

# Request For Proposal

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January 2015



## **REQUEST FOR PROPOSAL**

911 Call Recording Equipment

**Any questions pertaining to this proposal shall be directed to Gary A. Wine, Director of Information Technology at 304-267-5113 or may be submitted via email:**

**[911recorder@berkeleywv.org](mailto:911recorder@berkeleywv.org)**

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The County Council of Berkeley County, West Virginia (herein referred to as the “County Council” or “Council”) is requesting Qualified Price Proposals from interested parties to install a 911 Call recorder that will integrate with the Motorola P25 radio system and existing 911 Telephone trunks.

The County Council (or its designated representatives) will be evaluating submissions to this request and will ultimately select a firm judged to be both responsible and responsive to the request in every way, including having offered the most beneficial, appropriate price proposals. The County Council reserves the right to interview some or all prospective firms to discuss qualifications & Experience/Technical Proposals as well as Price Proposals. The format for submittals, information regarding the scope of work, and selection criteria used by the County Council is available from the County Council Office, 400 W. Stephen Street, Suite 201, Martinsburg, WV 25410. Inquiries should be directed to Gary A. Wine, Director of Information Technology at [911recorder@berkeleywv.org](mailto:911recorder@berkeleywv.org) or (304) 267-5113.

Proposals should be labeled “**RFP 911 Consoles**”. Proposals must be submitted and time-stamped into the County Council Office, Room 201, 400 W. Stephen Street, Martinsburg, WV, 25401 **no later than 4:00 p.m. on February 18, 2015**. Failure to provide the required information as requested in the RFP for Berkeley County’s review may result in disqualification of that firm/company.

Proposals will be opened and entered into public record at 10:05 AM on **Thursday, February 19, 2015** in the County Council Meeting Room, 400 W. Stephen Street, Room 205, Martinsburg, WV, 25401.

Berkeley County reserves the right to accept or reject any or all proposals, to waive technicalities, and to take whatever action is in the best interest of the Berkeley County Council.

1) **INTRODUCTION:**

- i) Proposals are being requested for the purchase and installation of a Call recorder that is compatible with the Motorola P25 radio system and existing 911 trunks.

2) **BACKGROUND:**

- i) Berkeley County will be upgrading from a Motorola MCC5500 environment to Motorola MCC7500 IP consoles and would like proposals for a Digital Voice Recording System and optional add-ons (CAD integrations, P25 radio, integrated Quality Assurance, eLearning, Analytics, Mobile Interface) Successful Vendor will be responsible for working with the County Department of Information Technology to deliver and install all equipment.

3) **SCOPE OF REQUIRED SERVICES:**

- i) Successful vendor will be responsible for the deployment and training of all hardware and software in this proposal. If at any point your software/service options do not align exactly with the specifications, please provide a written explanation as to the differences for each item.

4) **System Design and Architecture**

- 5) The system must be of open architecture to comply with the latest NENA standards for next-generation technologies.

- a) The proposed system must be New Generation 9-1-1 ready with respect to both, system architecture and features. Feel free to elaborate on the specifics of your product:

- (1) **As an option**, is it possible for our organization to supply the recording server hardware, to prevent hardware-related end-of-life challenges?
  - (a) If we do choose to upgrade or replace hardware, software licenses must be transferable onto the new hardware with no need for us to incur additional software fees for the same version of the software.
  - (b) It should be possible to configure the system for the central database to reside on a separate server, to collect and store data from multiple recording nodes and allow for centralized, unified access to all data, regardless of their origin.
  - (c) The proposed solution must be designed around Open Service Oriented Architecture (SOA) Framework and provide for sharing of information and processes.

- 6) It is highly desirable that the proposing vendor is a long-term member of both NENA and APCO, to assure timely, comprehensive knowledge of up-to-date PSAP requirements, as well as future trends.

- 7) Vendor experience with providing technologies for emergency communications must be at least 10 years.

- 8) The proposed solution must be available with Web based interface to allow for unified access to one or multiple sites and servers for:

- i) user functions such as search and playback of calls, quality evaluations, eLearning, etc.

