

CADDO PARISH 9-1-1 COMMUNICATIONS DISTRICT NUMBER ONE



NG9-1-1 SYSTEM REQUEST FOR PROPOSALS

RFP 1005 - 001

October 5, 2021

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ATTACHMENT A – TECHNICAL SPECIFICATIONS

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1 INTRODUCTION

The Caddo Parish Communications District Number One (District) is a political subdivision of the State of Louisiana and was created for the express purpose of implementing and managing the 9-1-1 emergency telephone reporting system for the citizens of Caddo Parish.

The Caddo Parish 9-1-1 Emergency Communications Center (ECC) is a secured 24-hour-a-day/365 day-a-year facility, and access is restricted to authorized personnel only. The ECC is located at 1144 Texas Avenue in Shreveport, Louisiana, and houses the communications operations for the Shreveport Police, Fire, and the Caddo Parish Sheriff's departments. The facility also houses the administrative offices of the 9-1-1 District and serves as the Emergency Operations Center during times of major emergencies or natural disasters for the Caddo-Parish Office of Homeland Security/Emergency Preparedness.

1.1 PURPOSE

The District wishes to replace their legacy E9-1-1 system with a NG9-1-1 ready system that has the capability to receive calls placed to 9-1-1, regardless of the network of origin (PSTN VoIP, or other IP based originating sources) or type of call (IP, Wireless, Analog, Text, Multimedia data, etc.). This project will replace the existing Positron Power 9-1-1 system and Centrex services provided by AT&T with new geodiverse 9-1-1 Call Handling System using Centralized Automatic Message Accounting (CAMA) trunks or alternative network solution.

1.2 PROCUREMENT SCHEDULE

Release of RFP:	October 5, 2021
Mandatory Pre-Proposal Conference:	October 26, 2021, at 9:00 am Central time at the ECC Training Room
Site Visits:	October 26, 2021, will begin immediately following Pre-Proposal Conference
Deadline for Vendor Questions via US Mail or Email:	November 9, 2021, received by 3:00 pm Central time via courier, US mail or email
Caddo Parish 9-1-1 Response to Vendor Questions:	November 23, 2021, response by C.O.B. via email
Vendor Proposals Due:	December 14, 2021, by 3:00 pm Central time

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2 RULES GOVERNING PROPOSAL SUBMISSION

This Section specifies requirements for preparation and submittal of proposal.

DEFINITIONS

Definitions set forth in other Contract Documents are applicable to the Proposals as may be appropriate.

Addenda are written or graphic instruments issued by the District prior to the opening of the Proposals, which modify or interpret the Documents by additions, deletions, clarifications, corrections and prior approvals.

"Contractor" is the Proposer whose Proposal is accepted by the District.

"District" is the Caddo Parish Communications District Number One, a political subdivision of the state of Louisiana.

A "Proposal" is a complete and properly signed proposal to do the Work or designated portion thereof for the sums stipulated therein supported by data called for by the Proposal Documents.

A "Proposer" is one who submits a Proposal for a prime Contract with the Owner for the Work described in the proposed Contract Documents.

Where the word "Engineer" or "Designer" is used in any of the documents, it shall refer to the Prime Designer of the project.

"Owner" is the District.

PROPOSER'S REPRESENTATION

Each Proposer by submitting a Proposal represents that:

The Proposer has read and understands the Request for Proposals and the Proposal is made in accordance therewith.

The Proposer has visited the site and is familiar with the local conditions under which the Work is to be performed.

The Proposal is based solely upon the materials, systems and equipment described in the Request for Proposal Documents as advertised and as modified by addenda.

The Proposal is not based on any verbal instructions contrary to the Documents and addenda.

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The Proposer must be fully qualified under any state or local licensing law for Contractors in effect at the time and at the location of the Work before submitting a Proposal. In the State of Louisiana, Revised Statutes 37:2150 is applicable. The Contractor shall be required to submit a Certificate of Licensure upon the execution of the Contract.

The Contractor shall be responsible for determining that all Subcontractors are duly licensed in accordance with law.

2.1 EXAMINATION OF REQUEST FOR PROPOSAL

The Proposer is required to carefully examine the Request for Proposal (RFP), attached documentation, and the existing 9-1-1 system to inform themselves thoroughly regarding any and all conditions and requirements that may in any manner affect the work to be performed under this contract. No allowances will be made because of a lack of knowledge of these conditions.

Proposers are obligated to and shall promptly notify the Prime Designer of any substantial ambiguity, inconsistency or error which they may discover upon examination of the Proposer Documents or of the site and local conditions.

Proposers have the option to submit their proposals electronically or by paper copy.

The District is using Periscope S2G to allow for the electronic submission of proposals. If the Proposer **chooses** to submit an electronic bid, you will have to register with Periscope S2G. Written instructions necessary to use the electronic bidding service and for the electronic submission of bids are provided at the Periscope Holdings, Inc., website at <http://www.periscopeholdings.com> or by calling 1-800-990-9339. The Proposer is advised to make all necessary arrangements with Periscope Holdings, Inc., and to become familiar with system and process requirements prior to using the service to submit a proposal.

Request for Proposal Documents may also be obtained as stated in the Advertisement for Proposals.

Complete sets of Proposal Documents shall be used in preparing Proposals; neither the Owner nor the District's Prime Designer assumes any responsibility for errors or misinterpretations resulting from the use of incomplete sets of Proposal Documents.

2.2 PROPOSAL SECURITY

No Proposal shall be considered or accepted unless the Proposal is accompanied by Proposal Security in an amount of not less than five percent (5%) of the base Proposal and all alternates.

The Proposal Security shall be in the form of a certified check or cashier's check drawn on a bank insured by the Federal Deposit Insurance Corporation or a Surety Bond written by a surety company licensed to do business in Louisiana, signed by the surety's agent or attorney-in-fact,

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and countersigned by a person who is under contract with the surety company or bond issuer as a licensed agent in this State and who is residing in this State. The surety must meet the qualifications required by law. The Surety Bond shall be in favor of the District and shall be accompanied by an appropriate power of attorney.

The Proposal Security furnished by the Contractor shall guarantee that the Contractor will, if awarded, enter into a Contract with the District and furnish a Performance, Maintenance and Payment Bond and evidence of insurance on the forms provided by the District as required by these Contract Documents within fourteen (14) days after written notice that the Agreement is ready for the Contractor's signature.

Should the Proposer (Contractor) fail or refuse to enter into such Contract or fail or refuse to furnish such bonds or evidence of insurance on the forms provided by the District, the amount of the Proposal Security shall be forfeited to the Owner as liquidated damages.

All Surety Bonds shall be submitted on forms provided by the District or on forms acceptable to the District.

The Owner shall have the right to retain the Proposal Security of Proposers until either (a) the Contract has been executed and bonds and evidence of insurance have been furnished, or (b) the specified time has elapsed so that Proposals may be withdrawn, or (c) all Proposals have been rejected.

2.3 PERFORMANCE BOND

The Contractor shall furnish and pay for a Performance, Maintenance and Payment Bond written by a company licensed to do business in Louisiana, which shall be signed by the surety's agent or attorney-in-fact and countersigned by a person who is under contract with the surety as a licensed agent in this State and who is residing in this State in an amount equal to 100% of the Contract amount. Surety must be listed currently on the U. S. Department of Treasury Financial Management Service List (Treasury List) as approved for an amount equal to or greater than the Contract amount or must be an insurance company domiciled in Louisiana or owned by Louisiana residents. If surety is qualified other than by listing on the Treasury list, the Contract amount may not exceed fifteen percent of policyholders' surplus as shown by surety's most recent financial statements filed with the Louisiana Department of Insurance and may not exceed the amount of \$500,000. However, a Louisiana domiciled insurance company with at least an A-rating in the latest printing of the A. M. Best's Key Rating Guide shall not be subject to the \$500,000 limitation, provided that the Contract amount does not exceed ten percent of policyholders' surplus as shown in the latest A. M. Best's Key Rating Guide nor fifteen percent of policyholders' surplus as shown by surety's most recent financial statements filed with the Louisiana Department of Insurance. The Bond shall be signed by the surety's agent or attorney-in-fact and countersigned by a person who is under contract with surety as a licensed agent in this State and who is residing in this State. The Bond shall be in favor of the District.

The bond requirements set forth herein and in all Contract Documents shall be at all times and by

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this term are amended to conform to state law.

The Proposer shall require the attorney-in-fact who executes the required Bond on behalf of the surety to affix thereto a certified and current copy of a power of attorney.

2.4 REQUIRED SUBMITTALS

The following submittals shall be required by the Proposer upon adoption of a resolution by the Board of Commissioners authorizing the Executive Director to enter into negotiations with the apparent low Proposer within three (3) business days after resolution.

2.4.1 INSURANCE REQUIREMENTS

Proof of general comprehensive public liability insurance shall be required by the Proposer upon adoption of a resolution by the Board of Commissioners authorizing the Executive Director to enter into negotiations with the apparent low Proposer within three (3) business days after adoption of resolution. Evidence that employees are bonded must also accompany proof of liability insurance.

2.4.2 LIST OF CLIENTS

Please submit a list of clients to which you currently provide services. Please provide contact name and telephone number for each client.

2.4.3 COMPANY INFORMATION

Please provide information on your company related to the number of employees, number of years in business, and other information that you feel may be of some interest to the District.

2.5 DISQUALIFICATIONS

The District will disqualify any proposal, which does not meet the requirements of the Request for Proposal.

Altered or incomplete Proposal Forms or use of substitute formats will render the proposal non-responsive.

Proposals should be submitted in a sealed envelope as outlined herein and on your envelope showing the RFP number, opening date, time, title and appropriate license number(s) on the outside of the envelope. If a sealed container is used, then the envelope must be taped to the top of the container.

Facsimile or email transmissions of bids will not be considered.

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2.6 PROPOSAL SUBMISSION DEADLINE

Proposal submission deadline is **Tuesday, December 14, 2021 by 3:00 p.m.**

If Proposer chooses to submit a paper proposal to the District, the Proposer must submit four (4) copies of the proposal, and the proposal must be received by the District by **Tuesday, December 14, 2021 at 3:00 p.m.** All copies of the proposals must be under sealed envelope, clearly marked as “RFP 0421-001” Caddo Parish Communications District NG9-1-1 System”.

Proposals shall be delivered or mailed to:

Caddo Parish Communications District Number One
Attn: Martha Carter
9-1-1 Executive Director
1144 Texas Avenue
Shreveport, LA 71101-3343

2.7 MANDATORY PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference will be held at the Emergency Communications Center located at 1144 Texas Avenue, Shreveport, Louisiana on **Tuesday, October 26, 2021 at 9:00 a.m.** in the Training Room. Proposers will have an opportunity to raise questions, request clarifications, and discuss issues relevant to this RFP.

Attendance at this meeting is mandatory. Failure to attend will result in disqualification.

Formal amendments or addendum to the RFP that may result from any discussion held during the pre-proposal conference will be issued in accordance with Section 2.24 – Clarification of Proposal Documents and Addenda.

2.8 SITE VISITS

After a short break, following the Pre-proposal Conference on Tuesday, October 26, 2021, the District will provide escorted tours of the various work sites until approximately 5:00 PM. Contractors must provide their own transportation and the exact time of departure will be determined based on the length of the Pre-Proposal Conference.

Contractors are required to visit and inspect all of the sites where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event shall failure to inspect the site constitute grounds for a claim after contract award. Proposals from Contractors who do not visit each of the sites will not be considered.

Attendees are encouraged to bring all supplies needed for the site visits with them to the sites. These two days of site visits will be the only days provided for site visits for the radio system.

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2.9 QUESTIONS

Any questions regarding the Technical Specifications as outlined within the Request for Proposals are to be submitted to:

Caddo Parish Communications District Number One

Attn: Martha Carter

9-1-1 Executive Director

1144 Texas Avenue

Shreveport, LA 71101-3343

(318) 675-2222

mcarter@caddo911.org

The deadline for the submittal of questions is **3:00 p.m. on Tuesday, November 9, 2021 and the District will respond to vendor questions no later than C.O.B. November 23, 2021.**

2.10 PROPOSAL ACCEPTANCE/AWARD

The Caddo Parish 9-1-1 Board will provide written Notice of Intent to Negotiate a Contract with the selected Proposer (Contractor) which the District considers to have submitted the best and most advantageous proposal. The District reserves the right to accept or reject any or all proposals or sections thereof, negotiate terms, waive technicalities, and award in the best interest of the District. Furthermore, the District reserves the right to award without further discussion.

2.11 PREPARATION COSTS

The District shall not be responsible for any Proposal preparation costs, nor for costs including attorney fees associated with any challenge (administrative, judicial, or otherwise) to the determination of the highest ranked Proposer and/or award of contract and/or rejection of Proposal. By submitting a Proposal, each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

2.12 NEWS RELEASES

News releases pertaining to the award resulting from the RFP shall not be made without prior written approval of the District.

2.13 LEGAL STATUS, PERMITS, TAXES AND FEES

All proposals shall include documentation that the Proposer is appropriately registered with the Office of the Louisiana Secretary of State to do business in the state of Louisiana.

"All Proposals shall be inclusive of the costs of all business and professional licenses, permits, taxes and fees as required by Federal, state, or local governmental agencies.

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All Proposers shall certify that they are licensed under the provisions of Louisiana Revised Statutes 37:2150 et seq, and show their license number on both the proposal schedule and on the outside of the envelope use for submission of the Proposal. In the case of an electronic Proposal, the Proposer must register with Periscope and instructions to use and prepare are provided at the following website: <http://www.periscopeholdings.com> or by calling 1-800-990-9339.

The Proposer shall not be permitted to propose or perform any type or types of work not included in the classification under which his license was issued."

2.14 PROPOSAL FORMAT

All proposals must be submitted using the format as provided in the solicitation document and must be signed by an official of the proposing firm, who has specific and legal authorization to obligate the Proposer to the terms of said specification.

Altered or incomplete Proposals or use of substitute formats may render the proposal non-responsive. No marginal notes of any description on the bidding blanks will be allowed.

All prices and notations should be printed in ink or typewritten.

Errors should be crossed out, corrections entered and initialed by the person signing the proposal.

Erasures or use of typewriter correction fluid may be cause for declaring the proposal non-responsive.

No proposal shall be altered or amended after the time specified for opening.

2.15 MISTAKES AFTER BID OPENING

Ambiguous proposals which are uncertain as to terms, delivery, quantity, or compliance with specifications may be declared as non-responsive or otherwise discarded.

Proposals containing patently obvious mechanical, clerical, or mathematical errors may be withdrawn by the Proposer if clear and convincingly sworn, written evidence is furnished to the District within 48 hours of the bid opening excluding Saturdays, Sundays and Legal Holidays.

A Proposer, who attempts to withdraw a proposal under provisions of this section, shall not be allowed to resubmit a proposal on the same contract if it is re-advertised (R.S. 38-2214 C).

2.16 WITHDRAWAL OF PROPOSALS BEFORE OPENING

Proposals containing patently obvious mechanical, clerical or mathematical errors may be withdrawn by the Proposer if clear and convincing sworn, written evidence of such errors is furnished to the District within forty-eight hours of the Proposal Opening excluding Saturdays, Sundays and legal holidays.

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Prior to the time and date designated for receipt of Proposals, Proposals submitted early may be modified or withdrawn only by notice to the party receiving Proposals at the place and prior to the time designated for receipt of Proposals.

Withdrawn Proposals may be resubmitted up to the time designated for the receipt of Proposals provided that they are then fully in conformance with these Instructions to Proposers.

2.17 PROPOSER'S RESPONSIBILITY

Each Proposer shall fully acquaint themselves with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this RFP.

The failure or omission of a Proposer to acquaint himself/herself with existing conditions shall in no way relieve him/her of any obligation with respect to this RFP or to the contract.

Proposers are required to attend mandatory pre-proposal conference.

2.18 RIGHT TO PROTEST

Any Proposer or prospective Proposer or contractor who is aggrieved in the solicitation of award of a contract pursuant hereto may protest to the District's Executive Director. The protest shall be submitted in writing within seven (7) days after the notice of intent to negotiate with the selected Proposer (Contractor) is posted. The protest must include a detailed statement indicating reason(s) for the protest

The District's Board of Commissioners shall have authority, prior to the initiation of litigation concerning the protest, to settle and resolve a protest of an aggrieved Proposer, actual or prospective, concerning the solicitation or award of a contract.

If the protest is not resolved by mutual agreement, the District's Board of Commissioners shall issue a decision, in writing within ten (10) days.

The decision shall state the reason for the action taken.

Any protest taken to court shall be subject to the Protestor paying all administrative costs, attorney fees, and court costs when it is determined that the protest is without standing.

The right of protest does not prevent the District from proceeding with the award of the contract at any time.

2.19 DISQUALIFICATION OF PROPOSALS

The District shall have the right to disqualify any or all Proposals for just cause and to waive any informalities and technicalities. The District will disqualify any Proposal, which does not meet the requirements of the Request for Proposals. If the District proposes to disqualify any Proposer

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on the grounds that such Proposer is not a responsive Proposer, the District shall give written notice of the proposed disqualification to such Proposer and include in the written notice, all reasons for the proposed disqualification.

The proposed disqualified vendor/contractor will be given the opportunity to be heard at an informal hearing at which such Proposer will be afforded the opportunity to refute the reasons given by the District for disqualification.

2.20 LATE PROPOSALS

It shall be the sole responsibility of the Proposer to pay for any type of delivery service charge, and to see that his/her proposal is received by the Office of the Executive Director on time.

