



LAKE COUNTY
FLORIDA

REQUEST FOR PROPOSAL (RFP)

9-1-1 Database Information Enhancement

RFP Number:	<u>16-0432</u>	Contracting Officer:	<u>Sandra Rogers, CPPB</u>
Proposal Due Date:	<u>August 17, 2016</u>	Pre-Proposal Conference/ Site Visit Date:	<u>See Section 1.4</u>
Proposal Due Time:	<u>3:00</u>	RFP Issue Date:	<u>July 8, 2016</u>

TABLE OF CONTENTS	
SECTION 1: Special Terms and Conditions	Page 2
SECTION 2: Statement of Work	Page 19
SECTION 3: General Terms and Conditions	Page 42
SECTION 4: Pricing/Certifications/Signatures	Page 46
SECTION 5: Attachments	Page 49

SPECIFIC SOLICITATION REQUIREMENTS ARE AS NOTED BELOW:	
Proposal and/or Performance Bond:	Not applicable to this solicitation
Certificate of Competency/License:	See Section 1.14
Indemnification/Insurance:	See Section 1.8
Pre-Proposal Conference/Site Visit:	See Section 1.4

At the date and time specified above, all proposals that have been received in a timely manner will be opened, recorded, and accepted for consideration. The names of the vendors submitting proposals will be read aloud and recorded. The proposals will be available for inspection during normal business hours in the Office of Procurement Services thirty (30) calendar days after the due date. When countersigned by an authorized County representative, this document and any specifically identified attachments may form the contract document binding the parties to all performance specified herein.

Vendors shall complete and return the entirety of this RFP, and attach all other information requested in this RFP (see Provision 1.13). Failure to sign the proposal response, or to submit the proposal response by the specified time and date, may be cause for rejection of the proposal.

NO-RESPONSE REPLY

If any vendor does not want to respond to this solicitation at this time, or, would like to be removed from Lake County’s Vendor List, please mark the appropriate space, complete name below and return this page only.

- Not interested at this time; keep our firm on Lake County’s Vendors List for future solicitations for this product / service
- Please remove our firm from Lake County’s Vendor’s List for this product / service.

VENDOR IDENTIFICATION

Company Name: _____ **Phone Number:** _____

E-mail Address: _____ **Contact Person:** _____

Section 1.1: Purpose

The purpose of this Request for Proposal (RFP) is to facilitate the procurement of a replacement 9-1-1 Database solution and associated installation, maintenance, monitoring, trouble reporting, and problem resolution. Respondents are responsible for ensuring proposals are in alignment with and shall comply with Florida 9-1-1 State plan.

The Lake County Communications Technologies Division is seeking to replace the current legacy 9-1-1 Database used to support the County and the 9-1-1 Public Safety Answering Points (PSAPs) at Lake County Sheriff's Office, Lake EMS, Eustis PD, Groveland PD, Leesburg PD and Mount Dora PD. Attachment 4 identifies the current PSAP locations, configurations, and network architecture.

A 9-1-1 Database Information Enhancement is needed to migrate to next generation network methodologies, and leverage state-of-the-art technology to achieve cost effective deployment, maximum sustainability, and improved functionality for the residents of Lake County.

Section 1.2: Designated Procurement Representative

Questions concerning any portion of this solicitation shall be directed in writing [fax and e-mail accepted] to the below named individual who shall be the official point of contact for this solicitation. To ensure reply, questions should be submitted no later than ten (10) working days before the proposal due date.

Sandra Rogers, CPPB, Senior Contracting Officer
Lake County BCC
Office of Procurement Services
315 W. Main Street, Room 441
PO BOX 7800
Tavares, FL 32778-7800

Phone : 352.343.9839 Fax : 352.343.9473
E-mail: srogers@lakecountyfl.gov

No answers given in response to questions submitted shall be binding upon this solicitation unless released in writing as an addendum to the solicitation by the Lake County Office of Procurement Services.

Section 1.3: Method of Award – Considering Qualifications and Pricing

Award will be made to the vendor who submits the overall proposal that is judged to provide the best value to the County. Proposals will be evaluated based upon the following criteria, which are listed in order of descending importance:

1. Proposed pricing to include full life cycle costs
2. Capability, features, functionality and integration of proposed system

3. Warranty, maintenance and support associated with proposed system
4. Demonstrated history of providing similar services to comparable entities
5. Qualifications of proposed personnel
6. Proposed materials and plans to accomplish task
7. Responsiveness and completeness of the written proposal to these instructions with regard to the Scope of Services
8. Other relevant criteria

Section 1.4: Pre-Proposal Conference / Site Visit

A pre-proposal conference will be held at **9:00 AM on July 29, 2016 at 315 W. Main Street, Tavares, Florida 32778 in Room No. 430** to discuss the special conditions and specifications included within this solicitation. Vendors are requested to bring this solicitation document to the conference, as additional copies may not be available.

Vendors are encouraged to attend the site visit which will begin at **11:00 AM on July 29, 2016 at the Emergency Operations Center located at 425 W. Alfred Street, Tavares, Florida 32778**, then traveling to all locations noted in this solicitation. Vendors are advised that these sites are secure locations and cannot be visited along without County staff.

Section 1.5: Term of Contract

The software installation period under this contract shall commence upon issuance of purchase order and shall remain in effect until installation, data migration, implementation, initial project management, deployment of security, roles, processes, interfaces, responsibilities, dataflow, workflow and reporting, and training has been completed. This period shall not exceed sixty (60) days after issuance of purchase order unless such time is extended by mutual agreement of both parties.

By letter, the County will determine in its sole discretion that the software is functional and ready for system acceptance. After system acceptance has been met, maintenance of services shall commence and continue thereafter on an annual basis and may be renewed by mutual written agreement of both parties for additional periods agreed upon by both parties. This shall serve as date upon which annual maintenance commences. Additionally, date of letter shall serve as renewal date.

After the award term, the annual cost for maintenance not otherwise covered by software maintenance or hardware maintenance may only increase annually by no more than five percent (5%). Services may be performed remotely or on site as mutually agreed.

Section 1.7: Method of Payment - Periodic Invoices For Completed Purchases

The vendor(s) shall submit invoices to the County user department(s) after each individual purchase has been completed. In addition to the general invoice requirements set forth below, the invoices shall reference, as applicable, the corresponding delivery ticket number, packing slip number, or other acceptance document that was signed by an authorized representative of the

County user department at the time the items were delivered and accepted. Submittal of these periodic invoices shall not exceed thirty (30) calendar days from the delivery of the goods or services. Under no circumstances shall the invoices be submitted to the County in advance of the delivery and acceptance of the items.

All invoices shall contain the contract and/or purchase order number, date and location of delivery or service, and confirmation of acceptance of the goods or services by the appropriate County representative. Failure to submit invoices in the prescribed manner will delay payment, and the vendor may be considered in default of contract and its contract may be terminated. Payments shall be tendered in accordance with the Florida Prompt Payment Act, Part VII, Chapter 218, Florida Statutes.

Section 1.8: Insurance

Each vendor shall include in its solicitation response package proof of insurance capabilities, including but not limited to, the following requirements: [This does not mean that the vendor must have the coverage prior to submittal, but, that the coverage must be in effect prior to a purchase order or contract being executed by the County.]

An original certificate of insurance, indicating that the awarded vendor has coverage in accordance with the requirements of this section, shall be furnished by the vendor to the Contracting Officer within five (5) working days of such request and must be received and accepted by the County prior to contract execution and/or before any work begins.

The vendor shall provide and maintain at all times during the term of any contract, without cost or expense to the County, policies of insurance, with a company or companies authorized to do business in the State of Florida, and which are acceptable to the County, insuring the vendor against any and all claims, demands or causes of action whatsoever, for injuries received or damage to property relating to the performance of duties, services and/or obligations of the vendor under the terms and provisions of the contract. The vendor is responsible for timely provision of certificate(s) of insurance to the County at the certificate holder address evidencing conformance with the contract requirements at all times throughout the term of the contract.

Such policies of insurance, and confirming certificates of insurance, shall insure the vendor is in accordance with the following minimum limits:

General Liability insurance on forms no more restrictive than the latest edition of the Occurrence Form Commercial General Liability policy (CG 00 01) of the Insurance Services Office or equivalent without restrictive endorsements, with the following minimum limits and coverage:

Each Occurrence/General Aggregate	\$1,000,000/2,000,000
Products-Completed Operations	\$2,000,000
Personal & Adv. Injury	\$1,000,000
Fire Damage	\$50,000
Medical Expense	\$5,000
Contractual Liability	Included

Automobile liability insurance, including owned, non-owned, and hired autos with the following minimum limits and coverage:

Combined Single Limit	\$1,000,000
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Umbrella coverage of \$5,000,000 as Excess over General Liability and Auto Liability

Workers' compensation insurance based on proper reporting of classification codes and payroll amounts in accordance with Chapter 440, Florida Statutes, and/or any other applicable law requiring workers' compensation (Federal, maritime, etc). If not required by law to maintain workers compensation insurance, the vendor must provide a notarized statement that if he or she is injured; he or she will not hold the County responsible for any payment or compensation.

Employers Liability insurance with the following minimum limits and coverage:

Each Accident	\$1,000,000
Disease-Each Employee	\$1,000,000
Disease-Policy Limit	\$1,000,000

Professional liability and/or specialty insurance (medical malpractice, engineers, architect, consultant, environmental, pollution, errors and omissions, etc.) insurance as applicable, with minimum limits of \$1,000,000 and annual aggregate of \$5,000,000.

The following additional coverage must be provided if a dollar value is inserted below:

Loss of Use at coverage value: \$ _____
Garage Keepers Liability at coverage value: \$ _____

Lake County, a Political Subdivision of the State of Florida, and the Board of County Commissioners, shall be named as additional insured as their interest may appear on all applicable liability insurance policies.

The certificate(s) of insurance, shall provide for a minimum of thirty (30) days prior written notice to the County of any change, cancellation, or nonrenewal of the provided insurance. It is the vendor's specific responsibility to ensure that any such notice is provided within the stated timeframe to the certificate holder.

If it is not possible for the Vendor to certify compliance, on the certificate of insurance, with all of the above requirements, then the Vendor is required to provide a copy of the actual policy endorsement(s) providing the required coverage and notification provisions.

Certificate(s) of insurance shall identify the applicable solicitation (ITB/RFP/RFQ) number in the Description of Operations section of the Certificate.

Certificate holder shall be:

LAKE COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF
FLORIDA, AND THE BOARD OF COUNTY COMMISSIONERS.
P.O. BOX 7800
TAVARES, FL 32778-7800

Certificates of insurance shall evidence a waiver of subrogation in favor of the County, that coverage shall be primary and noncontributory, and that each evidenced policy includes a Cross Liability or Severability of Interests provision, with no requirement of premium payment by the County.

The Vendor shall be responsible for subcontractors and their insurance. Subcontractors are to provide certificates of insurance to the prime vendor evidencing coverage and terms in accordance with the Vendor's requirements.

All self-insured retentions shall appear on the certificate(s) and shall be subject to approval by the County. At the option of the County, the insurer shall reduce or eliminate such self-insured retentions, or the vendor or subcontractor shall be required to procure a bond guaranteeing payment of losses and related claims expenses.

The County shall be exempt from, and in no way liable for, any sums of money, which may represent a deductible or self-insured retention in any insurance policy. The payment of such deductible or self-insured retention shall be the sole responsibility of the vendor and/or subcontractor providing such insurance.

Failure to obtain and maintain such insurance as set out above will be considered a breach of contract and may result in termination of the contract for default.

Neither approval by the County of any insurance supplied by the vendor or Subcontractor(s), nor a failure to disapprove that insurance, shall relieve the vendor or Subcontractor(s) of full responsibility for liability, damages, and accidents as set forth herein.

Section 1.9: Bonding Requirements

Not applicable to this solicitation

Section 1.10: Completion of Work From Date Of Purchase Order

The vendor shall state in its offer the number of calendar days from the date of the purchase order in which it will guarantee to complete the work. Time for completion may be considered a factor in determining the successful vendor if so stipulated in Section 1.3 entitled "Method of Award". The initial installation shall not exceed ninety (90) calendar days after date of receipt of purchase order.

All work shall be performed in accordance with good commercial practice. The work schedule and completion dates shall be adhered to by the vendor(s), except in such cases where the

completion date will be delayed due to acts of God, strikes, or other causes beyond the control of the vendor. In these cases, the vendor shall notify the County of the delays in advance of the original completion so that a revised delivery schedule can be appropriately considered by the County.

Should the vendor(s) to whom the contract(s) is awarded fail to complete the initial installation within the number of days stated in its offer, or the “not-to-exceed” timeframe cited above, it is hereby agreed and understood that the County reserves the authority to cancel the contract with the vendor and to secure the services of another vendor to complete the work. If the County exercises this authority, the County shall be responsible for reimbursing the vendor for work which was completed and found acceptable to the County in accordance with the contract specifications. The County may, at its option, demand payment from the vendor, through an invoice or credit memo, for any additional costs over and beyond the original contract price which were incurred by the County as a result of having to secure the services of another vendor. If the incumbent vendor fails to honor this invoice or credit memo, the County may terminate the contract for default.

