



**Request for Proposal (RFP)  
Telephone System  
For 911**

Contact Information:

Gordon County  
Attn: Purchasing Director  
201 North Wall Street  
Calhoun, Georgia 30701

[mvaughn@gordoncounty.org](mailto:mvaughn@gordoncounty.org)

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## **1.0 Overview**

The Gordon County Board of Commissioners will be accepting sealed written proposals from qualified vendors to procure a telephone system, components and software that meet or exceeds the functional requirements of Gordon County E9-1-1 as outlined in this request for proposal (RFP).

### **1.1 Submission**

If you choose to submit a Proposal for this service and products, the County requires the vendor submit two (2) sealed original printed proposals (e-mail or faxes not accepted) and one (1) electronic copy of the bid/proposal (cd or usb drive). Your sealed proposal must be marked, "911 Telephone System" and delivered to the Gordon County Administration Building at 201 N. Wall Street, Calhoun, Georgia 30701 **no later than 2:00 p.m. on October 26, 2015**. The receiving time at the Gordon County Administration Building 201 N. Wall Street – Calhoun, GA 30701 will be the governing time for acceptability of the Proposal.

The Proposal response shall be in the form defined in **7.0 Proposal Response Requirements**.

**A mandatory pre-Proposal meeting will be held on October 14, 2015 at 10 a.m. at Gordon County E-9-1-1 – 100 Nine-one-one Dr. – Calhoun, GA 30701**

Any response received after the deadline date and time shall be returned unopened. Incomplete responses may not be considered if the omissions are determined to be significant. All Proposals will be publicly opened and Proposal cost read at that time and place. You are invited to attend the opening. The submitted Proposal vendors will be posted online at [www.gordoncounty.org](http://www.gordoncounty.org) the day after the proposal opening.

The Gordon County Board of Commissioners reserves the right to accept, or reject, any and all Proposals received and/or disregard informalities in the Proposals received. If additional information is needed, contact Martin Vaughn, Gordon County Purchasing Director [mvaughn@gordoncounty.org](mailto:mvaughn@gordoncounty.org)

## **1.2 Communication with Gordon County**

All Communications regarding this Proposal shall be communicated through Gordon County Purchasing. Telephone inquiries will not be accepted. Any questions regarding this Proposal should be submitted to Martin Vaughn via e-mail – mvaughn@gordoncounty.org. Your inquiry shall be titled “911 Telephone System”, your company name and telephone number must be on all correspondence. Information obtained from **any other source is not official and should not be relied upon.**

## **1.3 Award**

While the County is entertaining a Proposal, it will not be bound to award the Proposal.

The County may contact and evaluate the vendor’s and any subcontractor’s references; contact any vendor to clarify response; contact any current or past users of a vendors or subcontractors services.

The County will not be obligated to accept the lowest offer but will make an award in the best interest of the County after all factors have been evaluated.

The County will be the sole judge of the successful offer. The County reserves the right to negotiate with any and all vendors. Vendors are advised that it is possible that an award may be made without discussion or any contact concerning the Proposal received. Accordingly, Proposals should contain the most favorable terms from a price and technical standpoint, which the vendor can submit to the County. **DO NOT ASSUME** that you will be contacted or afforded an opportunity to clarify, discuss or revise your proposal.

## **1.4 Terms and Conditions**

The successful vendor shall submit the following items within ten calendar days of written notification from the county of the proposal award:

- Proof the Vendor is an authorized corporation and is authorized to do business in the State of Georgia.
  - Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1) – E-Verify Form
  - Written certification that the Vendor operates a drug-free workplace in accordance with O.C.G.A. 50-24-1 through 50-24-6 (form provided by county).
  - Workman’s Compensation Insurance documentation of at least \$1,000,000
  - Liability Insurance documentation of at least \$1,000,000
- 
- There are no expressed or implied obligations for Gordon County to reimburse responding companies for any expenses incurred in preparing proposals in response to this Proposal.
  - The county reserves the right to request clarifications regarding information submitted as well as request additional information from one or more parties submitting qualifications.
  - By submitting qualifications, a party certifies that it has fully read and understood this Proposal, has reviewed the attached documents (if any), and has full knowledge of the nature, scope, quantity and quality of the work to be performed; the requirements of the products and services to be provided and the conditions under which the services are to be performed. Failure to do so will not relieve the successful proposing company of their obligation to enter into a contract and to completely perform the contract in strict accordance with this Proposal.
  - No proposals may be withdrawn or revoked for a period of ??? days after date of proposal opening.
  - Ownership of all data, materials, and documentation prepared for and submitted in response to this Proposal shall belong exclusively to Gordon County and will be considered a public record and subject to public inspection in accordance with the Georgia Open Record Act, O.C.G.A. 50-18-70 et. seq. unless otherwise provided by law.
  - The Gordon County Board of Commissioners reserves the right to reject any or all proposals, call for new proposals, to waive any informalities in a proposals, and to select the qualified parties. The Gordon County Board of Commissioners reserves the right to accept, reject, and/or negotiate any and all proposals or parts of proposals deemed by the Board to be in the best interest of citizens of Gordon County.
  - This Proposal shall be governed in all respects by the laws of the State of Georgia and the successful proposing parties shall comply with all applicable federal, state, and local laws and regulations.
  - By submitting their qualifications, all proposing parties certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other person or party in connection with their proposals, and that they have not conferred on any Gordon County employee having official responsibility for this procurement transaction of any payment, loan, subscription, advance, deposit of money, services, or anything of value of more than nominal value, present or promise, unless

consideration of substantially equal or greater value was exchanged.

- The proposing parties specifically certify in submitting their proposals that they are not in violation of O.C.G.A. 16-10-2 and 16-10-22 for acts of bribery, and/or conspiracy in restraint of free and open competition in transactions with state or political subdivisions.
- By submitting their qualifications, all proposing companies certify that they are not currently debarred from submitting bids or proposals on contracts by any agency of the State of Georgia and/or the federal government, nor are they an agent of any person or entity that is currently debarred from submitting Proposals on contracts by any agency of the State of Georgia or the federal government.
- Gordon County reserves the right to add to the contract any future work, with the agreement of the contractor, at prices offered in this Proposal. This option will be enacted during the contract or within twelve (12) months of the end of the contract, if in the best interest of Gordon County, and with agreement of the contractor.

### **1.5 General Proposer information**

The County reserves the right to lease and/or purchase more or less of each item or service at the unit price offered in the Vendor's system, unless the Vendor specifically and explicitly limits the response in this regard. The County reserves the right to negotiate with vendors regarding variations to the original proposal(s) that may be in the best interest of the County. The County reserves the right to accept or reject any or all bids or proposals and to waive informalities and irregularities in bids or bidding procedures and to accept any bid determined by the Board of Commissioners to best suit and fit the needs of the county in its sole discretion.

Vendor is to review and be familiar with the enclosed proposal specifications. Failure to review the specifications will not relieve the successful vendor of an obligation to furnish all products, services and labor necessary to carry out the provisions of the contract.

The successful proposing Vendor shall not assign or transfer any interest in the contract or subcontract any part of the contract without prior written approval from the County

The signer of the Proposal must declare that the Proposal is in all respects fair and in good faith without collusion or fraud and that the signer of the Proposal has the authority to bind the principal proponent.

Failure to include all information requested in this RFP is cause for rejection of the proposal.

It is expressly understood and agreed that the proposing vendor is an independent contractor at all times and for all purposes hereunder. Officers, employees or representatives of the vendor will not be deemed in any way to be, and shall not hold themselves out as; employees, servants, representatives or agents of the County and will not be entitled to any fringe benefits of the County such as, but not limited to; health and accident insurance, life insurance, longevity, economic increases or paid sick or vacation leave. The vendor will be solely responsible for payroll wages, for the withholding and payment of all income and social security taxes to the proper federal, state, and local governments and for providing workers' compensation and unemployment insurance of the Vendor

It is agreed that the successful vendor shall not assign, transfer, convey, or otherwise dispose of the contract or its rights, title or interest in any part thereof, without prior written consent by the County. The County must approve **all subcontractors providing on-site services.**

Software maintenance support will be available 24/7. Third-party management tools will not be installed on County owned equipment for the purpose of management. A high-speed Internet connection will be available for software troubleshooting.

The vendor will obtain and pay for all permits, licenses, and approvals necessary to perform the contracted services. The vendor will comply with all of the laws ordinances, rules orders, and regulations relating to performance of work.

Vendor shall indemnify, hold harmless and defend the County its officers, employees, agents and elected officials from and against any and all claims and actions brought against the County and its officers, employees, agents and elected officials for injury or death to any person or persons or damage to property arising out of the performance of this contract by the County, its employees, subcontractors or agents except all actions and claims arising out of the negligence of County.