The clock used shall be the Executive Director's official date/time stamp clock for paper proposal and the web-based electronic bid company's clock for e-bids.

The District does not assume any financial responsibility for late deliveries by the U.S. Postal System or any other delivery service.

Late proposals will not be accepted and once documented, will be returned to the Proposer unopened.

2.21 TAXES

The Caddo Parish Communications District does not pay State and Local sales tax as a political subdivision of the state of Louisiana under Louisiana Revised Statute 47:301 (8) c

The District's Federal I.D. number is 72-1128331

2.22 GOVERNING PRICES

LUMP SUM Proposal Prices must be firm and prices written in words shall govern over prices written in figures. Prices submitted must be based upon payment in thirty (30) days after delivery and acceptance.

2.23 CLARIFICATION OF PROPOSAL DOCUMENTS

Proposers requiring additional information may submit their question(s) in writing to the attention of Martha Carter, the Executive Director, by November 9, 2021 at 3:00 p.m. Central Time via courier, US Mail, or email to mcarter@caddo911.org .

Answers to questions received that would change and/or clarify this solicitation will be provided in writing to all firms that have received the original Request for Proposal.

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Addenda will be mailed or delivered via email to all who are known by the Prime Designer to have received a complete set of Proposal Documents.

Copies of addenda will be made available for inspection wherever Proposal Documents are on file for that purpose.

Addenda shall not be issued within a period of seventy-two (72) hours prior to the advertised time for the opening of Proposals, excluding Saturdays, Sundays, and any other legal holidays; however, if the necessity arises to issue an addendum modifying plans and specifications within the seventy-two hour (72) period prior to the advertised time for the opening of Proposals, then the opening of Proposals shall be extended for at least seven (7) days, without the requirement of re-advertising. The District shall be consulted prior to issuance of such an addendum and shall approve such issuance.

The Owner shall have the right to extend the Proposal date by up to twenty-one (21) days without the requirement of re-advertising. Any such extension shall be made by addendum issued by the Proposer.

Each Proposer shall ascertain from the Prime Designer prior to submitting a Proposal that the Proposer has received all addenda issued, and the Proposer shall acknowledge receipt of all addenda on the Proposal Form.

All such Addenda shall become part of the Contract Documents and all Proposers shall be bound by such addenda. The District shall not be legally bound by an addendum or interpretation that is not in writing. It shall be the Proposer's responsibility to make inquiry as to the Addenda issued.

2.24 COMPLIANCE WITH LAWS

By submission of a proposal, all vendors agree that they are in compliance with all Federal, State and local laws pertaining to this proposal, including but not limited to, Louisiana Revised Statutes 14:133, which states that, "Whoever commits the crime of filing false public records shall be imprisoned for not more than five years...or shall be fined not more than five thousand dollars, or both." During the period following issuance of a proposal and prior to final award of a contract, the vendor shall not discuss this procurement with any party, except members of the District's staff or other parties designated in this solicitation.

2.25 QUALITY OF PRODUCTS

Unless otherwise indicated in this proposal, it is understood and agreed that any item offered or shipped on this proposal shall be new, the latest model, and in first class condition, and when applicable all containers shall be new and suitable for storage or shipment, and that prices include standard commercial packaging.

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2.26 COMPETITION INTENDED

A Proposer, who discovers a discrepancy or omission in the specification, or is in doubt of the interpretation of any part of the Request for Proposal or considers that the Specification or Request for Proposal is restrictive or discriminatory shall notify the Executive Director, in writing no later than five (5) working days prior to the scheduled proposal opening, or at a pre-proposal conference should one be scheduled. Exceptions taken do not obligate the District to change or alter specifications.

Nothing will change the Request for Proposal, unless written addendum is provided by the Executive Director.

2.27 BRAND NAMES

Wherever in the specifications the name of a certain brand, make, manufacturer, or definite specification is utilized, they are used only to denote the quality standard of the product required and that they do not restrict bidders to the specific brand, make, manufacturer, or specification named; that they are used only to set forth and convey to prospective bidders the general style, type, character, and quality of the product required; and that equivalent products will be acceptable.

It shall be the responsibility of the Executive Director and the professionally employed engineer or consultant to determine what is considered an equivalent product on any and all projects in which they have been legally employed to perform professional services.

2.28 CAPTIONS

The headings used herein are for convenience and may not reference the complete contents of the clause. The Contractor understands and agrees that it is their responsibility to adhere to all requirements listed in every clause herein.

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3 GENERAL CONTRACT CLAUSES

The following are general contract clauses that are included in the District's standard contracts.

3.1 PROHIBITIONS OF GRATUITIES

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

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

3.2 ORDER OF PRECEDENCE OF DOCUMENTS

For the resolution and interpretation of any inconsistencies in the Contract Documents, the precedence of these documents shall be given in the following order:

- 1) This Agreement, including the Exhibit(s), Addendum(s) and Amendment(s) thereto.
- 2) The District's RFP, and Amendments thereto.
- 3) Contractor's Proposal and Clarifications as may be accepted by the District.

3.3 TERM OF AGREEMENT

This Agreement shall not be binding upon the Parties until it has been executed by or on behalf of each Party and until such time as Contractor has received a written Notice to Proceed from the District. The Vendor shall have until _____, to complete the installation, training, testing, and acceptance of the system.

3.4 TERMINATION

Subject to the Provisions below, the contract may be terminated by the Executive Director.

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3.4.1 TERMINATION FOR CONVENIENCE

The District may, without cause, terminate this contract in whole or in part at any time for its convenience with a ten (10) day written notice to the Contractor.

In such instances, an adjustment shall be made to the Contractor, for the reasonable costs of the work performed through the date of termination.

Termination costs do not include lost profits, consequential damages, unabsorbed or under absorbed overhead of the Contractor or its subcontractors.

Failure of Contractor to include termination for convenience clause into its subcontracts and material purchase orders shall not expose the District to liability for lost profits in conjunction with a termination for convenience settlement or equitable adjustment.

The contractor expressly waives any damages, delay damages, or indirect costs which may arise from District's election to terminate this contract in whole or in part for its convenience.

3.4.2 TERMINATION FOR CAUSE

Termination by the District for cause, default, or negligence on the part of the Contractor shall be excluded from the foregoing provisions.

Termination costs, if any, shall not apply.

The ten (10) days advance notice requirement is waived, and the default provision in this solicitation shall apply.

3.5 NON-APPROPRIATION

The contract issued pursuant hereto shall provide that in the event sufficient funds for the performance of the Agreement are not appropriated by the District's Board of Commissioners

in any fiscal year covered by this contract, this agreement may be terminated by the District, without penalties, by giving notice to Contractor of such facts and the District's intention to terminate its financial obligation.

3.6 EXCUSABLE DELAY

The Contractor shall not be liable for any excess costs, if the failure to perform the contract arises out of causes beyond the control and without the fault or negligence of the Contractor.

Such causes may include, but are not restricted to, acts of God or of the public enemy, act of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine, restrictions, strikes, freight, embargoes, and unusually severe weather; but in every case the

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failure to perform must be beyond the control and without the fault or negligence of the Contractor.

3.7 TIMELY PERFORMANCE – LIQUIDATED DAMAGES

Contractor hereby acknowledges that time is of the essence in completion of its obligations as defined in the Agreement between the District and the Contractor, and represented in the Contractor’s Project Schedule. In recognition of this, Contractor hereby agrees to pay to the District Liquidated Damages in the following amounts for any delays in meeting its obligations hereunder:

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

3.8 PAYMENT TERMS

Upon execution by the parties of this Agreement, the District will pay to Contractor the agreed upon sum, according to the payment schedule, within thirty (30) days after the receipt by the District of a proper invoice therefore for contract execution.

At such time as Contractor delivers in good condition, consistent with the manufacturer's specifications and the requirements of this Agreement, and such delivery to the site has been certified and approved by the District, payments shall be made for each **payment milestone as specified in the Agreement** within thirty (30) days after the receipt of a proper invoice for each payment milestone.

Contractor shall submit invoices in triplicate covering work completed. All invoices shall be submitted via the United States Postal Service (USPS). Invoices are subject to approval by the District. Invoices shall be accompanied by shipping memoranda, if applicable.

An inventory of all items installed or delivered will be conducted by the District prior to approval of payment, if applicable. All invoices shall reference the associated payment milestone event incorporated by reference into this Agreement. All invoices shall include the following wording, and shall be signed by a duly authorized representative of Contractor: This invoice is certified to be accurate in all respects. All charges are authorized under this

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Agreement, and all equipment and/or services invoiced have been delivered in a conforming manner, and have not been previously invoiced.

3.9 ASSIGNMENT

The Contractor shall not sublet, assign, nor by means of a stock transfer or sale of its business, assign or transfer this contract without the written consent of the District's Executive Director.

3.10 CONTRACT ADMINISTRATION

Questions or problems arising after the award of this contract shall be directed to the District's Executive Director. If a problem cannot be resolved by mutual agreement, then the District's Board of Commissioners shall be notified.

3.11 CHOICE OF VENUE

The parties hereto stipulate that the venue of any possible litigation arising under this agreement shall be in the First Judicial District Court, Caddo Parish, Louisiana. In the event of conflict, the laws of the State of Louisiana shall prevail.

3.12 RIGHT OF REVIEW AND AUDIT

Contractor agrees to maintain financial records pertaining to all matters relative to this Contract in accordance with standard accounting principles and procedures and to retain all records and supporting documentation applicable to this Contract for a period of three (3) years, except that records are subject to audit findings shall be retained for three (3) years after such findings have been resolved.

Contractor agrees to permit the audit by the District or its designated representative of all its records relative to the contract at any time upon such notice as specified therein.

If the contractor is not located within Caddo or Bossier Parish, in the event of an audit he shall deliver the records or have the records delivered to the District's designated representative at an address designated by the District within the parish of Caddo.

If the District's designated representative finds the records delivered to be incomplete the contractor shall pay the representative's costs to travel to the contractor's offices to audit or retrieve the complete records.

3.13 PROCESSING OF DATA WARRANTY

The Contractor shall warrant fault-free performance and fault-free results in the processing of date and date related data (including, but not limited to calculating, comparing and sequencing) of all hardware, software, and firmware products delivered and services provided hereunder individually or in combination, as the case may be from the effective date of the contract.

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Also, the Contractor warrants that during the current year and beyond calculations will be recognized and accommodated and will not, in any way, result in hardware, software or firmware failure.

The District, at its sole option, may require the Contractor, at any time, to demonstrate the procedures it intends to follow in order to comply with all the obligations contained herein.

The obligations contained herein apply to products provided by the Contractor, its subcontractor/sub consultant or any third party involved in the creation of the products to be delivered under this contract.

Failure to comply with any of the obligations contained herein may result in the District availing itself of all its rights under the law and under this contract including, but not limited to, its right pertaining to termination or default.

When software is to be used by the District, the Contractor shall be responsible for delivery of the Licensed Software Source Code to the Contractor's escrow account.

Source code for those modules will be made available from the escrow agent to User if:

Contractor ceases to do business or Contractor becomes insolvent.

In such case, copies of the Software and documentation will be provided to the User under the terms of this agreement. User has unrestricted access to all software it has accepted from Contractor, but may not transfer source code or documentation to any other agency, commercial or private business under any conditions.

The warranties contained herein are separate and discrete from any other warranties specified in the solicitation document, and are not subject to any disclaimer of warranty or limitation of the Contractor's liability.

3.14 TYPE OF CONTRACT

It is understood and agreed that any contract entered into shall be considered nonexclusive between the parties.

3.15 DEFAULT BY CONTRACTOR

In case of default by Contractor, the District reserves the right to purchase any or all items/services in default in open market, charging Contractor with any additional costs. SHOULD EACH CHARGE BE ASSESSED, NO SUBSEQUENT SOLICITATION RESPONSES OF THE DEFAULTING CONTRACTOR WILL BE CONSIDERED UNTIL THE ASSESSED CHARGE HAS BEEN SATISFIED.

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3.16 INSURANCE

Any Contractor working on District property shall furnish an insurance certificate with coverages acceptable to the District's Executive Director.

3.17 CONFIDENTIAL WORK

No reports, information, project evaluation, project designs, data or any other documentation developed by, given to, prepared by or assembled by the Contractor under this Contract shall be disclosed or made available to any individual or organization by the Contractor without the express prior written approval of the District.

3.18 PROPRIETARY INFORMATION

Bidders are to visibly mark as "Confidential" each part of their bid which they consider to be proprietary information.

3.19 OWNERSHIP

The Contractor does hereby convey, sell, assign, and transfer to the District any and all right, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United State of America and the State of Louisiana, relating or pertaining to the particular goods or services purchased or acquired by the District, pursuant to this Contract.

Upon acceptance or approval by the District, all reports, information, and other data, given to, prepared or assembled by the Contractor under this Contract, and any other related documents or items shall become the sole property of the District and shall be delivered to the District, without restriction or future use.

The Contractor may make copies of any and all documents for its files.

By execution of this Contract and in consideration of the fee for services to be paid under this Contract, the Contractor hereby conveys, transfers, and assigns to the District all rights under the Federal Copyright Act of 1976 (or any successor copyright statute), as amended, all common law copyrights and all other intellectual property rights acknowledged by law in the project designs and other project data developed under this Contract.

3.20 CONTRACTOR'S LIABILITY

As additional consideration for this Contract, the Contractor hereby agrees to waive the provisions of LSA-R.S. 9:2773, and the parties hereto agree that none of the provisions of this authority are to have any force and effect whatsoever on the legal relationship of the parties.

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3.21 INDEMNITY

The Contractor agrees to defend, indemnify and hold the District, its officers, agents and employees, harmless against any and all claims lawsuits, judgments, costs and expenses for personal injury (including death), property damage or other harm for which recovery of damages (including reasonable attorneys' fees for the defense thereof) is sought, suffered by any person or persons that may arise out of or be occasioned by the Contractor's breach of any of the terms or provisions of this Contract, or by any negligent act or omission of the Contractor, its officers, agents, associates, employees or subcontractors, in the performance of this Contract; except that the indemnity provided for in this paragraph shall not apply to any liability resulting from the sole negligence of the District, its officers, agents, or employees or separate contractors, and in the event of joint and concurrent negligence of both the Contractor and the District, responsibility and indemnity, if any, shall be apportioned comparatively in accordance with the laws of the State of Louisiana, without, however, waiving any governmental immunity available to the District under Louisiana law and without waiving any defenses of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity.

The successful bidder shall indemnify and save harmless District and all District Board of Officers, agents, and employees from all suits or claims of any character brought by reason of infringing on any patent trademark or copyright.

3.22 CLAIM OF LIENS

The Contractor shall hold the District harmless for any and all claims for liens of labor, services, or material furnished to the Contractor in connection with the performance of the Contractor's obligations under this Contract.

3.23 COVENANT AGAINST CONTINGENT FEE

The contractor warrants that it has not employed any person, corporation, firm, association, or other organization, either directly or indirectly, to secure this Contract, other than persons regularly employed by the Contractor whose services in connection with the construction of the public contract or project or in securing the public contract were in the regular course of their duties for the Contractor. Further, the Contractor warrants that no part of the contract price received was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Contractor whose services in connection with the construction of the public building or project were in the regular course of their duties for the Contractor.

For breach or violation of this warranty, the District shall have the right to annul this Contract without liability.

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3.24 NONDISCRIMINATION

As a condition of this Contract, the Contractor covenants that the Contractor will take all necessary actions to insure that, in connection with any work under this Contract, the Contractor, his associates and subcontractors, will not discriminate in the treatment or employment of any individual or groups of individuals on the grounds of race, color, religion, national origin, age, sex, or disability unrelated to job performance, either directly, indirectly or through contractual or other arrangements.

The Contractor shall also comply with all applicable requirements of the Americans with Disabilities Act, 42, U.S.C.A. 12101-12213, as amended.

In this regard, the Contractor shall keep, retain and safeguard all records relating to this Contract or work performed hereunder for a minimum period of three (3) years from final Contract completion, with full access allowed to authorized representatives of the District, upon request, for the purpose of evaluating compliance with this and other provisions of this Contract.

3.25 COMPLIANCE WITH LAWS

The Contractor shall comply with all applicable Federal, State, and Local laws and ordinances, as shall all others employed by them in carrying out the provisions of this Contract.

3.26 INDEPENDENT CONTRACTOR

In performing services under this Contract, the relationship between the District and the Contractor is that of independent contractor, and the District and the Contractor by the execution of this Contract does not change its independent status.

No term or provision of this Contract or act of the Contractor in the performance of this Contract shall be construed as making the Contractor the agent, servant, or employee of the District, or making the Contractor or any of its employees eligible for the fringe benefits, such as sick or annual leave benefits, retirement, insurance, worker's compensation and unemployment compensation coverages, which the District provides its employees.

3.27 LEGAL CONSTRUCTION

In case anyone or more of the provisions contained in this Contract shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof, and this Contract shall be considered as if such invalid, illegal, or unenforceable provision had never been contained in this Contract.

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3.28 SUCCESSORS AND ASSIGNS

This Contract shall be binding upon and insure to the benefit of the parties hereto and their respective heirs, executors, Executive Directors, successors and, except as otherwise provided in this Contract, their assigns.

3.29 CAPTIONS

The headings used herein are for convenience and may not reference the complete contents of the clause.

The Vendor/Contractor understands and agrees that it is their responsibility to adhere to all the requirements listed in every clause herein or provide specific exceptions on a deviation page with the required submittal forms.

3.30 ENTIRE AGREEMENT

This Contract complete with the solicitation document embodies the complete agreement of the parties hereto, superseding all oral or written previous and contemporary agreements between the parties and relating to matters in this Contract, and except as otherwise provided herein cannot be modified without written agreement of the parties to be attached to and made a part of this Contract.