Section 1.11: Acceptance of Goods or Services

The product(s) delivered as a result of an award from this solicitation shall remain the property of the contractor, and services rendered under the contract will not be deemed complete, until a physical inspection and actual usage of the product(s) and/or service(s) is (are) accepted by the County and shall be in compliance with the terms herein, fully in accord with the specifications and of the highest quality.

Any goods and/or services purchased as a result of this solicitation and/or contract may be tested/inspected for compliance with specifications. In the event that any aspect of the goods or services provided is found to be defective or does not conform to the specifications, the County reserves the right to terminate the contract or initiate corrective action on the part of the vendor, to include return of any non-compliant goods to the vendor at the vendor’s expense, requiring the vendor to either provide a direct replacement for the item, or a full credit for the returned item. The vendor shall not assess any additional charge(s) for any conforming action taken by the County under this clause. The County will not be responsible to pay for any product or service that does not conform to the contract specifications.

In addition, any defective product or service or any product or service not delivered or performed by the date specified in the purchase order or contract, may be procured by the County on the open market, and any increase in cost may be charged against the awarded contractor. Any cost incurred by the County in any re-procurement plus any increased product or service cost shall be withheld from any monies owed to the contractor by the County for any contract or financial obligation.

Section 1.11.1: Deficiencies in Work to be Corrected by the Vendor (Before software license is effective)

All deficiencies in work shall be corrected before payment on installation phase is made, and prior to the software license effective date.

The vendor shall promptly correct all apparent and latent deficiencies and/or defects in work, and/or any work that fails to conform to the contract documents regardless of project completion status. All corrections shall be made within five (5) calendar days after such rejected defects, deficiencies, and/or non-conformances are verbally reported to the vendor by the County's project administrator, who may confirm all such verbal reports in writing. The vendor shall bear all costs of correcting such rejected work. If the vendor fails to correct the work within the period specified, the County may, at its discretion, notify the vendor, in writing, that the vendor is subject to contractual default provisions if the corrections are not completed to the satisfaction of the County within five (5) calendar days of receipt of the notice. If the vendor fails to correct the work within the period specified in the notice, the County shall place the vendor in default, obtain the services of another vendor to correct the deficiencies, and charge the incumbent vendor for these costs, either through a deduction from the final payment owed to the vendor or through invoicing. If the vendor fails to honor this invoice or credit memo, the County may terminate the contract for default.

Section 1.12: Warranty

The vendor agrees that, unless expressly stated otherwise in the bid or proposal, the product and/or service furnished as a result of an award from this solicitation shall be covered by the most favorable commercial warranty the vendor gives to any customer for comparable quantities of products and/or services and the rights and remedies provided herein are in addition to said warranty and do not limit any right afforded to the County by any other provision of this solicitation.

The vendor hereby acknowledges and agrees that all materials, except where recycled content is specifically requested, supplied by the vendor in conjunction with this solicitation and resultant contract shall be new, warranted for their merchantability, and fit for a particular purpose.

Section 1.12.1: Materials Shall be New and Warranted Against Defects

The vendor hereby acknowledges and agrees that all materials, except where recycled content is specifically requested, supplied by the vendor in conjunction with this solicitation and resultant contract shall be new, warranted for their merchantability, and fit for a particular purpose. In the event any of the materials supplied to the County by the vendor are found to be defective or do not conform to specifications: (1) the materials may be returned to the vendor at the vendor's expense and the contract cancelled or (2) the County may require the vendor to replace the materials at the vendor's expense.

Section 1.13: Delivery and Completion of Solicitation Response

Section 1.13.1: Delivery of Solicitation Response

Unless a package is delivered by the vendor in person, all incoming mail from the U.S. Postal Service and any package delivered by a third party delivery organization (FedEx, UPS, DHL,

private courier, etc.) will be opened for security and contamination inspection by the Lake County Clerk of the Circuit Court Mail Receiving Center in an off-site secure controlled facility prior to delivery to any Lake County Government facility, which includes the Lake County Office of Procurement Services.

To be considered for award, a bid or proposal must be received and accepted in the Office of Procurement Services prior to the date and time established within the solicitation. A response will not be considered for award if received in the Office of Procurement Services after the official due date and time regardless of when or how it was received by the Lake County Clerk of Court Mail Receiving Center. Allow sufficient time for transportation and inspection.

Each package shall be clearly marked with the applicable solicitation number, title, and company name. Ensure that your bid or proposal is securely sealed in an opaque envelope/package to provide confidentiality of the bid or proposal prior to the due date of the solicitation.

If you plan on submitting your bid or proposal **IN PERSON**, please bring it to:

LAKE COUNTY PROCUREMENT SERVICES
315 W. MAIN STREET
4TH FLOOR, ROOM 441
TAVARES, FLORIDA

If you submit your bid or proposal by the **UNITED STATES POSTAL SERVICE (USPS)**, please mail it to:

LAKE COUNTY PROCUREMENT SERVICES
PO BOX 7800
TAVARES, FL 32778-7800

If you submit your bid or proposal by a **THIRD PARTY CARRIER** such as FedEx, UPS, or a private courier, please send it to:

LAKE COUNTY PROCUREMENT SERVICES
MAIL RECEIVING CENTER
32400 COUNTY ROAD 473
LEESBURG, FL 34788

Facsimile (fax) or electronic submissions (e-mail) will not be accepted.

Section 1.13.2: Completion Requirements for Request For Proposal (RFP)

The original proposal and five (5) complete copies of the proposal submitted by the vendor shall be sealed and delivered to the Office of Procurement Services no later than the official proposal due date and time. Any proposal received after this time will not be considered and will be returned unopened to the submitter. The County is not liable or responsible for any costs incurred by any vendor in responding to this RFP including, without limitation, costs

for product and/or service demonstrations if requested. When you submit your proposal, you are making a binding offer to the County.

A. Economy of Presentation

Each proposal shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the conditions and requirements of this RFP. Fancy bindings, colored displays, and promotional material are not desired. Emphasis in each proposal must be on completeness and clarity of content. The County emphasizes that the proposer concentrate on accuracy, completeness, and clarity of content.

B. Proposal Guidelines

To facilitate analysis of its proposal, the proposer shall prepare its proposal in accordance with the instructions outlined in this section. If the proposal deviates from these instructions, such proposal may, in the County's sole discretion, be rejected.

Page Size and Format - Page size shall be 8.5 x 11 inches, not including foldouts. Pages shall be single-spaced. The text size shall be 11 point or larger. Use at least one (1) inch margins on the top and bottom and three-quarter (3/4) inch side margins. Pages shall be numbered sequentially by section.

Legible tables, charts, graphs and figures shall be used wherever practical to depict organizations, systems and layouts, implementation schedules, plans, etc. These displays shall be uncomplicated, legible and shall not exceed eleven (11) by seventeen (17) inches in size. Foldout pages shall fold entirely within the section, and may only be used for large tables, charts, graphs, diagrams, and schematics.

Binding and Labeling - All Sections of the proposal should be identified by section tabs, A cover sheet should be bound in each separate proposal copy, clearly marked as to RFP title, solicitation number, copy number, and the Proposer's name.

C. Proposal Sections:

Proposals shall be organized into the following major sections.

Tab 1 - Proposer Profile & Required Information

- A. RFP Coversheet completed.
- B. Statement of Interest – to be submitted on the firm's letterhead and concisely state the firm's understanding of the services required by the County. The vendor may include any additional relevant information not requested else in the RFP under this tab. The signature on the statement shall be that of a person authorized to

represent and bind the firm.

- C. Reference Form – Provide at least three (3) recent references where the proposed product/service has been used within the past three (3) years. See Attachment 1.
- D. Firm Profile Form – Attach proof of license to practice in the State of Florida. See Attachment 2.
- E. Team Composition Form – Complete one (1) form for each key person proposed to be assigned to his project. Identify Firm Project Manager and primary and primary contact. Brief resume may also be attached in addition to completing the form. See Attachment 3.
- F. A Florida Department of State, Division of Corporations’ Sunbiz report available at www.sunbiz.org;

Tab 2 - Proposed Approach and Process

- A. Provide a concise description of the approach and process the vendor will employ to successfully complete the work to be performed to include any specific staffing or equipment resources that will be employed by the vendor.
- B. Describe responding firm’s project plan, installation test plan, user acceptance test plan, test methodology, methodology and recommended solution in performing the services as described in the Scope of Services and describe proposers specific policies, plans , and procedures or techniques to be used in providing the services to be performed. The responding vendor shall describe its approach to project organization and management, responsibilities of responding vendor’s management and staff personnel that will perform work in this project.
- C. Provide a concise description of the approach and process the firm will convert the database to use in the new system.
- D. Provide a project schedule identifying specific key tasks, implementation in a sequential process with the phases identified throughout the RFP, and duration.
- E. Provide a list of all other components and/or modules that can enhance the base program which is being requested in the Scope of Services. Describe each item including the benefits of the item and the cost. See Section 2.1.13.

Tab 3 – Solution Documentation

The successful Respondent(s) must provide:

- A. Manufacturer technical and maintenance manuals required to support the solution.

- B. Operations documentation; this documentation must include backup and recovery procedures along with recommended maintenance processes.
- C. User's manuals for systems, subsystems and applications.
- D. Documentation supporting operating systems.
- E. Final as-built drawings, which can be provided in Visio or another LCBCC agreed-upon format.

Tab 4 – Agreement

- A. Provide a copy of the vendor's proposed license agreement.
- B. Provide a copy of the proposed software maintenance agreement.
- C. Indicate support and capabilities and availabilities.
- D. Indicate whether upgrades and to what degree are included in the maintenance agreement.
- E. Identify in detail all necessary resources, and their roles, to maintain the system after the system is in operation.

Tab 5 – Compliance Documentation

Vendor must provide a detailed response that confirms compliance to, or explains non-compliance with, each requirement in Section 2. Do not underestimate the importance of providing details in this regard. The detail should be sufficient to properly convey the vendor's intentions, but should not be verbose in nature. Marketing materials are not considered fully confirming responses in this regard. Respondents may attach marketing materials in Tab 3 as separate, supplemental documents, but details are still required under this Tab 5 to support each answer. Each confirming statement shall be completed independently ie; not merely by referral to a separate response. Respondents must not include, or refer to, pricing information under their response to this Tab 5.

Tab 6 – Exceptions

Clearly describe any exceptions the proponent may have in regards to any requirements stated in the RFP document, excluding Section 2, or associated addendums.

Tab 7 - Proof of Insurability

Provide either a completed Accord form or a signed letter from your insurance agency on its letterhead stating that you have or can get the required insurance coverage.

Tab 8 - Litigation

Provide information on the nature, magnitude, and outcome of all litigation and proceedings for the previous three (3) years where you or your organization has been involved in any matter related to you or your organization's professional activities.

Tab 9 - Completed Pricing Back-up Section

Provide supporting documentation for the prices proposed sufficient to evaluate and determine price realism. See Attachment 6.

Tab 10 - Financial Stability

The vendor shall certify and provide a statement that it is financially stable and have the necessary resources, human and financial, to provide the services at the level required by the County. Each proposer shall be prepared to supply a financial statement upon request, preferably a certified audit, but a third party prepared financial statement and the latest D & B report will be accepted. The County reserves the right to use a third-party company to verify financial information provided in each proposal. If a subcontractor or joint venture arrangement is being proposed, provide similar information for those participants in the proposal.

Tab 11 - Other Information

Provide any information that will provide insight to the County about the qualifications, fitness and abilities of the proposer. This information should be succinct.

Section 1.14: Competency of Vendors and Associated Subcontractors

The County may elect to conduct a pre-award inspection of the vendor's facility during the offer evaluation process. Offers will be considered only from firms which are regularly engaged in the business of providing or distributing the goods and/or performing the services as described in the solicitation, and who can produce evidence that they have a consistent satisfactory record of performance. Vendors must demonstrate that they have sufficient financial support and organization to ensure that they can satisfactorily execute the contract if awarded under the terms and conditions herein stated. In the event that the vendor intends to sub-contract any part of its work to another vendor, or will obtain the goods specifically offered under this contract from another source of supply; the vendor may be required to verify the competency of its sub-contractor or supplier. The County reserves the right, before awarding the contract, to require a vendor to submit such evidence of its qualifications and the qualifications of its sub-contractor as it may deem necessary. The County may consider any evidence available to it of the financial, technical and other qualifications and abilities of any vendor responding hereunder, including past performance with the County, in determining vendor responsibility for the purposes of selecting a vendor for contract award.

Section 1.15: Compliance with Federal Standards

All items to be purchased under this contract shall be in accordance with all governmental standards, to include, but not be limited to, those issued by the Occupational Safety and Health Administration (OSHA), the National Institute of Occupational Safety Hazards (NIOSH), and the National Fire Protection Association (NFPA).

