



Grand Traverse County Central Dispatch

400 Boardman Ave, Ste 306

Traverse City, MI 49684

(231) 922-4550 Email: jtorrey@gtcountymi.gov

■

DATE: July 13th, 2022

TO: Prospective Proposers

FROM: Jason Torrey, Central Dispatch Director

SUBJECT: Request for Proposal for NG911 Communications Recording System

Grand Traverse County invites qualified firms to submit proposals for IP based logging recorder to support critical communications infrastructure in Grand Traverse County.

Attached to this letter is a Request for Proposal to provide interested parties with sufficient information to enable them to prepare and submit proposals for a contract award.

The County reserves the right to consider proposals or modifications received at any time before award is made, if such action is in the best interest of the County. The County also reserves the right to reject any and all proposals received as a result of this RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the County. The County does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

Proposal must be submitted no later than 4:00pm on Friday, August 19th, 2022 on the Michigan Inter-Governmental Trade Network site www.mitn.info.

Attachments: Request for Proposal

Project Proposal Form



REQUEST FOR PROPOSAL

NG911 Communications Recording System

Due Date: August 19th, 2022

Anticipated Award Date: September 7th, 2022

Issued by

Grand Traverse County
Central Dispatch
400 Boardman Avenue
Traverse City, Michigan 49684

POINT OF CONTACT

Jason Torrey, Director, Central Dispatch
Phone: (231) 922-4751
jtorrey@gtcountymi.gov

PART I

WORK STATEMENT

I-1 Purpose of the Project

Grand Traverse County 911/Central Dispatch is a consolidated public safety answering point (PSAP), responsible for handling requests for law enforcement, fire, and Emergency Medical Services (EMS) agencies for the entire County of Grand Traverse as well as the City of Traverse City. Central Dispatch processes all emergency events for Grand Traverse County residents and visitors. Central Dispatch handles approximately 100,000 calls per year. This total requires staff to handle approximately 14 calls per hour.

Grand Traverse County Central Dispatch features six active console Radio/911 positions. Central Dispatch also deploys to major events with a tactical dispatch team.

Grand Traverse County is requesting proposals from qualified firms to provide Central Dispatch a Next Generation 911 Communications recording solution. This solution should capture and archive telephone communications, radio communications, and screen capture imaging. Central Dispatch will utilize this system for quality assurance, archiving, and retention schedule compliance. The recording solution should be robust, reliable, and user-friendly.

Proposals should provide communication capture of Voice, Voice Over IP (VOIP), Radio over IP (RoIP), other forms of Next Generation NG911 content, and screens but it also must allow for Quality Assessment, Reporting and Auditing of all communication.

I-2 Additional Information

A. *Standards Compliance.*

- i. National Emergency Number Association (NENA) i3. Qualifying proposals should provide a solution that is compliant with applicable national standards. Applicable standards include, but are not limited to

the National Emergency Number Association (NENA) i3 Standard for Next Generation 911, the NENA Standard Security for Next Generation 911.

- ii. Criminal Justice Information System (CJIS). Bidders are required to describe the manner in which their product and staff complies with relevant CJIS security requirements. The selected vendor must demonstrate that its remote hardware and support software is CJIS compliant. The selected vendor shall provide detailed information on the vendor's employees' completion of the CJIS security process prior to accessing any of Grand Traverse County 911's environment.

B. *Radio Integration.*

- i. Digital Radio Communications. Grand Traverse County Central Dispatch requires recording of up to 70 radio talk groups. These radio talk groups are Digital and Trunked via the Michigan Public Safety Communications System (MPSCS). Qualifying proposals should provide logging and storage for all radio communications At Grand Traverse Central Dispatch.
 - a) Grand Traverse Central Dispatch utilizes MPSCS for all radio communications with Law Enforcement, Fire Service, and EMS service personnel.
 - b) Grand Traverse Central Dispatch utilizes MPSCS resources for all paging. Dispatch deploys digital Unication pagers to public safety personnel, and this is the primary means of notifying fire and EMS of calls for service.
- ii. Radio Console. Grand Traverse Central Dispatch utilizes a Motorola MCC7500 IP Dispatch Console. The recording solution must seamlessly interact with the radio console and provide recording for all radio activity.
- iii. MPSCS Integration. Qualifying proposals will describe the integration of the recording solution into the MPSCS.
 - a) An explanation should be included of how the solution will comply with MPSCS's operational and security standards.
 - b) Qualifying proposals will lay out the infrastructure required to