## **2.0 Current Environment**

**The current phone system is Avaya IP Office using Amcom pc/psap software.**

### **HARDWARE COMPONENTS TO CURRENT SYSTEM**

#### **SERVERS**

Microsoft Windows 2000/2003 Server with latest service pack release. With appropriate user license.

#### **WORKSTATIONS**

Microsoft Windows XP Professional with latest service pack release.

#### **SERVERS/GATEWAYS/ENGINES**

PC/PSAP Server – Tower or Rack Mount

Quantity One (1)

- Single 3.06 GHz Processor (Intel only)
- 2 GB RAM
- 1.44 MB Floppy Drive
- Minimum three (3) BOGB Mirrored Hard Drives
- Enhanced Keyboard
- 15” SVGA Monitor
- CD-ROM Drive
- Microsoft Windows 2000/2003 Server
- One (1) 10/100 Mbps NIC (Network Interface Card)
- Two (2) Serial Com Ports
- Two (2) PCI Card Expansion Slots

#### **PC/PSAP WORKSTATION SPECIFICATIONS**

Quantity Six (6)

- 2.6 GHz Processor (Intel Only)
- 1 GB RAM
- 1.44 MB Floppy Drive
- Minimum one (1) 80GB Mirrored Hard Drives
- Enhanced Keyboard
- 17” LCD Monitor
- CD-ROM Drive
- Microsoft Windows XP Professional
- One (1) 10/100 Mbps NIC (Network Interface Card)
- Two (2) Serial Com Ports
- One (1) PCI Card Expansion Slot
- Multimedia Equipped (Sound Card and Blaster Compatible with Speakers)

### **ADDITIONAL PROVIDED COMPONENTS**

- 1 – Eight (8) Port DIGI Multi I/O Board and Interface Unit
- 1 – Uninterruptible Power Supply (UPS) – File Server 100% On Line 1000VA
- 6 – Uninterruptible Power Supply (UPS) – Workstations 100% On Line 750VA
- 1 – External Tape Back Up (SCSI)
  1. Standard Seagate External Tape Backup
  2. One (1) Tape Controller Card – Adaptec 2930
  3. One (1) SCSI Terminator
  4. One (1) Tape Controller Cable – with twenty-four (24) single DAT – tapes  
24 GB each
- 1 – PC Anywhere License
- 1 – One (1) Modem 56k V.90 for Remote Diagnostics
- 1 – HP Network Printer – Laser
- 1 – Okidata 320 Turbo with Cables
- 6 – ALI Modems (Bell 202T)
- Mapping Integration

### **3.0 Tentative Calendar of Events**

Proposal Posted:	Sept. 30, 2015
Mandatory Pre-Proposal Meeting Gordon County E-9-1-1 – 100 Nine-one-one Dr. – Calhoun, GA 30701	Oct. 14, 2015 at 10 a.m.
Proposal Submittal Deadline Gordon County Admin Building – 201 N Wall St. – Calhoun, GA 30701	Oct 26, 2015 at 2PM
Evaluation	Oct. 26 thru Nov.3, 2015
Possible Vendor notification of award	November 4, 2015

## **4.0 System Objectives**

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

- Provide an answering point for all emergency 9-1-1 calls with Automatic Location Identification (ALI)
- Migrate to a NG9-1-1 call taking solution
- Implement NG9-1-1 MIS solution
- Implement NG9-1-1 Mapping solution
- Provide manual input of telephone numbers in case of ANI failure in order to receive Automatic Location Identification (ALI) display
- Provide the fastest possible transfer of emergency calls to other agencies to be determined at the time of installation

## **5.0 Scope of Work**

Purchase and install six (6) NextGeneration i3 VoIP 911 phone systems to replace current system.

NextGen VoIP i3 phone system to include:

- Six (6) 911 positions
- Three (3) Admin positions
- All necessary hardware and software
- Installation
- Training for 20 operators and 3 admin personnel
- All travel and lodging expenses
- Monthly or annual maintenance support

Optional: Touch screen monitors for six (6) positions

**See Functional Checklist (Attachment 1) for other requirements**

### **MANAGEMENT INFORMATION SYSTEM (MIS)**

#### **Advanced MIS**

The Bidder shall provide a comprehensive Management and Reporting (MIS) solution which will provide PSAP management and other authorized personnel historical information. It shall be user customizable and capable of generating reports for varying time periods.