Section 1.16: Demonstration of Equipment May Be Required During Evaluation

After receipt of offers by the County, the vendors may be required to demonstrate their specifically offered equipment to cognizant County personnel, at no separate cost. The purpose of this demonstration is to observe the equipment in an operational environment and to verify its capability, suitability, and adaptability in conjunction with the performance requirements stipulated in this solicitation. If a demonstration is required, the County will notify the vendor of such in writing and will specify the date, time and location of the demonstration. If the vendor fails to perform the demonstration on the specified date stipulated in the notice, the County may elect to reject that vendor's offer, or to re-schedule the demonstration, whichever action is determined to be in the best interests of the County. The County shall be the sole judge of the acceptability of the equipment in conformance with the specifications and its decision shall be final.

The equipment used for the demonstration shall be the same as the manufacturer's model identified in the vendor's offer. Accordingly, the equipment used in the demonstration shall create an express warranty that the actual equipment to be provided by the vendor during the contract period shall conform to the equipment used in the demonstration. The vendor shall be required to provide adequate restitution to the County, in the manner prescribed by the County, if this warranty is violated during the term of the contract.

Section 1.17: Furnish and Install Requirements

The specifications and/or statement of work contained within this solicitation describe the various functions and classes of work required as necessary for the completion of the project. Any omissions of inherent technical functions or classes of work within the specifications and/or statement of work shall not relieve the bidder from furnishing, installing or performing such work where required for the satisfactory completion of the project. The vendor shall also be required to provide adequate general user training to County personnel on the appropriate use of the materials or products as and if necessary.

Section 1.18: Hardware Maintenance

The contractor shall provide all necessary hardware maintenance for the contract term direct from the hardware manufacturer for any hardware the contractor provides to the County.

Section 1.19: Key Contractor Personnel

In submitting a proposal, the Proposer is representing that each person listed or referenced in the proposal shall be available to perform the services described for the Lake County Board of County Commissioners, barring illness, accident, or other unforeseeable events of a similar

nature in which case the Proposer must be able to promptly provide a qualified replacement. In the event the Proposer wishes to substitute personnel, the Proposer shall propose a person with equal or higher qualifications and each replacement person is subject to prior written County approval. In the event the requested substitute person is not satisfactory to the County and the matter cannot be resolved to the satisfaction of the County, the County reserves the right to cancel the contract for cause.

Section 1.20: Omission from the Specifications

The apparent silence of this specification and any addendum regarding any details, or the omission from the specification of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail, and that only materials and workmanship of first quality are to be used. All interpretations of this specification shall be made upon the basis of this agreement.

Section 1.21: Patents and Royalties

A. The Contractor, without exception, shall indemnify and hold harmless the County, its employees and officers from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or un-patented invention, process or article provided by the Contractor. The Contractor has no liability when such claim is solely and exclusively due to the combination, operation, or use of any article supplied hereunder with equipment or data not supplied by the Contractor or is based solely and exclusively upon the County's alteration of the article. The County will provide prompt written notification of a claim of copyright or patent infringement.

B. Further, if such a claim is made or is pending, the Contractor may, at its option and expense, procure for the County the right to continue use of, replace or modify the article to render it non-infringing. (If none of the alternatives are reasonably available, the County agrees to return the article on request to the contractor and receive full reimbursement of all monies paid to the Contractor). If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid proposal price(s) include all royalties and/or costs arising from the use of such design, device or materials in any way involved in the work.

C. The Contractor will defend, at its own expense, any action brought against the County to the extent that it is based on a claim that the article supplied by the Contractor under the contract infringes a patent, industrial design, or any other similar right, and the Contractor will pay any costs and damages finally awarded against the County in any such action, where they are attributable to any such claim, but such defense and payments are conditional on the following:

- the Contractor will be notified promptly in writing by the County of any notice of such claim received by the County, and
- the Contractor will have the sole control of the defense of any action or such claims, and all negotiations for its settlement or compromise.

Section 1.22: Presentations/ Post-Discussions After Initial Bid/ Proposal Response

A. The County, at its sole discretion, may ask any proposer to make an oral presentation and/or product / service demonstration without charge to the County. The County reserves the right to require any proposer to demonstrate to the satisfaction of the County that the proposer has the fiscal and technical ability to furnish the service(s) or product(s) as proposed. The demonstration must satisfy the County, and the County shall be the sole judge of compliance.

B. The County may commence contract negotiations in accordance with the Method of Award provision specified elsewhere within this RFP. The County reserves the right to conduct discussions with any proposer(s) which have a realistic possibility of contract award to include any request for additional information, and any request for "best and final" offers.

C. Proposers are cautioned not to assume that they will be asked to make a presentation or asked for a "best and final" offer and should include all pertinent and required information in their original proposal package.

Section 1.23: Public Records/ Copyrights

All electronic files, audio and/or video recordings, and all papers pertaining to any activity performed by the contractor for or on behalf of the County shall be the property of the County and will be turned over to the County upon request. In accordance with Chapter 119, Florida Statutes, each file and all papers pertaining to any activities performed for or on behalf of the County are public records available for inspection by any person even if the file or paper resides in the contractor's office or facility. The vendor shall maintain the files and papers for not less than three (3) complete calendar years after the project has been completed or terminated, or in accordance with any grant requirements, whichever is longer. Prior to the close out of the contract, the contractor shall appoint a records custodian to handle any records request and provide the custodian's name and telephone number(s) to the Contracting Officer.

Any copyright derived from any agreement derived from this solicitation shall belong to the author. The author and the contractor shall expressly assign to the County nonexclusive, royalty free rights to use any and all information provided by the contractor in any deliverable and/or report for the County's use which may include publishing in County documents and distribution as the County deems to be in the County's best interests. If anything included in any deliverable limits the rights of the County to use the information, the deliverable shall be considered defective and not acceptable and the contractor will not be eligible for any compensation.

Section 1.24: Purchase of Other Items Not Listed Within this Solicitation Based on Price Quotes

While the County has listed all major items within this solicitation which are utilized by County departments in conjunction with their operations, there may be similar or ancillary items that must be purchased by the County during the term of this contract. Under these circumstances, a County representative will contact the primary vendor to obtain a price quote for the similar or ancillary items. If there are multiple vendors on the contract, the County representative may also obtain price quotes from these vendors. The County reserves the right to award these ancillary

items to the primary contract vendor, another contract vendor based on the lowest price quoted, or to acquire the items through a separate solicitation.

Section 1.25: Software

The successful Contractor shall warrant that all licensed software shall perform in all material respects in accordance with the requirements and specifications as stated in this solicitation and any statement of work that is a deliverable or product of this solicitation on the hardware and third-party software specified by the Contractor. That is, the detailed requirements as stated in this solicitation and Contractor's response shall become part of the awarded Contractor's Contract and shall be warranted as such. The Contractor shall warrant that the content of its proposal accurately reflects the software's capability to satisfy the Scope of Services as included in this solicitation. Furthermore, the warranty shall be valid for a period of twelve (12) months at minimum from Final Project Acceptance.

The Contractor shall also warrant that the software and accompanying documentation do not infringe on the patent, copyright, trademark, or other proprietary rights of any third party and that the Contractor has undisputed title to such software and documentation; that the software is the Contractor's most recent release, and that the software is free from defects in workmanship and material, and is in conformance with all specifications set forth in the Contract, the Contractor's proposal, and the software documentation.

Section 1.26: Software Releases/Upgrades during Warranty & Term of Maintenance Agreement

The County shall be entitled to any and all releases of the software and upgraded versions of the software covered in the Contract that becomes available from the successful Contractor at no charge during the warranty period and through the duration of the maintenance agreement period. The maximum charge for any upgrade after the expiration of the warranty period and the software maintenance agreement period shall not exceed the total difference between the cost of the County's current version and the price at which the Contractor sells or licenses the upgraded software under similar circumstances. If software is customized for the County, the Contractor shall be compensated at an agreed-upon rate.

Section 1.27: Term of Software License

Unless otherwise stated in this solicitation, the County expects that the software license(s) identified in the pricing schedule shall be available to the County for purchase or lease on a perpetual basis. However, the County reserves the right to terminate the license at any time, although the mere expiration or termination of the awarded Contract shall not be construed as intent to terminate the license unless specifically so stated. CANCELLATION OF A PORTION OF THE PERPETUAL LICENSE SHALL NOT AFFECT THE PERPETUAL LICENSE OF ANY OTHER PORTION OF THE SOFTWARE. ALSO, CANCELLATION OF MAINTENANCE SUPPORT ON SOME OR ALL OF THE SOFTWARE PURCHASED SHALL NOT AFFECT THE PERPETUAL LICENSE OR BE A CAUSE FOR REPRICING OF ANY LICENSE. The County further reserves the right to transfer all rights under the license to another governmental agency to which some or all of its functions are transferred

Section 1.28: Third Party Acquisition of Software

The Contractor shall notify the County in writing should the intellectual property, associated business, or all of its assets be acquired by a third party and agree that the contract's terms and conditions, including any and all license rights and related services, will not be affected by any such acquisition. The Contractor must agree that prior to completion of the acquisition, the Contractor shall obtain, for the County's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the awarded Contract.

Section 1.29: Title to Software

By submitting a proposal, each Contractor represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the awarded Contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.

Section 1.30: Special Notice to Vendors Regarding Federal and/or State Requirements

Upon award of a contract resulting from this solicitation, the vendor shall utilize the U.S. Department of Homeland Security's E-Verify system in accordance with the terms governing use of the system to confirm the employment eligibility of:

- 1) All persons employed by the vendor during the term of the contract to perform employment duties within Lake County; and
- 2) All persons, including subcontractors, assigned by the vendor to perform work pursuant to the contract.

SCOPE OF SERVICES

Background

On March 6, 2013, the Lake County Clerk of the Circuit Court Internal Audit Department concluded the audit of the E-9-1-1 Services of the Board of County Commissioners' Public Safety Communications Technologies Division, as scheduled per the Clerk's Annual Internal Audit Plan.

Their findings identified that "Steps should be taken to Enhance Address Information in the 9-1-1 Database". The current system was found to be inadequate as it is outdated, not upgradable, unsupported and inefficient. An employee who no longer works for the County designed this system in-house. The system will only run on an older version of the operating system, which requires County personnel to only use a computer with the older operating system. The current 9-1-1 database application is used by 9-1-1 personnel to maintain the Master Street Address Guide (MSAG). The MSAG is the backbone of all 9-1-1 systems. The local telephone company uses the MSAG from the jurisdiction(s) to be able to route calls within their area. Monthly, the telephone company sends a report of address additions, deletions and changes to the County. 9-1-1 personnel then make those changes in the 9-1-1 database.

All critical systems should enable personnel to perform their duties effectively and efficiently. Additionally, they should be maintainable, fully supported and be able to run on current operating systems. This antiquated system, which is unsupported, presents significant risk to the County and 9-1-1 operations.

Benefits to acquiring a new system include having a fully supported application and the availability of technical support and training when needed. Having an updated system would help streamline administration of the 9-1-1 database. The audit recommendation was for management to consider purchasing an updated database system.

The Lake County Board of County Commissioners (LCBCC), Public Safety Department, Communications Technologies Division 9-1-1 is seeking a database repository for the Master Street Address Guide (MSAG) database and additional information related to the Public Safety Answering Points (PSAPs) call types and volume. It is the desire to have a relational database that passively interacts with the 9-1-1 system to collect every 9-1-1 call as it is received by the 9-1-1 Center and utilize that collection to enhance reporting and understanding of the trends of the 9-1-1 system. This system will replace the current legacy system supporting Lake County 9-1-1 and the County's six (6) PSAPs.

1. Project Knowledge

In order to demonstrate total project knowledge and an understanding of the requirements, Respondents shall provide a response for each paragraph in each section in the RFP.

- The mandatory features are indicated by the use of the words *must*, *shall*, or *will*. In order to comply, Respondents must provide a detailed written description on how they will

meet the requirements. If additional space is required, an attachment Detail section referencing the RFP Section can be included and noted in the “Details to support the answer” space provided. (i.e. “See Attached Detail Section” and reference the RFP response section i.e. “2.1 Overview”)

- The words *should*, *desired*, or *desirable* represent features that are desirable. These responses will be considered when evaluating proposals, but only after the mandatory features are addressed.

The responses to each paragraph of the RFP can only be:

- **Understood.** The Respondent understands the statement. Respondents do not have to supply a written description to these paragraphs.
- **Complies.** The Respondent’s proposal complies with the requirement and the product/service is included in the base price, is currently developed, and is available for shipment and installation or activation.
- **Complies with Exception.** The Respondent’s proposal either addresses the requirement through another method or is available at a contractually defined date without additional costs.
- **Does Not Comply.** The Respondent’s proposal does not/cannot meet the requirement.

Below each requirement will be either one (Understood) check box or three (Complies, Complies with Exception, and Does Not Comply) check boxes. Respondents must respond by placing an “X” in only **one** check box per requirement. (Double click on the appropriate box, change the default value to “Checked” and click “OK.”) Failure to complete this process properly will be treated the same as not providing an answer.

A response to each requirement is required. Do **not** underestimate the importance of providing details. The details should be sufficient to properly convey the Respondent’s intentions, but should not be verbose in nature. Marketing materials are not considered appropriate in-line responses. Respondents may attach marketing materials as separate, supplemental documents, but details are still required to support the answer.

Respondents must provide clear, detailed support each response of Complies, Complies with Exception or Does Not Comply exception in Section 1.13.2, C, Proposal Sections, Tab 4 and Tab 6.