- 9) System administration functions, such as unified user, group and security access role configuration across servers and sites.
- 10) The system must allow for simultaneous recording on multiple channels and playback on unlimited number of remote workstations without loss of any data and without deterioration to the rest of system processes.
- 11) The system must support distributed Recording with Central Archiving Process so that recording server/s can be located at multiple sites, but the files, the workflow, the user interface server, and the security parameters can be all accessed and handled centrally.
- 12) The proposed system must be capable of archiving independently, on industry standard non-proprietary LAN attached storage devices for instant access and simultaneously onto removable media (such as DVD) for long-term storage.
- 13) **OPTIONAL:** Can the proposed system allow for association of recorded phone calls with incident numbers, automatically identified from the CAD system display.
- 14) **OPTIONAL:** Incident data must be automatically logged into the system's central database and associated with appropriate recordings that can be subsequently searched, organized, and reported on based on these attributes.
- 15) The system must utilize non-proprietary, ODBC compliant database for centralized management of and access to all attributes of all recorded communications, regardless of the number of servers and sites involved.
- 16) Access to playback recordings **MUST** be secure login into the application.
- 17) Original recordings must be protected and verifiable.
- 18) The proposed system must keep track of time and date, even when there is no recording taking place.
- 19) The system shall allow a user with access rights to select any channel for real time monitoring.
  - i) 1.30a Real-time monitoring interface must be also available in web browser-based system interface
- 20) The proposed system must be able to run on a variety of standard, industrial grade servers, configurable with multiple degrees of redundancy, up to a completely redundant configuration with no single point of failure, capable of handling heavy multimedia communications traffic.
- 21) Define what Operating system the proposed recorders utilizes.
- 22) The system must be programmable to provide automatic daylight savings time compensation.
- 23) The system must provide built-in, predefined and customizable reports, including summaries per channel, per archive media, and system configuration summaries.
- 24) It is preferred that scheduled reports for automated runs and delivery by email to selected users. Please explain if the proposed system complies:
  - a) \_\_\_\_\_

- 25) The system shall provide interface for completely custom, ad-hoc reporting, both tabular and graphical, with links directly to playback of recordings.
- 26) The standard reporting package must be included with the recording system at no extra charge and allow for ad-hoc reporting and graphs.
- 27) The standard reporting package must include real-time tickers and notifications of abnormal call statistics or events.
- 28) The system must provide graphical presentation of user-selected recordings in blocks, for fast insights into call volumes and types of calls being handled by various call takers, for any selected period of time—in interactive graphical heat maps or similar format.
- 29) Heat maps must be customizable and interactive to allow for filtering and drilling into layers of data, enabling fast analysis.
- 30) The system must be available with secure Web based interface with options for personalization for improved efficiency of individual users.
- 31) The Web interface must enable each user to customize and personalize their own homepage with reports, shortcuts and personalized “to-do” lists to quickly access information that meets their specific needs. For improved efficiency and convenience, personalization can also be done centrally.
- 32) From the Web interface, it must be possible to administer the system (create, edit, and delete users/employees across multiple servers) for one or multiple locations - all changes made must be automatically replicated out to the recording servers as applicable.
  - a) It is desirable that the system tie to the existing Microsoft Active Directory Environment for user creation.
- 33) **System Recording Capabilities**
  - a) The system must provide capability for alarms related to errors associated with system performance—alarming details must be settable by the system administrator and allow for at least four different options for routing the alarm message, such as e-mail, mobile phone, network pop-up, audiovisual alarm at the recorder, etc,
  - b) The system must log all user activities within the system into an audit log. The audit log data must be searchable.
  - c) Each recording server shall be expandable to a minimum of 220 channels.
  - d) The system must be capable of recording any combination of TDM and VoIP telephone, traditional and P25 radio, and text communication.
  - e) **Storage and Archiving**
    - i) The system must allow for playback off the current recording media without interruption of the recording process, regardless of the system's mode of operation.

- f) The proposed system must allow for archiving onto network based storage devices such as NAS/SAN. If there are additional charges they **MUST** listed in the cost proposal.
- 34) The system must optionally allow for automated storage of different types of recordings for different periods of time, based on pre-defined sets of call attributes or other user- defined parameters such as colored flags, comments, or notations.
- a) When recording of multiple sites is involved, it must be possible to define different periods for retention of recordings for different sites and for different types of recordings within these sites.
    - i) The retention periods must be definable by an authorized system administrator and must allow for grouping of recordings for multiple retention periods (e.g. group "A" to be automatically stored for 30 days, group "B" for 60 days, group "C" for XYZ days, etc.)

35) **Storage Media Management Capabilities**

- a) The system's media management function must be capable of automatically assigning a unique, sequential ID to each recorded interaction for tracking of physical location of each recording.
- b) Selectable alarm conditions related to recording into removable media (e.g. DVD) must include media nearly full (it must be possible to preset a desired percentage of space full for this alarm to occur), full, media write error, no media, etc.