In addition to static reporting capabilities, the MIS solution should provide a dynamic reporting capacity which would allow for custom groups, filters and unique totals for defined reports.

The MIS solution should have traditional management and reporting capabilities as are industry standard but should also be forward focused and have an enterprise capability.

The desired solution must also contain a capability which automatically associates a related call, dispatch or radio event to allow for evidence organization.

The system also shall be able to auto-schedule the generation of predefined reports.

#### **The MIS Solution Must be Capable of the Following Requirements**

- The MIS system shall provide a Call Management Information Application that will track the incoming calls and provide the PSAP management personnel with information and strategic management reports
- State of the art technology shall be used for the MIS solution. Describe what technology is used.
- The MIS system shall be designed to be highly reliable and protect data security and integrity
- The MIS system shall contain near real-time information (shortly after call completion) and allow users to search for recently completed events and event details

- The MIS solution shall allow users to associate related events
- Describe what capabilities the MIS solution has regarding integration and support for next generation media types
- The MIS solution shall support the ability to filter, group, and set preferences for each user. Describe the MIS solution capabilities in these areas
- Provide a description of the standard reports and capabilities in the MIS system. Include a list of the available reports
- The MIS solution shall include the ability to build ad hoc reports. An ad hoc report shall mean the ability to build a report template from scratch; not selected filtered from a list

### **Diagnostics**

The system shall continually perform diagnostics on its internal data communications. In the event of a data communications failure the appropriate station equipment shall provide a visual warning in the form of a textual message.

## **MAINTANCE AND SERVICES**

### **Net Clock for all System Components**

The system shall have a Net Clock port which accepts once-a-second time and date information in a serial RS-323 ASCII format compatible with NENA-04-002 at baud rates between 1200 and 9600 baud. The Net Clock source shall be used to keep all displayed and printed time/date field synchronized. The system shall suffer no adverse effects due to date sensitivity, and shall properly recognize dates, including leap days, through the year 2099.

### **System Processors**

The system shall have sufficient capability and capacity to provide full system operation for current and future needs of the Customer's access lines at all times, including stand-alone operation without delays in displaying, transferring or ringing. The system server shall have sufficient memory and a processor to accomplish the needs of the system now and in the foreseeable future.

### **Software Updates**

The Vendor must provide within the software support program all software releases designed to enhance the system and to keep the system state-of-the-art for a period of not less than one (1) year after system purchase. Enhancements requiring hardware may be billable. The Vendor must describe the support offered as well as the availability and cost related to subsequent or special software releases. The Vendor must provide any specific constraints, terms, or conditions in detail.

All software updates or enhancements must be accomplished without taking the system out of service.

### **System Diagram**

The Vendor shall provide a detailed description and Engineering diagram of the solution to be provided with proposal, including a discussion of the system's architecture and its ability to provide service required by the Customer.

### **Employee Training**

The Vendor shall provide employee training for all Call Takers and Administration Staff. Training should be detailed in the proposal. Details should include a full training curriculum and the level of proficiency expected.

**Trouble Reporting**

The Vendor shall provide along with their response a narrative concerning the procedures for reporting trouble including telephone number and email address for first, second and third level supervision and general maintenance overview.

**Maintenance**

During the first year, the Vendor shall provide maintenance 24 hours per day, 7 days a week including holidays. Response time shall not exceed 2 hours after notification of a critical nature, and 4 hours for all others. Twenty-four hour remote diagnostics shall be provided. A quote on maintenance shall be provided for years two (2) through five (5). Vendor shall provide cost for 24x7 remote system monitoring and system diagnostics.

Bidder shall state the expansion capability of their equipment, describing:

- Overall system capacities, including the number of incoming 9-1-1 trunks, the number of answering positions, and the number of telephone lines.

**System Testing Prior to Cutover and Cutover**

The Vendor must thoroughly test the entire system prior to conversion.

The Customer requires the Vendor to ring-talk test each trunk to PSAP position at least twice prior to cutover. During the testing of the E9-1-1 equipment prior to cutover, the Vendor shall log all troubles found and make any necessary repairs or adjustments at their cost. These reports shall be submitted to the Customer showing all errors found and corrective action taken to resolve troubles.