Respondents must not refer to other sections as a response. Even if the response is an exact duplicate of a previous response, the details must be provided in the same paragraph as the requirement. Respondents must not include pricing information in their description and must not refer the reader to pricing.

Understood

2. SCOPE OF WORK

2.1.1 Technical Requirements

Respondents must include documentation stating their support to meet standards and the ability to integrate with the 9-1-1 environment and features, as they exist today and are developed.

Complies Complies with Exception Does Not Comply

2.1.2 General Requirements

The solution shall meet the following minimum requirements:

1. The system shall be designed to continuously operate 24-hours per day, 365 days per year providing data collection of the Local PSAP systems listed in this RFP.
2. The Proposed System shall be minimally equipped with capacity to track all activities noted in the response. The proposal should include the required sizing for the PSAP's current needs and 9-1-1-equipment plus 20% growth factor. The option of additional data storage for future expansion is required.
3. The System must be capable of capturing all database traffic and storing appropriately.
4. ALL equipment SHALL comply with the applicable standards and Florida E9-1-1 Plan.
5. The System shall be fault-tolerant to eliminate the possibility of a single point of failure interrupting collection and access functions. Proposers shall detail their method of fault-tolerance within their response.
6. The System shall be equipped with dual hot swappable power supplies per device. The Digital Database shall be capable of being rack mounted in a TIA standard 19" equipment rack if available.
7. The maintenance/administrative terminal/required access shall be equipped and described with the following:
 - a. A Graphical User Interface (GUI)
 - b. A rack mountable, IP Enabled, 8 port KVM with minimum 19" LED Display (T1900 console monitor and the Dominion DKX3-808 or comparable)
8. The system hardware shall include:
 - a. A currently supported version of Microsoft Windows Operating system. Hardware must be certified for the most recent version of Microsoft Windows Operating system.
 - b. Antivirus software and maintenance of such must be included with a daily or weekly download of antivirus definitions. Proposer shall detail what antivirus software is offered as well as how maintenance is being offered.
 - c. Software capable of controlling all functions, features, and capabilities of the Database System.
9. The System shall report the following failures or issues as a minimum:
 - a. Hardware failure or malfunction
 - b. Software failure or malfunction
 - c. Failure of any interface
10. In addition to the failures above, the System shall support the following methods of alarm reporting as a minimum, including, but not limited to:

- a. LED (Local)
- b. Audible Alarm (Local)
- c. Monitoring application capable of multiple recipient emailing & SMS alarm delivery
- d. Supplier must provide secure remote monitoring capabilities. Responding Supplier must be responsible for the monitoring and service response to system alerts. Systems alerts must also be generated to responding Suppliers help desk, their assigned local service technician, and County designee(s). Notifications generated by the hardware or software residing on the server only will not be accepted.
- e. Simple Network Management Protocol (SNMP) with standard Management Information Base (MIB) file
- 11. The System shall alarm the user if data is not successfully being captured.
- 12. The System shall be based on client /server architecture or web interface/server architecture that allows for the secure transfer of data and secure access.
- 13. The System shall keep its time synchronized to a master clock provided by customer.
- 14. The System shall comply with or exceed applicable standards as published by the following organizations (in alphabetical order implying no priority). Proposers shall provide details for the standards met.
 - a. American Disability Act (ADA)
 - b. American National Standards Institute (ANSI)
 - c. Association of Public-Safety Communications Officials (APCO)
 - d. Federal Communications Commission (FCC)
 - e. Institute of Electrical and Electronics Engineers (IEEE)
 - f. National Emergency Number Association (NENA)
 - g. National Electrical Code
 - h. National Electrical Manufacturer’s Association (NEMA)
 - i. Telecommunications Industry Association (TIA)
 - j. Underwriters laboratories, Inc. (UL)

Complies Complies with Exception Does Not Comply

2.1.3 PSAP Information

The proposed database system must be able to provide a database repository for the MSAG and collect information related to the PSAP and third party providers such as contact information and network information. The MSAG must be able to be loaded directly from the web interface using the Excel uploader.

Complies Complies with Exception Does Not Comply

2.1.4 Wireless

The proposed database system must be able to provide a database repository for ESRK ranges and information related to each carrier, tower and sector. It shall include a mapping application to depict the tower infrastructure for each carrier and the associated tower sector data. Sector’s coverage of Wireless Phase II 9-1-1 calls that match a carrier, tower, and sector shall be included.

Complies Complies with Exception Does Not Comply

2.1.5 VOIP

The proposed database system must be able to provide a database repository for ESQK ranges information related to each service provider.

Complies Complies with Exception Does Not Comply

2.1.6 Monitoring 9-1-1 Data For Inconsistencies

The proposed database system must be able to monitors all 9-1-1 call related traffic for the purpose of identifying call data anomalies and alerting the PSAP of the issue. This should include call data for Wireline, Wireless and VoIP. A tracking and reporting methodology shall be included for follow up action. Issues identified shall include but are not limited to:

Calls with no ANI or ALI	Calls with ANI but no ALI
Calls with No Record Found	Calls with invalid Uncertainty
Calls from an unlisted tower	Calls from an unlisted tower sector
Calls with an invalid class of service	Calls with no class of service
Call location not found by geocoder	Phase II distance exceeds maximum

Complies Complies with Exception Does Not Comply

2.1.7 Text to 9-1-1

The proposed database system must have the ability to store and track all text messages received at the PSAP. This module shall follow a message from received time to completion with all information currently available from third party providers. The PSAP shall be able to view all messages for each text session, add notes regarding the text session and add a disposition (such as abandoned session, false-accidental). The PSAP shall also be able to generate text statistics for any date time to include counts by message and session, average time per session, and aggregate counts of dispositions.

Complies Complies with Exception Does Not Comply

2.1.8 Call History Map

The proposed database system must be able to provide an interactive map that can geographically represent the data received from the 9-1-1 interface(s). Features include but are not limited to:

- Geocode conversion for wireline/VoIP calls that can then be mapped alongside wireless for an accurate representation of call location.
- Time/Date search with interactive timer to see trends in how, when, and where calls are coming into the PSAP.

- Location search to find all calls within a user defined distance of the point.
- Display ALI data associated with a call by highlighting it on the map.
- Utilize ESRI ArcGIS for JavaScript, to use/retrieve other GIS servers base maps and additional layers.

Complies Complies with Exception Does Not Comply

2.1.9 Situation Map

The proposed database system must have the ability to see near real-time 9-1-1 calls and statistics for the past hour differentiated by PSAP and/or with entire system. Describe features and capabilities.

Complies Complies with Exception Does Not Comply

2.1.10 Real Time Reporting

The proposed database system shall have the ability to quickly access, search and map call data. Ability to generate ‘real time’ reports from call data in graphic and statistical format for a specified time frame. Shall include the ability to automatically create, store, and send reports via email on a regular schedule to user defined email addresses. Identify reports and a sample of each for ALI, Wireless, VoIP, and Text. The system must provide built-in, predefined and customizable reports and graphs, including summaries per channel, per archive media, and system configuration summaries. The system must permit reports to be exported, saved and emailed. State whether or not these reports can be exported and saved in non-proprietary file formats, such as .dbf, .pdf, .doc, .xls, .rtf, .txt, etc. Respondents shall provide samples of each report and the process if customized reports are desired and any cost associated.

Complies Complies with Exception Does Not Comply

2.1.11 CDR Reports

The proposed database system shall have the ability to quickly access and search for specific information from call detail records (CDR). Shall include the ability to generate ‘real time’ reports from CDR in graphic and statistical format for a specified time frame. Identify reports and a sample of each for CDR Data, CDR 9-1-1 Statistics, CDR Incoming 10-Digit Statistics, and CDR Outgoing Statistics. The system must provide built-in, predefined and customizable reports and graphs, including summaries per channel, per archive media, and system configuration summaries. The system must permit reports to be exported, saved and emailed. State whether or not these reports can be exported and saved in non-proprietary file formats, such as .dbf, .pdf, .doc, .xls, .rtf, .txt, etc. Respondents shall provide samples of each report and the process if customized reports are desired and any cost associated.

Complies Complies with Exception Does Not Comply

2.1.12 Equipment Required (Itemized by location)

Provide a complete list of equipment and peripherals required for a turnkey solution for the proposed database system. This must be a detailed list to include manufacturer specifications. The list shall match the Pricing List in Attachment 6. LCBCC reserves the right to purchase all or part of the Responders solution, through other sources, utilizing or exceeding the specifications provided by the awarded responder.

Complies Complies with Exception Does Not Comply

2.1.13 Network Diagram

The proposed database system shall provide a configuration methodology to reduce/eliminate single point of failure at any PSAP (hardware redundancy, centralized storage with replication, cloud based, etc). It should include the Bandwidth requirements for data transport, centralized storage and/or cloud based solution. In case of failure or evacuation, the design should consider how data is stored and forwarded or saved. Refer to the Lake County PSAP Network Diagram and PSAP configurations in APPENDIX A and identify the physical design and requirements as desired above. Respondents shall provide a diagram of the proposed solution identifying equipment locations and bandwidth requirements.

Complies Complies with Exception Does Not Comply

2.1.14 Other Database Capabilities

Respondents shall use this section to provide other features included and/or optional provided in the proposed solution.

Complies Complies with Exception Does Not Comply

2.2 DEMONSTRATIONS

Respondents must be able to demonstrate database applications and functions if desired by the LCBCC/LOCAL PSAP. If the requirements are planned for near-future releases, Respondents must explain the migration plan and demonstrate what is available in the commercial release. A lab environment or real-life application must allow hands-on operations by LCBCC/LOCAL PSAP staff and its representatives. If this cannot be provided, Respondents must explain why in detail.

Complies Complies with Exception Does Not Comply

2.3 SUPPORTED 91-1- CALL HANDLING SYSTEMS

Respondents shall list the models and formats (analog, digital, IP) of the 9-1-1 call handling systems that they have successfully interfaced with and how. This should include PABX and other traditional business telephone systems. Respondents shall also indicate the physical

interfaces supported (RS-232, Ethernet, etc.) and data formats (American Standard Code for Information Interchange [ASCII], IP, etc.) supported.

Complies Complies with Exception Does Not Comply

2.4 SUPPORTED COMPUTER AIDED DISPATCH (CAD) SYSTEM

As an Option, respondents shall list their capability to interface to CAD systems and which CAD systems they have successfully interfaced with in the past five (5) years and whether they are supportable by the CAD manufacturer. Respondents shall also indicate the physical interfaces supported (RS-232, Ethernet, etc.) and data formats (American Standard Code for Information Interchange [ASCII], IP, etc.) supported.

Complies Complies with Exception Does Not Comply

2.5 REMOTE ACCESS

The database solution must explain on-line monitoring locally via a maintenance and administration terminal and/or network configuration. Remote access is also required through the Local PSAP's network access via a secure virtual private network (VPN) connection. Remote entry into the database solution must be limited to authorized maintenance personnel as allowed by the LCBCC 9-1-1 Coordinator's administrator function.

Complies Complies with Exception Does Not Comply

2.6 ACCESS LEVELS

The solution must have administrator and individual user access levels. The administrator must have the ability to setup different user rights and privileges for each individual by agency and provide rights to specific data/capabilities to those users individually. (i.e. Sheriff only sees Sheriff's data) Respondents must describe how their solution handles:

- Authentication
- Security of data transfer
- Audit of who has accessed data

Complies Complies with Exception Does Not Comply

2.7 SYSTEM ALARM MONITORING

The database solution must have the capability, at a minimum, of monitoring system alarms of elements of the proposed solution and:

- Alarms must be displayed on the monitoring solution.
- The solution must also be able to send alarms to alert 9-1-1 support staff utilizing email as well as SNMP version 3 (SNMP v3).
- Data inactivity for a user-defined period of time.

- The database solution must keep a full audit trail of alarms and faults and provide a method of viewing the alarm history.

Complies Complies with Exception Does Not Comply

2.8 UPTIME

The database solution must meet an uptime of 99.999 percent or better. Respondents must describe processes and client notification procedures for scheduled maintenance or upgrades that would require the proposed solution to be taken out of service and how 24/7/365 9-1-1 operations will be maintained.

Complies Complies with Exception Does Not Comply

2.9 INTERFACE STANDARDS

The database solution must be configured in a fully redundant design and meet National Emergency Number Association (NENA), County standards, other industry best practices, and support standards based NG9-1-1 environment requirements. The proposed configuration must be designed to be fully survivable, fault tolerant, and secure.

Complies Complies with Exception Does Not Comply

2.10 REPORTS

The database solution shall provide a standard reporting package at no extra charge with built-in, predefined, and customizable reports, including summaries per channel and per archive media, and system configuration summaries. Respondents shall identify the skill sets required to customize the reports.

Complies Complies with Exception Does Not Comply

2.11 REDUNDANCY

Respondents must design the solution such that modules, devices/servers, etc. that support crucial applications be fully duplicated. The database solution must switch over automatically and not impact data. Respondents must describe which modules, devices/servers, etc. are hot-swappable and which are not. Respondents must describe in detail any compromised levels of service caused by module or component failure. This description should include PSAP operational requirements, including backups and recovery.