36) **Search and Playback**

- a) The system shall allow for customizable default for the selection of recordings presented automatically upon login to the system's call search function, such as "all today's calls for my group."
- b) Presentation of data categories and their layout (e.g. sequence of spreadsheet columns containing different types of data, etc.) in search and playback interface must be easily customizable, with no need for vendor involvement in this process.
- c) The system must allow search and playback from unlimited number of remote workstations at no additional fee.
- d) The workstation shall playback voice calls with running elapsed time and recorded time indicators.
- e) The proposed system should provide a geographical map view of all selected recordings, based on their location information.
- f) The map view should offer topographic, satellite, as well as street-level views of each caller's location
- g) It must be possible to select only a section of a call (or call group) for repeated loop playback via simple drag and drop interface.
- h) During multi-call / multi-channel playback of overlapping recordings, it must be possible to selectively mute individual recordings to aid in understanding what was actually said.
- i) Call recordings must be displayed in energy bar format during playback, to allow for visual assessment of call volumes vs. silence during the call.

- j) The system's interface must allow for the presentation and playback of multi-call incidents:
  - i) in real time as they occurred where some call recordings may overlap with others along the timeline
  - ii) in sequence, where the multiple calls are played back in a chain without overlapping and without playing silence between calls
- k) It must be possible to view, playback and export these incidents along with associated documentation that is attached to various time-points within individual recordings, such as images, video clips, documents and text notes.
- l) The system shall allow each user to define custom searches, label them with custom names and save them for future use - associated with that user's login and password data and automatically available to the user upon login.
- m) Search for recordings may involve a single query or series of queries to the call database via simple interface to allow for prompt retrieval of all call recordings that match the specified criteria. Available Search Criteria are to include but not limited to the following:
  - n) Date
  - o) Customizable Channel Name
  - p) Channel Number
  - q) Call Duration
  - r) Call notations, flags
  - s) DTMF Codes
  - t) Extension Number  
Call Direction (incoming or outgoing)
  - u) ANVAL1 (if available)
  - v) Caller ID (if available)
  - w) CAD incident number as applicable
  - x) CAD incident type as applicable
  - y) Other CAD events as applicable
- z) The system must include fast streaming media technology for high-speed access to recordings and playback within media player.
- aa) The system must have the ability to append notes, images, video clips and documents to individual calls or to scenario assemblies - it must automatically track and display which user added which note and when.
- bb) The system must have an interface for importing and saving photos, videos and documents for saving at various time points within specific recordings as additional types of evidence.
- cc) Individual calls from the search results shall be presentable as graphical blocks, where color of a block shall indicate call duration and size of the block can be determined either by call direction (incoming / outgoing) or call count. The same interface should allow for fast and easy analysis of presented information, e.g. which call taker handles the most calls, whose calls tend to be the longest, etc.
- dd) The intuitive interface must include a quick and simple access to e-mail function allowing authorized users to create and send e-mail messages with the desired recording either attached or provided as a link (authentication into the system must be required for starting playback.)

- ee) When the recording is exported as a file, it must be possible to set up a password for access to playback of that file by the recipient.
- ff) The system must offer a minimum of two options for emailing recordings as files:
  - i) Option for a combination of recorded call or multi-call interaction along with self-contained media player – for both, playback convenience and protection of the recordings from tampering,
  - ii) Option for an export of actual .wav files representing recordings – granted to specifically authorized users only
- gg) The system shall have the option of providing a perishable PIN number, assigned by the user with appropriate rights, to allow for restricted outside access to voice recordings by dialing a designated phone number and keying in the assigned PIN number. The PIN number will be valid only for the assigned length of time.
- hh) The system must permit tagging calls or groups of calls from remote workstations with color flags, custom icons and alphanumeric information.
- ii) The types and selection of graphical flags must be customizable (e.g. a dedicated icon/legend for calls that relate to fire, EMS, etc.) The drop down menu with the selection of flags then must present both, all available flag icons and their definitions - for easy association of the most appropriate flag with each recording by the type of call as needed.
- jj) The system must provide a graphical report that displays and organizes flagged recordings according to their type, as determined by the color and shape of a flag
- kk) It should be possible to easily group and associate related recordings as needed - either manually or via an automated system process where recordings are organized into groups by a common parameter.
- ll) The system must allow for tagging a call with custom information, even while the call is still in progress.
- mm) Tagging of calls in progress must allow for marking recordings in progress for retention or deletion by authorized users, such as non-emergency call processing personnel in admin offices.
- nn) Search may be made through a query or series of queries (user-selected filters) to the central call database via simple, secure, browser based interface, to allow for prompt retrieval of all calls that fit the specified criteria.
- oo) If multiple recorders are linked over network, any remote workstation with rights must be able to search across recordings captured by multiple recorders in one step, as if the multiple recorders were one.