The Vendor must provide, at a minimum, an onsite engineer for the first 24 hours after cutover.

## 6.0 Evaluation

It is the intent of the County to acquire the best system available within its budgetary means. The County will accept the proposal which, in its estimation, will best serve the interests of the County and the users, and reserves the right to award a contract that shall be best for the public good. The County reserves the right to accept or reject any or all proposals received as the result of this RFP, to negotiate with all qualified sources, and/or cancel all or part of this RFP at any time. County may request re-proposals should it be deemed in its best interest to do so. Until such time as a contract is executed with the successful proposers, the County may cancel all or any part of this RFP. The County also reserves the right to waive any irregularities and technicalities.

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Awarding of a proposal will be based upon a qualifications-based selection procedure. The following evaluation criteria will be used to evaluate proposals. The evaluation criteria listed are not necessarily listed in order of importance.

- a. Qualifications
- b. Adequacy and completeness of the proposal with regard to the information provided to address
- c. System Suitability
- d. Ability to work with and advise the users as a team to best represent the interests of the citizens of Gordon County and to obtain quality services and products at a reasonable price
- e. Availability to meet timeline.
- f. Price

Proposer will be evaluated on the suitability of its systems with respect to the following factors:

- 1) Does the system meet all the functional needs of the Public Safety Agencies?
- 2) Is the vendor an At&t Partner?
- 3) Does it provide a system that will be easy to use?
- 4) Does it provide a system that will be easy to learn?
- 5) Is the specified computer hardware suitable and sufficient? Will it be expandable in the future? Will it be maintainable? Is the platform already familiar to County's IT personnel?
- 6) Does it provide a system that provides connectivity to the Public Safety Units within Gordon County and does it support connectivity to surrounding counties E-9-1-1, state and federal systems?

Proposers are encouraged to offer system options that they believe will enhance the usability of the system for the Gordon County Public Safety Agencies.

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The price will be specifically evaluated on the following points:

- What is the initial cost of the system?
- What, if any, additional computer equipment will the County have to buy if any?
- What is the annual cost for support, maintenance, and updates?
- What is the vendor's commitment to support pricing after the first year?
- Are all updates to the software included in the support program or will some be additional cost?
- Is the software sold as a site license or will the County have to buy additional user licenses every time a user or user workstation is added to the system?
- Will any additional training of County's IT personnel be required?
- What is the internal cost of migrating to the selected system?
- What is the expected cost of agency and County IT resources required for ongoing support of the system?
- What will be the internal cost of training of existing personnel on a new system?
- What will be the internal cost of ongoing training of new personnel?
- What is the vendor's reputation among its customer base with respect to longterm costs?

## 7.0 Proposal Response Requirements

Company Name: \_\_\_\_\_

Authorized Proposer: \_\_\_\_\_ Date \_\_\_\_\_

The Proposal response should be in the following order. **This sheet** should be the first page of your response followed by each of the following. *Check off each of the following to insure your response is complete.*

*If your response is not in the specified response format – this is reason to disqualify a proposal.*

\_\_\_ Part 1 - Completed Cost Summary Sheet(s) as required

\_\_\_ Part 2 – Reference Sheet(s)

\_\_\_ Part 3 – Completed Functional Checklist (See attached Attachment 1)

\_\_\_ Part 4 – Deviations Sheet or Sheets noting the deviations to scope, objectives and/or Functional Checklist

\_\_\_ Part 5 - Installation and conversion schedule and work plan sheet(s)

\_\_\_ Part 6 – Vendor Info

a. Company Profile

- (i) Date organized.
- (ii) Corporate overview
- (iii) Number of Employees
- (iv) Copies of the audited financial statements for each of the last five (3) years.
- (v) Corporate office organization/business structure.
- (vi) Statement of any previous, existing, or pending litigation for any reason brought by the company or sub-contract involved in this proposal and/or brought against the company or sub-contract involved in this proposal.
- (vii) List and resumes of potential Project team members

\_\_\_ Part 7 – Any other Information deemed critical to your proposal

\_\_\_ Part 8 – Forms

Completed Acceptance of Terms of this Agreement Sheet.  
Completed Non-Collusion Affidavit

## 8.0 Cost Summary Sheet

Is the any software included with this proposal to be sold as a site license or will additional user licenses be required every time a user or user workstation is added to the system? \_\_\_\_\_

What is the cost of the telephone, components, hardware and software for proposed system?  
\_\_\_\_\_

Will the County be expected to purchase any other hardware, components or software in order to have a fully functional system as proposed? \_\_\_\_\_

If yes to additional hardware, components or software – list them on another sheet and include with proposal.