provide a solution that is fully integrated into the MPSCS and collects data directly from the MPSCS.

- c) Qualifying proposals should demonstrate how MPSCS-required updates are automatically applied to the proposed solution.

C. *End User Interface.*

- i. A qualifying proposal for this project will provide a recording system that is an easily accessible, browser-based solution. A preferred solution should require minimal training and offer a user interface that is simple and user friendly.
- ii. A preferred solution would offer an HTML5-compatible system interface that is available for use in multiple internet browsers. The functionality of the solution should not be significantly affected by the end user's choice of browser.
- iii. The interface for the recording solution should include a search function that is easily utilized by dispatch staff. The search function should effectively query recording data

D. *Phone Integration.*

- i. Telephone lines. Grand Traverse County Central Dispatch requires recording services for all telephone communications. The phone lines for this project include SIP lines, and dedicated POTS alarm lines. Dispatch requires recording of all calls, including administrative, 911 calls, incoming calls, outgoing calls, and internal lines.
- ii. Customer premise equipment (CPE). Grand Traverse Central Dispatch utilizes an Intrado Viper CPE. The logging solution must provide recording services for all activities on the Viper phone system.

E. *Call Data Records.* Preferred proposals should offer interfaces with Call Detail Records (CDR) that are routed from a NG911 phone system into the recording system. These Call Detail Records should appear to the end user in an organized and usable visual format.

F. *Resiliency Requirement.* Mission critical systems at Central Dispatch require redundancy and resiliency. Preferred bids will offer options for system backup, and system resiliency.

G. *Screen Capture.*

- i. Qualifying proposals will include screen capture technology solution as a part of the proposed recording system.
- ii. This solution will provide central dispatch with the ability to record screen activity at the dispatch consoles, and to store the recording in a manner that is easily accessible by authorized personnel.
- iii. Preferred bids will provide constant recording of screen activity.
 - a. Screen recording should not be limited to times of certain activities.
 - b. The agency prefers that screen recording will be constant.
- iv. Storage of screen capture/recording data should be maintained and accessible for at least 30days.

H. *Quality Assurance.* Proposals for this project should also include a recorder-based Quality Assurance system as an option. This system must present a user-friendly means of accessing recordings and then assessing the recording based on agency-defined standard operating procedures.

I. *Performance Metrics and Statistical Reports.* Preferred bids will offer performance metrics and statistical reporting systems.

- i. Performance metrics provided by the recording solution must include the number of calls, average duration, and busiest times for the phone system and the radio system.
- ii. Statistics must be searchable by various parameters. These parameters may include searching by user, position, and radio talk group.
- iii. Other metrics and statistical information may be offered by the bidder in consultation with Grand Traverse County Central Dispatch.

J. *Search Function.* Qualifying bids are required to provide an easily accessible search tool. This search tool will allow end users to query information within the system with relative ease, and limited training. The usability of the search feature(s) will be evaluated by the interface's similarity with other common search functions (e.g. Windows search).

I-3 Objectives

Grand Traverse County Central Dispatch currently utilizes an antiquated Legacy-based recording system. Continuing changes to communication technology require an upgrade to a NG911-compliant, IP based solution for the recording, logging and capture needs at Central Dispatch.

The overall aim of this project is to provide a replacement to our current recording / capture software system. This new system will be an important part of Grand Traverse County Central Dispatch accomplishing its mission and serving its community.