### 37) **Instant Recall and Live Monitoring**

- a) Instant recall feature must be available within the browser based interface, to quickly access and replay last administrator-selectable amount of recordings.
- b) The instant recall solution shall allow for custom configuration of the amount of recent recordings available for playback.
- c) It must be possible to configure the system to allow each call taker to access his or her own recordings only, while their supervisors shall have instant access to recordings of multiple call takers whom they are responsible for.

- d) It is desirable that the instant recall system automatically recognizes each user’s access rights upon his or her login and automatically presents the set of authorized recordings in a spreadsheet-like view, along with the extensive set of alphanumeric attributes. It should be possible to set up this view for periodic, automated refreshing.
- e) The instant recall interface must include quick filters and sort options of any data presented with recordings.
- f) It must be possible to access live monitoring on the same screen (such as in a split screen interface) for fast, convenient access to current and most recent calls.
- g) The same live monitor / instant recall interface must also be able to show a graphical map of current activity on all channels.
- h) The interface must be able to show current channel activity in real time by channel name as well as by call taker or dispatcher being recorded.
- i) It must be possible to start live monitoring of any call in progress directly from the graphical map of current channel or call taker / dispatcher activity.
- j) It must be possible to access live monitoring via mobile phone, via the same application as instant recall. Users shall be able to toggle between live monitoring and instant recall in this interface.

38) **Scenario Recreation**

- a) The system must offer the ability to select and display unlimited number of call recordings from unlimited number of channels, for any applicable time period, associated with a single incident or event scenario.
  - i) If there are restrictions to channels quantity please explain in detail: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- b) It must be possible to deploy the system in multiple locations with centralized access to recordings and scenario recreation for tracking and documenting of cases that may be handled by call takers from multiple locations.
- c) Authorized users must be able to filter the recording system’s central database based on the channels/audio points they know to be involved in the incident as well as timeframe of the incident and other data.
- d) It must be possible to select and display events on all channels that are thought to be a part of the relative incident, to include channels that had no activity.
- e) It must be possible to search and refine search results with the use of graphical visualizations of desired recordings.
- f) Once all channels, or extensions, or call taker IDs are selected, the system must display all activity in a graphical and tabular interface that is directly within the interface of the proposed recording system.
- g) The graphical interface must provide for visual identification of:

- i) Channel Recording Activity
  - ii) Event activity as applicable, e.g. the point of time when police was dispatched, etc.
  - iii) Any added elements of evidence related to the scenario, such as photos, videos, notations and documents.
- h) It must be possible to easily add to or remove channels and recordings from the scenario view.
  - i) It must be possible to add annotations to either individual recordings or to the entire scenario set.
  - j) It must be possible to add annotations to specific time points within recordings (e.g. the note “shots fired” tagged to the point of “1 minute, 32 seconds” within the recording.
  - k) It must be possible to tag images (e.g. mobile phone photos of crime scenes), video clips or documents to specific time points within recordings.
  - l) It must be possible to playback all recordings involved in the scenario starting from any specific point.
  - m) The files in scenario must be displayed both graphically and in a list format on the same screen of the interface
  - n) The system must allow for custom naming and saving of each "incident" for easy access and evaluation or export by any authorized user.
  - o) It must be possible to lock a saved incident to prevent further editing or additions.
  - p) The system must allow for export of the "incident" and transfer for playback to recipients outside of the recording system environment by email or other means.
  - q) When exported, the scenario recreation file must provide its own interface for playback and viewing of associated call attributes for viewing, when accessed and played outside of the application that created it.

39) **Integrated Redaction of Recordings**

- a) The system must come with embedded interface for redaction of audio or video recordings, including the ability to add silence over specific portions of the audio or video files.
- b) The system must protect the integrity and authenticity of original recordings. Redacted files must be saved as copies of originals.
- c) Redaction must allow for inserting silence on top of the original file, so that the duration of recorded calls is not affected and remains true to the original recording.
- d) The redacted copy of the audio or video files (recordings) can be saved within the application AND exportable for playback externally.