Is training cost included in the initial cost of the system? \_\_\_\_\_

If no to training included - what is the cost of training? \_\_\_\_\_

What is the annual cost for support, maintenance, and updates? \_\_\_\_\_

Is the annual cost for support, maintenance, and updates fixed for 5 years? -----

If no same cost of first five years support, maintenance and updates – define prices for each of the first 5 years. \_\_\_\_\_

Does the vendor have an additional migration cost and if so what is it? \_\_\_\_\_

Are all updates to the software included in the support program or will some be additional cost?  
\_\_\_\_\_

If updates are not included in support – what is the price for updates? \_\_\_\_\_

Will the vendor charge the county anything else related to installing the system? \_\_\_\_\_

How many hours of county personnel time are normal for a county such as ours to spend on migrating and set up for this new system? \_\_\_\_\_

How many hours county personnel time are normal for a county such as ours to spend on training for this new system? \_\_\_\_\_

Is lease purchase available for this system? \_\_\_\_\_

If a lease purchase is available detail the pricing and terms.

## 9.0 Reference Sheet

Number of **currently up and running** installations in Georgia of the System **version** being proposed. \_\_\_\_\_

Attach a list of entities represented by the number above – list shall have the same number of entries as above, a minimum of 4 if applicable in this list should have contact info (Name, Phone and e-mail)

Number of **currently up and running** installations Nationwide of the System **version** being proposed. \_\_\_\_\_

Attach a list of entities represented by the number above – list shall have the same number of entries as above, a minimum of 4 if applicable in this list should have contact info (Name, Phone and e-mail)

## **10.0 Installation and conversion schedule and work plan sheet**

Starting from the contract award date: Detail the installation, conversion and training plan for the proposed System.

## 11.0 Forms

### 11.1 *Acceptance of Terms of this Agreement*

Name of Proposer: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Title: \_\_\_\_\_

Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_

It is agreed by the above signed proposer that the signature and submission of this proposal represents the proposer's acceptance of all terms, conditions, and requirements of the proposal specifications and, if awarded, the proposal will represent the agreement between the parties.

The proposer agrees that the cost of any work performed, materials furnished, services provided, or expenses incurred, which are not specifically delineated in the proposal documents, but which are incidental to the scope, intent, and completion of this contract, shall be deemed to have been included in the prices for the various items scheduled.

**11.2 Non-Collusion Affidavit of Prime Proposer**

STATE OF \_\_\_\_\_ COUNTY OF \_\_\_\_\_

I \_\_\_\_\_, being first duly sworn, depose and say that;

He is \_\_\_\_\_ of \_\_\_\_\_, the proposer that has submitted the attached proposal;

He or she is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal; Such proposal is genuine and is not a collusive or sham proposal; Neither the said proposer nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other proposer, firm or person to submit a collusive or sham proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, firm or person to fix the price or prices in the attached proposal or of any other proposer, or to fix any overhead, profit, or cost element of the proposal price or the proposal price of any other proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the Gordon County Board of Commissioners or any person interested in the proposed contract; and

