

**Petersburg Borough, Alaska**

**REQUEST FOR PROPOSALS**

**for**

**Petersburg Borough Police Department – 17 March 2016**

**APCO Project 25 Compliant Public Safety Communications System Upgrade**

Advertised: March 22, 2016

**Proposal Submission Deadline: April 16, 2016 5:00pm**

**Authorized by: Stephen Giesbrecht, Borough Manager**

**March 22, 2016**

## 1.0 GENERAL INFORMATION

### 1.1 Purpose

The Petersburg Borough Police Department is seeking bids from manufacturer certified and experienced public safety communications Alaska firms for new dispatch center communications equipment and associated communications system equipment. The Petersburg Borough Police Department has developed a Request for Proposal (RFP) for public safety communications equipment manufacturers to provide and install mission critical dispatch center communications equipment at the newly remodeled and upgraded Borough Police Department after working with Architectural and Engineering (A/E) firms for the development of the facility and technology requirement specifications.

### 1.2 Background

The Petersburg Borough's new consolidated public safety building and mission critical public safety communications dispatch systems which will include a new IP based console, new ergonomic workstations, new APCO (Association of Public safety Communications Officials) industry standards based Project 25 (P25) Compliant Interoperable radio system control console, dual mode radio base control stations, dual mode capable radio repeaters with signal comparator and signal voting options, a digital multi-media capable software based voice logging system with Instant Recall Recording, software based Computer Aided Dispatch (CAD) and software based Records Management Systems (RMS) that will interface with PPD's existing Cassidian VESTA E911 system, and various subscriber radios with specific software features and P25 Interoperable Communications System design.

The Police Project Team will consist of the Architect, the On-Site Construction Administrator, the Police Chief and representatives of the contractors retained for the Project (Police Technology Contractor, PTC). The Police Project Team will work in a cooperative manner to consult with each other on the time and cost consequences of design and construction decisions, component purchases, scheduling, cost control, and coordination of construction activities.

The Architect is the leader of the Project Team. The PTC will report to the Borough's Police Chief in accomplishing the specific tasks identified in this Scope of Work; including scheduling, staffing and documenting periodic progress meetings of the Project Team. Regular progress reports to the Borough Assembly under the direction of the Borough Manager may be required.

### 1.3 Questions

Any questions regarding this proposal are to be submitted to:

Kelly Swihart, Chief Petersburg Police Department, 907-772-3329

8:00 a.m. to 5:00 p.m. local time Monday through Friday.

### 1.4 Preparation Costs

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

## **2.0 RULES GOVERNING COMPETITION**

### **2.1 Examination of Proposals**

Proposers should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

### **2.2 Proposal Acceptance Period**

Award of this proposal is anticipated to be announced on \_\_\_\_\_, 2016, although all offers must be complete and irrevocable for 60 days following the submission date.

### **2.3 Confidentiality**

The content of all proposals will be kept confidential until the selection of the Contractor is publicly announced. At that time the selected proposal is open for review. After the award of the Contract, all proposals will then become public information.

### **2.4 Proposal Format**

Proposals are to be prepared in such a way as to provide a straight forward, concise delineation of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on 1) conformance to the RFP instructions; 2) responsiveness to the RFP requirements; 3) completeness and clarity of content.

### **2.5 Signature Requirements**

All proposals must be signed. A proposal may be signed: by an officer or other agent of a corporate vendor, if authorized to sign contracts on its behalf; a member of a partnership; the owner of a privately-owned vendor; or other agent if properly authorized by a power of attorney or equivalent document. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

### **2.6 Proposal Submission**

Five (5) copies of the proposal must be received by the Borough by 5 pm. April 16, 2016. All copies of the proposals must be under sealed cover and plainly marked. Proposals shall be delivered or mailed to:

<u>Physical Address</u>	<u>Mailing Address</u>
Petersburg Borough	Petersburg Borough
RFP Police Technology	RFP Police Technology
12 S Nordic	PO Box 329
Petersburg, AK	Petersburg, AK 99833

## 2.7 News Releases

News releases pertaining to the award resulting from the RFPs shall not be made without prior written approval of the Borough staff member listed in Section 1.3.

## 2.8 Disposition of Proposals

All materials submitted in response to this RFP will become the property of the Petersburg Borough. One copy shall be retained for the official files of the Purchasing Department and will become public record after award of the Contract.

## 2.9 Oral Change/Interpretation

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the Borough.

## 2.10 Modification/Withdrawal of Proposals

A respondent may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The respondent may thereafter submit a new proposal prior to the final submission date; or submit written modification or addition to a proposal prior to the final submission date. Modifications offered in any other manner, oral or written will not be considered. A final proposal cannot be changed or withdrawn after the time designated for receipt, except for modifications requested by the Borough after the date of receipt and following oral presentations.