PART II

PROJECT CONTROL AND REPORTS

II-1 Project Control

- A. The firm will carry out the project under review of the County project manager. The Grand Traverse County Board of Commissioners shall have final authority over agency/contractor agreement.
- B. Although there will be continuous liaison with the firm's team, the County project manager will meet as needed with the firm's project manager for the purpose of reviewing progress and providing necessary guidance to the firm in solving problems which arise.

II-2 Reports

- A. The firm will provide the project manager with regular update reports as described in the contract. The update reports should be a brief summary of work conducted in the last month and anticipated tasks and target completion dates for the next month. The report should also include problems, real or anticipated, which should be brought to the attention of the County project manager, and notification of any significant deviation from previously agreed-upon work plans will be reported as needed. A monthly and cumulative total of billable hours must also be included in each report.
- B. Substantive reports on the following specific tasks will be provided to the project manager:
 - Initial Needs Assessment Report
 - System Integration Report
 - Initial Pre-Installation Report
 - Post-installation Report
 - User Testing Report
 - Follow - Up Report

- C. A final report, as described in the contract, must be submitted to the County project manager before the final contract payment is made.
- D. All reports, charts, graphs, databases, graphics and other information developed and/or provided under this request for proposal will be submitted in machine readable form as well as written text with format and protocol mutually compatible to the hardware and software needs of the Contractor and the County.

PART III

INFORMATION REQUIRED FROM BIDDERS

Contract proposals must provide sufficient information to permit a determination that project requirements can be met and that the project plan will be successfully implemented.

Specific objectives, general work tasks and special project organization and management requirements have been developed and are detailed in this RFP. The successful bidder must describe in sufficient detail how its plan and tasks will be implemented, the resources, materials and equipment which will be utilized, and how the necessary project management interactions will be carried out. Contract proposals must be submitted in the format outlined below:

III-1 Business Organization

State the full name and address of your organization and, if applicable, the branch office or other subordinate element that will perform, or assist in performing, the work hereunder. Indicate whether you operate as an individual, partnership, or corporation; if as a corporation, include the state in which you are incorporated. If appropriate, state whether you are licensed to operate in the State of Michigan.

III-2 Statement of the Problem

State in succinct terms your understanding of the problem presented by this RFP.

III-3 Management Summary

Describe in narrative form the management structure, methods, and procedures selected by your organization to complete the project as described in the RFP. Include evaluation and quality assurance measures.

III-4 Work Plan

Describe in narrative form your technical plan for accomplishing the work. Indicate the number of staff hours you have allocated each task. Include a time-related chart such as a PERT-type display or GANTT chart, showing each event, task, and decision point in your work plan.

III-5 Authorized Negotiators

Include the names and phone numbers of personnel of your organization authorized to negotiate the proposed contract with the County.

III-6 Prior Experience Disclosure

Given the project objectives, the contractor should demonstrate an established competence with respect to NG911 Recording Solutions to achieve project objectives within time and cost constraints

Proposals submitted should include in this section a listing of qualifying experience, including project description, costs, and starting and ending dates of projects successfully completed. Additionally, include the name, address, and phone number of the responsible official of the client organization who may be contacted.

III-7 Personnel

The professional firm must be able to staff a project team which clearly possesses talent and experience in NG911 Recording Solutions. Include the number of executive and professional personnel by skill and qualifications that will be employed in the work. Show the inclusive periods and the time commitment in hours each individual will devote to the work. Identify key personnel by name and title.

III-8 Time Frame

To assist you in the preparation of your proposal, the County contemplates the project will take no longer than 3 months, from date of acceptance to completion.

III-9 Cost and Price Analysis

The information requested in this section is required to support the reasonableness of your quotation. Use the format that follows:

1. Cost

Provide a not to exceed cost proposal in the following format:

TASK	COST
Task 1:	\$_____
Task 2:	\$_____
Task 3:	\$_____
Task 4:	\$_____
Expenses:	\$_____
TOTAL	\$_____

2. Independent Price Determination

Include a statement substantially as follows: "This cost and price analysis is submitted in full compliance with the provision of the paragraph titled 'Independent Price Determination' in Part V of the RFP to which this proposal is a response."