3.31 EXECUTION OF CONTRACT

The District shall incur no obligation to the Contractor until the Agreement between the District and the Contractor is duly executed. Upon notice from the District that it intends to enter into an Agreement with the Contractor, the Contractor has fourteen (14) days to execute the Contract with the following:

1. Certificate of Insurance
2. Performance Bond meeting the requirements of Section 2.3
3. Affidavit of Non-Collusion (Form included in Contract Documents)
4. Certificate of Licensure as required by Louisiana Law
5. Certificate of Corporate Signature Authority

3.32 CONTRACTOR-AGENT TAX EXEMPT PURCHASES

CONTRACTOR-AGENT PROPOSAL

All Proposers shall submit their proposals without sales/use tax included for purchases of component construction materials, taxable services and leases and rentals of tangible personal property (hereinafter referred to as “materials/supplies”) for which they will be willing to furnish copies of invoices to the District. The successful contractors and subcontractors will be named as contract-agents of the District for this project under La. R.S. 47:301(8)(c) in order to allow

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exemption of sales and use taxes for purchases of materials/supplies. (Note: It may not be cost effective for the Contractor to provide the District with the required copies of invoices for very small purchases. It is at the discretion of the Contractor as to whether or not they will include in their bid price sales/use tax for very small purchases for which they are not willing to furnish the required documentation). Contractor-agents of the District will be required to issue purchase orders for materials/supplies showing the District as responsible for payment and as the Owner. Payment to the vendors for construction materials/supplies will be made by the Contractor-Agent. It is recommended that a special bank account be used for this project. The District will directly reimburse to the prime Contractor-Agent with public funds. Even though the invoice shows the District as responsible for payment, Contractor-Agents, as agents of the District, will pay the vendor for these materials/supplies invoices and issue a monthly pay request to the District for these (the District is still responsible for being sure that they are paid).

Purchase orders shall show this as follows:

DELIVER F.O.B. DESTINATION TO:

(Contractor/Subcontractor Name), Contractor-Agent for Caddo Parish Communications District Number One.

(Address)

SOLD/BILL TO:

Caddo Parish Communications District Number One (Owner), C/O Contractor-Agent for the Caddo Parish Communications District Number One.

(Address)

Contractors and sub-contractors, who are working on projects for the District can make, tax-free purchases of construction materials for the District only if they are formally designated in a written agreement as agents of the District for the purpose of making purchases and only if all of the purchasing procedures set out in the next paragraph are utilized.

Purchases made in their own names by Contractors working for the District continue to be taxable. Contractor assumes all liability for loss or damage to all material and equipment purchased, leased, or rented as an agent of the District.

3.33 CONTRACTOR - AGENT PURCHASING PROCEDURE

Contractor, when Contractor-Agent status is required in the bid documents, obtains three original tax-exempt forms from the District's 9-1-1 Executive Director to be signed and returned with the signed contract. The form used will be the State of Louisiana, Department of Revenue, Designation of Construction Contractor as Agent of a Governmental Entity (R-1020) and will designate the name of the construction project. If the 9-1-1 Executive Director approves the

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contract, she will sign three originals of Form R-1020. One original will be returned to the Contractor with the contract documents. Contractor issues copies of Form R-1020 to vendors when materials/supplies for the named construction project are purchased. Separate forms for same vendor can be supplied for separate purchases but is not mandated, so long as purchases are under the same contract approved for the Contractor-Agent status. A designated Contractor may not re-designate his subcontractors as authorized agents for the District. Possession of supplies to be taken in the District's name upon delivery to the job site.

3.34 CONTRACTOR - AGENT INVOICING PROCEDURES

Contractor will have vendor issue an invoice for supplies on the vendor's form of choice so long as it is filled out in the "Sold/Bill To" block in the following manner:

SOLD/BILL TO:

Caddo Parish Communications District Number One (Owner)

c/o Contractor-Agent for Caddo Parish Communications District Number One

The "DELIVER TO" block _____,

Contractor-Agent for the District.

Ensure NO TAX is charged on or subsequently paid on the invoice.

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4 PROPOSAL REQUIREMENTS

4.1 PROPOSAL FORMAT

Responses to this RFP shall be formatted as described below. The District reserves the right to reject any and all proposals, to waive defects and formalities in proposals, and to award the contract to the selected Proposer (Contractor) which the District considers to have submitted the best and most advantageous proposal.

Contractors are expected to examine the specifications, price proposal schedule, and all instructions. Failure to do so will be at the Contractor's risk. Each Contractor shall furnish the information required by the solicitation. The proposal and price proposal schedule must be signed by an officer of the company, who is legally authorized to enter into a contractual relationship in the name of the Contractor and attested by the Corporate Secretary.

All proposals received will become a part of the official contract file and may be subject to disclosure. In order to enhance this process and provide each firm an equal opportunity for consideration, adherence to a standardized proposal format is required. The format of each proposal must contain the following elements organized into separate chapters and sections, as the Contractor may deem appropriate:

1. **Cover Letter:** A brief cover letter of introduction and interest.
2. **Table of Contents:** Including all sections and subsections.
3. **Business Information:** State the full name and address of your organization and the branch office or other subordinate element that will perform the services described in this proposal. Include telephone number, point of contact and official signature of an authorized company representative. Indicate whether you operate as a single proprietorship, partnership, or corporation. Include the state(s) in which you are incorporated and/or licensed to operate.
4. **Firm Project Team, Qualifications, Experience and Capabilities:** Include an organization chart and summary resumes of key personnel proposed for the project, including designations of the team leader, the consultant responsible for design, the project architect, the person responsible for all proposed communications with the owner and all proposed sub-consultants and description of their roles.
 - A. This section must include the qualifications of the staff the Contractor will assign to this project once selected. At a minimum, the proposal should:
 - I. Designate a Project Manager. A dedicated Project Manager is to be placed on this contract who possesses an active certification in a project management related philosophy (e.g. PMP, ITIL). This certification must remain valid during placement on this contract.
 - II. Include the organization, functional discipline, and responsibilities of project team members.

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III. Provide a complete resume or description of each team member's education, professional experience, length of time employed by the Contractor and/or a subcontractor.

The personnel named in the proposal shall remain assigned to the project throughout the period of the contract. No diversion or replacement may be made without submission of a resume of the proposed replacement and the final approval of the District.

The Contractor shall clearly state if it is proposing to subcontract any of the work herein. The names of subcontractors are to be provided and by proposing such firm(s) or individuals, the Contractor assumes full liability for the subcontractor's performance.

5. **Point by Point Response to RFP Requirements:**

To ensure prompt and objective evaluation of the Proposals, the Proposal shall address, in writing, every numbered section in this RFP in the order in which it appears, for each paragraph, using a font with bold and italics to clearly delineate responses to each subsection. The paragraph-by-paragraph response shall indicate compliance with every described requirement, specification, and function included in the RFP will be provided in a Microsoft Word file to facilitate preparation of your response. The response to each numbered section shall indicate whether the proposed system:

- A. Fully Complies with the requirement. **Enter "Comply"**.
- B. Partially complies with the requirement. **Enter "Partial Compliance"**. Explain in detail each deviation that is provided.
- C. Cannot meet the requirement and the Proposer shall take exception to the requirement. **Enter "Exception Taken"**. Explain in which way your firm either cannot comply or will not comply.
- D. Is either not compliant or partially compliant with the paragraph's requirement, but that the required capability will be developed specifically for the District. **Enter "To Be Developed"**. With this response, the Proposer shall describe the time frame in which the capability will be developed (e.g., prior to going live, within the first year of warranty, etc.).
- E. The specified requirement is met with an alternate solution that meets the same functional requirement. **Enter "Substitution"**. Explain in detail the proposed substitution, the reason for the substitution, and the impact achieving the required solution.
- F. In paragraphs that primarily describe existing conditions or contain other topics for which a response of comply, partially comply, or exception taken is not appropriate, the Contractor shall indicate that it has reviewed the paragraph,

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understands its content, and the proposed system is not in conflict therewith.
Enter “Understood”.

Proposals shall include each numbered section of this RFP, immediately followed by one of the acceptable responses indicated above. That is, at minimum, Responses shall include each numbered section paragraph immediately followed by “Comply”, “Partial Compliance”, “To Be Developed”, “Exception Taken”, “Substitution”, or “Understood”. The response shall then be immediately followed by an appropriate explanation of how the proposed system is fully, partially, or not in compliance with the indicated need/requirement, and if appropriate, an explanation of how the system will be modified and the time frame for the modification in order to meet the specified requirement.

Responses to this RFP that do not follow this specified format will have evaluation points deducted and may be rejected.

6. Project Management Plan, Implementation Schedule and Cutover Plan

This section should describe the recommended approach and provide a detailed project management plan regarding the assistance to be provided. The Contractor should clearly distinguish tasks that the Contractor will undertake as distinguished from those that are the responsibility of the District. Absence of this distinction will mean the Contractor is fully assuming responsibility for all tasks. The project management plan must discuss the staffing level(s) required to complete each task, as well as the relative effort that each member of the proposed project team will devote to the project. The project management plan should also discuss documentation and/or authorizations that will be required from the District, anticipated problem areas, proposed solutions to the problem areas, etc.

The project management plan steps should be supported by the proposed hours the Contractor agrees to commit to assist the District plus the hours and resources required by the District's staff to assist. The Contractor should clearly specify who has primary responsibility for each plan element; the Contractor or the District's staff. In this section, the Contractor must present a plan that clearly explains how it will manage and control all proposed activities and the resulting timetable. The firm must explain how the management and administrative processes will ensure that appropriate levels of attention are given so that work is properly performed and that milestones are met on a timely basis as proposed.

The implementation schedule should set forth beginning and ending dates, deliverables, and major milestones for a proposed timetable that coincides with the proposed project management plan. The implementation schedule shall be provided to the District in Microsoft Project format.

The Contractor shall include a detailed cutover plan in its submittal for both proposals.

The proposed NG9-1-1 system shall be implemented, tested and cutover in a manner that minimizes the impact on the existing system. The Contractor’s cutover plan shall provide

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sufficient details to relay an understanding of existing operations, technical issues, available frequency resources, available physical space, and schedule to accomplish cutover to the replacement radio system.

SUBMITTAL FORMAT: Proposals may be submitted electronically via BidSync or as hard copy with electronic media as described below. If BidSync is not utilized to submit a response, then ALL proposal copies must be submitted in a sealed opaque envelope or container with the **OUTER MOST** container stating the company name, address, telephone number, the RFP number and TITLE (**RFP-0421-001 NG9-1-1 System**).

- Two USB Flash drives, each with a complete (single PDF file) electronic copy of the Proposal WITHOUT Pricing and each with a second electronic file containing the completed pricing sheets. All electronic media shall allow unrestricted access to the documents.**

- Four bound paper copies of the signed Proposal WITHOUT Pricing**
and, in a separately sealed envelope or container

- Four bound paper copies of the signed Pricing Proposal**

Contractors are responsible for informing any commercial delivery service, if used, of all delivery requirements and for ensuring that the required address information appears on the outer wrapper or envelope used by such service. No responsibility shall attach to the District for the premature opening of a proposal not properly addressed and identified, and/or delivered to the proper or improper address. Oral, telephonic or **Proposals received via facsimile will NOT be considered.**

Late delivery of a Proposal for any reason, including late delivery by United States Mail or express delivery, shall disqualify the Proposal. Request for Proposal Documents may also be obtained as stated in the Advertisement for Proposals. Complete sets of Proposal Documents shall be used in preparing Proposals; neither the Owner nor the District's Prime Designer assumes any responsibility for errors or misinterpretations resulting from the use of incomplete sets of Proposal Documents.

4.2 PRICES

Pricing Sheets will be provided to Proposers prior to the mandatory Pre-Proposal Conference. Proposers must complete and submit the provided Pricing Sheets so that District can fairly compare all received proposal prices. Proposers shall propose all equipment and services as delineated in the Pricing Worksheets. If a specific line item is not applicable or included at no cost, the Proposer shall state this in the Pricing Worksheets.

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4.3 COMPLETE, UNAMBIGUOUS, CONCISE RESPONSES

All requirements of this RFP should be answered as concisely as possible. Ambiguous statements, such as "All reasonable effort to provide maintenance, etc.," may be grounds to declare a proposal non-responsive.

4.4 PROPOSER CERTIFICATION

The undersigned Proposer hereby certifies that this proposal is submitted in response to, and complies with all RFP requirements of, the RFP and subsequent modifications as issued by the District.

Firm Name: _____

Address: _____
(Street/Post Office Box)

(City) (State) (Zip Code)

Telephone Number: _____
(Area Code)

Authorized Signature: _____
(Sign in Ink)

Print Name: _____
(Title)

The Proposer shall provide a listing of the name, title, address, and telephone number of the individual assigned as the single point of contact and the Project Manager for all work to be performed under this contract.

The Proposer shall provide a listing of all subcontractors to be employed in the work effort performed under this contract.

4.5 EVALUATION CRITERIA

The selection of the Contractor will be made based on responses to this Request for Proposal. Failure to provide adequate information to enable the District to evaluate the proposed systems, and the incorporated features and functions, may result in the elimination of the entire response from further consideration.

Each Contractor's response will be evaluated for responsiveness to the requirements of this RFP. The evaluation criteria shall include:

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- 1. FIRM PROJECT TEAM, QUALIFICATIONS, EXPERIENCE, CAPABILITIES, & REFERENCES – 25%**
- 2. POINT BY POINT RESPONSES TO RFP REQUIREMENTS – 25%**
- 3. IMPLEMENTATION SCHEDULE, PROJECT MANAGEMENT & CUTOVER PLANS – 15%**
- 4. SERVICE AND MAINTENANCE PLAN – 10%**
- 5. CONTRACT PRICE PROPOSAL – Submitted in Separate Envelope – 25%**

4.6 FORMAL PRESENTATION/INTERVIEW

Prior to the scoring of proposals, the Selection Committee may require formal presentations from Contractors to answer or further clarify their responses.

4.7 REQUIRED FORMS

4.7.1 CONTRACTOR'S BACKGROUND INFORMATION

This following information shall be required to be submitted by the Contractor upon adoption of a resolution by the Board of Commissioners authorizing the Executive Director to enter into negotiations with the apparent low Proposer within three (3) business days after resolution. Do not leave any items blank. If the item does not apply, write the word(s) "None," or "Not Applicable," as appropriate.

LICENSES		
A.	State occupational license number (attach a copy):	
B.	Occupational license classification:	
C.	License expiration date:	
D.	State license number (attach a copy):	
INSURANCE		
A.	Name of insurance carrier:	
B.	Type of coverage:	
C.	Limits of Liability:	
D.	Coverage/policy dates:	

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E.	Name of insurance agent:	
	Agent(s) telephone including area code:	

EXPERIENCE	
A.	Number of years your organization has been in business:
B.	Number of years of experience the Proposer (person, principal of firm, owner) has had in operations of the type required by this RFP:
C.	Number of years of experience the Proposer (firm, corporation, proprietorship) has had in operations of the type required by this:
D.	Experience record: List past and/or present contracts, work, and jobs that the Proposer has performed of a type similar in size and scope to that required by this RFP:

FIRM NAME/ADDRESS	DATE OF JOB	DESCRIPTION OF JOB

E.	References: List references who may be contacted to ascertain the experience and ability of the Proposer.
----	---

NAME/FIRM	ADDRESS	CONTACT PERSON	TELEPHONE NUMBER

F.	Has the Proposer carefully inspected the job sites:
G.	Provide any additional information pertaining to qualifications and/or experience.

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Name of Proposer (Firm)		Signature of Authorized Agent (Owner, Principal)
Date		Type or Print Name of Agent

4.7.2 LDR FORM R-1020

The Contractor shall download and complete State of Louisiana, LDR Form R-1020 for Designation of Construction Contractor as Agent of a Governmental Entity Sales Tax Exemption Certificate.

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4.7.3 AFFIDAVIT OF NON-COLLUSION

AFFIDAVIT OF NON-COLLUSION

STATE OF _____

COUNTY (PARISH) OF _____

_____, being first duly sworn before the undersigned authority, does hereby depose and state:

I am authorized to execute this affidavit on behalf of _____, hereinafter "Contractor".

That neither Contractor nor any of its officers, 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 said Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communications or conference with any other Proposer, to fix any profit or overhead cost element of the Proposal price or the Proposal price of any other Proposer, or to secure through the collusion, conspiracy, connivance or unlawful agreement any advantage against the Caddo Parish Communications District No. One, or any person interested in the proposed Contract; and

The prices quoted in the 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.

Contractor employed no person, corporation, firm, association or other organization, either directly or indirectly, to secure the Contract other than persons regularly employed by Contractor whose services in connection with the securing of the Contract were in the regular course of their duties for the Contractor.

No part of the Contract price received by or to be received by Contractor was or will be paid to any person, corporation, firm, association or other organization for soliciting the Contract, other than the payment of their normal compensation to persons regularly employed by Contractor whose services in connection with securing the Contract were performed in the regular course of their duties for Contractor.

(Remainder of page blank)

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THUS DONE AND SIGNED BEFORE ME, THE UNDERSIGNED Notary Public and subscribing witnesses on this ____ day of _____, 2021 in the foregoing County (Parish) and State.