## 2.12 Late Submissions

PROPOSALS NOT RECEIVED PRIOR TO THE DATE AND TIME SPECIFIED IN SECTION 2.6 WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED AFTER RECOMMENDATION OF AWARD.

### 2.13 Rejection of Proposals

The Petersburg Borough reserves the right to reject any or all proposals if determined to be in the best interest of the Borough.

### 2.14 Equal Employment Opportunity Reporting Requirements

The successful proposer shall be required to execute and return such forms as may be necessary to the Equal Employment Opportunity Contract Compliance Officer in accordance with Alaska Statute and the Petersburg Municipal Code, prior to the award of a contract. Failure to complete and return the forms, or failure to meet the requirements of the Regulation, shall be grounds for not awarding a contract to that proposer.

## SECTION 3.0 - SCOPE OF WORK

The Petersburg Borough's new consolidated public safety building and mission critical public safety communications dispatch systems which will include a new IP based console, new ergonomic workstations, new APCO (Association of Public safety Communications Officials) industry standards based Project 25 (P25) Compliant Interoperable radio system control console, dual mode radio base control stations, dual mode capable radio repeaters with signal comparator and signal voting options, a digital multi-media capable software based voice logging system with Instant Recall Recording, software based Computer Aided Dispatch (CAD) and software based Records Management Systems (RMS) that will interface with PPD's existing Cassidian VESTA E911 system, and various subscriber radios with specific software features and P25 Interoperable Communications System design.

**Method:** PPD will utilize pre-negotiated procurement contracts such as the National Association of State Procurement Officials (NASPO) or the Houston-Galveston Area Council (HGAC) to achieve maximum products and services discounts.

**Equipment Requirements:** The vendor will supply a current model of an upgraded IP GUI based computer driven dispatch console solution that is capable of operating on the Alaska Land Mobile Radio (ALMR) digital wide area public safety communications system and new APCO P25 compliant and multi-agency interoperable conventional digital and analog systems using Common Air Interface (CAI) signaling software. These systems must also be capable of and utilize the digital narrowband Advanced Encryption Standard (AES) encryption software for interoperability with Alaska State Troopers and other state and Federal agencies in our jurisdiction for Joint Effort Operations when required.

**Console System Technology Highlights:** A single CPU and touch-screen or mouse driven 21" color monitor will be provided with each console operator position. Other dispatch position applications such as APSIN, NCIC, CAD, Video Monitoring or Jail Controls, Internet, or other programs will supply their own CPUs and Monitors. It is recommended that all monitors be of the same size and manufacturer for appearance and performance/warranty reasons. Arbitrating keyboard or a single Genovation keypad per position for system access and selection is required. Both of the console positions require labor, installation, integration, programming, cabling, and dispatcher training, all of which will be performed by the console manufacturer's certified technicians having experience installing these solutions for public safety in Alaska.

**Preferred Equipment:** PPD is seeking bids for a Motorola Solutions MCC 5500 Dispatch Console or equivalent, that is a full-featured conventional radio system dispatch console designed to handle dispatch requirements for small to medium sized communication centers. It must be a PC-based console that seamlessly integrates radio, paging, and telephony allowing dispatch operators to effectively manage and communicate more effectively with field personnel over numerous channels in a wide area system.

**Console Capabilities:** The MCC 5500 is a digital, modular radio dispatch console with an easy-to-use graphical user interface (GUI) running under Microsoft Windows 7 Pro SP1 (32 or 64-bit), or Windows 8/8.1 Pro (64-bit). Each console system can support up to 36 dispatch operator positions and 128 resources (radio channels and analog telephone lines). The maximum number of telephone lines supported is 72 (2 per CES shelf).

The MCC 5500 Dispatch Console allows users to:

- Control conventional, digital, and mobile radio channels
- Receive and make calls on regular telephone lines
- Use the Call Director to route telephone calls to a headset
- Send pages, either through an internal paging encoder or optional external encoder
- Operate a voter/comparator system by receiving comparator audio and by providing status and control to each receiver
- Decode and dispatch Push-To-Talk (PTT) identifications with Stat-Alert (MDC-1200), ASTRO, GE-STAR, DTMF, and iDEN signaling systems.

#### **SUPPORTED CONVENTIONAL RADIO SYSTEMS:**

- Stat-Alert (MDC-1200)
- Securenet (code/clear only)
- GE-STAR if required
- Motorola ASTRO 25 Conventional (P25 Compliant - digital)

The MCC 5500 Dispatch Console supports a variety of trunked radio systems as a wireless console using mobile radios or Motorola APX Consolettes as control stations. In most cases, MCC 5500 dispatch operators can access the full set of features supported on the mobile radio unit, but with the mobile radio located where needed for proper RF coverage.