40) **Integrations – CAD, Trunked P25 Radio**

- a) The system must be able to provide enhanced search capabilities for recording from Motorola trunked radio, including talk group, Unit ID, alias, call type and nature, such as an emergency dispatch.
- b) The recorder's scenario recreation feature must allow for inclusion of both, telephone and trunked radio recordings.

- c) The proposed recording system must be compatible with the P25 Console Subsystem Interface (CSSI) standard that defines connecting a subsystem such as the logging recorder to a radio frequency subsystem (RFSS).
  - d) The recording system must be able to establish a VoIP connection with the trunked radio system as defined in the TIA-102.BACA standard.
  - e) Trunked P25 Radio integration must be supported by the proposed system, such as for Harris or Motorola radio systems
  - f) Provide support for the combined connection to P25 radios and to trunked P25 radio systems
  - g) The proposed system must be able to provide the capability to record Dispatcher-initiated events with its trunked Motorola P25 radio integration described as:
    - i) Call Alert
    - ii) Emergency Alarm
    - iii) Emergency Acknowledge and Knockdown
    - iv) Radio Status
    - v) Repeat Control
    - vi) Resource Status
- 41) The logging recorder must be able to capture the following data with its trunked Motorola P25 radio integration:
- a) Date and time stamp
  - b) Type of call with ID and Alias (as applicable) / Talkgroup name
  - c) Unit ID of device originating call
  - d) Unit ID alias of device originating the call
  - e) Site ID where call originated
  - f) Zone ID where call originated
- 42) The recorder must provide for ANI/ALI integration with our existing system.
- 43) The recorder should provide for direct integration with our TriTech CAD system.
- 44) The recorder must allow for easy migration to recording of VoIP systems in combination of traditional, circuit-switched systems as may be required in transition.
- 45) The VoIP recording system must utilize the same server hardware, user interface, and file formats for recordings to allow us to maximize the value of our initial investment.
- 46) **System Security, Diagnostics and Alert Capabilities**
- a) The system must provide multiple levels of security, including access to specific groups of call recordings, down to the channel level of access.
  - b) System Administrator shall be able to restrict call exporting capabilities, including the ability to email or otherwise export calls, on a per user basis.

- c) The system must provide LDAP integration in order to follow central user security settings from Active Directory
  - d) The system must provide a setting for encryption of both, central database and individual recordings.
  - e) The system must protect the integrity of all recordings and provide for the confirmation of their authenticity via watermarking.
  - f) User alarms must be configurable by the software. The system must be capable of generating multiple alarms, including visual, audible, mobile phone, and e-mail to assigned personnel. It must be possible to route alarms pertaining to different alarm conditions to different recipients.
  - g) Compatible network monitoring system must be available to monitor and report on the status of the recorder and related equipment.
  - h) The system shall include built-in diagnostic software that will automatically monitor the status of the equipment and initiate audible and visual alarms in the event any failure/s or disruption of the operation, recording, or archiving process.
  - i) The system must provide a searchable error log to keep track of alerts and errors
  - j) The system must provide audit log that tracks and presents information about specifics of activity of all users within the system. This information must be presentable in a report.
  - k) It must be possible to search through audit log information and to visualize it in heat maps for fast analysis.
  - l) It must be possible to select a single or a group of recordings and run the audit against these recordings to identify playback or export activity by any users who accessed them
  - m) The system must provide for channel inactivity alert.
- 47) The recorder shall provide remote field diagnostics via LAN, WAN, or dial-up connection to facilitate remote servicing of the recorder, if required.
- 48) The system must be available with a maintenance program that includes free software updates and upgrades at no additional charge.
- 49) **Highly Desirable OPTIONS - Unified Web based Interface, Analytics**
- a) The system must offer secure, dynamic, unified Web based access to the integrated, modular suite of recording, quality management, and eLearning applications as applicable.
  - b) The browser based portal must provide access to recorded interactions, reports, performing employee evaluations, scheduling, assigning and running eLearning content, or running speech analytics from a single interface where all participating software applications provide the same look and feel.
  - c) For quick and efficient analysis, the proposed system shall offer dynamic reporting- to allow users to interact with data and easily analyze data from various angles.