Witness

Contractor

Witness

Notary Public

ATTACHMENT A
TECHNICAL SPECIFICATIONS

CADDO PARISH 9-1-1
COMMUNICATIONS DISTRICT
NUMBER ONE

NG9-1-1 SYSTEM
REQUEST FOR PROPOSALS
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1 INTRODUCTION

The Caddo Parish Communications District Number One (District) desires to purchase a Next Generation 9-1-1 enabled system that will support its requirements, as outlined in this Request for Proposal (RFP).

The District wishes to replace their legacy E9-1-1 system with a NG9-1-1 ready system that has the capability to receive any type of 9-1-1 call (IP, Wireless, Analog, Text, Multimedia data, etc.), regardless of the network of origin (PSTN, VoIP, or other IP based originating sources). This project will include the replacement of the existing Positron Power 9-1-1 system and AT&T Centrex network services provided by AT&T with a new geodiverse 9-1-1 Call Handling System using Centralized Automatic Message Accounting (CAMA) trunks or alternative network solution.

1.1 Existing 9-1-1 Configuration

The existing 9-1-1 system for Caddo Parish has been designed with one (1) primary PSAP and two (2) secondary PSAPs, located within the Emergency Communications Center (ECC) at 1144 Texas Avenue, Shreveport, LA 71101. The primary PSAP is located within the Shreveport Fire Department's Communications operations area, and the two (2) secondary PSAPs are located within the operations areas of the Shreveport Police Department's Communications Division and the Caddo Parish Sheriff's Communications Division.

The District's 9-1-1 System utilizes digital technology to receive and process calls for service. The Positron Power 9-1-1 software at each position is installed on HP personal computers running the Microsoft Windows XP Professional operating system. Each Call Taker position is provided voice and data connectivity to the AT&T DMS tandem to access the 9-1-1 network, by emulating a P-phone or Electronic Business set, model 5216 with add on, Model M518. Each workstation has integrated Telecommunications Device for the Deaf (TDD) capabilities, which allows each workstation to serve as TDD detection, answering and communications devices. The Positron Power 9-1-1 software provides 9-1-1 call hang-up processing, which enables the communications officers to automatically redial the telephone number that called into the system and hung up, and provides instant playback recording capabilities to each workstation. The current system does not support text messaging.

1.1.1 Shreveport Fire Communications Operations

Within the Shreveport Fire Department's (SFD) operations area, there are seven (7) console positions, which can receive 9-1-1 calls. In addition, at each of these positions, the Fire Department's seven-digit emergency telephone number, 675-2151, also appears. SFD dispatch operations also utilize other telephone voice circuits such as ringdowns (direct lines to the hospitals and City fire stations, utility companies), non-emergency and administrative telephone lines. The Primary PSAP within the Fire Department has been designed with Automatic Call

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Distribution (ACD) and the “forced call answer feature.” This means that the 9-1-1 call is automatically presented to the console workstation that has been idle for the longest period of time. Upon receipt of the 9-1-1 call, the Positron Power 9-1-1 screen is provided with Automatic Number Identification (ANI) and Automatic Location Identification (ALI).

1.1.2 Shreveport Police Communications Operations

At the secondary PSAP located within the Police Communications operations dispatch, there are eight (8) console positions designed to receive a transferred 9-1-1 call for Police related calls for assistance. In addition, at each of these positions, the Shreveport Police Department's (SPD) listed, seven-digit emergency telephone number, 675-2129, also appears. There are also different types of other voice circuits such as ringdowns, (direct lines to other local law enforcement agencies and utility companies) and other non-emergency and administrative telephone lines. The secondary PSAP within the Police Department has been designed so that once a call is received, the ACD system will present the 9-1-1 call to the Police Call Taker workstation (with ANI/ALI information) that has been idle the longest. If the call cannot be answered after three (3) rings, the system will log off the workstation, and will send the call to the next available or "idle" Police Call Taker position.

The Police Communications operation also serves as a Primary PSAP through the ACD system, whenever all Fire Communications Call Taker workstations are in a busy condition. See Automatic Call Distribution for full explanation of how the system is designed.

1.1.3 Caddo Parish Sheriff's Communications Operations

Within the Secondary PSAP located in the Sheriff's Communications operations, there are five (5) consoles that can receive transferred calls for assistance from citizens, who live outside the City of Shreveport's corporate limits, but live inside the Caddo Parish boundaries. At each position, the Sheriff's Office's listed seven-digit emergency number, 675-2170 also appears in addition to a variety of other voice circuits, such as ringdowns (direct lines to the other law enforcement agencies, utility companies), non-emergency and administrative lines.

1.1.4 Automatic Call Distribution System (ACD)

The ECC's 9-1-1 system utilizes a central office feature known as ACD, which enables the calls to be uniformly distributed among workstations that are logged into the system and in an idle state.

Within the ACD groups, there are two different queues, the ACD Call Physical Queue, and the Logical Queue. The 9-1-1 system is designed so that SFD's ACD group is the primary initial answering group, whereby the 9-1-1 calls are forced into whichever position has been idle the longest period of time. The ACD call Physical Queue is the queue that the initial 9-1-1 call enters if all SFD positions are busy or in a “Not Ready state”. If all Fire positions are busy, the 9-1-1

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call will go into the ACD Call Physical Queue and will wait in queue for 18 seconds. If in that time a fire position becomes available, the call will be routed to a Fire position. After 18 seconds, the 9-1-1 call is then routed to the Police Logical Queue (or overflow queue). Once in the Logical Queue, the call will sit there for 18 seconds. The system now monitors both the fire and police ACD queues and will route the 9-1-1 call which has been in queue the longest to the first available Police or Fire position.

If Fire takes a 9-1-1 call and transfers the call to either the Police or Sheriff's ACD groups, and none of their positions are idle, the transferred 9-1-1 call will remain in their Logical Queue until answered or until the caller disconnects.

For seven-digit dialing, emergency and non-emergency calls, a cloud based AT&T hosted automated attendant system solution, Office@Hand, is being utilized by the SPD and SFD. The automated attendant system is an electronic receptionist, which automatically routes callers whether internally or externally to the requested department. Non-emergency calls are routed to an automatic attendant, to lessen the burden on the agencies' communications officers, who are then free to process true "emergencies". This system has been programmed for touch-tone dial responses.

The SPD automated attendant system utilizes the touchtone or dial activated feature of the system for the most frequently called divisions within the Police Department. The public dials 673-7300 and the calls are routed to the automated attendant system, which will then transfer the calls to the most frequently requested divisions that have been pre-programmed into the system. Those citizens needing emergency assistance are routed to the SPD's seven-digit number, 675-2129, which appears on each SPD Call Taker position.

The Shreveport Fire Department's automated attendant system for their seven-digit number, 675-2144, uses the touchtone or dial activated feature, and the citizens' calls are transferred to the appropriate division. Those citizens needing emergency assistance are transferred to the SFD's seven-digit number, 675-2151, which appears on each SFD Call Taker position.

The Caddo Parish Sheriff's Communications Operation does not utilize the Automated Attendant System.

1.2 Definitions of Terms in This RFP Section

Definitions set forth in other Contract Documents are applicable to the Proposals as may be appropriate

- A. District – the Caddo Parish Communications District Number One, a political subdivision of the state of Louisiana.
- B. Contractor – The Proposer whose Proposal is accepted by the District to provide, implement, and maintain the NG9-1-1 System.

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- C. Proposal - is a complete and properly signed proposal to do the Work or designated portion thereof for the sums stipulated therein supported by data called for by the Proposal Documents.
- D. Owner – the District
- E. Parish – Caddo Parish, LA
- F. Proposer – is one who submits a Proposal for a prime Contract with the Owner for the Work described in the proposed Contract Documents
- G. Request for Proposals (RFP) – Solicitation of NG9-1-1 System proposals. This document.

1.3 Complete Project

The Contractor for the project must act as the “Prime” Contractor for the project. The District will contract with only one vendor for the delivery and installation of the systems outlined in this document. The Contractor will also be responsible for all hardware, software, and implementation services that will be required to make the system operational; including system installation, user training, and system testing. The Contractor will be responsible for migrating any existing system data to the new system’s database(s).

The Contractor will also be responsible for removing existing legacy E9-1-1 System equipment that will not be used as part of the new system. The Contractor will be advised of the disposition of this equipment.

Proposers will submit detailed subcontractor information in their response to this RFP. The Contractor will assume full responsibility for the work performed by its subcontractors, their agents, employees, and all persons performing work under the project contract.

1.4 Terms of Engagement

The District anticipates entering into a Contract with the successful Proposer that includes implementation, followed by a one-year warranty period, and follow-on system maintenance for the life of the system.

The one-year warranty for all items supplied under this RFP and subsequent contract shall begin at the time of Final System Acceptance of the complete system.

1.5 Technical Response Forms

The Proposer shall fully complete the Technical Response Forms in Section 4.

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2 TECHNICAL REQUIREMENTS

2.1.1 Geo Redundant NG9-1-1 System Configuration

The Contractor shall provide new CPE at the District's PSAP and at the Caddo-Bossier Port's Regional Commerce Center, which serves as the District's backup PSAP communications facility. The proposed system shall offer redundant E9-1-1 and NG9-1-1 system functionality at geographically diverse locations. Network connections between the CPE sites may be provided by the District's existing AT&T Ethernet Service and MPLS/microwave protected network connections depending upon Proposer's needs versus capabilities of the District's networks. Proposals shall provide the network connection requirements (circuit types, quantities, etc.) for all connections between CPE locations and central offices. If the Contractor determines that the District's existing network is not sufficient, they should propose an appropriately sized leased service to network the two CPE sites.

Describe fully how the Proposal achieves geo-redundancy and describe the process of synchronization of data between the two (2) CPE sites, and safeguards against data loss during a failure of CPE at either location.

These two sites will be networked via the District-provided or other data connection between the sites. Users from either PSAP should be able to log into system workstations at either site and answer calls received at either PSAP, thus providing backup PSAP functionality. The proposed system shall support the operation in four modes, without 9-1-1 trunks duplicated at each site as described in the sections below:

- A. Normal Operations: Independent CPE mode when network connection is active – the CPE at the ECC will process and deliver all calls originating from ECC trunks, with similar functionality provided for the Port.
- B. Independent CPE mode when network connection is down – the CPE at the ECC will process and deliver all calls originating from District trunks, with similar functionality provided for the Port.
- C. Shared CPE mode when network connection is active – Both the ECC and Port calls will be processed and delivered to one CPE location, while the other is down or undergoing maintenance.
- D. Shared CPE mode when network connection is down – Both the ECC and Port calls will be processed and delivered to one CPE location, while the other is down or undergoing maintenance.

Describe fully how the Proposal achieves each of these operations, to include all processes necessary to move from Normal Operations to any of the other three (3) modes. Include intervention required by System Administrators, tandem level re-routes required and impacts on operations to include processes for workstations to log into the other CPE location, if necessary.

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Proposals shall provide network connection requirements (circuit types, quantities, etc.) for all connections between PSAPs, remote sites, and central offices. Proposals shall include a technical system diagram used to achieve the requirements above.

2.1.2 Voice Logging System

The SFD/SPD and CSO recently purchased and installed a NICE IP Radio Logging Recorder, Inform 9 Platform with a NICE NIR recorder at the ECC. However, the Port Backup facility does not have a voice recorder.

All traffic shall be recorded, regardless of which site's workstations answer/process 9-1-1 calls. The Contractor's Proposal shall fully describe how the System will utilize the existing logging recorder at the ECC to record 9-1-1 calls at both the ECC and the Port Backup Facility. The Contractor's Proposal shall include solutions for providing connectivity to support call recording from both the ECC and the Port.

2.2 Emergency Call Traffic Volume

Combined emergency call traffic volume for the last six (6) years has been provided in APPENDIX A – EMERGENCY CALL TRAFFIC VOLUME. The provided system shall be provisioned to accommodate the average emergency call traffic volumes for the PSAP plus a 10% annual volume growth for the life of the system. The system should also support peaks in traffic during high-incident activities. The submitted Proposal shall specify the proposed system's peak traffic handling capabilities.

2.3 Interfaces

The Contractor shall provide CAD system and Logging Recorder interfaces for the ECC PSAPs and Port backup PSAP as specified in Sections 2.19, and 2.20.

2.4 Installation Sites

The table below lists the address for the proposed NG9-1-1 System sites of work.

ECC PSAPs Caddo Parish Communications District Number One 1144 Texas Avenue, Shreveport, LA 71101	Caddo-Bossier Port Backup PSAP 6000 Doug Attaway Blvd. Shreveport, LA 71115
--	--

2.5 Call Taker Workstation Hardware Quantities

The Contractor shall provide all required CPE equipment hardware and software quantities as defined below for each PSAP. ECC Call Taker workstation equipment shall be provided for Call Taker positions, dual Call Taker and Radio Dispatch positions, and Radio Dispatch positions. Workstation equipment to be provided at the Radio Dispatch only positions will be utilized for administrative

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phone purposes, and not included in the E9-1-1 ACD queue. However, the Contractor's CPE shall allow for the Radio Dispatch workstations to be placed into the ACD queue and utilized as a Call Taker workstation as required by the PSAP. The following tables provide the Call Taker workstation quantities for the various locations within the ECC and Port Backup Communications Facility.

Shreveport Fire Department (SFD) Primary PSAP	Existing Workstation Qty.	New Workstation Qty.
Call Taker Workstation	4	5
Dual Call Taker and Radio Dispatch Work Station	3	3
Radio Dispatch Workstation	3	3

Table 1 SFD Call Taker Workstations

Shreveport Police Department (SPD) Secondary PSAP	Existing Workstation Qty.	New Workstation Qty.
Call Taker Workstation	6	7
Dual Call Taker and Radio Dispatch Work Station	2	2
Radio Dispatch Workstation	4	6

Table 2 SPD Call Taker Workstations

Caddo Parish Sheriff's Office (CSO) Secondary PSAP	Existing Workstation Qty.	New Workstation Qty.
Call Taker Workstation	0	0
Dual Call Taker and Radio Dispatch Work Station	5	8
Radio Dispatch Workstation	0	0

Table 3 CSO Call Taker Workstations

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ECC Training Area	Existing Workstation Qty.	New Workstation Qty.
Call Taker Workstation	0	0
Dual Call Taker and Radio Dispatch Work Station	0	5
Radio Dispatch Workstation	0	0

Table 4 Training Call Taker Workstations

Caddo-Bossier Port-Regional Commerce Center Backup PSAP	Existing Workstation Qty.	New Workstation Qty.
Call Taker Workstation	0	0
Dual Call Taker and Radio Dispatch Work Station	0	6
Radio Dispatch Workstation	0	0

Table 5 Port Call Taker Workstations

Note: Currently there are six (6) VoIP phones that are utilized to receive call forwarded 9-1-1 calls at the Port Backup PSAP.

2.5.1 CAMA Trunks Quantity

The Contractor shall propose the appropriate quantity of CAMA trunks or alternative network solution for the District’s primary and secondary PSAPs, and the Port backup PSAP facility. The Contractor shall state in their Proposal how the proposed quantity of CAMA trunks or network traffic capacity were calculated and how that will meet the needs of the District.

Note: The District understands that this estimated trunk count may be revised in the detailed design phase of this project.

2.5.2 Central Office Connections

The Contractor shall state in their Proposal how many central office connections are available with the proposed System hardware and software.

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2.5.3 Cellular Telephone Provider Connections

The system shall accommodate connection to cellular telephone providers as required by the District.

2.5.4 Ringdown Lines, Call Transfers, and Administrative Lines

The new CPE and workstations shall support the PSAPs existing Ringdown Lines, call transfers, and 1-button dialing (rolodex), and workstation to workstation dialing functionality.

Ringdown functionality is provided on the existing Positron consoles for SFD fire stations in the City, Bossier Sheriff's Office and Police Department, area hospitals, and other locations. A complete list of the District's current 9-1-1 Ringdown lines are provided in Appendix B - Centrex Ringdown Lines.

2.5.5 Administrative Lines Automated Attendant System (Optional)

As stated in Section 1.1.4 of this RFP, the SFD and SPD Communications Operations utilize Office@Hand, a hosted VoIP service, to provide automated attendant functionality for incoming calls on their respective public seven digit number, and routes these calls to the desired department, or if an emergency call, to a E9-1-1 Call Taker workstation. As an option, the Contractor may propose a replacement system for the Office@Hand service with a more integrated solution for call tracking and reporting purposes with the same or similar functionality.

2.6 Next Generation Functionality

The System shall be capable of delivering NG9-1-1 functionality at any point along the migration path to NG9-1-1 ("Network of Networks" as envisioned by USDOT and 116th Congress - H.R. 2760 – Next Generation 9-1-1 Act of 2019). As individual Communications Districts within the state of Louisiana or regions within the state, develop ESInet facilities, the provided system shall be capable of seamless interoperability with these networks. The Proposal shall describe how the proposed system will provide core NG9-1-1 functionality including:

- IP Networking and Call/Data Delivery (CPE)
- Emergency Call Routing Function (ECRF)
- Emergency Services Routing Proxy (ESRP)
- Emergency Call Routing Proxy (ECRP)
- Border Control Function (BCF).

The Proposer shall provide all necessary interfaces within the proposed CPE that may be required in the future to enable a seamless transition to NG9-1-1 operations and the Proposer shall describe how the proposed system will migrate to full NG9-1-1 operations.

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2.6.1 Future-Proof Architecture

The system shall be designed to future-proof the District against the requirement for a ‘forklift’ upgrade of CPE equipment at any time during the transition to NG9-1-1.

The Proposal shall describe how the proposed system will be configured to support this transition.