#### **SUPPORTED WIRELESS CONSOLE INTERFACE:**

- SMARTNET
- SmartZone
- **SmartZone Omni-link (ALMR)**
- ASTRO 25 Trunking
- Serial Link - ASTRO radio only (ASTRO Consolette W7 model and APX 7500 Consolette) - provides PTT ID of user alias and radio number, Emergency Call.

#### **CONSOLE ADD-ON OPTIONS:**

The MCC 5500 dispatch console can integrate with other control room operations such as:

- Instant Recall Recorder (IRR)
- VESTA Pallas E-9-1-1
- MOSCAD Fire Station Alerting (FSA)

## **MCC 5500 DISPATCH CONSOLE KEY COMPONENTS:**

1. **Dispatch Operator Position** - PC, Dispatch Application Program, Console Audio Box (CAB), Operator Accessories
2. **Backroom Electronics** - Console Electronic Shelf (CES), Console Processor (COP), Digital Audio Processor (DAP II) Modules, I/O Shelf.
3. **System Management Software** Console System Database Manager (CSDM) program and Alias Database Manager (ADM) program

**Dispatch Operator Position** - The MCC 5500 dispatch operator position is the interface between the dispatcher and the console system. Each operator position consists of PC, dispatch application program, CAB, and operator accessories. The operation is controlled via a mouse and/or touch screen monitor. It provides a means for a dispatcher to communicate to field units and telephone caller. It also allows dispatchers to control and monitor multiple channels of radio activity, patch various channels together, and send pages. Each operator position is connected to a CAB and CES.

**Workstation** - The MCC 5500 dispatch operator positions are required to use Window 7-certified workstations. Each workstation connects to a CAB. The workstations do not come with monitors; these must be provided separately.

**Dispatch Application Program** - features an intuitive, easy-to-use Graphical User Interface (GUI) that runs under Microsoft Windows 7 Pro SP1 (32 or 64-bit) or Windows 8/8.1 Pro (64-bit) operating system utilizing the industry standard PC platform. The GUI is extremely flexible and can be tailored to any given operation and can be configured on a per operator basis.

**CAB** - provides the interface between the MCC 5500 dispatcher PC and CES. It is the connection point for the operator accessories. There is one CAB per console position. The CAB uses an external power supply (similar to the power supplies used with laptop computers) which must be connected to an AC power source.

**Operator Accessories** - Operator accessories are sold separately from CAB.

- ***Desktop Speakers (required)*** - at least 2 external speakers at each OP (select and unselect), up to 6 monitor speakers can be connected to each CAB.
- ***Microphones (at least one is required)*** - MCC Series Desktop Gooseneck Microphone w/PTT at the base or Standard Gooseneck Microphone.
- ***Headset Jack Box (optional)*** - supports up to 2, required for headset operation.
- ***Headsets (optional)*** - requires headset jack box.
- ***Dual-Pedal Foot Switch (optional)***
- ***Instant Recall Recorder (IRR) (optional)***

**Backroom Electronics** - consists of one or more CESs with interface cards. Each CES shelf contains a COP, up to three DAP II modules, power supply, optional: dual telephone interface (2 CO) and connection to two I/O shelves.

**CES Shelf** - consists of console processor (COP) module to manage communications and digital audio processor (DAP) modules to interface external analog circuits. The modules facilitate communications between console operators, radio channels, voice recorders, and any other external device connected to the console.

**COP Module** - it executes the main operating system including the call processing software.

**DAP II Module** - is designed to interface with radio channels. Each DAP II module is capable of supporting up to four channels if it is equipped with the licensing iButtons required to enable all the channels. By default the DAP II module contains NO iButtons and supports two conventional analog channels. A DAP II module can be equipped to support any combination of two models:

- Four Analog channels
- Four Mobile (SB9600) channels
- Four Digital channels
- Two Analog and two Digital channels

**I/O Shelf**- used for voting comparators, remote operation of doors, alarms, Main/Standby operation and visual indicators from the console control at the MCC 5500 operator position. Each MCC 5500 dispatch console supports up to two fully configured I/O shelves with four I/O module cards each, for a total of 48 relay contacts and 96 opto-coupled inputs. Each CES has two I/O connectors, each of these connectors can support one I/O shelf with up to four modules in it. The basic shelf includes the processor card and the first I/O module. Three additional modules can be ordered as options to the I/O shelf. The I/O shelf is rack-mountable.

**System Management Software** - consists of the Console System Database Manager (CSDM) and Alias Database Manager (ADM).

**CSDM** - a powerful configuration and maintenance tool for the MCC 5500 dispatch console and is a requirement for every customer site. The CSDM is used to configure an MCC 5500 dispatch console system, to access the customer configuration database, to upgrade software, to monitor the system, and to troubleshoot console problems. The CSDM is located on a dedicated PC that runs Windows 7 Pro SP1 (32 or 64-bit) or Windows 8/8.1 Pro (64-bit) operating system. The CSDM terminal is located in the backroom.