Complies Complies with Exception Does Not Comply

2.12 EXPANSION

The database solution must be capable of expansion in order to meet future growth and next generation applications as they are developed. The solution must be expandable without a disruption of service. Adequate space for additional hardware and wiring must be included in the solution design. Respondents must describe their solution design to meet these requirements, including vacant module slots and the increments of expansion.

Complies Complies with Exception Does Not Comply

2.13 LOCKABLE CABINET

The database equipment must be compact, free-standing, in Respondent-provided lockable cabinets. Respondents shall identify the number of keys to the lockable cabinet and who has access to the keys. Respondents must provide a diagram showing the footprint of the proposed database solution, including rack layout, power requirements, plug type, etc.

Complies Complies with Exception Does Not Comply

2.14 ENVIRONMENTAL REQUIREMENTS

The recommended environment for equipment rooms and operations centers is 60 degrees (°) Fahrenheit (F) to 80° F, and relative humidity from 40 percent to 60 percent. The database equipment must be able to operate in ambient temperatures between 40° F to 95° F and relative humidity from 10 percent to 95 percent. Respondents shall provide the heat load in British Thermal Units (BTU)/hour for heating, ventilation, and air conditioning (HVAC) sizing purposes.

Complies Complies with Exception Does Not Comply

2.15 USER INTERFACE

Respondents must provide a user interface based on WEB 2.0 architecture for end user functions including searching, reports, quality, and auditing. The user interface system must be browser-based and support on-line help.

Complies Complies with Exception Does Not Comply

2.16 WORKSTATION SOFTWARE

Respondents must provide database solutions that operate with both 32bit and 64bit versions of Microsoft Windows® 7 or higher.

Complies Complies with Exception Does Not Comply

2.17 Plug-Ins

The database solution must not require “ActiveX” plug-ins to be installed on the user’s workstation except those “ActiveX” plug-ins supplied as part of the workstations’ standard operating system.

Complies Complies with Exception Does Not Comply

2.18 SPARE PARTS

Respondents must provide a recommended spares list (parts, modules, boards, and/or equipment) required to maintain the proposed database solution. Pricing for these spares must be provided in Attachment 6 – Pricing Proposal as included and/or optional.

Complies Complies with Exception Does Not Comply

2.19 EXTERNAL ALARM

2.19.1 Email/Text Messaging

The database solution must support alarm notification by email and text messaging to support personnel to multiple email addresses. Filtering of alarm notifications is preferred.

Complies Complies with Exception Does Not Comply

2.2 INSTALLATION

2.2.1 Turnkey Installation

Respondents must provide a turnkey installation of the database solution that complies with Local, Association of Public-Safety Communications Officials-International (APCO) and NENA NG9-1-1 standards. The successful Respondent must take full contractual responsibility. Respondents must include constraints that may be required to achieve this goal.

Complies Complies with Exception Does Not Comply

2.2.2 Punch Blocks

Respondents must describe the style of rack-mounted intermediate distribution frame (IDF) and punch blocks proposed, including model, type, and style. Analog punch down requirements must then be terminated at a patch panel for ingress or egress cross-connects.

Complies Complies with Exception Does Not Comply

2.2.3 Required Space

Respondents must identify the space required for installation. Respondents are invited to suggest alternate solutions, if available.

Complies Complies with Exception Does Not Comply

2.2.4 Wiring Patch Panel

Respondents must provide Category (Cat) 6a data patch panels for all cabling supporting the database solution. This includes, but is not limited to, printers, trunk ports, telecommunications lines, and data wiring. These patch panels are intended to be used by LCBCC staff or maintenance personnel for trouble isolation. Patch cords must be Cat 6a and be to length and the color specified by the local standards.

Complies Complies with Exception Does Not Comply

2.2.5 Wiring Certification

Respondents must use certified cables/wiring and follow locally developed color-coding and use automated test equipment to test every Cat 6a cable and patch cord end-to-end and, if requested, shall provide the LCBCC/LOCAL PSAP with test results in hard- and soft-copy formats.

Complies Complies with Exception Does Not Comply

2.2.6 Termination Labeling

Termination points, jacks, patch panels, and cables must follow locally developed color-coding and be labeled at both ends using high-quality labels printed with a mechanical device. Identification must follow locally developed color-coding and be by circuit ID number, position name or number, module port, etc. as appropriate. Labeling schemes must be approved by LCBCC/LOCAL PSAP staff prior to and/or during the installation process.

Complies Complies with Exception Does Not Comply

2.3 GROUNDING AND LIGHTNING SUPPRESSION

2.3.1 Power Load

The database solution will be powered through a Respondent-provided uninterruptible power supply (UPS). Respondents must provide detailed estimates of the run-time, kilovolt-ampere (KVA) load and plug type.

Complies Complies with Exception Does Not Comply

2.3.2 Common Ground Point Requirements

The equipment cabinet, if required, must provide a ground bar capable of supporting equipment installed inside the cabinet. The ground bar must be connected to the equipment room ground

utilizing R56 standards or be approved by LCBCC staff prior to and/or during the installation process.

Complies Complies with Exception Does Not Comply

2.3.3 Equipment Electrical Ground

Respondents must provide detailed documentation on how their database solution will be protected from the hazards of equipment damage, service interruptions, and personal injury from electrical shock.

Complies Complies with Exception Does Not Comply

2.3.4 Adherence to Codes

Respondents must follow applicable codes and practices for frame/chassis ground isolation from common equipment eliminating ground loops. Respondents must describe how this is accomplished.

Complies Complies with Exception Does Not Comply

2.4 TRAINING

2.4.1 End User Training

Respondents must include end user training for PSAPs in their proposal as applicable. Each class will be conducted at the PSAP or County desired location.

Complies Complies with Exception Does Not Comply

2.4.2 Train-The-Trainer

Respondents must include at least one (1) on-site database training session of “train-the-trainer” that focuses on the features of the solution.

Complies Complies with Exception Does Not Comply

2.4.3 Training Times

The time when the training courses are scheduled to be performed is subject to the LCBCC/LOCAL PSAP’s approval.

Complies Complies with Exception Does Not Comply

2.4.4 Training Materials

The successful Respondent must provide hard and soft copies of database end user training documentation and copies of administrative training documentation in CD or DVD format, in addition to a hard copy for each participant.

Complies Complies with Exception Does Not Comply

2.4.5 Training Criteria Review

The LCBCC will review and approve training material and course presentations prior to the actual training of PSAP personnel.

Complies Complies with Exception Does Not Comply

2.5 INSTALLATION AND IMPLEMENTATION RESPONSIBILITIES

The following subsections outline the LCBCC/LOCAL PSAP's anticipated deliverables for the installation and acceptance of the database solution.

2.5.1 Project Management

Respondents must assign a project manager to this project that has experience with similar projects, the proposed solution, IP connectivity, and 9-1-1 solution requirements. Respondents must provide the project manager's résumé, references, and experience with like projects.

Complies Complies with Exception Does Not Comply

2.6 HIGH LEVEL PROJECT PLANT AND GANTT CHART

2.6.1 Project Plan

Respondents must include in their proposal a high-level project plan that shows the entire project. The plan must include the steps that will be followed so there are no service interruptions. At a minimum, the following milestones should be included:

- Server and workstation installation
- 9-1-1 system interface testing
- ALI, format, and interface testing
- Comprehensive test and acceptance plans
-

Complies Complies with Exception Does Not Comply

2.6.2 Project Timeline

Respondents must include in their proposal a project schedule /timeline identifying specific key tasks.

Complies Complies with Exception Does Not Comply

2.6.3 GANTT Chart

The project plan must also include a task-oriented Gantt chart based on the project plan and created in Microsoft® Project.

Complies Complies with Exception Does Not Comply

2.6.4 Bi-Weekly Progress Reports

The LCBCC requires, at a minimum, biweekly written progress reports via email. The biweekly progress report must contain details relating to the following tasks:

- On-site installation progress
- Testing and acceptance
- Adherence to the Gantt chart and adjustments, if necessary
- Punch list items, outstanding issues, and progress report

Complies Complies with Exception Does Not Comply

2.6.5 Respondent Change Order

Although none are anticipated, the successful Respondent is responsible for the submission of a written change order prior to performing work or for equipment not covered under the contract with the LCBCC.

Complies Complies with Exception Does Not Comply

2.6.6 Limited Interruption

As the successful Respondent performs the installation of the database solution, the Respondent must ensure the LCBCC/LOCAL PSAP there will be a minimal amount of interruption (with no loss of data) to the mutually agreed upon schedule of the PSAP. The LCBCC reserves the right to alter or suspend the intended schedule for any reason as determined by the LCBCC.

Complies Complies with Exception Does Not Comply

2.6.7 Responsibility for Damages

The successful Respondent is responsible for damages caused by the Respondent, subcontractors or delivery personnel to any LCBCC/LOCAL PSAP facility through the receiving, delivery, installation, maintenance, and testing of the entire database solution.

Complies Complies with Exception Does Not Comply

2.6.8 Technician Qualifications

Installations shall be performed by factory-authorized or successful Respondent-affiliated service shops. Other shops or technicians may be used upon mutual agreement between the LCBCC and the successful Respondent. All on-site individuals are required to pass a criminal background check and will be required to complete Criminal Justice Information Standards (CJIS) training prior to commencement of project. Qualified, adequately trained personnel familiar with this type of work shall perform installations. Respondents shall provide the names of the individual names and information, service shops, a summary of their experience, and a list of references (minimum) for each proposed shop.

Complies Complies with Exception Does Not Comply

2.6.9 Respondent Personnel

The successful Respondent's personnel and subcontractors must be professional at all times while on-site and working with and around Local PSAP personnel. All subjects are required to pass criminal background checks and will be required to complete Criminal Justice Information Standards (CJIS) training prior to commencement of project. If issues arise, the LCBCC reserves the right to request any of the successful Respondent's personnel to be replaced at any time.

Complies Complies with Exception Does Not Comply

2.6.10 Storage

The successful Respondent is accountable for the storage of materials until such time that the items are to be installed. Local PSAP facilities must not be used as a warehouse for uninstalled equipment.

Complies Complies with Exception Does Not Comply

2.6.11 Delivery

The successful Respondent must arrange for equipment to be delivered on-site with a minimum of 10 business days after receipt of Purchase Order, and the cost for delivery must be included in Respondents' proposals. The successful Respondent must provide tracking numbers for the equipment being delivered. The receipt, inventory, and movement of material are the responsibility of the successful Respondent.

Complies Complies with Exception Does Not Comply

2.6.12 Packaging and Shipping Material

The successful Respondent is responsible for the disposal of shipping material, as well as the daily removal of other day-to-day refuse.

Complies Complies with Exception Does Not Comply

2.6.13 Inventory Control

The successful Respondent must provide the LCBCC a detailed inventory of equipment provided in the installation of the solution and owned by the LCBCC. At a minimum, the inventory data must include where it is installed, manufacturer, manufacturer's warranty period, part number, serial number, quantity, and model number. The successful Respondent must provide the inventory in hard and soft copy using MS Excel.

Complies Complies with Exception Does Not Comply

2.7 TESTING

2.7.1 Preliminary Test Plan

Respondents must include a preliminary test plan in their proposal that contains testing processes for all elements. The preliminary test plan must show that the plan is measurable and traceable. The successful Respondent's test plan will be the basis for the initial installation testing for the PSAP, once approved by the LCBCC.

Complies Complies with Exception Does Not Comply

2.7.2 Component Testing

The successful Respondent is responsible for testing all data sources prior to the solution being placed into service.

Complies Complies with Exception Does Not Comply

2.7.3 Cutover Testing Responsibility

The successful Respondent is responsible for materials provided by the Respondent until such time that the LCBCC/LOCAL PSAP has accepted the solution. The successful Respondent must notify the LCBCC/LOCAL PSAP in writing that the solution is installed and ready for LCBCC/LOCAL PSAP testing and acceptance. The degree of acceptance, operability, or failure in the testing and acceptance process will be determined solely by the LCBCC/LOCAL PSAP.

Complies Complies with Exception Does Not Comply

2.7.4 Final Test Plan

The successful Respondent must provide a final test plan to the LCBCC as part of the contract negotiations process. This test plan must provide measurable results for every functional and technical facet identified in the RFP and proposal.

Complies Complies with Exception Does Not Comply

2.7.5 Pre-Cutover Acceptance Criteria

Criteria include:

1. Confirmation and documentation of solution configuration.
2. Confirmation and documentation of solution support control, monitoring, and alarm solutions.
3. Respondent-provided, LCBCC/LOCAL PSAP-owned equipment must be inventoried by model, part number, quantity, and serial number.
4. Acceptance test plans and documentation.
5. If the LCBCC/LOCAL PSAP feels that a solution test fails, the LCBCC will provide the successful Respondent a written description of what test failed and why. The LCBCC will also identify an expected amount of time that will be allowed to resolve the problem.
6. Acceptance tests will serve as one (1) item in the final sign-off for payment.
7. If after cutover, but during the acceptance period, the LCBCC/LOCAL PSAP discovers that the solution requires correction, the LCBCC/LOCAL PSAP will have the right to continue using the solution until a satisfactory resolution can be implemented.
8. If the solution does not function or perform according to what the successful Respondent described in the RFP response or test plan, the Respondent must document the problem and furnish, in writing, to the LCBCC/LOCAL PSAP the problem and resolution to correct the issue.
9. Upon final acceptance of the solution, the LCBCC will notify the successful Respondent in writing that the solution has achieved final test acceptance.
10. The successful Respondent must provide the LCBCC final as-built drawings in Visio to support the final configuration.
11. Solution test and acceptance plans.