2.6.2 Multimedia Requests for Assistance

As part of the evolution to NG9-1-1, new call types will be received by the PSAPs. These new call types are referred to as RFAs (requests for assistance), since they are no longer simply voice-oriented calls. It is mandatory that the system architecture support RFAs without changing out the core logic or hardware. The District assumes that some additional components such as servers and/or software modules/updates may be required to provide this transition to NG9-1-1.

The Proposal shall describe how the proposed system will support multimedia RFAs now or how it will in the future. Describe any industry testing for such RFAs the responding Proposer has participated in and describe any prototypes that have been developed to support RFAs. Additionally, if any equipment, upgrades, software patches, etc. are required to take proposed system to RFA functionality, include an itemized cost estimate using current pricing.

2.6.3 Interoperability

The Proposer shall describe the programs it is participating in to test its system with products from other vendors.

2.6.4 Open Source Reliance

The Proposer shall describe whether the proposed solution utilizes open source software/products and detail what, if any, are utilized. Describe how product enhancement control is maintained independent of open source community advances. Describe any risks associated with utilization of open source software.

2.7 ANI/ALI Controller

Please describe the necessary interfaces required of both legacy and NG9-1-1 networking as described within the VoIP Migration Strategies.

2.7.1 Telephony Switch

Each PSAP should be equipped with an NG9-1-1 ANI/ALI controller/server and the call control management modules necessary to process the payloads for voice and data at both PSAPs. These controllers will be connected via a data network and provide the minimum functionality as follows:

- A. In the event of a controller/server failure, the “surviving” controller/server will support all the 9-1-1 workstations. Switchover shall be automatic and shall result in no loss of service.
- B. The system shall have a non-blocking, fault tolerant switching fabric which is expandable by

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adding interface cards.

- C. Interface ports shall have dedicated resources to detect tones, generate tones and support audio conferencing.

2.7.2 ANI/ALI Controller – Voice Over Internet Protocol (VoIP)

The provided system must be capable of supporting VoIP technology. The system must be capable of being accessed via Virtual Private Network (VPN), for virtual PSAP operations, online monitoring, system administration, and maintenance positions.

2.7.3 ANI/ALI Controller – Audio Signal Processing

Any CODEC audio signal protocol entering the central CPE from direct VoIP Internet Service Providers (ISPs) must be supported utilizing common VoIP CODEC techniques.

2.7.4 ANI/ALI Controller – Interface, Control Functions, Standards

The new CPE system architecture must consist of a complete ANI/ALI Controller system with interface modules to administrative circuits. The ANI/ALI control functions shall combine into a fully redundant system. The system must be configured as a fully survivable solution offering a fault-tolerant and secure architecture.

- A. Equipment shall be capable of allowing direct trunking to/from Class 5 Tandem offices with ANI and Selective Routing.
- B. Equipment shall be capable of reverse loop battery supervision on CAMA type central office trunks and accept Enhanced 9-1-1 tandem trunking.
- C. Equipment must support standard Enhanced 9-1-1 Fixed and Manual call transfer and Tandem Office speed dial and conference capabilities.
- D. Equipment shall be capable of interfacing the administrative telephone systems at each site.
- E. Equipment must be capable of identifying to the ALI controller/server, the caller's telephone number as transmitted by the Tandem Control office, the Enhanced 9-1-1 trunk number over which the call arrived, and the Call Taker position that answered the call.
- F. Equipment must be capable of displaying the 9-1-1 caller's telephone number and location to the Call Taker immediately following answer by the Controller of the incoming call from the Tandem Office, even if the call is abandoned prior to the Call Taker answering the call.
- G. System must be able to provide receipt of standard text message (SMS) from wireless devices to the PSAP and PSAP must be able to communicate with caller via text. Proposer should explain in detail how SMS text to 9-1-1 will be designed and delivered. System must support Real Time Text when available at no additional cost to the District.
- H. Equipment must be capable of storing, for retrieval by the Call Taker, the 9-1-1 caller's telephone number in the event caller hangs up before or after answer by the Call Taker.

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- I. Equipment should have the ability for “one-button” activation by the Call Taker to dial a call back to the 9-1-1 caller’s telephone number (landline, wireless, VOIP, etc.) without the Call Taker dialing the entire telephone number sequence (including, if required by system design, dialing “9” for outside dial tone).
- J. The system must be equipped to provide Reverse ALI Lookup through transmission of telephone number through the ALI Controller/Server to the ALI Database in order to retrieve information related to the telephone number.

The system should include an indication that the operator is requesting a Reverse ALI Lookup. Each Reverse ALI Lookup shall be flagged in a daily report so that each use can be verified as proper.
- K. Equipment must have or be capable of interfacing the provided alarms, which will advise of failures in the equipment, both to the Contractor and the Call Taker Supervisor.
- L. Equipment must interface and accept calling number, trunk number, and answering position number information from the ANI Controller/Server.
- M. Equipment must be capable of storing, for retrieval by the Call Taker, the 9-1-1 caller’s ALI Data (telephone number, name, and address) in the event caller hangs up before or after answer by the Call Taker.
- N. Equipment must interface with the Telephone Company Automatic Location Information (ALI) computers with at least two (2) digital output interfaces for the transmission and receipt of ALI data.
- O. Equipment must be capable of retrieving, storing, and displaying the entire ALI data stream from the telephone company ALI database. .
- P. The Controller must have a Computer Aided Dispatch (CAD) data output port, which transmits AT&T Enhanced 9-1-1 standard communications protocol. Programming modifications must be available and performed at no charge during installation, if changes to the data stream format are required to provide appropriate information to CAD.
- Q. Equipment must be capable of “Repeat ALI” function via a single push-button (mouse click) operation, which will cause the system to retrieve and display ALI data on the current call and display the data on the ALI display screen of the Call Taker requesting “Repeat ALI”. The “Repeat ALI” function shall not time out and shall allow the Call Taker to request “Repeat ALI” on Wireless 9-1-1 calls as frequently and over any period of time as required to handle the call.
- R. Equipment must provide output to a CRT/LCD Flat Screen display located at each Call Taker Position. Screen display must contain a replication of the exact information retrieved from the Telephone Company ALI database.
- S. Proposer shall explain in detail how additional data outside of ANI/ALI will be delivered to the PSAP. Will the equipment push data or will the data be able to be pulled or retrieved

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should the communications officer want any additional data that may be associated with the call such as pictures, or video.

2.7.5 CAS and NCAS

The ANI/ALI controller must be compatible with eight, ten, and 20-digit ANI delivery, and non-call associated signaling (NCAS) solutions.

2.7.6 Administrative Trunks

The ANI/ALI Controller shall support a 2-wire telephone line interface which may be either loop start or ground start. Caller-ID functionality with name or name and number delivery shall be provided on all administrative telephone line interfaces.

2.7.7 E9-1-1 CAMA Trunks

The ANI/ALI Controller shall have a CAMA type interface to the selective router and be compliant with all applicable local telephone company technical requirements.

2.7.8 Switch Administration and Maintenance

The proposal will describe how the ANI/ALI Controller will be administered, monitored, and managed; and any requirements for space to accommodate the function.

2.7.9 Remote ALI Retrieval System Interface

The ANI/ALI Equipment must interface the ALI Database provided by the telephone company. Each PSAP site CPE must have at least two output interfaces for transmission and receipt of wireless and VoIP call data to the ALI Database.

The proposed system shall have ALI Rebid capability and shall be configured to allow manual ALI queries.

The ANI/ALI Equipment must be compatible with eight- and ten-digit remote database query methods.

The system should also support advanced Extensible Markup Language (XML) tags for standardized data exchange.

2.7.10 ALI Caching

The system must be able to store ALI data received from third-party ALI databases (i.e., Telco ALI database). The system must send stored (cached) ALI information in response to subsequent queries for the same information providing faster ALI display on call taking workstations in the event the call is transferred to another system workstation or placed into conference.

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2.7.11 Overflow Capability

The ANI/ALI Controller shall allow E9-1-1 calls to be routed to a designated alternate location if all Call Takers are busy.

2.7.12 Central Office/Tandem/PSAP Transfer; Hook Flash

The ANI/ALI Controllers shall provide the capability for an established E9-1-1 call to be transferred by the Call Taker, via the E9-1-1 tandem office, to another PSAP or some other destination using hook flash signaling.

The System shall facilitate call transfers and conferences to other *System* PSAPs via the System's data network.

2.7.13 Outgoing Trunk/PSAP Transfer

The ANI/ALI Controller Switch(es) shall provide the capability for an established E9-1-1 call to be transferred by the Call Taker, on an outgoing trunk, to another PSAP without requiring hook flash signaling. The transfer shall be initiated by the single click of a transfer button and shall be transparent to the tandem. The ANI shall be transmitted with the transferred call.

2.7.14 Selective Transfer

The ANI/ALI Controllers must be able to provide the capacity for access to a minimum of ten (10) emergency service providers for each ESN. This capability will allow any Call Taker to transfer a call to an agency and establish a conference call.

2.7.15 Abandoned Call Information

The ANI/ALI Controllers shall be capable of collecting, storing and make available for recall, the ANI digits and processing the ALI lookup regardless of the condition of the call: active or on-hook.

Call Taker personnel shall be visually and audibly alerted when a 9-1-1 call is abandoned.

The ANI of the abandoned caller must be available for viewing by the Call Taker and the abandoned call must remain in queue with still-active 9-1-1 calls.

2.7.16 Automatic Call Detail Record (CDR)

The ANI/ALI Controller shall capture, and store, all available information pertaining to each 9-1-1 call on the application/telephony servers and be accessible to the MIS package for electronic and paper reports.

2.8 System Availability

The system shall provide an industry-standard up time of 99.999%. The Proposer must describe any predictable maintenance or upgrade process affecting hardware, firmware, or software that would require the proposed solution be removed from service for any length of time. Proposal must also

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include description of how redundant configuration between the two (2) sites will minimize impacts from maintenance and outages throughout the system.

2.9 Call Control Management

The system must be equipped with a call control management module which is capable of providing following capabilities:

- A. Automatic Call Distribution
 - 1. Linear
 - 2. Rotary
 - 3. Uniform
 - 4. Simultaneous
 - 5. Weighted
- B. Call Transfer
- C. Consultation Hold
- D. Minimum of Five-Party Conference
- E. System-wide and Local Instrument Speed Dial
- F. Station-to-station Intercom
- G. Supervisor Barge-In
- H. Caller ID for equipped administrative lines
- I. Direct-Outward Dialing (DOD)
- J. Redundant (Dual) Computer Common Control
- K. Power Failure Transfer
- L. Toll Restriction, by area code, by station line
- M. Accept Two-Wire Analog Station Line Terminations from PBX
- N. Support 4-Wire E&M Tie Lines
- O. Support 2-Wire Ring Down Circuits
- P. Provide Caller ID to Telephone Sets.

2.10 Wireless Compatibility

The ANI/ALI equipment must be Wireless Phase I and II compatible per FCC requirements.

- A. The proposed system must be able to support multiple, simultaneous Wireless provider solutions, including, but not limited to: CAS, NCAS, and Hybrids.

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- B. The proposed system must be able to support multiple, simultaneous Location Technology solutions, including: Handset Based, Network Based, and Hybrid.
- C. The proposed system must have the capability to interface with new network protocols, which may be required to support Phase II, including ISDN and VoIP/Telephony.
- D. The proposed system must be able to support multiple ALI re-bids to provide the capability to acquire new position updates provided by either Phase I or Phase II location technologies to track movement of a Wireless 9-1-1 caller.
- E. The proposed system must be able to support multiple ALI data presentations from different databases to provide both Phase I and Phase II data, including tower antenna face and estimate of location accuracy (confidence factor).

2.11 Fault Tolerance

The Proposer shall describe the proposed system architecture with respect to the major components or modules, and describe how the system will react to a failure of each major component or module. The Proposal should explain how the proposed system has no single points of failure.

2.12 Power Distribution

Power must be delivered to the equipment such that the failure of a single power feed will not result in the loss of system operation.

2.13 Legacy and VoIP Interface Design

Given the mission-critical nature of the system and the various interfaces that need to be supported now or in the future, the following interfaces must be supported:

- A. CAMA analog
- B. CAMA T1
- C. SIP (VoIP).

The Proposal shall describe the design of the interfaces and identify any additional software, hardware, or external devices required to support them.

2.14 Protocols

The system shall use TCP/IP network connectivity and client/server network design. Calls shall be transported as VoIP between the host central equipment and the Call Taker workstations.

2.15 Bandwidth

The proposal shall state the minimum network bandwidth requirements for:

- A. Network connection between PSAP CPE (District CPE – Port CPE)
- B. PSAP CPE to local Call Taker workstations

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C. PSAP CPE to remote Call Taker workstations.

2.16 Network Security

The Proposal shall describe, in detail, included security protocols and interfaces. If additional hardware (firewall, etc.) are required, this must be included in the base system, not priced as an option. Detailed pricing for security (hardware and software) is required.

2.17 9-1-1 Trunk and Administrative Line Gateway Placement

The system must include multiple media and emergency gateways and place these critical resources on multiple Ethernet switches to provide access diversity.

2.18 Ethernet Switch Configuration

The system shall include managed Ethernet switches, as necessary and of sufficient capacity to allow for distribution of all IP-based devices across such switches in such a fashion that the loss of one Ethernet switch will not disable more than 50% of the 9-1-1 workstation/phone positions, servers, and gateways.

2.19 CAD Interface

The System shall provide for serial system interfaces for the delivery and display of ANI/ALI information to the PSAPs' CAD and mapping applications. The system shall be capable of delivering ANI/ALI information to CAD and mapping applications via Ethernet connection without a hardware or software upgrade being required.

The System will be expected to work with any CAD and/or map vendor to set up, test, and implement this CAD interface. Successful completion of this interface, and testing of same, will be a requirement at implementation and prior to cutover to the new system. The current ASCII ALI configuration should be considered baseline for the initial installation.

The District's current CAD system is Hexagon (formerly Intergraph) version 9.1.1, with Service Pack 10 (SP10), and MPS v9.2., MR3. The Proposer should describe their ANI/ALI interface solution to the District's CAD system.

2.20 Logging Recorder Interface

The proposed system shall provide an interface to support recording of 9-1-1 telephone calls. This interface shall supply ANI/ALI data for display on the logging recorder system display. All telephone traffic from both locations in the optional two-site configuration shall be recorded, regardless of which mode the CPE is operating in. Please describe how the logging recorder interface to the CAD will be configured to work off both CPE locations in all of the modes of operation described in Section 2.

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In August 2020, the Shreveport Police, Shreveport Fire and Caddo Parish Sheriff's Office jointly implemented the current logging recorder system, which is a NICE IP Radio Logging Recorder, Inform 9 Platform with a NICE NIR recorder.

2.21 External Clock Interface

The ANI/ALI Controllers shall be equipped to interface to an external clock source in order to ensure consistency of time stamps added to event records and reports from all PSAP equipment in compliance with NENA 04-002, Issue 4, April 9, 2007, "NENA PSAP Master Clock Standard". The District's current clock source is a Spectracom Netclock/GPS 9383 and it has two available communications ports and one RS-485 port. The Contactor shall describe in their Proposal how they will assure the consistency of time stamps in both CAD and the NG911 Systems either by utilizing the District's existing Netclock or by providing a separate timing source.

2.22 E9-1-1 Network Compatibility

The solution, including software, hardware, and interconnections, proposed shall be compatible with the Local Telephone Company's network infrastructure as currently available.

2.23 Virus Protection

All PC-based machines (servers and workstations) in the network shall have virus protection software installed and functioning. The System shall provide a mechanism to keep the virus protection up to date that is not dependent on remote monitoring.

The virus protection shall be updated via a local virus definition server which is populated only with virus definitions that have been tested and approved by the Contractor.

Explain how virus protection will be accomplished for the proposed System.

2.24 Call Taking Mode

The system shall have the ability to present inbound 9-1-1 and administrative calls to each Call Taker. Each position shall display all 9-1-1 and (local and System) administrative lines and shall cause all call taking positions to signal an incoming call with an audible and visual indication. The District requires that the proposed system be capable of hosting multiple Automatic Call Distribution (ACD) groups for the primary and secondary PSAPs, as well as the agencies' ten (10) digit non-emergency numbers if the agencies so desire.

The System MUST display the incoming call source to Call Takers (i.e., "9-1-1", "Adm", "Intercom", etc.).

2.25 Redundancy

The System architecture shall be such that the failure of any one component or module will not result in total system failure, but only the loss of the equipment associated with that module. All vital

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system modules must be protected through the use of redundant modules to ensure single point failure tolerance.

The 9-1-1 ANI/ALI Telephony Switches must have multiple application servers operating as high availability virtual servers for ensured redundancy. Application servers must provide for constant availability; each of which must have the ability to support all Call Taker positions. Failures on the active servers must result in migration of the applications to the redundant server without service interruption. The switch over between telephony servers shall maintain all calls in progress and shall not require any human intervention. Explain how this is accomplished in both the Base and Optional configurations.

2.26 Flexibility

The proposed system shall have the demonstrated ability to effectively manage and process a variety different call formats including:

- A. Traditional analog or digital telephone calls
- B. Wireless calls in compliance with the FCC Phase 1 and Phase II mandate for full call integration.
- C. Voice Over IP in native format
- D. Instant Messaging (IM)
- E. Voice Over IM (VoIM)
- F. Short Message Service (SMS, “Cellular Text”)
- G. Video.

2.27 Central Equipment

All central equipment shall be rack or cabinet mounted. The (Contractor-provided) rack or cabinet must be securely mounted to the floor and properly grounded to the facility grounding system. Racks must have dual power supplies. The Contractor shall provide rack mounting diagrams for the equipment to be located at both the ECC and the Port. The Port facility has mounting space constraints for the CPE , and the Contractor shall provide options to minimize the CPE footprint at that location.