**ADM** - is a program for managing centralized server-based access to Caller ID aliases. The ADM provides simple aliasing of radio unit IDs, status members, and message numbers. This is an optional component and not included in all architectures. The ADM program is located on a separate PC Server that runs Window Server 2008 R2 Standard (64bit) operating system. A network is required to operate ADM using standard networking techniques.

Motorola ASTRO®25 Conventional with IP systems support the following features.

#### System Level Features

- |  |   |
|--|---|
| • Seamless IP Connectivity in Radio System Infrastructure    | • Agency Partitioning                                 |
| • Centralized Radio System Fault Management                  | • Centralized Radio System Configuration Management   |
| • End to End Encryption                                      | • IMBE Vocoder for ASTRO 25 Resources                 |
| • Voice Selective Calls                                      | • Call Alerts   |
| • Emergency Alarms   | • Emergency Calls                                     |
| • PTT ID   | • PTT ID Alias  |
| • AES Algorithm  | • DES-OFB Algorithm                                   |
| • Key Management via OTAR (for radios) & OTEK (for consoles) | • Key Management via Store and Forward (KMF with KVL) |

The required Dual Instant Recall Recorder (IRR) software (CD format) allows users to record two channels, radio, telephone, radio **and** telephone conversations, digitally on a personal computer (the software can also be



configured to operate as a single channel IRR). The system uses an individual PC where the recording files are stored on the PC's hard drive. The Instant Recall Recorder keeps a database of all recordings, which allows for convenient "point and click" search and playback of any recordings. Once the software is installed on your PC, the functions are controlled through a Graphical User Interface (GUI) icon.

Instant Retrieval Recorder is required as it has numerous special features; such as the ability to attach text documents to recordings, a security system, multiple playback (which allows the user to playback more than one recording at the same time), and real time audio monitor (which allows the user to listen to the last ten minutes of a recording in progress without being required to stop recording to be able to listen). The Instant Retrieval window allows the user to immediately access the recordings. The Instant Retrieval window initially opens on the newest recordings, but allows access to any recordings on the system. The recording can also be saved to the .WAV file that the user specifies. This is useful if the user wants to save a specific recording to a CD or hard disk.

#### Software Subscription Agreement (SSA)

SSA is intended to safeguard the entire communications system. At the highest level, it covers all Motorola copyrighted software in the system including: subscribers, DIU, consoles controllers and stations. It also includes any certified third party software, such as available operating system, which Motorola has the right to distribute and the internal Upgrade Operation fees for Program Management and Audit/Design.

#### **Motorola APX 7500 Consolettes or equivalent for Radio Repeater Control Stations**

The responsive bidders must supply four (4) new IP based radio control (base) station APX7500 Consolette resources (or equivalent) that are future compatible with upcoming mandates in the FCC rules and compatible with ASTRO Project 25 Common Air Interface analog and digital clear and encrypted signaling for P25 Public Safety Interoperability with other entities in the State and Region. These radio system console control stations must be rack mounted or installed on shelves in the communications room, and grounded and integrated using Motorola R56 Guidelines for Site Installation by R56 Certified technicians.

APX™ 7500 meets P25 public safety specifications for seamless multi-agency collaboration by offering the option to operate in two separate band configurations. enabling instant, interoperable communications for improved coordination, response, and first responder safety.

#### **FDMA Requirement**

- FDMA (Frequency Division Multiple Access) is a proven technology that is widely used today in radio systems and is part of APCO 25 Project 25 Phase 1 standard. FDMA carries one call per channel. TDMA (Time Division Multiple Access) will be part of P25 Phase 2 standard and provides double the voice capacity as 2 calls can share 1 channel. PPD can add more users to their systems without the need of additional frequencies or infrastructure. The APX radios support both P25 Phase 1 and TDMA technologies seamlessly. Using Motorola's unique Dynamic Dual Mode (DDM) capability, the radios dynamically switch between FDMA and TDMA without the user having to change channels. This provides interoperability on demand with existing and future networks.

#### **FLASHport AFTERMARKET UPGRADES Requirement**

- The ASTRO Digital APX™ 7500 Mobile Series Radios are part of the FLASHport Program. This means that ASTRO Digital APX™ 7500 hardware models can be loaded with different software packages that provide the features and functionalities that our customers require.
- System Enhancement Options can be loaded at the time of radio purchase or at a later date through the use of software field upgrades. The ASTRO Digital APX™ 7500 Mobile can be upgraded electronically in the field with new features in the current system or to new systems operation (contingent upon remaining within the same RF sub-band) by ordering upgrade kits.