50) **Required OPTIONS – Integrated Call Taker Evaluation and Desktop Tickers**

- a) The proposed quality evaluation solution must support objective and impartial form-based scoring. It must provide for flexibility to create, customize and edit evaluation forms and tailor processes to conform to our specific protocols and objectives today and as they evolve - all from the central, secure browser based interface.
- b) This quality evaluation system must be able to automatically, objectively select predefined number of recordings for evaluation per each call taker, dispatcher, or another type of employee,
- c) It must be possible to set up the automated selection of calls for evaluation according to different call types and emergencies handled.
- d) It must be possible to prioritize recordings for review and quality evaluation according to their various characteristics that may include incident types.
- e) The evaluation system must allow for easy creation of highly customizable assessment forms to evaluate individual calls or entire scenarios recreated from recorded interactions for the evaluation from citizen perspective.
- f) The solution must allow us to customize forms for evaluating an unlimited number of skills or competencies, answer choices, and call segments to correspond to our workflow, sets of requirements and objectives.
- g) The quality evaluation system must support compliance with the latest APCO/NENA standards for QA/QI, including:
  - i) QA forms per the standard – adjustable to meet our specific needs
  - ii) Automated call selection according to the rules spelled out in the standard, combining random selection of recordings and high-priority incidents
  - iii) Fast feedback mechanism to call takers and dispatchers
  - iv) Integrated Quality Improvement processes, such as automated scheduling of coaching or eLearning sessions
- h) The browser based evaluation interface must present both, playback of the call and screen recording and evaluation form on the same screen. Events captured with calls (e.g. fire dispatch occurring at a certain point of the recorded communication) must be shown graphically along the timeline of the media player interface.
- i) The system must provide for intuitive graphical scoring techniques and reporting tools for measuring performance and productivity.
- j) The evaluation process and interface must be easy and convenient and include intuitive GUI buttons, pull-down menus, and other convenient scoring tools, including the ability to add comments as needed.
- k) Evaluation forms must maintain links to the pertinent recordings, for easy access, training, or export into a stand-alone file.

- l) It must be possible to email an evaluation, along with the pertinent recording, for review outside of the evaluation application for external review (such as HR).
- m) The system should offer an option to email the evaluation and associated file in a form of a link that requires the recipient to authenticate into the system to gain access to playback.
- n) The system must also allow access to the evaluation and associated recordings by navigation in the system's interface, to the extent of each user's pre-defined rights.
- o) It must be possible for multiple users, including the evaluator, the evaluated call taker, and the evaluator's supervisor, to add comments to the same evaluation, where the system tracks all comments by users and dates/times.
- p) The system must be optionally able to display information about call taker/dispatcher performance in real time, showing a combination of evaluation scores and other attributes
- q) The proposed quality evaluation system must be available with real or near-real time desktop tickers, in order for supervisors (and other employees) to easily track the status, progress, and outcomes of call taker performance evaluations and allow for upgrade to also collect and consolidate other performance statistics from telephone and other systems.
- r) The tickers shall be displayed as a band of information docked at the top or bottom of specified workstations. Size of the dashboard must be customizable, in order to minimize its impact on the desktop real estate.
- s) The system must be upgradeable to provide for real-time, on-screen updates of performance data in a ticker format, including:
  - i) average hold times
  - ii) 911 hold time alarms
  - iii) average length of call
  - iv) number of calls per hour
  - v) number calls based on supervisor
  - vi) flagged, abnormal calls
  - vii) time to dispatch

**51) Hardware & Software maintenance.**

- a) 1 year Onsite 24x7 Hardware maintenance (excluding PC's and Monitors)
- b) 1 year software maintenance and support
  - i) Maintenance options **SHALL** be provided for years 2 – 10.
- c) ALL maintenance **SHALL** start once equipment is installed and operational.

**52) Miscellaneous Equipment:**

- a) Berkeley County will provide **ALL** network racking equipment and grounding.

**53) Labor Costs:**

- a) Vendor shall provide all labor costs for the installation and configuration. These costs **MUST** be separated from the hardware proposal
- b) **Training:** a minimum of (4) training classes of 3 hours each should be included in the proposal.

54) Firm Principals and Background

- a) Submit the names, titles, and resumes of the "principal" staff member(s) who will be responsible for the service during the performance of the contract. Please assure that the information provided includes specialized experience and technical competence in providing relevant services to similar sized organizations during the past ten (10) years.
- b) Describe in depth the operations team available to the "principal" staff member(s). Include an organizational chart of manpower, titles, qualifications, roles in contract performance, and availability for telephone consultations and on-site meetings.
- c) Provide a list of at least three (3) but no more than five (5) equivalent technology projects that the firm has successfully administered over the last ten years. This information must include the business name, contact person, address, email address, and phone number.