III-10 Additional Information

Include any other information that is believed to be pertinent, but not specifically requested elsewhere in this RFP.

PART IV

CRITERIA FOR SELECTION

All bids received shall be subject to an evaluation by the Issuing Office. This evaluation will be conducted in a manner appropriate to select a firm for the purpose of entering into an agreement to perform this project. The following factors will be considered in the selection:

IV-1 Management

To what extent will the management structure ensure the successful completion and quality of the project?

How reasonable are the staff hours allocated to each task?

How reasonable is the project timeline?

IV-2 Tasks

How responsive is the proposal to each of the task requirements?

Does the proposal identify specific considerations in the tasks?

What is the extent of the firm's understanding of the problem of NG911 Recording Solution?

How well are alternative approaches described and how innovative are those approaches?

IV-3 Prior Experience and Personnel

To what extent does the staff assigned to the project have experience and talent to assure successful project completion?

To what extent has the firm been involved in similar projects?

IV-4 Cost and Price Analysis

How reasonable is the total project cost?

To what extent are the costs accurately allocated between the tasks?

How is the project cost compared to other bidders?

PART V

GENERAL INFORMATION

V-1 Issuing Office

This RFP is issued by Grand Traverse County Central Dispatch. Central Dispatch 911 Director Jason Torrey is the point of contact in the County for purposes of contract administration. For technical assistance, the point of contact is Jason Torrey, Director, Central Dispatch, Grand Traverse County, 400 Boardman Ave, (231) 922-4751.

V-2 Contract Award

Contract negotiations will be undertaken with those firms whose proposals, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract that may be entered into will be that which is most advantageous to the County, price and other factors considered. The County reserves the right to consider proposals or modifications received at any time before award is made, if such action is in the best interest of the County.

V-3 Rejection of Proposals

The County reserves the right to reject any and all proposals received as a result of this RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the County. The County does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

V-4 Incurring Costs

Grand Traverse County is not liable for any cost incurred by the firm prior to the issuance of a contract.

V-5 Preproposal Conference

No preproposal conference will be held in conjunction with this RFP. Inquiries may be made as outlined below.

V-6 Inquiries

Questions that arise as a result of this RFP which require a written response must be submitted in writing to the Issuing Office. All questions must be submitted on or before August 5th, 2022.

V-7 Addenda to the RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all firms who received the basic RFP.

V-8 Response Date

To be considered, proposals must arrive at the Issuing Office on or before the date specified in the cover letter. Firms mailing proposals should allow normal delivery time to insure timely receipt of their proposals.

V-9 Proposals

To be considered, firms must submit a complete response to this RFP, using the format provided in Part IV. Each proposal must be submitted on the Michigan Inter-Governmental Trade Network site www.mitn.info. No other distribution of proposals will be made by the firm. Proposals must be signed by an official authorized to bind the firm to its provisions. For this RFP, the proposal must remain valid for at least sixty days.

V-10 Acceptance of Proposal Content

The contents of the proposal of the successful bidder, as mutually modified, amended or supplemented shall become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

V-11 Interview/Oral Presentation

The County may request an interview and/or oral presentation of any firms who submit a proposal. These meetings provide opportunity for the County to ask questions and for the bidder to clarify the proposal. The Issuing Office will schedule these presentations.

V-12 Prime Contractor Responsibilities

The selected firm will be required to assume responsibility for all services offered in the proposal whether or not they possess them within their organization. Further,

the County will consider the selected firm to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

V-13 News Releases

News releases pertaining to this RFP or the service, study, or project to which it relates will not be made without prior County approval, and then only in coordination with the Issuing Office.

V-14 Disclosure of Proposal Contents

Proposals are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, Act 442).