2.28 Maintenance Access – System Software Updates

The proposed system should support the efficient update of System software with minimal interruption to the call taking operation. The Proposal shall describe the System software update process and its affect to PSAP operation in both the Base and Optional configurations.

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2.29 Future Expansion

The System specified herein shall be capable of meeting today's needs as well as NG9-1-1/ESInet connectivity in order to meet anticipated future growth (Wired For quantities). It shall be capable of supplying the maximum quantities specified in this document without replacing any in-place common equipment. The system should be installed with adequate processors and hardware to meet this growth.

Proposers shall state the expansion capability of their equipment, describing the overall system capacities including the number of incoming 9-1-1 trunks, answering positions, telephone lines, central office connections, remote workstations, virtual PSAP connections, etc.

2.30 Call Detail Records

The system shall provide Call Detail Records for all (communications) payloads. The system shall provide QoS information for each call. QoS information should be accessible through the maintenance function.

2.31 Environmental Condition Requirements

Proposal to describe:

- A. (CPE) Equipment room – power, temperature, humidity, floor space, security, etc.
- B. Workstation position – power, temperature, humidity, PC space/access, etc.

2.32 System Standards

All equipment shall comply with, but not be limited by, the following specifications and standards:

- A. Comply with FCC rules part 15, class A for EMI
- B. Comply with FCC rules part 68
- C. UL/CSA 6950 3rd edition
- D. CE compliant – (International requirement)
- E. NENA 04-001 Generic Standards for E9-1-1 PSAP Equipment.

The proposer shall supply conformance with FCC Part 15 and FCC Part 68 certification.

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2.33 System Diagrams

The proposal shall include system diagrams for Base and Optional configuration in Microsoft Visio (or comparable) showing:

- A. Proposed system connectivity (LAN and WAN)
- B. Proposed system NG9-1-1 data flow
- C. Proposed system E9-1-1 call flow
- D. Proposed system connectivity to optional ESInet.

2.34 Call Taker Workstation Equipment

Consists of a personal computer, running NG9-1-1 System application software, used by Call Takers to answer 9-1-1 calls. Each Call Taker Workstation includes a PC central processor, network interface hardware, video monitor, keyboard, mouse, and multimedia speakers.

2.34.1 PC Hardware Requirements

The workstation should be state-of-the-art, digital technology including industry-standard keyboard and mouse. The workstation must be equipped with all necessary audio and video interface equipment to include keyboard, mouse, and speakers.

2.34.2 PC Specifications

The proposal shall provide the specifications for the proposed workstations.

2.34.3 Headset

The workstation shall provide an analog audio interface to a headset and to the radio system arbitration unit to accommodate both the District's voice radio system and 9-1-1 audio in the same headset. Each workstation shall include two headset jacks for 9-1-1 audio.

The ECC PSAPs are utilizing wired headsets for their operations from various manufacturers, but they do not have a standardized headset utilized by all agencies. The Contractor shall provide a list of supported headset equipment in their Proposal and any minimum requirements for headsets that will be utilized with the proposed NG9-1-1 System.

2.34.4 CTI Software Requirements

The screen layout must be highly customizable. The 9-1-1 client application must be a true soft phone and operate independent of any associated telephone instrument. If a fault occurs in the application or PC while a call is active the call must be presented to another operator without failure.

2.34.5 Call Taker Log-on

The system shall require users to log-on with a Username/Password combination. Upon successful completion of the log-on, each Call Taker will be presented with a selection of pre-configured roles.

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The screen layout presented to the Call Taker shall be based on a user/role combination. If a user/role combination has not been defined for the Call Taker then the screen layout presented shall be based solely on the selected role. If a role has not been assigned to the Call Taker, the Default User/Default Role layout shall be presented. Call Takers shall be able to log-on at any position and be presented with the identical screen layout associated with the selected role.

2.34.6 Workstation Software Updates

The proposed system should support the efficient update of workstation software with minimal interruption to the call taking operation. The Proposal shall describe the workstation software update process and its affect to PSAP operation, specifically any user interaction involved in updates: log on/log off, reboot, dialog messages, etc.

2.34.7 Call/Line Indicators

The workstation shall indicate incoming emergency and non-emergency calls by both audible and visual means. 9-1-1 Trunks shall have a different audible and visual signal from other lines. The workstation shall also have the ability to visually display the status (connected, ringing, or on hold) of each emergency and non-emergency call.

2.34.8 Routing Status

It is desirable that the workstation be capable of providing a visual display of the routing status of the call:

- A. Normal – the first attempt to route the call was successful
- B. Overflow – the first route was busy or congested
- C. Alternate – the first route attempt failed and another route was attempted
- D. Transfer – the call was transferred
- E. Not Available – no routing status was received.

2.34.9 Relay Control

The workstation shall be capable of controlling relays (dry contact closures) for general purposes such as opening doors. Four dry contact closures shall be included.

2.34.10 System Sounds and Icons

The workstation shall allow a system administrator to modify the system sounds and button icons.

2.34.11 Graphical User Interface (GUI)

The GUI must consist of a number of windows, each of which can be located and docked in a position on the screen deemed most optimal by PSAP management.

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2.34.12 Screen Layout Lock

The screen layout shall be automatically locked when the Call Taker logs in to the answering position.

2.34.13 Screen Layout Restore

The supervisor shall have the capability to restore the original screen layout while making modifications.

2.34.14 Print Capabilities

The workstation shall provide an interface port for manual printing of ALI and TDD conversation upon call release. The workstation shall send these print jobs to a network printer.

2.34.15 Status Windows

The workstation shall present the Call Taker with the status of the following categories:

- A. Number of Active 9-1-1 Calls, active username and call duration
- B. Number of 9-1-1 Calls on Hold, active username and call duration
- C. Number of 9-1-1 Calls Ringing
- D. Number of Active Call Takers, with username displayed
- E. Indication of any abandoned calls
- F. Calls in queue

The numbers shall be summarized and presented on icons.

Call Takers shall be able to open up windows for each status category to obtain more information about calls in each category:

- A. ANI
- B. Trunk
- C. Position
- D. Call Taker
- E. Start Time

2.34.16 Call Status Display

The system shall include (at each PSAP) a wall-mounted 9-1-1 Call Status Display. The Display should be configurable to include the following 9-1-1 call information and have multiple digit colors to indicate data thresholds reached (time in status, quantities, etc.).

- A. Number of Active 9-1-1 Calls

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- B. Number of 9-1-1 Calls on Hold
- C. Number of 9-1-1 Calls Ringing
- D. Hold Time the Longest Current On-Hold Call
- E. Calls in Queue

2.34.17 Automatic Number Identification

The workstation must be capable of providing visual display of the emergency caller's telephone number.

2.34.18 Call History Database

The System/Workstations shall identify multiple calls from a common ANI record for a pre-determined period of time. When a Call History flag is displayed, the Call Taker may view the call history records or ignore the flag and process the call as usual. (Calls must be flagged regardless of which workstation received previous calls.)

2.34.19 Automatic Location Identification

The workstation shall be capable of providing visual display of the calling party's street address information based on the ANI. The workstation must also be capable of extracting geographical coordinate information from the ALI file received and transmitting this information to geographical mapping software.

The proposed system GIS must be compatible with the CAD system(s) specified in Section 2.19.

2.34.20 Wireless Call Handling

The workstation shall present Wireless calls and shall include all standard call-handling features.

Single step wireless callback is mandatory as the Call Taker shall not be required to perform a manual ANI callback for wireless calls.

2.34.21 TDD Detection

The workstation shall be capable of detecting emergency calls originating from Baudot-type Telecommunication Devices for the Deaf (TDD) equipment, and indicating to the Call Taker the presence of the TDD call.

2.34.22 TDD Communication

The workstation must allow operators to communicate with TDD/TTY callers directly from their 9-1-1 workstation keyboard, without requiring the use of any external device. Operators must also be capable of manually connecting to emergency calls originating from ASCII-type TDD/TTY equipment, as well as originating both Baudot and ASCII calls from their answering position.

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The workstation shall allow users to store and access (send) a minimum of 20 pre-programmed TDD/TTY messages, as well as to print the previous TDD/TTY conversations.

The operator shall also have the ability to create a conference between the TDD/TTY caller and up to four non-TDD/TTY parties either in 9-1-1 call-taking mode or administrative call-taking mode.

The TDD/TTY function must allow an operator to transfer a TDD/TTY call to another operator position.

The TDD/TTY function must allow the operator to alter its operation to comply with ADA requirements for HCO (Hearing Carry Over) and VCO (Voice Carry Over) calls.

The two-way TDD/TTY conversation and text information should also be stored on the Application/Telephony Virtual Server.

2.34.23 Call Review

The workstation shall allow the Call Taker to view the ANI information of at least the last 10 calls released at the answering position.

2.34.24 Instant Messaging

Instant messaging must be available from each PSAP workstation and be configurable or disabled according to individual PSAP requirements. Each workstation shall have the ability to send an instant message, with attachments (i.e. IRR recordings), to any other workstation on the System. All messaging on the system shall be logged and preserved for searches by System Administrators.

2.34.25 ALI Parsing

The workstation shall guarantee that ALI data is appropriately and consistently displayed when interfacing with different ALI providers that send their information in various formats (i.e. wireline vs. wireless).

2.34.26 Conference

The workstation must provide the Call Taker the ability to remain on a call and add a new party to the conversation without putting the caller on hold – the caller must remain on-line at all times.

The system shall allow for up to five simultaneous conferences of up to five parties each. Any party shall be able to drop out of the conference; leaving the others talking as long as at least one of the other parties possesses supervision on their connection.

Call Takers shall be able to mute any participant in the conference and shall be able to exclude any participant from hearing other parties in the conference to allow for private consultation.

The status of the call shall be presented visually in a window that also shows the status of all other calls at the workstation (active, abandoned, on hold).

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2.34.27 Speed Dial – Contacts

The Call Taker speed dial shall allow the Call Taker to quickly access frequently called telephone numbers from a pre-programmed list of contacts.

The Call Taker shall simply click on the on the contact in order to initiate the speed dial.

2.34.28 Speed Dial – Icons

The Call Taker shall be allowed to initiate a speed dial simply by clicking on an icon which has been preconfigured with the telephone number. It shall be possible to group speed dial icons in a logical manner.

It shall be possible to initiate a speed dial conference with the click of a speed dial icon.

2.34.29 Callback

The workstation shall have the ability to callback a 9-1-1 caller by dialing the ANI received during the E9-1-1 call setup.

The workstation should provide a single feature key to perform this operation. Manual dialing of the number by the Call Taker shall not be necessary.

The callback of emergency TDD and wireless calls should be performed in the same manner.

2.34.30 Hold

The answering position must allow the Call Taker to place up to five 9-1-1 or administrative calls on hold with a single keystroke or mouse click. The ANI/ALI controller system must store the ANI/ALI information while the call is on hold, avoiding repetition of the ALI request.

2.34.31 Forced Disconnect

Call Takers shall be capable of releasing an existing E9-1-1 call at any time, regardless of whether the calling party has hung up.

2.34.32 Monitor

Any authorized Call Taker or supervisor must have the ability to silently listen to another Call Taker's telephone conversation from his/her workstation. Such action must not cause any audio or visual disturbance at the monitored answering position.

2.34.33 Barge-In

The workstation shall give the Supervisor the ability to barge into an existing call by clicking on the appropriate circuit indicator on their screen or pressing the appropriate line appearance on the telephone.

Upon entering any 9-1-1 or administrative call for which ANI/ALI or Caller-ID information is available, such information shall be immediately displayed on the Call Taker's display.

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A minimum of six participants must be able to use the barge-in feature on a single 9-1-1 call.

2.34.34 Make-Busy

Call Takers, with appropriate system permissions, shall be capable of temporarily removing themselves from a ring group (call queue) in order to wrap up a previous call or perform another task (such as radio dispatch) while remaining logged on. Call Takers shall click a single “Make Busy” icon to remain logged on but not in a queue to receive calls.

2.34.35 Static Map

The Proposal shall include a mapping product that plots incidents based on ALI information. The proposed map product’s capabilities shall be fully described.

2.35 Recommended Spares

The Proposal shall provide a list of recommended spares.

2.36 Instant Recall Recording (IRR)

Each Call Taker/Dispatcher/Supervisor/Training workstation must provide Instant Recall Recording (call-check) functionality for all audio, both phone and radio traffic. Recordings shall be accessible by an easy-to-use interface and provide for a rolling log of records available for review. The IRR must include (but not be limited by) the following:

- A. Maintain IRR audio for a minimum of one hour.
- B. Support IRR audio playback of any workstation at any workstation. This functionality should be accessed by user login permissions (i.e., Supervisor capability).
- C. The ability to send IRR from one workstation to another, as a message.

2.37 Reporting

The Proposal shall include a comprehensive management and statistical reporting functionality to provide the PSAP management personnel with real-time and historical information. It shall be user friendly, customizable, and capable of generating reports for varying time periods. The system also shall be able to auto-schedule the generation of predefined reports. The provided system shall include one black and white networked laser printer at each site to be used as a system printer.

Reporting shall include the following functionality as a minimum:

- A. Reporting utility must provide data for all calls received on the CPE. This includes emergency and nonemergency calls.
- B. Reporting utility must provide data on the number of abandoned 9-1-1 calls.
- C. Reporting utility must have the capability to distinguish between calls received from wireless devices and landline devices and must be able to distinguish such in reported data.

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- D. Reporting utility must be able to retrieve data in specific time frames as determined by the user.
- E. Reporting utility must have the capability to store ANI/ALI data for calls received on the CPE.
- F. Reporting utility must have the capability to allow the user to search for ANI/ALI information by telephone number.
- G. The CPE or Reporting utility must have the capability to store TDD/TTY conversations and allow for query at later times.
- H. Reporting utility must have capability of storing SMS messages and allow for query at later times.

2.37.1 Data Integration

The reporting interface shall be capable of integrating multiple databases into one report with the recordings as an attachment to the payload record.

The system must be capable of reporting across multiple years of system data.

The reporting function must be able to report on ALL call types in the system; not just 9-1-1 calls.

2.37.2 Data Analysis

The system's reporting capabilities must be designed to enable authorized users the ability to drill up/drill down and navigate the information to enable various agents, managers, supervisors, and executives to answer virtually any telecom question in exactly the level of detail necessary to support a given administration decision.

The system shall provide comprehensive management and statistical reports for individual PSAPs/Jurisdictions/operators/etc.

2.37.3 Report Manager

The report manager must be able to save a customized report as a browser-type favorite for quick report generation.

The report manager must allow for a pre-configured automated distribution via email of reports throughout the network. This allows for these monthly or annual reports to be received without user intervention once the schedule is built.

2.37.4 Report Parameters

ANI/ALI data must be captured and stored with each 9-1-1 call.

The following items from the ANI/ALI data stream must be captured and stored in their own individual database fields of appropriate size that is sortable and searchable:

- A. Originating Phone Number (ANI)

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- B. Address or Coordinate (ALI)
- C. Caller Name
- D. ANI/ALI Time of Initiation
- E. ANI/ALI Time of Pickup
- F. ANI/ALI Time of Disconnect
- G. ANI/ALI Date
- H. Events answered by Position/User
- I. Incoming Trunk Number
- J. ESN
- K. LEC
- L. Additional Data
- M. Total Count of Payloads (Including Multi-Media)

2.37.5 Standard Reports

The proposed system shall include the following standard reports at a minimum:

- A. Agent Detail – Shows agent activity including number of calls handled, percentage of calls handled, average ring duration, maximum ring duration, average talk time, maximum talk time, average hold time, maximum hold time, time logged into the system.
- B. Agent Outbound detail – Shows agent activity as related to outbound calling.
- C. Agent Overview - Similar to Agent Detail - comprehensive overview of all agent activity within a given timeframe.
- D. Daily PSAP Overview – Provides an overview of PSAP call activity including inbound and outbound call data.
- E. Duplicate Callers – Provides a listing of repeat calls from ANI/ALI data determined by the system.
- F. Hourly PSAP Overview – Provides an overview of PSAP call activity including inbound and outbound call data broken out by hour.
- G. PSAP Overview – Detailed overview of PSAP call activity by day.
- H. Ring Time Statistics – Detailed report of PSAP call activity including call answering times.
- I. Trunk and Line Utilization – Overview of activity specific to each 9-1-1 trunk line.

Proposals shall include optional pricing to include customization of reports provided by the system to mirror District reports included in Appendix A.

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2.38 Administration and Alarms

2.38.1 Administration

System administration shall be a web browser or windows application that provides the maintenance functions required for the 9-1-1 specific functions implemented by the ANI/ALI Controllers. These functions include:

- A. Tandem transfer code configuration
- B. Outgoing Trunk configuration
- C. User configuration
- D. ALI configuration
- E. Resources configuration
- F. Services configuration
- G. Speed dial numbers
- H. Agency information.

All administrative options shall be configurable, by agency. This includes all security access for personnel, user configuration, speed dials, reports, etc.

2.38.2 Self-Monitoring

The local ANI/ALI system must be capable of self-monitoring vital processes and sending alarms in the event of an alarm condition. The system shall notify the communications supervisors, system administrator, and/or local maintenance personnel upon detection of an alarm via e-mail and give a brief description of the alarm condition. System alarms shall be displayed at each CPE site.

2.38.3 Remote Access

The system must provide maintenance personnel the capability to query the system locally and remotely through an internet connection via a Virtual Private Network (VPN) as to the fault(s) and its effect on the system. Alarm history queries, reporting, and printing must be provided.