Complies

Complies with Exception

Does Not Comply

2.8 IN-SERVICE ACCEPTANCE

2.8.1 Fault Categories

The following fault categories are defined for use during the final solution acceptance testing process and after final acceptance. LCBCC/LOCAL PSAP-detected faults will be documented, and the documentation will also include a limited, but reasonable, period of time in which the problem is to be resolved by the successful Respondent.

1. **Priority One Fault** - A priority one fault is a major system fault that renders the system or the PSAP completely inoperable. These faults are unacceptable to the LCBCC/LOCAL PSAP.
2. **Priority Two Fault** - A priority two fault consists of major and minor solution faults that significantly reduce the solution performance and ability to function. These faults

are unacceptable to the LCBCC/LOCAL PSAP and must be resolved before the LCBCC will accept the solution.

3. **Priority Three Fault** - A priority three fault is a minor system fault that marginally affects system performance and functionality. These minor faults are operational in nature and are only acceptable while in the final acceptance phase. Priority three faults must be resolved before the LCBCC/LOCAL PSAP will accept the solution.
4. **Priority Four Fault** - A priority four fault is a combination of minor system faults and items that are on the punch list. These are items have minimal or no effect on system performance and functionality and are only acceptable while in the final acceptance phase. Priority four faults must be resolved before the LCBCC/LOCAL PSAP will accept the solution.

Complies Complies with Exception Does Not Comply

2.9 FINAL TEST ACCEPTANCE

2.9.1 Initiation

Final test acceptance will begin immediately after the solution is placed into service and is processing live traffic. Faults will fall into one of the four categories. The test period will commence for 30 consecutive priority one fault-free days. In the event of a priority one fault(s) while in the test period, the test will stop, and the faults must be resolved expeditiously.

Complies Complies with Exception Does Not Comply

2.9.2 Resolution

The successful Respondent must notify the LCBCC that the fault(s) has been resolved. The LCBCC will evaluate the resolution(s) and notify the successful Respondent if satisfied. While the successful Respondent is resolving the fault, the solution must remain functional and process calls, etc. At such time that the LCBCC is satisfied with the resolution(s), the 30-day fault-free test acceptance period will start over.

Complies Complies with Exception Does Not Comply

2.9.3 Priority 2-4 Faults

Priority faults two through four must be documented and resolved with documented resolutions.

Complies Complies with Exception Does Not Comply

2.9.4 Measurable Testing Criteria

The solution testing process must include documented measurable test criteria covering areas outlined in the RFP. This final in-service testing will serve as the final sign-off process for payment to the successful Respondent. The LCBCC will notify the successful Respondent in writing when the database solution has passed/completed the final acceptance test.

Complies Complies with Exception Does Not Comply

2.9.5 Software Backups

The successful Respondent must create backups of applicable devices. The backups must include the operating solution, configurations, applications, databases, and applicable software licenses. These backups will aid in the timely restoration of the device should a replacement be necessary. These “current backups” must be turned over to the LCBCC upon final acceptance. The backups must be a tapeless format. Other media used must be approved by the LCBCC.

Complies Complies with Exception Does Not Comply

2.9.6 Point of Contact

The successful Respondent must provide a single point of contact for issues relating to the database solution proposed in this RFP. The successful Respondent must provide the name, email address, and phone numbers for this contact.

Complies Complies with Exception Does Not Comply

3.0 MAINTENANCE SUPPORT

3.0.1 Maintenance Support

Respondent shall state the length and nature of warranties (in years) for hardware, software, and ancillary equipment. The warranty period commences upon the LCBCC’s final acceptance of the solution. The successful Respondent must resolve faults or malfunctions during the warranty period at no additional cost to the LCBCC/LOCAL PSAP. The LCBCC reserves the right to begin the warranty period earlier if only minor punch list items remain unresolved, and will provide written notice of such to the successful Respondent. Respondents must also provide and describe maintenance through year 5 and shall include the annual cost (after warranties expire) in Attachment 6 – Pricing Proposal. This must include hardware and software provided by the Respondent.

Complies Complies with Exception Does Not Comply

3.0.2 Pricing

Pricing must include the warranty on the database with the support for three (3) years. Respondents must also provide the cost for ongoing support for additional years in Attachment 6 – Pricing Proposal.

Complies Complies with Exception Does Not Comply

3.0.3 Spares Availability – Two Hours

Respondents must provide a detailed list of spare parts that would be available to the Respondent's service personnel in the event of a critical priority one failure. These spares must be available on-site within two hours of the reported service outage on a business hour basis. Respondents should not include spare parts being sold with this solution. Respondents should indicate if they have access to other spare parts.

Complies Complies with Exception Does Not Comply

3.0.4 Spares Availability – Eight Hours

Respondents must provide a detailed list of spare parts that would be available to the Respondent's service personnel in the event of priority two or priority three failures. These spares must be available on-site within eight hours of the reported service outage on a business hour basis. Respondents should not include the spare parts being sold with this solution. Respondents should indicate if they have access to other spare parts.

Complies Complies with Exception Does Not Comply

3.0.5 Repair and Advance Replacement

Respondents must provide pricing and documentation describing the repair and advance replacement of database solution components purchased by the LCBCC/LOCAL PSAP and provided in the Respondent's proposal.

Complies Complies with Exception Does Not Comply

3.0.6 Mean Time Between Failures (MTBF)

Respondents must include documentation identifying MTBF for components provided in the database solution. This information will aid in supporting the recommended solution spares inventory the LCBCC/LOCAL PSAP may purchase.

Complies Complies with Exception Does Not Comply

3.0.7 Warranty Non-covered Items

Respondents must describe how non-warranty or maintenance agreement-covered items are repaired. Respondents must describe the processes and procedures and provide cost factors.

Complies Complies with Exception Does Not Comply

3.0.8 Post-Cutover Repair Logging and Reporting

The successful Respondent must provide a process for reporting and logging customer and Respondent-detected troubles and outages. Respondents must describe the information, the delivery process, and how often this information will be shared with the LCBCC/LOCAL PSAP. This process must also track solution problems and errors and must provide a complete trouble history to the LCBCC/LOCAL PSAP. Secure Web access to this report is preferred.

Complies Complies with Exception Does Not Comply

3.1 POST-CUTOVER SUPPORT

3.1.1 Trouble Escalation Procedures

Following the database solution cutover, the LCBCC/LOCAL PSAP may require escalation of an issue for resolution. Respondents must describe and provide documentation on the escalation process, including names, titles, and contact information. If the after-hours escalation process differs, Respondents must include this process as well.

Complies Complies with Exception Does Not Comply

3.1.2 Routine Maintenance

Respondents must provide details for the steps involved in the preventive maintenance procedures included with the database solution.

For example, how often will the Respondent be on-site to perform preventive maintenance on the system?

Complies Complies with Exception Does Not Comply

3.2 TECHNICIAN LIST –TRAINING AND EXPERIENCE

3.2.1 Employee List

Respondents must include a technician list for employees who would install and/or maintain the solution. Respondent employees or subcontractors are subject to a criminal background check. Respondents' employee lists must include:

- Names of certified technicians, including certifications
- Years and levels of experience with the proposed solution
- Identification of which technicians are within two and four hours travel time to the PSAP

Complies Complies with Exception Does Not Comply

3.2.2 Evaluation

The LCBCC reserves the right to evaluate the training and qualifications of anyone installing and maintaining the solution. The LCBCC also reserves the right to reject any employee at any time. The successful Respondent must ensure that technicians meet current and ongoing training requirements to perform the work.

Complies Complies with Exception Does Not Comply

3.2.3 Installation and Repair Teams

If the installation team is different from the repair team, Respondents must provide both lists.

Complies Complies with Exception Does Not Comply

3.2.4 Configuration/Upgrade Management

Respondents must include the procedure to manage and track changes made to the system. This is especially important in the event that changes affect the performance of a particular device and it needs to be returned to its former configuration.

Complies *Complies with Exception* *Does Not Comply*

3.1 DEFINITIONS

Addenda: A written change to a solicitation.

Contract: The agreement to perform the services set forth in this document signed by both parties with any addenda and other attachments specifically incorporated.

Contractor: The vendor to whom award has been made.

County: Shall refer to Lake County, Florida.

Modification: A written change to a contract.

Proposal: Shall refer to any offer(s) submitted in response to a Request for Proposal.

Proposer: Shall refer to anyone submitting an offer in response to a Request for Proposal.

Request for Proposal (RFP): Shall mean this solicitation documentation, including any and all addenda. An RFP involves evaluation of proposals, and award may be made on a best value basis with price, technical, and other factors considered.

Solicitation: The written document requesting either bids or proposals from the marketplace.

Vendor: a general reference to any entity responding to this solicitation or performing under any resulting contract.

The County has established for purposes of this Request for Proposal (RFP) that the words “shall”, “must”, or “will” indicate an essential requirement or condition which may not be waived.

3.2 INSTRUCTIONS TO PROPOSERS**A. Proposer Qualification**

It is the policy of the County to encourage full and open competition among all available qualified vendors. All vendors regularly engaged in the type of work specified in the solicitation are encouraged to submit proposals. Vendors may enroll with the County to be included on a mailing list for selected categories of goods and services. To be recommended for award the County requires that vendors provide evidence of compliance with the requirements below upon request:

1. Disclosure of Employment
2. Disclosure of Ownership.
3. Drug-Free Workplace.
4. W-9 and 8109 Forms – The vendor must furnish these forms as required by the Internal Revenue Service.
5. Social Security Number – The vendor must provide a copy of the primary owner’s social security card if the social security number is being used in lieu of the Federal Identification Number (F.E.I.N.)
6. Americans with Disabilities Act (A.D.A.)
7. Conflict of Interest
8. Debarment Disclosure Affidavit.
9. Nondiscrimination
10. Family Leave
11. Antitrust Laws – By acceptance of any contract, the vendor agrees to comply with all applicable antitrust laws.

B. Public Entity Crimes

Pursuant to Section 287.133(2)(a) of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

C. Request for Additional Information

Any communication or inquiries, except for clarification of process or procedure already contained in the solicitation, are to be made in writing to the attention of the procurement representative identified in the solicitation no later than five (5) working days prior to the proposal due date. Such inquiries or request for information shall be submitted to the procurement representative in writing and shall contain the requester’s name, address, and telephone number. The Procurement Services office may issue an addendum in response to

any inquiry received, which changes or clarifies the terms, provisions, or requirements of the solicitation. The proposer should not rely on any representation, statement or explanation whether written or verbal, other than those made in this solicitation document or in any addenda issued. Where there appears to be a conflict between this solicitation and any addenda, the last addendum issued shall prevail. It is the proposer’s responsibility to ensure receipt of all addenda and any accompanying documentation. Failure to acknowledge each addendum may prevent the proposal from being considered for award.

D. Contents of Solicitation and Proposers’ Responsibilities

The proposer shall become thoroughly familiar with the requirements, terms, and conditions of this solicitation. Pleas of ignorance of these matters by the proposer of conditions that exist or may exist will not be accepted as a basis for varying the requirements of the County, or the compensation to be paid.

E. Restricted Discussions

From the date of issuance of this solicitation until final County action, vendors should not discuss the solicitation or any part thereof with any employee, agent, or any other representative of the County except as expressly authorized by the designated procurement representative. The only communications that shall be considered pertinent to this solicitation are appropriately signed written documents from the vendor to the designated procurement representative and any relevant written document promulgated by the designated procurement representative.

F. Change or Withdrawal of Proposals

1. Changes to Proposal- Prior to the scheduled due date, a proposer may change its proposal by submitting a new proposal specified in the solicitation with a letter on the firm’s letterhead, signed by an authorized agent stating that the new submittal replaces the original submittal. The new submittal shall contain the letter and all information as required for submitting the original proposal.

2. Withdrawal of Proposal – A proposal shall be irrevocable unless the proposal is withdrawn as provided herein. A proposal may be withdrawn, either physically or by written notice, at any time prior to the proposal due date. If withdrawn by written notice, that notice must be addressed to, and received by, the designated procurement representative prior to the designated receipt date and time. A proposal may also be withdrawn after expiration of the designated acceptance period, and prior to award, by submitting a letter to the designated procurement representative. The letter must be on company letterhead and signed by an authorized agent of the proposer.

G. Conflicts within the Solicitation

Where there appears to be a conflict between the General Terms and Conditions, Special Conditions, the Technical Specifications, the Pricing Section, or any addendum issued, the order of precedence shall be: the last addendum issued, the Proposal Price Section, the Technical Specifications, the Special Conditions, and then the General Terms and Conditions. It is incumbent upon the vendor to identify such conflicts to the designated procurement representative prior to the proposal due date.