After contract award, a summary of total price information for all submissions will be furnished upon request to those bidders participating in this RFP.

V-15 Independent Price Determination

By submission of a proposal, the offeror certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, that in connection with this proposal:

- A. The prices of the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other offeror or with any other competitor;
- B. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the offeror and will not be knowingly disclosed by the offeror to any competitor; and
- C. No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

V-16 Contractor's Liability

The Contractor will provide and maintain public and professional liability, property damage, and worker's compensation insurance insuring, as they may appear, the interests of all parties to any agreement that results from this RFP. The Contractor is responsible for insuring that all precautions are exercised at all times for the protection of all persons and property. Documentation of the above insurances will

be provided by the successful bidder to the County prior to Contract execution and will be included as a Contract rider.

The Contractor shall secure all necessary certificates and permits from municipal or other public authorities and comply with all national, State, and municipal laws, ordinances, and regulations as may be required.

V-17 County's Liability

The selected firm agrees to indemnify, defend, and save harmless the County, its Officers, agents, and employees from any and all claims and losses accruing or resulting from the negligent performance of work as described in any agreement that results from this RFP. Further, if any recipient of a contract subcontracts for work, they will enter in to a contract with such subcontractor(s) which indemnifies the County as provided herein.

V-18 Safety

The contractor shall comply with and ensure that the contractor's personnel and subcontracted personnel comply with all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Michigan Occupational Safety and Health Administration for the general industry and for the construction industry. The contractor shall provide or cause to be provided all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified to be performed by the contractor and subcontractor(s).

The contractor shall identify to the County Project Office at least one on-site person who is the contractor's competent, qualified, or authorized person on the worksite and who is, by training or experience, familiar with policies, regulations and standards applicable to the work being performed. The competent qualified or authorized person must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are unsanitary, hazardous or dangerous to employees, shall be capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the contractor's personnel from the work site. The contractor shall provide to the County, at the County's request, a copy of the contractor's written safety policies and safety procedures applicable to the scope of work. Failure to provide this information within seven (7) days of the County's request may result in cancellation of the award.

V-19 OSHA Requirements

The contractor certifies that all material supplied or used under this contract meets all occupational safety and health administration (O.S.H.A.) requirements, both federal and those of the commonwealth of Michigan; and further certifies that, if the material delivered or used in the performance of the work is found to be deficient in any of the applicable State or Federal Occupational Safety and Health requirements, all costs necessary to bring the material into compliance with the requirements shall be borne by the contractor.

V-20 Hazardous Materials

Grand Traverse County is subject to the Hazard Communication Standard, 29 CFR S1910.1200 (standard). The contractor agrees that it will provide or cause to be provided material safety data sheets required under the standard for all hazardous materials supplied to the County or used in the performance of the work. Such material safety data sheets shall be delivered to the County no later than the time of actual delivery of any hazardous materials to the County or use of such material in the performance of work under the contract by the contractor or its subcontractors. Container labeling meeting the requirements of the standard shall be appropriately affixed to the shipping or internal containers. The County reserves the right to refuse shipments of hazardous materials not appropriately labeled, or when material safety data sheets have not been received prior to or at the time of receipt of the shipment for use by the County or for use by the contractor in the performance of the contract, or whenever the material is delivered in a manner inconsistent with any applicable law or regulation.

Contractor is responsible for removal of hazardous material related to the job, after job has been completed.



PROJECT PROPOSAL FORM

PROJECT: NG911 Communications Recording System

DUE DATE: **August 19th, 2022**

TO: Jason Torrey, Director
Grand Traverse County
Central Dispatch
400 Boardman Ave, Suite 306
Traverse City, Michigan 49684

FROM: _____

Bidder's Tel. No.: ____ / _____

PROJECT DESCRIPTION

The purpose of the project is to

BASE PROPOSAL

The undersigned hereby proposes to furnish design service and construction implementation as called for in the Request for Proposals for

(amount in words)

\$ _____
(amount in figures)

SPECIAL TERMS AND CONDITIONS

The undersigned has attached all special terms and conditions which would be contingent upon entering into a contract.