#### **AES Encryption Handheld Key Loader requirement**

The vendor must supply a KVL 4000 is a handheld Key fill device or equivalent, that is used to create, store, and deliver encryption Key material to radios and other communication infrastructure equipment. Key Variable Loaders (KVL) are required to load keys for all secure equipped products (subscriber and infrastructure) containing DES, ADP, DES-XL, DES-OFB, DVP-XL™, AES, and DVI-XL™ cryptographic applications.

#### **AES Encryption Radio Key Loader for Privacy and Security**

The KVL 4000 provides for two different types of key management, defined by two different modes of operations:

- ASN (Advanced SECURENET®) Mode- This mode provides PID (Physical Identifier) key management. PID key management provides support for all SECURENET®, Secure ASTRO® systems, and Secure ASTRO®25 systems.
- ASTRO®25 MODE- This mode is required for P25 compliant systems. This mode provides CKR (Common Key Reference) key management. CKR key management is used with ASTRO® digital subscribers equipped with the Universal Crypto Module (UCM) that operate using CKR's. This mode is required for ASTRO®25 Conventional OTAR and Tactical OTAR.
- Over-the-Air Rekeying (OTAR) system is a secure communications system in which encryption keys, managed by Key Management Facility (KMF), can be sent to subscriber units via radio transmission in addition to directly connecting a KVL to a subscriber to load keys. Tactical OTAR is a standard feature on the KVL 4000. This feature allows the user, without the KMF, to wirelessly rekey radios within range of a radio modem connected to a KVL.

#### **Motorola GTR8000 Repeater requirement or equivalent**

The vendor must provide four (4) new APCO Project 25 Phase I and II Compliant 12.5 Khz narrowband capable to future FCC mandates of 6.25 Khz capable Radio Frequency 100 watt repeaters (1 for Police Main, 1 for Fire Main, 1 for EMS Main, and 1 for "go-to" traffic or for APSIN, NCIC, wants, warrants, and look-ups with dispatch). Antenna systems included on existing structures provided by the Borough. Includes high stability duplexers for best isolation and performance. \$100,000 for 4 units with installation, tuning, grounding, cable and cable management, and optimization with console. Back-up power not included. The repeater must be capable of "dual mode" on a Push-to-Talk basis for analog clear, or digital encrypted, so multiple agencies or end users can utilize a single repeater for multiple modes as needed. Must be software configurable and upgradable for P25 Common Air Interface conventional and other capabilities such as trunking if required, to ensure long hardware life cycles and changes in technology. Must be capable of remote configuration updates including patches and updates. One base radio is needed per channel at the Petersburg Fire Station Communications room and must be rack mounted. Modules must be "hot-swappable" from the front of the repeater.

#### **Comparator and Voter capability requirement**

The GTR8000 or equivalent must be analog or digital comparator capable, and capable of being added in to a voting system for multiple voting receivers based on a final design, of for future changes. Must be capable of 4-wire audio via V.24 links for digital P25 voting and fully support MDC1200 signaling. Must also be capable of TRC non-simulcast signaling in digital or analog narrowband.

#### **Multi-Media Recorder requirement**

A new digital IP based voice 24 channel/talk group voice logging recorder is required for PPD for analog and digital radio and phone/E911 trunk lines, and must be capable of recording P25 trunked ALMR talk groups in the future when enabled. The manufacturer's software and firmware must be authorized by the manufacturer of the

console equipment to work with the console system software, the PPD existing Cassidian E911 system, and VoIP admin phones. It must be capable of: demands of Next Gen 9-1-1 and other evolving communications challenges by:

- Capturing audio, video, text, screen data, telematics, photos, and related data, such as telephone numbers and location, from a variety of sources
- Live monitoring of PSAP interactions to help ensure adherence to policies and procedures
- Reconstructing incident scenarios to understand the chain of events
- Protecting captured interactions from unauthorized access and tampering
- Evaluating and enhancing call taker, dispatcher, and manager performance
- Documenting and reporting results efficiently

The Eventide solution set (or equivalent) offers a broad range of functionality, must include:

- Robust Secure Architecture - stand-alone recorder/playback unit and as a specialized recording server within a networked environment. To promote superior reliability and availability and cost-effective operation, NexLog is built on an open architecture and uses standard PC components, the Microsoft Windows platform, and the Microsoft SQL database.
- Easy Upgrades – The solution must not require upgrade at the same time as an ASTRO upgrade. The logger must keep recording through the upgrade and can be upgraded at a time conveniently after.
- Multimedia Call and Screen Recording – must provide full-time recording, selective recording, recording on demand, and dial-in recording across digital and analog telephones, trunked and conventional radio systems, telephone lines and trunks, IP phones, short message service (SMS), and PC screens. In addition to recording interactions, it must tag them with information from radio, ANI/ALI, CTI ICCS, CAD, SMS, and GIS systems to facilitate incident reconstruction.
- Secure Storage and Retrieval - provide browser-based set of tools to search for and play recordings directly from the desktop. Captured interactions must be retrieved according to a wide variety of criteria, from date and time to caller ID, call taker name, DNIS, CAD incident number, radio ID, talkgroup or ANI/ALI. Must be able to reconstruct events and scenario by playing back multiple interactions simultaneously, all from a single workstation. Playback and monitoring rights must help secure recordings from unauthorized access, and digital fingerprinting shows when a voice or radio recording has been tampered with. Must be capable of optional AES-256 encryption protects voice and radio data. Must retain large volumes of calls online, as well as archive contacts to Blu-ray media, DVD-RAM, and network-based storage resources.
- Quality Assurance Compliance – must have a quality assurance solution that simplifies the creation of evaluation forms and questions. Must use an intuitive, browser-based interaction assessment tool enables managers to play back and score calls easily, with only minimal training. Must utilize a unique calibration feature can measure and compare quality evaluators' scores, showing how they deviate from averages or goals to foster more consistent scoring across your organization.
- Must provide comprehensive reporting which makes it easy to analyze the performance of call takers and managers at dispatch or remotely via the web.
- Must act as a hardened Remote Network Interface (RNI) based solutions for Public Safety.

#### **NetClock Ethernet Time Server – multiple port requirement**

SpectraCom NetClock (or equivalent) master clock / time server to validate 911 event records, improve response times and facilitate interoperability with Legally Traceable Time®. The latest must maintain strict compliance to the National Emergency Number Association's (NENA) Master Clock Standard #04-002. Features support Next-Generation 911 initiatives and has been tested against NENA's Security for Next Generation 9-1-1 Standard #075-001

#### **General Product Features:**

- Stratum-1 NTP v2, v3, v4 Time Server

- Precision GPS time reference with available OCXO internal time-keeping for extended holdover in the event of loss of GPS
- Supports internal audits including: audit trails, time-stamped records, log files, data archiving
- Ethernet 10/100 Base-T (additional 3-network Gig-E option)

#### **NetClock (cont'd)**

- Optional PTP master/slaves
- IPv4/IPv6 dual stack
- Integral AC power (additional DC back-up option for power redundancy)
- Hardened case design for vehicular applications
- RoHS compliant/UL approved
- 5-Year limited warranty

#### **NetClock Compatibility with PSAP Equipment:**

NetClock is required to work with IP-based Network Time Protocol (NTP/SNTP) systems and devices, to IRIG and RS-232 ASCII time code legacy equipment such as:

- Voice Recorders
- Radio Consoles
- CAD
- ANI/ALI
- LAN Networks
- Display Clocks
- Fire Alarms
- Video Surveillance

PPD Emergency dispatch communications center requires reliable timing to accurately synchronize networks, systems, and devices and to log events with legally traceable time. Spectracom's NetClock Model 9483 is ideally suited for delivering worldwide and local Alaskan time, split-second timing to mission critical systems. The 9483 is the latest generation NetClock that has set the standard for the highest reliability synchronization.

PPD dispatch requires Accurate time-of-day is important in communications centers and public safety answering points (PSAPs) for time stamping events. Without accurate time, different equipment and systems display and record different times. There is no certainty of start/end times for events and tasks and you are left vulnerable to potential litigation. Time synchronization with Legally Traceable Time® is critical for records accuracy and to support legal evidence in court. The improved records data has resulted in measurable life-saving differences to their communities.

#### **Ergonomic Sit-Stand Work Stations**

PPD will utilize one new dual lift "sit/stand" ergonomic workstation that will support sitting or standing at the teleworker/dispatch operator position, and it must have a lifetime warranty from the manufacturer. One additional second position will be an ergonomically correct "fixed desk" work station.

The lift position will utilize individual environmental controls for cooling, heat, foot-rest, and local lighting control. The stations will be color coordinated to match the room and each other: The work station steel frame and channel color, fabric color and texture, counter top type material with trim, graphic design, and local area lighting with dispatch environment theme will all match the architecture. The lift position must be capable of

accepting and lifting a 6-monitor mounting system for 3 up and 3 down for a stacked total of 6 monitors 21” in diagonal measurements each. USB signal boosters for monitor to CPU cable runs are not included. The two 2 positions of furniture are expected to utilize CPU and cable management systems and electrical distribution for user safety and mission critical operations for reliability of the incumbent devices.

Profile (WrightLine or equivalent) Command and control consoles enable clients to create the highest level ergonomic work environments. It must provide both manual height-adjustable keyboard platforms as well as sit-to-stand height-adjustable workstations in multiple configurations to meet the most current ergonomic standards. Dual lift platform must allow users to adjust their working postures to comply with the most current ergonomic recommendations.

