating systems prior to Vendor on site activities.
 - g. Verify circuit connectivity to LEC provided transport or non LEC provided transport, as required.
 - h. Take all necessary precautions to protect the buildings and facilities. Vendor shall be responsible for any damage to floors, walls, doors, existing wire and cable connections, etc., caused by Vendor’s personnel or equipment during the delivery and installation process. Repairs of any kind will be made and charged to Vendor.
 - i. Keep the working area free from debris of all types and remove from the premises all rubbish resulting from any work performed by it. At the conclusion of its work, Vendor shall leave the premises in a clean, safe and finished condition.
 - j. Take the necessary steps during the installation and cutover process to minimize any disruption, which may result from its work, and be prepared to stop work immediately at the request of the Project Manager, Emergency Management Director, or any member of the Sheriff’s Office during certain emergencies.
11. Provide Training to include:
 - **911 Administrator** – fundamentals for modifying, updating and maintaining configuration data for the 911 system.

- **911 & Mapping User**– use of call-taking system and features as a call taker, and fundamentals of mapping system
 - Any and all other necessary training.
 - Training shall be provided to all full-time dispatch staff.
12. Provide a standard NENA compliant interface to customer CAD system including serial pin-out documentation; however, CAD vendor must provide their own serial cable that connects to the Vendor system.
 13. Provide standard leads to the radio system and voice recording system. The County must contact their vendors and have them connect their leads to their respective systems. At least three (3) days advance notice required.

SCHEDULED TIMELINE

The following timeline has been established to ensure that our project objective is achieved; however, the following project timeline shall be subject to change when deemed necessary by management.

MILESTONE	DATE
Proposal Deadline:	June 8th, 2020
Acceptance of Proposal and contract document completion:	By or before July 6th, 2020
Project Start Date:	By or before November 1, 2020
Project Completion	By or before December 31, 2020

VENDOR INFORMATION:

Company Name: _____

Address: _____

Phone Number and Email: _____

Authorized Signature: _____

Printed Name and Title: _____

Date: _____