PROOF OF BONDABILITY

Accompanying this Bid is a letter from Surety, licensed to do business in the State of Michigan, stating that Bidder is able to obtain Performance Bonds, and Labor and Material Payment Bonds, for one hundred percent (100%) of the Base Bid amount.

BONDING COST

At the Owner's option, bonds will be furnished at an increase to the Base Bid sum as follows:

- A. Labor and Material Payment Bond Add (\$ _____)
- B. Performance Bond Add (\$ _____)

ACKNOWLEDGMENTS

The undersigned acknowledges that:

The bidder has received the Bid Form, the Bid Request, and Specifications, and further acknowledges that the bidder has received the following addenda issued thereto and has incorporated their provision in the bid:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

The bid documents have been read and carefully examined that the bidder fully understands and has correlated their observations with the requirements of the bidding documents.

The bidder has visited the site, has familiarized themselves with the local conditions under which the work is to be performed and has correlated their observations with the requirements of the proposed contract documents.

Their bid is based upon the materials, systems and equipment required by the bid documents and that exceptions are fully explained.

This cost and price analysis is submitted in full compliance with the provisions of the paragraph titled 'Independent Price Determination' in Part I of the RFP to which this proposal is a response.

FEES FOR HANDLING ADDITIONAL WORK

For additional work to be performed, upon instruction of the owner, by the undersigned or subcontractors of the undersigned, the undersigned agrees to add to the subcontractor's sums for such additional work, a fee of _____ percent (_____%), which fee includes all the charges of the undersigned for overhead and profit.

The undersigned agrees that each proposal covering extra work shall be accompanied with complete itemized material and labor breakdown.

For all revisions involving the deletion (after award) of contract work, the undersigned agrees that full credit for material and labor costs shall be given the owner for such deleted work. The undersigned further agrees that any credit will not include any factor reflecting undersigned's overhead or profit.

NEGOTIATION

The undersigned agrees that should the overall costs of this project exceed the funds available, after designation as the successful bidder, the bidder will be willing to negotiate with the owner for the purpose of making reductions in the contract work. The contractor shall agree to give full credit for all such deductions in the work requested by the owner, including full value for labor, material and subcontract work, and reasonable proportionate reductions in overhead and profit, thereby arriving at an agreed upon contract price.

PROPOSED SUBCONTRACTORS AND SUPPLIERS

The undersigned submits the "Subcontractors Listing" below, listing proposed subcontractors for any portions of the work to be subcontracted and the amounts of their sub-bids.

Proposed Subcontractor _____

(amount in words)

\$ _____

(amount in figures)

Proposed Subcontractor _____

(amount in words)

\$ _____

(amount in figures)

The undersigned agrees to be responsible for the work, materials, equipment, and supplies furnished by each subcontractor.

Waivers of lien will be required from all subcontractors, if applicable, at the time of final bill submission.

AGREEMENTS

In submitting this bid, the undersigned agrees:

1. To hold their bid open for 60 consecutive calendar days from the bid due date.
2. To enter into and execute a contract with Grand Traverse County, 400 Boardman Avenue, Traverse City, Michigan, 49684, if awarded on the basis of this bid, and to furnish required submittals within seven (7) days of notification of selection of contract for the work.
3. To perform the work in accord with the proposed contract documents and to perform said work within the time period stipulated in the bid.

LEGAL STATUS AND SIGNATURE OF BIDDER

1. Check appropriate section and complete information.

____ Corporation incorporated under the laws of the State of _____

____ Partnership

Names and Address of all members

NAME

ADDRESS

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

____ Sole Proprietorship, doing business as _____

2. Complete all information below.

Authorized Negotiator

Name _____

Title _____

Federal ID # _____

License # _____ Type _____

(if applicable)