The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Proposer: \_\_\_\_\_

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

Name Printed: \_\_\_\_\_

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

Date: \_\_\_\_\_

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

NOTARY PUBLIC: \_\_\_\_\_

Commission Expires: \_\_\_\_\_

## Attachment 1 (Functional Checklist)

<b>Requirement</b>	<b>Provided Yes/No</b>
The system shall be an electronic key telephone system. The system shall permit flexible line-vs.-station assignments up to, and including a “square” configuration (every line appearing at every station). The system shall integrate an E9-1-1 ANI/ALI Controller with the telephone system such that the system may be directly interfaced to the 9-1-1 network.	<b>Yes/No</b>
Systems comprised of a separate voice switch and ANI/ALI Controller will not be provided	<b>Yes/No</b>
System shall have the added capability of integrating administrative and ringdown lines such that each station (console) handles both emergency and administrative calls	<b>Yes/No</b>
All major components proposed in the system should be fully redundant allowing for full geographical split location of the system. The system shall be designed to allow distribution of major components between multiple locations without requiring the purchase of multiple systems. No single major component failure shall disable more than 50% of the system capacity	<b>Yes/No</b>
The controller system shall be deployable at a single site (centralized model)	<b>Yes/No</b>
Proposed system shall support a distributed architecture and allow for flexible rules based on call routing using different gateways in different locations, including automated fail-over in case a gateway is temporarily unavailable	<b>Yes/No</b>
The system shall include an integrated softswitch with automated call distribution, auto-attendant and voice mail for three (3) admin phones	<b>Yes/No</b>
The system shall support the deployment of remote centers and call taking positions over an IP network	<b>Yes/No</b>
The solution proposed shall conform to the applicable NENA i3 standards	<b>Yes/No</b>
The system shall provide i3 connectivity without requiring any additional servers	<b>Yes/No</b>
The system shall provide an upgrade path to emerging and new NG911 i3 capabilities utilizing component upgrades, if required, instead of hardware replacement	<b>Yes/No</b>
<b>Radio Headset</b>	
The system shall be capable of interfacing to a radio dispatch console which meets the requirements of the Radio/Telephone Headset Interface section of NENA-04-001. The interface shall permit a headset plugged into a radio dispatch console position to be used for both radio and telephone traffic. The combined operation of the radio headset shall be separated by plugging a handset or another headset into the telephone	<b>Yes/No</b>

console. In this case the radio headset shall hear only radio traffic and the telephone hand/headset shall hear only telephone traffic.	
<b>Computer Aided Dispatch</b>	
The system shall have a CAD port which delivers ALI DATA and answering station ID to an attached Computer Aided Dispatch system. The CAD port shall comply with the requirements and desires of section 4 of NENA-04-001.	<b>Yes/No</b>
<b>Console Features</b>	
The call taking console shall permit customization of the user interface, including window and button layout, window sizes, control element sizes and properties, font size and types on a per console layout basis.	<b>Yes/No</b>
The console shall support the assignment of one or multiple console layouts and configuration based on the agent role within an agency.	<b>Yes/No</b>
There shall be a monitor speaker available for hands-free monitoring of calls. The speaker shall have its own volume control.	<b>Yes/No</b>
<b>Interface Capabilities</b>	
The console shall provide the ability to include a shared call appearance resource for any inbound line or trunk of the system that will show the status of the line, pre-answer ALI of the caller, ability to pick up that line or join the call.	<b>Yes/No</b>
The console shall provide pre-answer ANI and ALI to any shared call appearance.	<b>Yes/No</b>
The console shall provide the ability to include a multi-call appearance that queues multiple calls from assigned line groups and rings multiple positions.	<b>Yes/No</b>
<b>Call Control</b>	
The console shall provide the ability for a call taker to answer incoming calls, pick up a call on any line appearance or multi-call appearance configured on its current layout.	<b>Yes/No</b>
The console shall provide the ability to perform a conference, or transfer to any contact in the contact list with one click.	<b>Yes/No</b>
The console shall provide the ability to put a call on local hold, where only the agent who put the call on hold can retrieve the call, or on system hold, where any agent in the same agency can retrieve the call.	<b>Yes/No</b>
A supervisor shall be able in initiate an observation session on an agent logged in with a role the supervisor is allowed to monitor whereby the supervisor is silently connected to the agent's audio path. The supervisor can listen in on the call and optionally barge in to the call and establish a two way audio path with all participants in that call.	<b>Yes/No</b>
There shall be an option to provide a voice announcement to 9-1-1 callers in place of ringing tone while all occupied consoles are busy. The voice announcement shall be recorded only by users with proper authorization. The option shall permit a minimum of two (2) sequential announcements which may be independently enabled or disabled.	<b>Yes/No</b>
<b>Call Information Display</b>	
The console shall provide the ability to display the Calling Party Number	<b>Yes/No</b>