H. Prompt Payment Terms

It is the policy of the County that payment for all purchases by County agencies shall be made in a timely manner and that interest payments will be made on late payments in accordance with Part VII, Chapter 218, Florida Statutes, known as the Florida Prompt Payment Act. The proposer may offer cash discounts for prompt payments; however, such discounts will not be considered in determining the lowest price during proposal evaluation.

3.3 PREPARATION OF PROPOSALS

- A. The Pricing Section of this solicitation defines requirements of items to be purchased, and must be completed and submitted with the proposal. Use of any other form or alteration of the form may result in rejection of the proposal
- B. The proposal submitted must be legible. Bidders shall use typewriter, computer or ink. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the bid to be rejected.
- C. An authorized agent of the proposers firm must sign the

proposal. **FAILURE TO SIGN THE PROPOSAL MAY BE CAUSE TO REJECT THE PROPOSAL.**

- D. The proposer may submit alternate proposal(s) for the same solicitation provided that such offer is allowable under the terms and conditions. The alternate proposal must meet or exceed the minimum requirements and be submitted as a separate proposal marked “Alternate Proposal”.
- E. When there is a discrepancy between the unit prices and any extended prices, the unit prices will prevail.
- F. Any proposal received after the designated receipt date through no fault or error of the County will be considered late, and, except under the most exceptional circumstances, may not be considered for award

3.4 COLLUSION

Where two (2) or more related parties, as defined herein, each submit a proposal for the same contract, such proposals shall be presumed to be collusive. Related parties shall mean proposer or the principals thereof which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent company or the principals thereof of one proposer have a direct or indirect ownership interest in another proposer for the same contract. Furthermore, any prior understanding, agreement, or connection between two (2) or more corporations, firms, or persons submitting a proposal for the same materials, supplies, services, or equipment shall also be presumed to be collusive. Proposals found to be collusive shall be rejected. Proposers which have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred. Any contract resulting from collusive bidding may be terminated for default.

3.5 PROHIBITION AGAINST CONTINGENT FEES

The vendor warrants that they have not employed or retained any company or person, other than a bona fide employee working solely for the vendor to solicit or secure the contract and that they have not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the vendor, any consideration contingent upon or resulting from the award or making of the contract.

3.6 CONTRACTING WITH COUNTY EMPLOYEES

Any County employee or member of his or her immediate family seeking to contract with the County shall seek a conflict of interest opinion from the County Attorney prior to submittal of a response to contract with the County. The affected employee shall disclose the employee’s assigned function within the County and interest or the interest of his or her immediate family in the proposed contract and the nature of the intended contract.

3.7 INCURRED EXPENSES

This RFP does not commit the County to make an award nor shall the County be responsible for any cost or expense which may be incurred by any proposer in preparing and submitting a proposal, or any cost or expense incurred by any proposer prior to the execution of a purchase order or contract.

3.8 COUNTY IS TAX-EXEMPT

When purchasing on a direct basis, the County is generally exempt from Federal Excise Taxes and all State of Florida sales and use taxes. The County will provide an exemption certificate upon request by the seller for such purchases. Except for item(s) specifically identified by the vendor and accepted by the County for direct County purchase under the Sales Tax Recovery Program, Contractors doing business with the County are not exempt from paying sales tax to their suppliers for materials to fulfill contractual obligations with the County, nor shall any contractor be authorized to use any of the County’s Tax Exemptions in securing such materials.

3.9 PROPRIETARY/CONFIDENTIAL INFORMATION

Proposers are hereby notified that all information submitted as part of a proposal will be available for public inspection in compliance with Chapter 119 of the Florida Statutes (the “Public Record Act”). The proposer should not submit any information in response to this RFP which the proposer considers proprietary or confidential. The submission of any information to the County in connection with this solicitation shall be deemed conclusively to be a waiver from

release of the submitted information unless such information is exempt or confidential under the Public Records Act.

3.10 CANCELLATION OF SOLICITATION

The County reserves the right to cancel, in whole or in part, any solicitation when doing so reflects the best interest of the County.

3.11 AWARD

- A. The contract resulting from this solicitation may be awarded to the responsible proposer which submits a proposal determined to provide the best value to the County with price, technical, and other applicable factors considered. The County reserves the right to reject any and all proposals, to waive irregularities or technicalities and to re-advertise for all or any part of this solicitation as deemed in its best interest. The County shall be the sole judge of its best interest.
- B. When there are multiple line items in a solicitation, the County reserves the right to award on an individual item basis, any combination of items, total low bid or in whichever manner deemed in the best interest of the County. This provision specifically supersedes any method of award criteria stated in the solicitation when such action is clearly necessary to protect the best interests of the County.
- C. The County reserves the right to reject any and all proposals if it is determined that prices are excessive or determined to be unreasonable, or it is otherwise determined to be in the County’s best interest to do so.
- D. Award of this solicitation will only be made to firms that satisfy all necessary legal requirements to do business with the County. The County may conduct a pre-award inspection of the proposer’s site or hold a pre-award qualification hearing to determine if the proposer is capable of performing the requirements of this solicitation.
- E. The proposer’s performance as a prime contractor or subcontractor on previous County contracts shall be taken into account in evaluating the responsibility of a proposer that submitted a proposal under this solicitation.
- F. Any tie situations will be resolved in consonance with current written procedure in that regard.
- G. Award of the contract resulting from this solicitation may be predicated on compliance with and submittal of all required documents as stipulated in the solicitation.
- H. A vendor wishing to protest any award decision resulting from this solicitation shall do so as set forth in the County’s Purchasing Procedure Manual.

3.12 GENERAL CONTRACT CONDITIONS

The contract shall be binding upon and shall inure to the benefit of each of the parties and of their respective successors and permitted assigns. The contract may not be amended, released, discharged, rescinded or abandoned, except by a written instrument duly executed by each of the parties hereto. The failure of any party hereto at any time to enforce any of the provisions of the contract will in no way constitute or be construed as a waiver of such provision or of any other provision hereof, nor in any way affect the validity of, or the right thereafter to enforce, each and every provision of the contract. Any dispute arising during the course of contract performance that is not readily rectified by coordination between the vendor and the County user department shall be referred to Procurement Services office for resolution.

3.13 OTHER AGENCIES

With the consent of the vendor, other agencies may make purchases in accordance with the contract. Such purchases shall be governed by the same terms and conditions as stated herein with the exception of the change in agency name.

3.14 CONTRACT EXTENSION

The County has the unilateral option to extend a contract for up to ninety (90) calendar days beyond the current contract period. In such event, the County will notify the vendor(s) in writing of such extensions. The contract may be extended beyond the initial ninety (90) day extension upon mutual agreement between the County and the vendor(s). Exercise of the above options requires the prior approval of the Procurement Services Manager.

3.15 WARRANTY

All warranties express and implied, shall be made available to the County for goods and services covered by this solicitation. All goods furnished shall be fully guaranteed by the vendor against factory defects and workmanship. At no expense to the County, the vendor shall correct any and all apparent and latent defects that may occur within the manufacturer's standard warranty period. The special conditions of the solicitation may supersede the manufacturer's standard warranty.

3.16 ESTIMATED QUANTITIES

Estimated quantities or dollars are for vendor's guidance only. No guarantee is expressed or implied as to quantities or dollar value that will be used during the contract period. The County is not obligated to place any order for a given amount subsequent to the award of this solicitation. The County may use estimated quantities in the award evaluation process. Estimated quantities do not contemplate or include possible additional quantities that may be ordered by other entities that may utilize this contract. In no event shall the County be liable for payments in excess of the amount due for quantities of goods or services actually ordered.

3.17 NON-EXCLUSIVITY

It is the intent of the County to enter into an agreement that will satisfy its needs as described within this solicitation. However, the County reserves the right to perform, or cause to be performed, all or any of the work and services herein described in the manner deemed to represent its best interests. In no case will the County be liable for billings in excess of the quantity of goods or services actually provided under this contract.

3.18 CONTINUATION OF WORK

Any work that commences prior to, and will extend, beyond the expiration date of the current contract period shall, unless terminated by mutual written agreement between the County and the vendor, continue until completion without change to the then current prices, terms and conditions.

3.19 LAWS, RULES, REGULATIONS AND LICENSES

The vendor shall comply with all federal, state, and local laws and regulations applicable to provision of the goods and/or services specified in this solicitation. During the term of the contract the vendor assures that it is in compliance with Title VII of the 1964 Civil Rights Act, as amended, and the Florida Civil Rights Act of 1992, in that the vendor does not on the grounds of race, color, national origin, religion, sex, age, disability or marital status, discrimination in any form or manner against the end/or employees or applicants for employment. The vendor understands that any contract is conditioned upon the veracity of this statement.

3.20 SUBCONTRACTING

Unless otherwise stipulated herein, the vendor shall not subcontract any portion of the work without the prior written consent of the County. Subcontracting without the prior consent of the County may result in termination of the contract for default.

3.21 ASSIGNMENT

The vendor shall not assign or transfer any contract resulting from this solicitation, including any rights, title or interest therein, or its power to execute such contract to any person, company or corporation without the prior written consent of the County. This provision specifically includes any acquisition or hostile takeover of the awarded vendor. Failure to comply in this regards may result in termination of the contract for default.

3.22 RESPONSIBILITY AS EMPLOYER

The employee(s) of the vendor shall be considered at all times its employee(s), and not an employee(s) or agent(s) of the County. The contractor shall provide employee(s) capable of performing the work as required. The County may require the contractor to remove any employee it deems unacceptable. All employees of the contractor may be required to wear appropriate identification.

3.23 INDEMNIFICATION

To the extent permitted by law, the vendor shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorney's fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a

result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the agreement by the vendor or its employees, agents, servants, partners, principals or subcontractors. The vendor shall pay all claims and losses in connection therewith, and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may be incurred thereon. The vendor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the vendor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents and instrumentalities as herein provided.

3.24 MODIFICATION OF CONTRACT

Any contract resulting from this solicitation may be modified by mutual consent of duly authorized parties, in writing through the issuance of a modification to the contract and/or purchase order as appropriate. This presumes the modification itself is in compliance with all applicable County procedures.

3.25 TERMINATION FOR CONVENIENCE

The County, at its sole discretion, reserves the right to terminate this contract upon thirty (30) days written notice. Upon receipt of such notice, the vendor shall not incur any additional costs under this contract. The County shall be liable only for reasonable costs incurred by the vendor prior to notice of termination. The County shall be the sole judge of "reasonable costs."

3.26 TERMINATION DUE TO UNAVAILABILITY OF CONTINUING FUNDING

When funds are not appropriated or otherwise made available to support continuation of performance in a current or subsequent fiscal year, the contract shall be cancelled and the vendor shall be reimbursed for the reasonable value of any non-recurring costs incurred amortized in the price of the supplies or services/tasks delivered under the contract.

3.27 TERMINATION FOR DEFAULT

The County reserves the right to terminate this contract, in part or in whole, or affect other appropriate remedy in the event the vendor fails to perform in accordance with the terms and conditions stated herein. The County further reserves the right to suspend or debar the vendor in accordance with the County ordinances, resolutions and/or administrative orders. The vendor will be notified by letter of the County's intent to terminate. In the event of termination for default, the County may procure the required goods and/or services from any source and use any method deemed in its best interest. All re-procurement cost shall be borne by the vendor.

3.28 FRAUD AND MISREPRESENTATION

Any individual, corporation or other entity that attempts to meet its contractual obligations through fraud, misrepresentation or other material misstatement, may be debarred for up to five (5) years. The County as a further sanction may terminate or cancel any other contracts with such individual, corporation or entity with such vendor held responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

3.29 RIGHT TO AUDIT

The County reserves the right to require the vendor to submit to an audit by any auditor of the County's choosing. The Contractor shall provide access to all of its records, which relate directly or indirectly to this Agreement at its place of business during regular business hours. The vendor shall retain all records pertaining to this Agreement and upon request make them available to the County for a minimum of three (3) years, or as required by Florida law, whichever is longer, following expiration of the Agreement. The vendor agrees to provide such assistance as may be necessary to facilitate the review or audit by the County to ensure compliance with applicable accounting and financial standards. Additionally, CONTRACTOR agrees to include the requirements of this provision in all contracts with subcontractors and material suppliers in connection with the work performed hereunder. If an audit inspection or examination pursuant to this section discloses

overpricing or overcharges of any nature by the CONTRACTOR to the COUNTY in excess of one percent (1%) of the total contract billings, in addition to making adjustments for the overcharges, the reasonable actual cost of the COUNTY's audit shall be reimbursed to the COUNTY by the CONTRACTOR. Any adjustments and/or payments which must be made as a result of any such audit or inspection of the CONTRACTOR's invoices and/or records shall be made within a reasonable amount of time, but in no event shall the time exceed ninety (90) days, from presentation of the COUNTY's audit findings to the CONTRACTOR.

3.30 PUBLIC RECORDS/ COPYRIGHTS

Pursuant to Section 119.0701, Florida Statutes, the awarded contractor shall comply with the Florida Public Records' laws, and shall: 1. Keep and maintain public records required by the County to perform the services identified herein. 2. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for by law. 3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the public agency. 4. Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the contractor or keep and maintain public records required by the County to perform the service. If the contractor transfers all public records to the County upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the County's custodian of public records in a format that is compatible with the information technology systems of the County. Failure to comply with this section shall be deemed a breach of the contract and enforceable as set forth in Section 119.0701, Florida Statutes.