2.38.4 Alarm Categories

There shall be a minimum of two (2) categories of alarms (major and minor) depending on the criticality of the event. It is desirable for the system to allow the administrator to configure notification thresholds.

The types of alarms are defined as follows:

- A. **Major Failures** – A major case of trouble, for purposes of this document, shall be defined as any problem causing a reduction of 10 percent (10%) or more of incoming, outgoing or intercom traffic in the system or the non-functioning of 9-1-1 call handling software features,

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recorders, interfaces required to outside technologies or other functions essentially rendering the system less than 90% functional as determined by the District's Project Manager.

- B. **Minor Failures** are minor system failures that minimally reduce system operability or have little or no effect on system operability and usability, and are considered to be operationally acceptable by District.

The system shall be capable of sending email notifications of alarm conditions and providing visual and audible notification of the alarm to communication supervisors and maintenance personnel. The email notification must summarize the SNMP trap which triggered the alarm condition.

2.39 Installation

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

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

The Contractor will be responsible for cleanup of any waste, extraneous or used material, packing material, shipping support structures, spillage, or by-product resulting from the equipment delivery or any other item generated from the unloading and/or installation of the equipment. Each day during equipment delivery and installation, the Contractor shall clean up and remove all waste material and rubbish, leaving the area as used by the Contractor clear of all obstructions. Upon system cutover, the Contractor shall remove from the site all tools and machinery owned or rented by the Contractor and all rubbish and material.

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

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

2.39.1 System Grounding

System grounding must comply with industry standards and good engineering practices.

Proposer to supply requirements for the available grounding electrode system/connection point.

2.39.2 System Power

The system must operate from standard 120V, 60 Hz, single-phase power. The Proposal shall identify power requirements for the backroom equipment and each answering position.

2.39.3 System Build Out

The system purchased in this RFP shall be delivered to its proper location and installed by the Contractor without additional cost or expense and at the convenience and direction of District. The

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system shall not be deemed to have accepted any component or piece of equipment until such time, as said equipment has been installed and operating in accordance with the specifications contained herein.

All work shall comply with the applicable national, state, and local codes and regulations.

2.40 Documentation

2.40.1 As-Built

Two complete sets of as-built drawings are required. As-built drawings must be submitted in Microsoft Visio format, or other agreed upon graphic format as delineated in the contract, on two individual sets of CDs. The installation and acceptance of the system shall not be complete until as-built drawings are delivered. The Contractor shall provide and maintain:

- A. System Network Diagrams
- B. Data Flow Diagrams
- C. System Grounding Diagrams
- D. Equipment Layouts
- E. Equipment Rack Layouts.

2.40.2 Manuals

Provide documentation for installation, operating, and maintenance for each component of the system. This documentation will include user manuals, maintenance manuals, and parts list of the equipment necessary for the continued and proper preventative maintenance and repair of the entire system.

All documentation provided by the Proposer/Contractor shall be provided in Microsoft Office format. Any specialized software required to view, edit, or maintain system documentation shall be provided by the Proposer/Contractor.

2.41 System Acceptance Testing

2.41.1 Functional Acceptance Testing

Acceptance testing will be performed and documented by the Contractor and witnessed by the District and/or its designee. The functional acceptance test will verify that the system installed will provide all the specified functionality. The District will not accept or certify the system until all items on the acceptance test plan are met to its satisfaction. A successful functional acceptance test is a condition for system cutover.

The Contractor will certify in writing when the system is installed and ready for testing.

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If successful completion of the functional acceptance test is not obtained within thirty (30) calendar days of the Contractor's stated date of completion, District shall have the option, at its sole discretion, of canceling the contract with no further cost to the District or to continue the acceptance test.

Proposals shall include an initial Acceptance Test Plan (ATP) for demonstrating the system functions. This ATP will be finalized during contract negotiations.

2.41.2 Failure Levels

The following failure priority levels are defined for use during the Functional Acceptance Test:

- A. A **Major** case of trouble, for purposes of this document, shall be defined as any problem causing a reduction of 10 percent (10%) or more of incoming, outgoing, or intercom traffic in the system or the non-functioning of 9-1-1 call handling software features.

Any major system failure encountered during the ATP will require a stop in acceptance testing. The major failure must be corrected and the functional test restarted (from its beginning).

- B. **Minor** system failures are minor system failures or open punchlist items that minimally reduce system operability or have little or no effect on system operability and usability, and are considered to be operationally acceptable only during the acceptance testing phase.

Up to five (5) minor system failures may be encountered and added to the Contractor's punchlist during acceptance testing. These failures may be corrected prior to final system acceptance. If more than five (5) minor system failures are encountered during acceptance testing, the test must be stopped, the failures must be corrected and the test restarted (from its beginning).

2.41.3 System Reliability Testing

Upon completion of a successful functional acceptance test and cutover to live system operation, the system will begin a 30-day reliability test period in which the system performs normal 9-1-1 call taking service without a Major system failure. If a Major failure occurs during the reliability test period, the final acceptance testing period will be stopped, and the failure or failures expediently fixed to the District's satisfaction. Upon completion of a successful reliability test and correction of any system punchlist issues, the Contractor may request final system acceptance from District.

2.41.4 Failure Response Time During ATP

Contractor response times to failures during acceptance testing shall meet the requirements defined for the warranty period.

2.42 Training

2.42.1 Training Requirements

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Training on all system functions must be provided by the Contractor prior to cutover to live operations. Training must include sufficient information and experience to familiarize personnel (user-trainers, supervisors, and system administrators) with all system functions, features, and operations for their particular assignments.

2.42.2 Training Curriculum

Training curriculum for Call Takers, supervisors, system administrators, and training instructors shall include instruction on all aspects of the PSAP/workstations, including but not limited to the following:

- A. Call Taking
- B. System Administration & Customization
- C. Troubleshooting
- D. Reporting
- E. Call Recording.

2.42.3 Training Quantities

The Contractor shall provide a training plan for the following agency personnel:

- A. SFD has 10 Supervisors and 32 Communications Officers
- B. SPD has 9 Supervisors and 50 Communications Officers
- C. CSO has 6 Supervisors and 23 Communications Officers
- D. The District's Technical Staff includes 4 personnel.

2.42.4 Training Material

Training materials for Call Takers, system administrators, and training instructors shall be approved by District prior to the delivery of any training. Training materials shall become the property of the District.

Participants must receive individual copies of applicable training materials at the time the course is conducted. Authorization shall be granted to reproduce these and any subsequent training materials that are provided. It is a requirement that sufficient copies of ANI/ALI Controller end user training documentation and copies of administrative training documentation be included in this project in CD or DVD format in addition to paper copies for each participant.

2.43 Project Management

2.43.1 Project Manager

The Contractor shall assign a project manager who is familiar with 9-1-1 networks and IP networks, as well as the proposed system. The Proposal shall include the Contractor's minimum qualifications

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and experience for assignment as project manager for this project. District reserves the right to approve the Contractor's assignment of a project manager for this project.

2.43.2 Project Plan

The Proposal shall include a task-oriented Gantt chart detailing the system installation utilizing MS Project 2010 or a later version. The proposed start date for the project must utilize a "contract date" for competitive and demonstrative purposes. The project plan must identify critical dependencies and anticipated timelines.

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3 WARRANTY/MAINTENANCE REQUIREMENTS

All equipment, software, and services furnished by the Contractor shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the resulting contract. In the event any such defects in equipment, software, or services become evident within the warranty period, the Contractor shall correct the defect at its option by (1) repairing any defective components; (2) furnishing necessary replacement components; (3) otherwise correcting any reproducible and/or recurring software defects; or (4) redoing the faulty services. The Contractor is responsible for all charges incurred in returning defective components to the Contractor's, subcontractors, or suppliers' plants, and in shipping repaired or replacement components to the District. Labor to perform warranty services will be provided at no charge during the warranty period. Thereafter, the maintenance and service of the System will be contracted out to the Contractor, a third party, or provided by the District.

The Contractor further warrants that during the warranty period the equipment and software furnished under the contract shall operate under normal use and service as a complete system, which shall perform in accordance with this RFP and the resulting contract.

The warranty period shall be a period of 12 months from the date of final system acceptance as defined herein.

Claims under any of the warranties herein are valid if made within 30 days after termination of the warranty period. In addition, the following specific requirements apply to the Contractor's warranty:

- A. The Contractor warrants that all equipment furnished hereunder is new and of current manufacture.
- B. Should the Contractor fail to remedy any major failure within 8 hours, or any minor failure or defect within ten (10) consecutive days after receipt of notice thereof, the parties shall meet and discuss an extension of time which may be fair and equitable under the circumstances, failing which the District shall have the right to replace, repair, or otherwise remedy such failure or defect at the Contractor's expense.
- C. The Contractor will obtain any warranties which subcontractors or suppliers to the Contractor give in the regular course of commercial practice, and shall apply the same to the benefit of the District. Copies of any of these warranties shall be provided to the District.
- D. The Contractor shall remedy, at its own expense, damage caused by the Contractor to the District-owned or controlled real or personal property.
- E. The Contractor shall be liable to the District for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to the District.
- F. Under this warranty, the Contractor shall remedy, at its own expense, any failure to conform to the general contract terms, System requirements, or any other document included by reference in this RFP and resulting contract. The Contractor also agrees to remedy, at its own

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expense, any defect in materials or workmanship including failure of the System to continue to operate at the appropriate availability rates.

- G. The Contractor must maintain an adequate inventory of spare parts to ensure expedient repair of the system and guarantee that any replacement or upgrade of spare parts will be available for the term of the contract. Should a manufacturer discontinue any product or cease to do business, the Contractor agrees to stock an adequate supply of replacement components.

The Contractor must store spare parts at a location within Caddo Parish, LA to ensure the availability of critical system components in the event of a hardware failure.

The Contractor shall identify the location of, or establish by the date of equipment delivery, a factory-trained and certified service facility equipped with the instrumentation necessary to provide service on the proposed system.

The Proposal will specify a comprehensive list of the critical spares, as recommended by the equipment manufacturer, which will be maintained locally.

- H. The acceptance of systems/equipment by the District shall not limit its warranty rights set forth above with respect to defects in materials or workmanship.
- I. The warranty, and the annual maintenance and support contract following the warranty period, shall include in its coverage any system customizations completed by the Contractor in order to meet the RFP specifications.

3.1 Warranty on Additional Equipment

Warranty on any additional system hardware or software purchased after acceptance of the initial system will be for not less than 12 months after the date the hardware or software is accepted and placed in service.

3.2 Maintenance during the Warranty Period

Proposals shall describe how system and equipment maintenance and repair will be handled during the warranty period. During the warranty period, the Contractor will respond to all repair calls or notices of system malfunction at no additional cost to the District. System problems should be responded to 24-hours-a-day, seven-days-a-week (not just during normal business hours). The amount of time required for the Contractor to respond shall be within one (1) hour (remote access is acceptable for initial response). The initial Contractor response may be in the form of a call-back from a qualified system or software engineer, or remote support. The Contractor will have qualified technicians available to respond to major system malfunctions within one (1) hour and to minor system malfunctions within one (1) business day during the warranty period. Major and Minor system malfunction are defined in the Acceptance Testing Section of this RFP. District reserves the right to decide whether a system malfunction is classified as **Major** or **Minor**.

Responding to a notice of malfunction is defined as actual start of diagnostics and repair procedures to correct the identified problem (not when Contractor staff answers the phone and notes the

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problem). Procedures and processes to correct the problem must be initiated during the time frame specified above.

Acceptance of the work of the Contractor, upon completion of the project, shall not preclude the District from requiring strict compliance with the contract, in that the Contractor shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance. The one-year limit specified above shall not void or limit this requirement for little-used features or functions.

The response to this section should also include a proposed communications plan for apprising District of system issues (acknowledgement, plan for correction, expected correction date, etc.).

3.3 Service During Warranty

If it becomes necessary for the District to contract with another vendor for warranty repairs, due to inability or failure of the Contractor to perform such repairs, the Contractor shall reimburse the District for all invoices for labor, materials required, and the shipping/handling costs thereof to perform such repairs, within 30 days from presentation of such invoices. This shall only occur after the Contractor has been given reasonable time and fair opportunity to respond and correct the problem(s). The cost for such repairs will not exceed the actual parts and labor replacement price of the repair.

3.4 Liquidated Damages for System Down-Time During the Warranty/Maintenance Periods

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

DOWN TIME HOURS	DOWN TIME CREDIT	
	MAJOR OUTAGE	MINOR OUTAGE
1 ST HOUR	\$0.00	\$0.00
2 ND HOUR	\$0.00	\$0.00
3 RD HOUR	\$50.00	\$0.00
4 TH HOUR	\$75.00	\$0.00
5 TH HOUR	\$100.00	\$20.00
6 TH HOUR	\$125.00	\$40.00
7 TH HOUR	\$150.00	\$60.00
8 TH HOUR	\$175.00	\$80.00

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9 TH HOUR	\$200.00	\$100.00
EACH ADDITIONAL HOUR	\$200.00	\$100.00

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

3.5 Follow-On Maintenance Following Warranty Period

Proposals shall include a price for the follow-on maintenance described herein. The Proposal price shall be for a five-year maintenance period starting immediately after the one-year warranty expires. Price increases are allowed annually for on-going maintenance following the warranty period. (Note: price increases must be defined in the proposal.)

3.5.1 Hardware Maintenance

The Contractor will be required to provide system and equipment maintenance support to the District during and after expiration of the warranty period for any hardware provided in conjunction with this RFP and resulting contract. The District will require a response time of no more than one hour for a Major failure of the System and no more than one business day for a Minor failure of the System.

The Proposal shall provide maintenance service information about various proposed maintenance plans for each of the following system components:

- A. CPU, memory, and controller devices
- B. Storage and backup subsystems
- C. Communications devices and control devices
- D. Workstations, including display monitors, and keyboards
- E. Printers
- F. All ancillary equipment required for system operation.

3.5.2 Software Maintenance

The Contractor shall maintain all Contractor-furnished software in a reliable operating condition and incorporate the latest software changes applicable to the installed system. All system customizations performed by the Contractor specifically to meet the requirements of this RFP and any resulting contract must be included in the follow-on maintenance following expiration of the warranty period.

- A. The proposal shall describe the nature of offered software maintenance coverage and program for maintaining reliable, efficient, and current software.
- B. The maintenance contract pricing shall include providing and installing any system software patches, upgrades, enhancements, etc., developed by the software manufacturer during the

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maintenance contract period. The Proposal shall describe the proposed methodology for each type of software provided.

- C. The maintenance contract pricing shall include providing a documented number of hours of support for non-defective application support. This type of support will assist in system configuration, performance tuning, and other support that would normally fall outside the scope of a typical support call. Proposers shall describe their willingness and associated cost to assist the client with system issues of this nature.

3.5.3 Continuation of Maintenance

In the event that the manufacture and sale of any component of the proposed system is discontinued by the original equipment manufacturer, the Contractor will agree to provide continuous maintenance coverage, if desired by the District, for up to five (5) years from the date the District is notified of the cessation of manufacture of the equipment.

3.5.4 Personnel Security

The Proposer shall describe background checks provided for employees, including if checks are performed to all employees, or only if their role and responsibility within the Proposer's organization mandates it. The Proposer shall also describe policy on hiring former computer hackers, personnel non-disclosure agreement requirements, and procedures followed when personnel terminates employment to ensure the security and confidentiality of its clients' systems.

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4 TECHNICAL RESPONSE FORMS

The following response forms must be completed and included in the RFP response.

4.1 Pricing Sheets

It is the District's intent to evaluate and score the proposed pricing submitted with the received Proposals. Any discounts, trade-ins, cost incentives, or signing bonuses extended to District should be contained within the Proposal. Pricing Sheets will be provided to Proposers prior to the mandatory Pre-Proposal Conference. Proposers must complete and submit the provided Pricing Sheets so that District can fairly compare all received proposal prices.

4.2 System Description

The Proposal shall include a detailed proposed system description. The description shall clearly identify the system components on a per-site/location basis.

The Proposal shall include block diagrams that clearly depict the proposed system, subsystems, and components. The Proposal shall include interconnect diagrams that depict the circuit requirements between the PSAP and backup PSAP. Drawings shall include the number and types of links required.

4.3 Acceptance Test Plan

The Proposal shall provide a preliminary Acceptance Test Plan (ATP) describing the testing of all proposed system components and subsystems.

4.4 Installation Schedule/Cutover Plan

The Proposal shall include a Gantt chart timeline illustrating each major implementation task. The Proposal shall also include a proposed cutover plan for an efficient transition from the existing system to the proposed systems.

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4.5 Proposer Certification

The undersigned Proposer hereby certifies that this Proposal is submitted in response to, and complies with all RFP requirements of the RFP and subsequent modifications as issued by the District.

Firm Name:

Address 1:

Address 2:

Telephone Number:

Print Name (with title):

Name, title, address, telephone

Number, and email address of individual designated as

the single point of contact and

Project Manager for all work to be

performed under this contract, and

all subcontractors to be employed

in the work effort.

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NG9-1-1 System

4.6 Proposer’s Background Information

This form shall be submitted to the District by the Proposer, along with the Proposal being submitted for the goods and/or services required by District. Do not leave any questions unanswered. When the question does not apply, write the word(s) “None,” or “Not Applicable,” as appropriate. Failure to complete this form, when applicable, may disqualify your Proposal.