and Location Information (ALI) of an incoming 9-1-1 or emergency call before the call has been answered.	
The console shall provide the ability to request the system to rebid the ALI of the caller and update the ALI in the call information display.	<b>Yes/No</b>
The console shall provide the ability to perform a manual ALI request whereby the agent enters a phone number and the system performs an ALI query and displays the results on the console. This manual ALI query can be performed while the agent is idle or on a call.	<b>Yes/No</b>
The console shall support the selective display of ALI for past recent calls.	<b>Yes/No</b>
The console shall support the search of saved ALI.	<b>Yes/No</b>
<b>Agent View</b>	
The console shall provide a window showing all agents logged currently into the agency including information such as their name, the name of their position, their current role, their call status and the name of the line they are on a call.	<b>Yes/No</b>
<b>Dialing</b>	
The console shall provide a user interface where contacts can be displayed in an array of buttons for one click dialing,	<b>Yes/No</b>
Multiple layers of these buttons can be organized such that a call taker shall be able to navigate to the appropriate contact button for dialing,	<b>Yes/No</b>
The console shall also provide a search capability of all contacts whereby the search results are narrowed and displayed as the agent enters characters in the search field.	<b>Yes/No</b>
The system shall provide a list of recent incoming and outgoing calls for up to the last 100 calls. The list shall show detailed information about the call including date and time, incoming circuit, ALI and ESN.	<b>Yes/No</b>
The system shall provide a one button callback of the most recent emergency call.	<b>Yes/No</b>
The console shall provide a one button redial of the last outgoing call.	<b>Yes/No</b>
<b>Abandoned Call Handling</b>	
The console shall provide the ability to notify the agent on any abandoned calls. The notification shall be in the form of a visual indicator showing the quantity of abandoned calls as well as an audible indicator specific to abandoned calls.	<b>Yes/No</b>
The console shall provide the ability to automatically distribute the callback of the abandoned calls to individual agent positions.	<b>Yes/No</b>
The console shall provide the ability to show agents to selectively perform callback of abandoned call from the agency's abandoned call list	<b>Yes/No</b>
<b>Audio and IQ Management</b>	
The console shall provide an audio management device allowing the connection of up to three headsets, a long term recorder, a radio console call director and auxiliary audio inputs	<b>Yes/No</b>
The auxiliary audio inputs shall provide the ability to be automatically activated when the console is idle and disabled when the console is active	<b>Yes/No</b>

in a call	
The console shall provide the ability to individually control the volume of each headset, the playback and the auxiliary audio input ports	<b>Yes/No</b>
The console shall provide the ability to manually mute attached headset microphones individually or all simultaneously at the click of one button	<b>Yes/No</b>
<b>Instant Recall Recording</b>	
The proposed system must have the ability to record both telephony and radio audio. Recording shall be available for playback during or after a call	<b>Yes/No</b>
<b>TDD/TTY</b>	
A TDD/TTY detection and conversation capability shall be available for every console	<b>Yes/No</b>
The console shall support both Baudot and ASCII encoding and decoding	<b>Yes/No</b>
The console shall be able to detect the encoding to be used for the TDD/TTY conversation	<b>Yes/No</b>
The console shall provide the ability to program an automated TDD answering string	<b>Yes/No</b>
The console shall support pre-programmed configurable TTY messages	<b>Yes/No</b>
The console shall support transferring and conferencing of TDD/TTY calls	<b>Yes/No</b>
	<b>Yes/No</b>
<b>The system must provide call-handling capabilities to support or exceed the traffic requirements specified for Line and Trunk Interfaces requirements below:</b>	
Proposed system shall support answer modes to play audio messages to the caller if all lines are busy.	<b>Yes/No</b>
The system shall support a wall display panel configurable to show the number of calls, longest waiting time, number of active calls and number of available agents	<b>Yes/No</b>
The system shall support the ability to transfer calls to surrounding agencies <b>ALI</b>	<b>Yes/No</b>
The system shall have a Mapped ALI interface that supports mapping of call location in the following call states; call ringing but not yet answered, call abandoned, call answered by another operator, call answered by this operator, call on-hold, call released. The interface shall be supported by multiple Mapped ALI vendors	<b>Yes/No</b>
	<b>Yes/No</b>
<b>The system must provide call-handling capabilities to support or exceed the traffic requirements specified for capacity below:</b>	
The system shall be equipped with the quantities of lines and stations (operator consoles) of six (6) 911 and three (3) administrative. Operator consoles must be field expandable to a total of 100 lines and 30 stations	<b>Yes/No</b>

without returning equipment to the factory.	
	<b>Yes/No</b>
<b>The system must provide call-handling capabilities to support or exceed the traffic requirements specified for compliances below:</b>	
The system must be compliant with all applicable sections of the National Emergency Number Association (NENA) Generic Standards for E9-1-1 PSAP Equipment, document number NENA-04-001, latest issue. Bidder must include an itemized response showing the extent of compliance to each of the applicable sections.	<b>Yes/No</b>