Eaton's Profile work surfaces meet ANSI ergonomic standards and its lift models and styles are designed to comply with strict Human Factors Standards. Benefits to an ergonomic system include the following: Reduced Injuries The proliferation of technology in the workplace has come with an unintended consequence: musculoskeletal disorders and repetitive strain injuries (RSIs). Lost time due to medical leave can be staggering. Ergo work stations help to minimize these occurrences with true ergonomic workstations. Workstation designs that integrate appropriate accessories maximize user comfort, safety and efficiency

The single position of dual life Profile equipment must be outfitted with Personal Environments® — a control system that allows an individual to create an ideal work environment. The operator can maintain personal settings for temperature, airflow, lighting and acoustic attenuation. The Personal Environments system can be specified for circulated air applications (circulates ambient air supplied through a conventional ceiling system) and supplied air applications (designed for sites with conditioned air from a floor or wall). The second fixed position will not need environmental controls.

Petersburg PD, Fire, & EMS look forward to operating within the national standards of APCO Project 25 capabilities for public safety communications, and with systems that will meet today's interoperability standards with other agencies and entities for federal, state, and local use. This upgrade will sustain us well in to the future with proven reliability and extended life cycles through proper installation and maintenance by certified technicians and public safety communications equipment experts that will maintain it.

## **SECTION 4.0 - ATTRIBUTES AND SKILLS:**

The Contractor shall possess the following attributes and skills:

All responding contractors will demonstrate technical expertise and capabilities by submitting resumes of their work experience and provide Alaska based public safety accounts where they have installed console systems and similar related radio systems successfully. They must submit resumes of their Alaska based engineering staff, field technicians, and installers for public safety communications that will participate in the installation and integration for this project.

Vendor field project Lead or Senior Field technicians must demonstrate their experience by manufacturer certification that they are Motorola R56 Certified having completed specific courses related to Motorola's R56 Guidelines for Site Installation. (Meets or exceeds NEC & IEEE codes).

The Lead Field Technicians must demonstrate by references or certifications that they are experienced installing and integrating, programming, and optimizing the required equipment with Alaska Public Safety Account customer references for Motorola consoles and radio systems using conventional digital narrowband encryption and digital conventional signaling for talk groups and functionality controls such as unit aliases and GPS location.

The firm will provide a list of public safety references that they have successfully installed these systems for PPD reference. The firm must also demonstrate its professional capabilities to represent the manufacturer in warranty and maintenance of the products being installed and maintained, and be an authorized Factory Certified service shop for the products they represent in their RFP response.

## **SECTION 5.0 - DUTIES AND RESPONSIBILITIES:**

The Police Technology Contractor (PTC) will be the Borough's primary representative on matters related to this portion of the overall project, and shall combine the necessary skills to coordinate among the Police Chief, Borough Manager, Architect, and all other contractors; monitor the construction; record all activities; manage the flow of needed information between parties; and otherwise work professionally to insure that the indicated facilities are being constructed as designed. The PTC will meet with the Petersburg Borough Police Chief to appraise him of the project progress and issues of concern. Specific tasks are enumerated as follows:

### ***Construction Phase Services***

- Prepare weekly and monthly activity reports with photos documenting performance of the work.
- Purchase and install required equipment as outlined in the scope of the project.
- Communicate with the Architect's Project Manager and Borough's Police Chief on a regular basis to share project progress and identify issues which may affect construction progress and success. Coordinate with Architect concerning design team periodic visits.
- Assure as-built documentation is being maintained.
- Attend meetings as directed by the Police Chief and report to the Chief and Architect on the proceedings.
- Process, evaluate and recommend action on change order requests.
- Facilitate the resolution of construction difficulties, including interpretation of documents, encountering unanticipated conditions, or document coordination issues. Involve the Architect, Police Chief and other Building Contractor as required for the efficient resolution of issues.

### ***Contract Close-out Services***

- Monitor start-up and testing.
- Insure that all terms and conditions of the contract are met.
- Review the list of items to be completed or corrected which is submitted by the Police Chief with a request for issuance of a Certificate of Substantial Completion.
- Assist the Architect in conducting inspections to determine the date or dates of Substantial Completion and the date of final completion.
- Coordinate transfer of all manuals, warranties, etc. to the Borough.

## **LIMITATIONS OF AUTHORITY**

The Police Technology Contractor SHALL NOT:

- Authorize deviations from the Contract Documents.
- Approve substitute materials or equipment.

- Personally conduct or participate in tests or third party inspections, unless specifically approved by the Borough.
- Reject Work or require special inspection or testing without concurrence of the Police Chief and Architect.