55) All technical proposals should include any conclusions, remarks and/or supplemental information that is pertinent to this request. Submitters are also required to provide written information regarding their inability to conform to any of the technical requirements listed above. Failure to do so will result in disqualification of proposal.

56) **TERM OF CONTRACT:**

- a) Vendor **must** submit a complete timeline for the project.

57) **USE OF EXISTING SOFTWARE:**

- a) Berkeley County will cooperate to the fullest extent by making available to the Firm/Company all processes and software pertinent to this project for review.

58) **PAYMENT SCHEDULE:**

- a) All Vendors **MUST** provide their expectations with regard to payment schedule for the project.
- b) All Vendors **MUST** provide total purchase price.
- c) **ALL** Pricing must be submitted on the attached **PRICE SHEET** (the last page of this document)

59) **SELECTION PROCESS:**

- a) This solicitation is issued pursuant to the implementation of Berkeley County's Purchasing Policy. Berkeley County shall not be liable for any costs not included in the proposal, not contracted for subsequently, or in regard to preparation of your proposal.
- b) It is the County Council's intent to open and review each firm's Qualifications & Experience/ Technical Proposal to determine a firm's qualifications, experience and technical approach to the services. If it is determined that a firm's Qualifications & Experience/Technical Proposal is acceptable, then price will be considered.
- c) Since it is the County Council's desire to select the most qualified firm, we reserve the right to schedule oral presentations from those firms it deems most qualified, to take place within ten (10) business days following notification.

- d) Selection criteria to be used are:
- i) Responsiveness to the scope of work and these instructions;
  - ii) Past performance of the firm including timely completion of services, compliance with scope of work performed within budgetary constraints, and user satisfaction;
  - iii) Specialized experience and technical competence in performing relevant services in the past ten (10) years, including qualifications of staff members who will be involved in these services;
  - iv) Oral presentations, if required;
  - v) Composition of the principals and staff assigned to provide these services, particularly the proposed manager and immediate staff, and their qualifications and experience with services such as that being proposed;
  - vi) Adequacy of the personnel of the firm to accomplish the proposed scope of work in the required time;
  - vii) Firm's capacity to perform the work, giving consideration to current workloads;
  - viii) Firm's familiarity with problems applicable to this type of services;
  - ix) References from previous clients, including size and scope of the services, name and telephone number of contact person.
  - x) Price Proposal.

60) **PROPOSALS AND AWARD SCHEDULE:**

- a) Proposals received prior to the deadline will be treated as confidential, until receipt of all proposals and opening of the same. Proposals received after the deadline will not be considered in the evaluation process and will be returned unopened.
- b) Proposals must give the full name and address of the proposer and the person signing the proposal shall indicate his or her title and/or authority to bind the firm in a contract.
- c) Proposals may not be altered or amended after they are opened.
- d) The approval or disapproval of the Company's Proposal will be determined by its response to this request and on past performance. No assumptions should be made on the part of the Firm/Company as to this Committee's prior knowledge of their abilities.
- e) Berkeley County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

61) **TERMS AND CONDITIONS:**

- a) The County Council reserves the right to reject any or all proposals or to award the contract to the next recommended Company if the successful Company fails to execute an agreement within ten (10) calendar days after being notified of the award of this proposal.
- b) Berkeley County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.
- c) Any proposal may be withdrawn up until the date and time set within this RFP for the opening of the proposals. Any proposal not so withdrawn will constitute an irrevocable offer, for a period of ninety (90) calendar days, to sell to Berkeley County the services set forth above, in the manner and at the costs set forth.
- d) The selected Company shall be required to enter into a contract agreement with the County Council. Any agreement or contract resulting from the acceptance of the proposal shall be made on forms approved by the Berkeley County In-House Legal Director and shall contain, at a minimum, applicable provisions of this request for proposal. The County Council reserves the right to reject any agreement that does not conform to this request for proposal and any Berkeley County requirements for agreements or contracts.
- e) Selected Firm/Company shall not assign any interest in the contract and shall not transfer any interest in the same without prior written consent of the Berkeley County Council.
  - i) No reports, information or data given to or prepared by the Firm/Company under this agreement shall be made available to any individual or organization by the Firm/Company without the prior written approval of the Berkeley County Council.
  - ii) G. Firms/Companies shall give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification why such materials, upon request, should not be disclosed by the County Council under the West Virginia Freedom of Information Act.
  - iii) H. Berkeley County shall not be liable for any costs incurred by the Firm/Company in regard to preparation of its proposal.
  - iv) Berkeley County reserves the right to request interviews.
- 62) The County Council reserves the right to reject any and/or all proposals, to waive technicalities, and to take whatever action is in the best interest of the County.
- 63) Berkeley County reserves the right to not hold discussions after award of the contract.
- 64) By submitting a proposal, the Firm/Company agrees that it is satisfied, as a result of its own investigations of the conditions set forth in this request, and that it fully understands the obligations set forth therein.
- 65) The Firm/Company shall abide by and comply with the true intent of the RFP and its Scope of Work and shall not take advantage of any unintentional error, ambiguity or omission, but shall fully complete every part as contemplated by the true intent and meaning of the scope of services described herein. Clarifications may be requested and dealt with at the Pre-Proposal Conference.