LICENSES

1. State occupational license number (attach a copy):

2. Occupational license classification:

3. License expiration date:

4. State license number (attach a copy):

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EXPERIENCE

1. Number of years your organization has been in business: _____

2. Number of years of experience the Proposer (person, principal of firm, owner) has had in operations of the type required by the specifications of the proposal: _____

3. Number of years of experience the Proposer (firm, corporation, proprietorship) has had in operations of the type required by the specifications of the proposal: _____

4. Experience record: List past and/or present contracts, work, and jobs that the Proposer has performed of a type similar to that required by specifications of the District's RFP:

Customer Name and Contact Information	Project Start Date/ Completion Date	Project Description

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Subcontractors: List any subcontractors the Proposer plans to utilize on this project.

Name/Firm	Work to be Performed	Contact Information

Has Proposer carefully inspected the job sites:

TO PROVIDE ANY ADDITIONAL INFORMATION AS TO QUALIFICATIONS AND/OR EXPERIENCE, ATTACH DOCUMENTATION TO THIS FORM.

Name of Proposer (Firm)

Date

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NG9-1-1 System

5 APPENDIX A – EMERGENCY CALL TRAFFIC VOLUME

2015 Yearly Call Volume Statistics

Caddo Parish Communications District Number One

Systems Summary: SPD/SFD/CSO COMBINED

Answered: *Total 911 calls answered by agencies.*
CAD Events: *Number of CAD Events Created - This includes field generated events.*
Voice Response: *Total number of calls that went to the primary 7-digit phone number for the agency; total routed by system to another number; total routed by system to the console or "operator"*

Systemwide Statistics									
	9-1-1 Calls Answered	9-1-1 Calls Abandoned	9-1-1 Calls Transferred	Total CAD Events	Voice Response (7-Digit)			Admin Lines	
					Received	Name/Dept	Consoles	Totals	
Jan	30,093	554	7,942	31,970	14,237	8,122	6,115	4,509	
Feb	26,508	449	7,151	26,724	13,572	8,207	5,365	3,992	
Mar	33,441	682	9,209	29,701	15,273	8,649	6,624	4,463	
Apr	33,090	536	9,334	29,563	15,045	8,375	6,670	4,652	
May	36,179	700	10,038	32,241	15,913	8,602	7,311	4,787	
Jun	36,203	674	9,607	30,273	16,031	8,913	7,118	4,871	
Jul	36,685	764	9,461	30,225	15,991	9,125	6,866	4,478	
Aug	34,581	691	9,154	28,106	14,966	8,293	6,673	4,588	
Sep	33,394	651	8,815	27,090	14,492	7,952	6,540	4,401	
Oct	32,580	581	8,578	27,310	14,524	8,107	6,417	4,569	
Nov	30,098	571	8,083	25,655	13,507	7,626	5,881	4,133	
Dec	32,010	583	8,700	26,805	15,439	8,896	6,543	4,288	
Totals	394,862	7,436	106,072	345,663	178,990	100,867	78,123	53,731	

2016 Yearly Call Volume Statistics

Caddo Parish Communications District Number One

Systems Summary: SPD/SFD/CSO COMBINED

Answered: *Total 911 calls answered by agencies.*
CAD Events: *Number of CAD Events Created - This includes field generated events.*
Voice Response: *Total number of calls that went to the primary 7-digit phone number for the agency; total routed by system to another number; total routed by system to the console or "operator"*

Systemwide Statistics									
	9-1-1 Calls Answered	9-1-1 Calls Abandoned	9-1-1 Calls Transferred	Total CAD Events	Voice Response (7-Digit)			Admin Lines	
					Received	Name/Dept	Consoles	Totals	
Jan	30,308	512	8,100	26,563	14,914	8,556	6,358	4,343	
Feb	27,687	538	7,392	25,266	14,799	8,482	6,317	3,962	
Mar	33,906	697	9,339	28,049	17,667	10,121	7,546	4,877	
Apr	32,397	577	9,256	27,236	15,722	8,785	6,937	4,236	
May	34,188	817	9,677	28,349	17,418	9,878	7,540	4,367	
Jun	33,522	0	8,958	26,775	16,897	9,627	7,270	4,333	
Jul	37,026	882	10,053	26,688	18,361	10,163	8,198	4,636	
Aug	33,679	851	9,068	26,934	17,324	7,598	9,726	4,658	
Sep	32,365	821	8,979	26,262	16,334	9,104	7,230	4,211	
Oct	32,012	752	9,312	25,945	16,529	9,182	7,347	4,798	
Nov	29,586	572	8,928	25,086	15,865	8,898	6,967	4,213	
Dec	30,522	573	9,249	25,311	15,708	8,786	6,922	4,395	
Totals	387,198	7,592	108,311	318,464	197,538	109,180	88,358	53,029	

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2017 Yearly Call Volume Statistics

Caddo Parish Communications District Number One

Systems Summary: SPD/SFD/CSO COMBINED

Answered: *Total 911 calls answered by agencies.*
CAD Events: *Number of CAD Events Created - This includes field generated events.*
Voice Response: *Total number of calls that went to the primary 7-digit phone number for the agency; total routed by system to another number; total routed by system to the console or "operator"*

Systemwide Statistics								
	9-1-1 Calls Answered	9-1-1 Calls Abandoned	9-1-1 Calls Transferred	Total CAD Events	Voice Response (7-Digit)			Admin Lines Totals
					Received	Name/Dept	Consoles	
Jan	29,128	494	8,608	26,256	10,863	6,208	4,655	4,154
Feb	26,765	403	7,923	24,307	4,110	2,516	1,594	3,880
March	30,763	630	9,344	27,413	4,644	2,784	1,860	4,311
April	30,789	573	8,609	27,279	4,120	2,534	1,586	4,136
May	31,786	625	9,878	28,116	4,653	3,067	1,586	4,380
Jun	29,862	518	9,122	26,573	9,477	5,584	3,893	4,092
Jul	31,727	515	9,349	27,500	5,324	3,074	2,250	4,465
Aug	30,004	470	9,113	26,714	16,394	9,313	7,081	4,157
Sep	29,305	513	8,873	25,467	15,213	8,281	6,932	3,991
Oct	27,858	500	8,697	25,664	16,038	8,919	7,119	3,818
Nov	27,273	567	8,545	24,959	15,000	8,347	6,653	3,631
Dec	27,341	582	8,391	24,516	14,225	7,760	6,465	3,910
Totals	352,601	6,390	106,452	314,764	120,061	68,387	51,674	48,925

2018 Yearly Call Volume Statistics

Caddo Parish Communications District Number One

Systems Summary: SPD/SFD/CSO COMBINED

Answered: *Total 911 calls answered by agencies.*
CAD Events: *Number of CAD Events Created - This includes field generated events.*
Voice Response: *Total number of calls that went to the primary 7-digit phone number for the agency; total routed by system to another number; total routed by system to the console or "operator"*

Systemwide Statistics								
	9-1-1 Calls Answered	9-1-1 Calls Abandoned	9-1-1 Calls Transferred	Total CAD Events	Voice Response (7-Digit)			Admin Lines Totals
					Received	Name/Dept	Consoles	
Jan	26,229	520	7,850	26,370	15,142	8,802	6,340	4,193
Feb	25,179	546	7,650	23,426	13,690	7,817	5,873	3,730
March	30,134	601	9,529	27,367	16,021	8,702	7,319	4,060
April	28,616	546	9,089	25,897	16,169	8,886	7,283	3,823
May	31,549	678	9,738	27,613	17,253	9,382	7,871	4,306
Jun	29,623	603	9,211	26,584	16,150	8,952	7,198	4,144
Jul	30,695	669	9,433	26,497	15,661	8,324	7,337	3,993
Aug	28,545	565	8,686	26,318	15,853	8,857	6,996	3,820
Sep	26,888	487	8,455	24,128	14,912	8,502	6,410	3,953
Oct	26,967	423	8,521	24,539	15,768	8,754	7,014	3,927
Nov	25,378	431	8,017	23,834	13,985	7,943	6,042	3,593
Dec	26,483	477	8,453	25,549	14,522	7,860	6,662	3,621
Totals	336,286	6,546	104,632	308,122	185,126	102,781	82,345	47,163

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2019 Yearly Call Volume Statistics

Caddo Parish Communications District Number One

Systems Summary: SPD/SFD/CSO COMBINED

Answered: *Total 911 calls answered by agencies.*
CAD Events: *Number of CAD Events Created - This includes field generated events.*
Voice Response: *Total number of calls that went to the primary 7-digit phone number for the agency; total routed by system to another number; total routed by system to the console or "operator"*

Systemwide Statistics								
	9-1-1 Calls Answered	9-1-1 Calls Abandoned	9-1-1 Calls Transferred	Total CAD Events	Voice Response (7-Digit)			Admin Lines Totals
					Received	Name/Dept	Consoles	
Jan	23,848	376	7,377	24,913	14,439	8,062	6,377	3,675
Feb	22,650	492	7,059	22,528	13,201	7,370	5,831	3,321
March	26,582	641	8,528	25,831	0	0	0	3,814
April	26,231	631	8,745	26,360	0	0	15,611	3,690
May	28,901	774	9,385	27,423	0	0	16,839	3,881
Jun	27,191	716	8,571	25,985	0	0	16,279	3,871
Jul	28,595	784	8,934	26,993	0	0	17,175	3,897
Aug	27,568	693	8,684	27,274	0	0	16,244	4,167
Sep	25,575	689	7,881	25,131	0	0	15,702	3,931
Oct	25,462	736	8,084	24,832	0	0	16,146	3,894
Nov	24,686	661	7,973	23,756	0	0	12,806	3,495
Dec	26,243	668	8,468	26,324	0	0	10,079	3,442
Totals	313,532	7,861	99,689	307,350	27,640	15,432	149,089	45,078

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6 Appendix B - Centrex Ringdown Lines

Caddo Parish Communications District – Number One Centrex Ringdown Lines

Remote Location End	Ringdown Description	ECC End
318-675-2520	Station 1 – 268 N. Common St, Shreveport, LA 71101	318-675-2183
318-675-2521	Station 2 – 4575 N. Market St, Shreveport, LA 71107	318-675-2184
/CLNC/318/675/2522	Station 3 – 1421 E. 70th St, Shreveport, LA 71105	318-675-2185
318-675-2523	Station 4 – 2200 Milam St, Shreveport, LA 71103	318-675-2186
318-675-2524	Station 5 – 240 E. Stoner Ave, Shreveport, LA 71101	318-675-2187
318-675-2525	Station 6 – 2027 David Raines Rd, Shreveport, LA 71107	318-675-2188
318-675-2526	Station 7 – 751 Wilkinson St, Shreveport, LA 71104	318-675-2189
/CLNC/318/675/2527	Station 8 – 3406 Velve Ave, Shreveport, LA 71109	318-675-2190
/CLNC/318/675/2528	Station 9 – 7009 St. Vincent Ave, Shreveport, LA 71106	318-675-2191
/CLNC/318/675/2529	Station 10 – 763 Oneonta St, Shreveport, LA 71106	318-675-2192
/CLNC/318/675/2587	Station 11 – 3736 Youree Dr, Shreveport, LA 71105	318-675-2193
/CLNC/318/675/2597	Station 12 – 6610 Woolworth Rd, Shreveport, LA 71129	318-675-2194
/FXNC/318/675/2562	Station 13 – 715 N. Market St, Shreveport, LA 71107	318-675-2195
/CLNC/318/675/2563	Station 14 – 3830 Greenwood Rd, Shreveport, LA 71109	318-675-2196
/CLNC/318/675/2564	Station 15 – 3206 W. 70th St, Shreveport, LA 71108	318-675-2500
/CLNC/318/675/2565	Station 16 – 5105 Hollywood Ave, Shreveport, LA 71109	318-675-2501
/CLNC/318/675/2566	Station 17 – 2890 Southland Park Dr, Shreveport, LA 71118	318-675-2502
/CLNC/318/675/2567	Station 18 – 3501 Pines Rd, Shreveport, LA 71119	318-675-2503
/CLNC/318/675/2568	Station 19 – 9336 Ellerbe Rd, Shreveport, LA 71106	318-675-2504
/CLNC/318/675/2569	Station 20 – 804 E. Flournoy Lucas Rd, Shreveport, LA 71115	318-675-2505
/CLNC/318/675/2573	Station 21 – 7050 Challenger Dr, Shreveport, LA 71109	318-675-2573
318-673-2675	Station 22 – 2022 Southern Lp, Shreveport, LA 71106	/FXNC/318/673/2676
/CLNC/318/675/2579	Bossier Sheriff – 204 Burt Blvd, Benton, LA 71006	318-675-2511
/CLNC/318/675/2574	Bossier Police Dept. – 620 Benton Rd, Bossier City, LA 71111	318-675-2506
/CLNC/318/675/2575	LA St Police – 5300 Industrial Dr, Bossier City, LA 71112	318-675-2507
318-675-2576	SWEPCO Dispatch – 500 N. Allen Ave, Shreveport, LA 71101	318-675-2508
318-675-2593	ARKLA Gas – 2458 Levy St, Shreveport, LA 71103	318-675-2509
/CLNC/318/675/2578	Nat’l Weather Svc – 5655 Hollywood Ave, Shreveport, LA 71109	318-675-2510
318-675-2581	CHRISTUS Bossier – 2531 Viking Dr, Bossier City, LA 71111	318-675-2512
/CLNC/318/675/2585	CHRISTUS Highland – 1453 Bert Kouns Ind. Lp, Shreveport, LA 71105	318-675-2516
/CLNC/318/675/2582	Willis-Knighton N. – 2600 Greenwood Rd, Shreveport, LA 71103	318-675-2513
/CLNC/318/675/2583	Willis-Knighton S. – 2510 Bert Kouns Ind. Lp, Shreveport, LA 71118	318-675-2514
318-675-2577	Willis-Knighton Pierremont – 8001 Youree Dr, Shreveport, LA 71115	318-675-2153
318-675-2584	LSU Med Ctr – 1500 Kings Hwy, Shreveport, LA 71103	318-675-2515
318-675-2586	Balentine Ambulance – 3516 Mansfield Rd, Shreveport, LA 71103	318-675-2517
318-675-2155	St. Mary Med Ctr – 1 St. Mary Pl, Shreveport, LA 71101	318-675-2148

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7 APPENDIX C - RFP Terms

RFP Terms	
ACD	Automatic Call Distribution
ADA	Americans with Disabilities Act
ANI	Automatic Number Information
ALI	Automatic Location Information
APCO	Association of Public-Safety Communications Officials
ASCII	American Standard Code for Information Interchange
ATP	Acceptance Test Plan
BCF	Border Control Function – Security function in a NG9-1-1 System
CAD	Computer Aided Dispatch
CAMA Trunk	Centralized Automatic Message Accounting Trunk – Telephone circuit that transmits toll information to the connecting office
CAS	Channel Associated Signaling – telecommunications signaling method for directing the voice/data payload
Centrex	Central Exchange provided telephone service with PBX like functionality provided via Central Office owned hardware and software.
CHS	Call Handling System
CO	Central Office
CODEC	COder DECoder – a computer program that encodes/decodes a digital data stream
CPE	Customer Premises Equipment
CRT	Cathode Ray Tube – computer display
CSA	Canadian Standards Association
CTI	Computer Telephony Integration
CTW	Call Taker Workstation
DISA	Direct Inward System Access
DOD	Direct Outward Dialing
E&M	Ear and Mouth – Analog telephone circuit with separate TX and RX paths
ECRF	Emergency Call Routing Function – NG9-1-1 call routing
ECRP	Emergency Call Routing Proxy

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NG9-1-1 System

RFP Terms	
EMI	ElectroMagnetic Interference
EMS	Emergency Medical Service
Enhanced 9-1-1	Selective routing of 9-1-1 calls
Equipped For	The system supports the Equipped For quantity
ESINet	Emergency Services IP Network
ESN	Emergency Service Number
ESRP	Emergency Services Routing Proxy
FCC	Federal Communications Commission
GIS	Geographic Information System
GoS	Grade of Service
IM	Instant Messaging
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ISP	Internet Service Provider
ITU	International Telecommunication Union
LAN	Local Area Network
LCD	Liquid Crystal Display
LEC	Local Exchange Carrier
LVF	Location Validation Function – Address information used to route NG9-1-1 calls.
MIS	Management Information System
MSAG	Master Street Address Guide
NCAS	Non-Call Associated Signaling – telecommunications signaling method for directing the voice/data payload
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1
NGCS	Next Generation Core Services
P.01	Public Safety grade of service for answering calls – One out of 100 calls are queued or delayed.
PBX	Private Branch Exchange
Phase I Wireless	Wireless 9-1-1 caller information (tower location and antenna tower face)

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RFP Terms	
Phase II Wireless	Wireless 9-1-1 caller information (caller phone number and location Lat/Lon)
PSAP	Public Safety Answering Point
PSTN	Public Switched Telephone Network
QoS	Quality of Service
RFA	Request For Assistance – NG9-1-1 equivalent of a Call for Service
RFP	Request for Proposals
RMS	Records Management System
SIP	Session Initiation Protocol
SMS	Short Message Service
SNMP	Simple Network Management Protocol
SS7	Signaling System 7 – telephony signaling protocol
T1	1.544 Mb/s transmission circuit
TCP/IP	Transmission Control Protocol/Internet Protocol – the internet protocol suite
TDD	Telecommunications Devices for the Deaf
TIA	Telecommunications Industry Association
TSPS	Traffic Service Position System
TTY	Teletypewriter
UL	Underwriters Laboratories
WAN	Wide Area Network
Wired For	The system is upgradable by adding equipment/software
VoIP	Voice over Internet Protocol
VPN	Virtual Private Network
WWW	World Wide Web
XML	Extensible Markup Language