Any copyright derived from this Agreement shall belong to the author. The author and the CONSULTANT shall expressly assign to the COUNTY nonexclusive, royalty free rights to use any and all information provided by the CONSULTANT in any deliverable and/or report for the COUNTY's use which may include publishing in COUNTY documents and distribution as the COUNTY deems to be in the COUNTY's best interests. If anything included in any deliverable limits the rights of the COUNTY to use the information, the deliverable shall be considered defective and not acceptable and the CONSULTANT will not be eligible for any compensation.

3.31 GOVERNING LAWS

The interpretation, effect, and validity of any contract(s) resulting from this solicitation shall be governed by the laws and regulations of the State of Florida, and Lake County, Florida. Venue of any court action shall be in Lake County, Florida. In the event that a suit is brought for the enforcement of any term of the contract, or any right arising there from, the parties expressly waive their respective rights to have such action tried by jury trial and hereby consent to the use of non-jury trial for the adjudication of such suit.

3.32 STATE REGISTRATION REQUIREMENTS

Any corporation submitting a bid in response to this RFP shall either be registered or have applied for registration with the Florida Department of State in accordance with the provisions of Chapter 607, Florida Statutes. A copy of the registration/ application may be required prior to award of a contract. Any partnership submitting a bid in response to this RFP shall have complied with the applicable provisions of Chapter 620, Florida Statutes. For additional information on these requirements, please contact the Florida Secretary of State's Office, Division of Corporations, 800.755.5111 (<http://www.dos.state.fl.us>).

3.33 PRIME CONTRACTOR

The vendor awarded the contract shall act as the prime contractor and shall assume full responsibility for the successful performance under the contract. The vendor shall be considered the sole point of contact with regard to meeting all requirements of the contract. All subcontractors will be subject to advance review by the County in regards to competency and security concerns. After the award of the contract no change in subcontractors will be made without the consent of the County. The vendor shall be responsible for all insurance, permits, licenses, and related matters for any and all subcontractors. Even if the subcontractor is self-insured, the County may require the contractor to provide any insurance certificates required by the work to be performed.

3.34 FORCE MAJEURE

The parties will exercise every reasonable effort to meet their respective obligations hereunder, but shall not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, compliance with revisions to Government law or regulation, acts of nature, acts or omissions of the other party, fires, strikes, national disasters, wars, riots, transportation problems and/or any other cause whatsoever beyond the reasonable control of the parties. Any such cause may be cause for appropriate extension of the performance period.

3.35 NO CLAIM FOR DAMAGES

No claim for damages or any claim other than for an extension of time shall be made or asserted against the County because of any delays. No interruption, interference, inefficiency, suspension, or delay in the commencement or progress of the Work shall relieve the vendor of duty to perform, or give rise to any right to damages or additional compensation from the County. The vendor's sole remedy shall be the right to seek an extension to the contract time. However, this provision shall not preclude recovery of damages by the vendor for hindrances or delays due solely to fraud, bad faith, or active interference on the part of the County.

3.36 TRUTH IN NEGOTIATION CERTIFICATE

For each contract that exceeds One Hundred Ninety Five Thousand dollars (\$195,000.00), any organization awarded a contract must execute a truth-in-negotiation certificate stating that the wage rates and other factual unit costs are accurate, complete, and current, at the time of contracting. Any contract requiring this certificate shall contain a provision that the original contract price and any additions shall be adjusted to exclude any significant sums by which the County determines the contract price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such contract adjustments shall be made within one (1) year following the end of the contract.

3.37 GRANT FUNDING

In the event any part of the contract is to be funded by federal, state, or other local agency monies, the vendor hereby agrees to comply with all requirements of the funding entity applicable to the use of the monies, including full application of requirements involving the use of minority firms, women's business enterprises, and labor surplus area firms. Vendors are advised that payments under the contract may be withheld pending completion and submission of all required forms and documents required of the vendor pursuant to the grant funding requirements.

3.38 TOBACCO PRODUCTS

Due to the acknowledged hazards arising from exposure to tobacco products, and to protect the public and employees' health, safety, comfort and environment, tobacco use is prohibited on any County owned building and property. Tobacco products include both smoking and smokeless tobacco.

RFP TITLE: 9-1-1 Database Information Enhancement

NOTES:

- When purchasing on a direct basis, Lake County is exempt from all taxes (Federal, State, Local). A Tax Exemption Certificate will be furnished upon request for such purchases. **However, the vendor will be responsible for payment of taxes on all materials purchased by the vendor for incorporation into the project (see provision 3.8 for further detail).**
- The vendor shall not alter or amend any of the information (including, but not limited to stated units of measure, item description, or quantity) stated in the Pricing Section. If any quantities are stated in the pricing section as being “estimated” quantities, vendors are advised to review the “Estimated Quantities” clause contained in Section 3 of this solicitation.
- Any bid containing a modifying or “escalator” clause not specifically allowed for under the solicitation will not be considered.
- Unit prices shall govern for all services priced on that basis as requested under this solicitation.
- All pricing shall be FOB Destination unless otherwise specified in this solicitation document.
- All pricing submitted shall remain valid for a 90 day period. By signing and submitting a response to this solicitation, the vendor has specifically agreed to this condition.
- **Vendors are advised to visit our website at <http://www.lakecountyfl.gov> and register as a potential vendor. Vendors that have registered on-line receive an e-mail notice when the County issues a solicitation matching the commodity codes selected by a vendor during the registration process.**
- **If the contractor has questions regarding the applicability of Chapter 119, Florida Statutes, to the contractor’s duty to provide public records relating to this contract, contact the custodian of public records via the individual designated in provision 1.2 of this solicitation.**

ACKNOWLEDGEMENT OF ADDENDA

INSTRUCTIONS: Complete Part I or Part II, whichever applies

Part I:
<p>The bidder must list below the dates of issue for each addendum received in connection with this RFP:</p> <p style="text-align: center;">Addendum #1, Dated: _____</p> <p style="text-align: center;">Addendum #2, Dated: _____</p> <p style="text-align: center;">Addendum #3, Dated: _____</p> <p style="text-align: center;">Addendum #4, Dated: _____</p>
Part II:
<p><input type="checkbox"/> No Addendum was received in connection with this RFP.</p>

PRICING SECTION

Pricing tables to be completed by the vendor and submitted with the vendor's initial response can be found at attachment 6 of this solicitation. Funding for the solutions will be provided utilizing Lake County E9-1-1 funds. All responses are to be based on allowable funding expenses as guided by sections 365.171-175, Florida Statutes. The 9-1-1 Database Information System proposed by the vendor should be sized and priced by individual PSAP needs and requirements as documented in "Attachment 4 – PSAP Configuration". Pricing shall be identified by individual PSAP sub-total and total on pricing sheets. Pricing shall be identified by individual PSAP for 9-1-1 telephony (E9-1-1 funds) and be allowable funding expenses as guided by sections 365.171-175, Florida Statutes. LCBCC reserves the right to accomplish all or partial solutions, and defer others depending on available funding.

By Signing this Proposal the Proposer Attests and Certifies that:

- It satisfies all legal requirements (as an entity) to do business with the County.
- The undersigned vendor acknowledges that award of a contract may be contingent upon a determination by the County that the vendor has the capacity and capability to successfully perform the contract.
- The proposer hereby certifies that it understands all requirements of this solicitation, and that the undersigned individual is duly authorized to execute this proposal document and any contract(s) and/or other transactions required by award of this solicitation.

Purchasing Agreements with Other Government Agencies

This section is optional and will not affect contract award. If Lake County awarded you the proposed contract, would you sell under the same terms and conditions, for the same price, to other governmental agencies in the State of Florida? Each governmental agency desiring to accept to utilize this contract shall be responsible for its own purchases and shall be liable only for materials or services ordered and received by it. Yes No (Check one)

Certification Regarding Felony Conviction

Has any officer, director, or an executive performing equivalent duties, of the bidding entity been convicted of a felony during the past ten (10) years? Yes No (Check one)

Reciprocal Vendor Preference:

Vendors are advised the County has established, under Lake County Code, Chapter 2, Article VII, Sections 2-221 and 2-222; a process under which a local vendor preference program applied by another county may be applied in a reciprocal manner within Lake County. The following information is needed to support application of the Code:

1. Primary business location of the responding vendor (city/state): _____
2. Does the responding vendor maintain a significant physical location in Lake County at which employees are located and business is regularly transacted: Yes No If “yes” is checked, provide supporting detail:

Conflict of Interest Disclosure Certification

Except as listed below, no employee, officer, or agent of the firm has any conflicts of interest, real or apparent, due to ownership, other clients, contracts, or interests associated with this project; and, this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same services, and is in all respects fair and without collusion or fraud.

DUNS Number (Insert if this action involves a federal funded project): _____

General Vendor Information and Proposal Signature:

Firm Name: _____
 Street Address: _____
 Mailing Address (if different): _____
 Telephone No.: _____ Fax No.: _____ E-mail: _____
 FEIN No. _____ - _____ Prompt Payment Terms: _____ % _____ days, net _____
 Signature: _____ Date: _____
 Print Name: _____ Title: _____

Award of Contract by the County: (Official Use Only)

By signature below, the County confirms award to the above-identified vendor under the above identified solicitation. A separate purchase order will be generated by the County to support the contract.

Vendor awarded as:

Sole vendor Pre-qualified pool vendor based on price
 Pre-qualified pool vendor (spot bid) Primary vendor for items: _____
 Secondary vendor for items: _____ Other status: _____

Signature of authorized County official: _____ Date: _____
 Printed name: _____ Title: _____

THE FOLLOWING DOCUMENTS ARE ATTACHED

- Attachment 1: Work References**
- Attachment 2: Team Composition Form**
- Attachment 3: Similar Projects Form**
- Attachment 4: PSAP Configuration**
- Attachment 5: Lake County PSAP Network Diagram**
- Attachment 6: Pricing Proposal**

Attachment 1 – Work References

Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

Attachment 2 – Team Composition Form

Brief resumes of prime consultant(s) and other key persons who shall be assigned to the project. Utilize one sheet per person. (Brief resumes and additional information may be attached.)

Name: Title:
Project assignment:
Name of firm with which associated:
Years of experience: With this firm _____ With other firms _____
Education: Certifications/Degree(s)/year/school/specialization:
Other experience and qualifications relevant to the proposed project:

Attachment 4 – PSAP Configuration

The 9-1-1 Database System should be sized and priced by individual PSAP needs and requirements. Pricing shall be identified by individual PSAP sub-total and total on pricing sheets. Pricing shall be identified by individual PSAP as total 9-1-1 telephony and total radio to be able to identify 9-1-1 allowable expenses as guided by sections 365.171-175, Florida Statutes.

Lake County Sheriff's Office PSAP**ECOC**

425 West Alfred Street, Tavares, FL 32778

Bus: (352) 343-2101

VIPER Positions	Analog CAMA Trunks	Back-up Emergency Trunks	Admin Lines	Radio Consoles	Radio Interfaces	CAD	QA	VIPER Node	Remote
10	9	8	12	8	AIS & Analog - 14	Spillman	Nice	ECOC	No

Leesburg PD PSAP

115 East Magnolia Street, Leesburg, FL 34748

Bus: (352) 787-2121

VIPER Positions	Analog CAMA Trunks	Back-up Emergency Trunks	Admin Lines	Radio Consoles	Radio Interfaces	CAD	QA	VIPER Node	Remote
5	3	3	11	5	Analog - 5	OSSI Sunguard		LPD	No

Groveland PD PSAP

408 West Orange Street, Groveland, FL 34736

Bus: (352) 429-4166

VIPER Positions	Analog CAMA Trunks	Back-up Emergency Trunks	Admin Lines	Radio Consoles	Radio Interfaces	CAD	QA	VIPER Node	Remote
2	2	2	4	2	Analog - 2	Spillman		LPD	YES

Eustis PD PSAP

51 East Norton Avenue, Eustis, FL 32726

Bus: (352) 429-4166

VIPER Positions	Analog CAMA Trunks	Back-up Emergency Trunks	Admin Lines	Radio Consoles	Radio Interfaces	CAD	QA	VIPER Node	Remote
2	2	2	4	2	Analog - 2	Spillman		ECOC	YES

Mount Dora PD PSAP

1300 North Donnelly Street, Mount Dora, FL 32757

Bus: (352) 735-7130

VIPER Positions	Analog CAMA Trunks	Back-up Emergency Trunks	Admin Lines	Radio Consoles	Radio Interfaces	CAD	QA	VIPER Node	Remote
2	2	2	4	2	Analog - 2	USA Software		ECOC	YES

EMS PSAP

ECOC

425 West Alfred Street, Tavares, FL 32778

Bus: (352) 383-1200

VIPER Positions	Analog CAMA Trunks	Back-up Emergency Trunks	Admin Lines	Radio Consoles	Radio Interfaces	CAD	QA	VIPER Node	Remote
8	8	7	6	8	AIS & Analog - 14	Zoll	NICE & Aqua	ECOC	YES

Attachment 5 - Lake County PSAP Network Diagram