66) The Firm/Company hereby represents and warrants:

- a) That it is now, or will be by the time its Proposal is opened, qualified to do business in the State of West Virginia and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;
- b) That it is not in arrears with respect to the payment of any monies due and owing the State, or any department or agency thereof, including, but not limited to, the payment of taxes and employee benefits, and that it shall not fall into arrears during the term of the contract; that it shall comply with all federal, State, and local laws, ordinances, and legally enforceable rules and regulations applicable to its activities and obligations under the contract;
- c) That it shall procure, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under the contract;
- d) That the facts and matters set forth hereafter in the contract and made a part hereof are true and correct.
- e) **In addition to any other remedy available to Berkeley County, breach of any of the services contracted herein shall, at the election of the County Council, be grounds for termination. Failure of the County Council to terminate the contract shall not be considered or construed as either a waiver of such breach or as a waiver of any rights or remedies granted or available to Berkeley County.**
- f) **HOLD HARMLESS/INDEMNIFICATION:** If a contract is awarded, the successful Firm/Company will be required to indemnify and hold Berkeley County, its agents and/or employees harmless from and against all liability and expenses, including attorney's fees, howsoever arising or incurred, alleging damage to property or injury to, or death of, any person arising out of or attributable to the Firm's/Company's performance of the contract awarded. Any property or work to be provided by the Firm/Company under this contract will remain at the Firm's/Company's risk until written acceptance by the County Council; and the Firm/Company will replace, at Firm's/Company's expense, all property or work damaged or destroyed by any cause whatsoever.
- g) **Termination for Convenience:** Berkeley County may terminate this or any contract, in whole or in part, whenever the County Council determines that such termination is in the best interest of the County, without showing cause, upon giving 30 days written notice to the Firm/Company. Berkeley County shall pay all reasonable costs incurred by the Firm/Company up to the date of termination. However, in no event shall the Firm/Company be paid any amount that exceeds the price proposed for the work performed. The Firm/Company will not be reimbursed for any profits which may have been anticipated but which have not been earned up to the date of termination.
- h) **Termination for Default:** When the Firm/Company has not performed or has unsatisfactorily performed the contract, Berkeley County may terminate the contract for default. Upon termination for default, payment may be withheld at the discretion of the County Council. Failure on the part of a Firm/Company to fulfill the contractual obligations shall be considered just cause for termination of the contract. The Firm/Company will be paid for services satisfactorily rendered prior to termination less any excess costs incurred by Berkeley County in re-procuring and

completing the work.

- i) The contractual obligation of Berkeley County under this contract is contingent upon the availability of appropriated funds from which payment for this contract can be made.
- j) INTERPRETATION: The contract resulting from this proposal shall be construed under the laws of the State of West Virginia.

67) **INTERPRETATIONS, DISCREPANCIES, OMISSIONS:**

- a) Should any Firm/Company find discrepancies in, or omissions from, the documents or be in doubt of their meaning, they should at once request in writing an interpretation from the County Council. All necessary interpretations will be issued to all Firms/Companies in the form of addenda to the specifications, and such addenda shall become part of the contract documents. Failure of any Firm/Company to receive any such addendum or interpretation shall not relieve such Firm/Consultant from any obligation under their proposal as submitted. Berkeley County will assume no responsibility for oral instructions or suggestions. **ORAL ANSWERS SHALL NOT BE BINDING ON BERKELEY COUNTY.** No requests received after **4:00 p.m., February 13, 2015** will be considered. Every interpretation made by Berkeley County will be made in the form of an addendum that, if issued, will be sent by Berkeley County to all interested parties.

# Price Sheet

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

Total Hardware : \_\_\_\_\_

Total Software : \_\_\_\_\_

Total Service : \_\_\_\_\_

Annual Lease : \_\_\_\_\_  
If applicable

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