#### **Pricing Estimates**

2- P25 Mission Critical Console Solution with installation and training	\$190,000.00
1 - Sit/Stand Ergonomic Workstation/1 fixed position for Dispatch Ops installed	\$25,000.00
4 – Consolettes for controlling repeaters, simplex, with antenna systems installed	\$40,000.00
4 - IP based Narrowband 100 VHF multi-mode repeaters installed	\$80,000.00
1 – Master Antenna System Combiner for multiple transmitters at Fire Station Site	\$30,000.00
1- IP based digital voice logging recorder, 24 chan, for phone and radio audio	\$36,000.00
1 – IP based Ethernet Time Server NetClock for time synchronization of all	\$15,000.00
1 – Project Design, Engineering, Project Management, and Final Documentation	\$23,000.00
1 – Year of Wrap Around Warranty for 24/7/365 phone and onsite support	\$36,000.00
Total Budgetary Amount for new Dispatch Operations and Radio Infrastructure	\$475,000.00

## **SECTION 6.0 - PROPOSAL AND SUBMISSION REQUIREMENTS**

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below.

### **6.1 Title Page**

Show the RFP number and subject, the name of your firm, address, telephone number(s), name of contact person, and date.

### **6.2 Table of Contents**

Clearly identify the materials by section and page number.

### **6.3 Letter of Transmittal (Limited to one (1) page.**

6.3.1 Briefly state your firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.

6.3.2 Give the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers.

**6.3.3 The letter must be signed by a corporate officer or other individual who has the authority to bind the firm.**

## 6.4 Experience

6.4.1 Detail your experience and qualifications in the same or similar areas of expertise, stability, and your adaptability to providing the required services.

6.4.2 Provide at least three (3) references for which you have provided the same or similar services. Include a point of contact, telephone number, and a brief description of the services provided.

## 6.5 Key Project Staff and Sub-consultants

Identify key project staff and sub-consultants expected to provide services on your behalf. Resumes should be included for each of the individuals and sub-consultants referenced.

## 6.6 Available Resources

Provide information on resources available to you, which indicate that you have access to the services necessary to perform the work.

## 6.7 Project Methodology and Approach

Provide detailed information on your methodology in meeting the scope of work requirements identified in Section 3. Describe overall approach to include any special considerations which may be envisioned.

## 6.8 Fee Schedule

Under a separate cover, submit three (3) copies of a fee schedule for all services, which may be required in performance of this work. The fee schedule shall be all inclusive of overhead, G&A, fringe benefits, profit, insurance, etc. The fee schedule shall not be used in evaluations. Only the highest ranked proposer's fee schedule will be opened for the purpose of commencing contract negotiations.

## SECTION 7.0 - EVALUATION CRITERIA AND PROCESS



## 7.1 Criteria

The criteria to consider during evaluations, and the associated point values, are as follows:

1. Experience	30 points
2. Key staff/sub - consultants	10 points
3. Methodology/Approach	20 points
4. Available Resources	25 points
<u>5. Cost</u>	<u>10 points</u>
Total Points Available	95 points

## 7.2 Evaluation Process

A committee of individuals representing the Petersburg Borough will perform evaluation of the proposal. The committee will rank the proposal as submitted. The Petersburg Borough reserves the right to award a contract solely on the written proposal.

The Borough also reserves the right to request oral interviews with the highest ranked individuals (short list). The purpose of the interviews with the highest ranked individuals is to allow expansion upon the written responses. If interviews are conducted, a maximum of three (3) individuals will be short-listed. A second score sheet will be used to score those individuals interviewed. The final selection will be based on the total of all evaluators scores achieved on the second rating. The same categories and point ranges will be used during the second evaluation as for the first. The highest ranked proposer after the second scoring, if performed, may be invited to enter into final negotiations with the Borough for the purposes of contract award.

## SECTION 8.0 - SELECTION PROCESS

The Proposer with the highest total evaluation points may be invited to enter into contract negotiations with the Petersburg Borough. If an agreement cannot be reached, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the Borough reserves the right to terminate negotiations with any proposer should it be in the Borough's best interest. The Petersburg Borough reserves the right to reject any and all proposals submitted.

## SECTION 9.0 - SAMPLE CONTRACT OR MINIMUM MANDATORY CONTRACT PROVISIONS

In addition to carefully reading all of the information in the RFP, all Proposers must carefully read and review the attached sample contract (ATTACHMENT A). The successful Proposer shall be required to enter into a Contract with the Petersburg Borough, which will be substantially similar to the sample.

Therefore, the Proposer must make any proposed changes to the sample Contract that the Proposer desires. All changes must be made legibly and conspicuously in red ink on all copies submitted. Page(s) on which the change(s) appear must be tabbed as to be easily identified. The respondent must also provide the rationale for all changes.

IF NO CHANGES ARE MADE, THE PROPOSER SHALL BE DEEMED TO HAVE ACCEPTED THE SAMPLE CONTRACT. IF THE RESPONDENT MAKES CHANGES, SUCH CHANGES WILL BE CONSIDERED IN ANY NEGOTIATIONS WITH THE PETERSBURG BOROUGH. CHANGES MADE TO THE SAMPLE CONTRACT SHALL NOT BE CONSIDERED DURING PROPOSAL EVALUATIONS.