



911 GIBSON BLVD.
STEELTON, PA 17113-1899
(717) 558-6800
(717) 558-6850 FAX

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August 25, 2010

The Dauphin County Emergency Management Agency (DEMA) invites your organization to submit a response to a Request for Quotation (RFQ) to provide ongoing maintenance and technical services as prescribed by the equipment manufacturers and DEMA for its telecommunication systems and ancillary devices.

The DEMA Telecommunications configuration consists of:

1. An Avaya (Nortel) CS 1000e high capacity redundant Private Branch Exchange (PBX) whose local area network architecture is not converged with any other application but dedicated to telephony.
 - a. 1120/40 IP Telephones used in the Administrative area
 - b. 2216 Digital Telephones used in the 911 Communications Center
 - c. Analog ports used for modems, fax machines and convenience phones.
 - d. ISDN PRI
 - e. Analog CAMA Trunks
 - f. Call Pilot Voice Mail
 - g. Telephony Manager

2. Plant/CML Vesta M1
 - a. HP Workstations and monitors
 - b. HP Servers
 - c. KVM Arbitrator
 - d. Genovation Key pads
 - e. Magic - Management Information System
 - f. Plant CML Managed Services
 - i. Disaster recovery
 - ii. Monitor and Response
 - iii. Microsoft Patch updates
 - iv. Network Security - Virus protection
 - g. Net Clock

Verizon is the Incumbent Local Exchange Carrier (ILEC) and provider of the PSTN services.

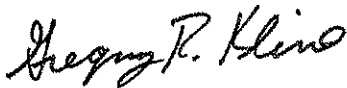
Parties interested in providing 24 hour by 365 day support should contact DEMA at their earliest opportunity to schedule a tour and review the system configurations in detail. The tentative schedule requires proposals be submitted to the County no later than September 23, 2010.

A signed Maintenance Agreement is expected to be returned to the successful vendor following the conclusion of the County Commissioner's Legislative meeting on November 11, 2010.

The point of contact for this project will be the Agency's Telecommunications Manager, Joe Gaughan. He can be reached at 717-558-6808 or jgaughan@dauphinc.org.

Thank you for your interest in providing services to the Dauphin County Emergency Management Agency.

Sincerely,



Gregory Kline
Manager – Technical Services
Dauphin County Emergency Management Agency
911 Gibson Blvd
Steelton, PA 17113

REQUEST FOR QUOTATION

For Enhanced 911 Call Taking Equipment Support and Maintenance (Including Peripheral Equipment and Spares)

1.00.0 INTRODUCTION

Dauphin County Emergency Management Agency is soliciting quotations from qualified firms for installation, maintenance and technical support of an Avaya (Nortel) CS1000E PBX and PlantCML VESTA® M-1 E 9-1-1 call handling system including switching and call process hardware, software, workstations and related peripheral equipment.

A firm quotation is being solicited for required services and products in this Request for Quotation (RFQ). Required products and services are those currently being used by Dauphin County Emergency Management Agency and those the Agency may purchase from the successful Vendor.

Dauphin County will consider RFQ responses from firms who plan to share work through a subcontracting agreement (Vendor / Reseller). Such responses will be considered only if one firm assumes the role and all of the responsibilities of a prime Vendor. This RFQ is soliciting a single quotation.

The objective of this RFQ is to provide sufficient information for qualified Respondents to submit written quotations. The RFQ is not a contractual offer or commitment to purchase services. Offers that do not conform to the procedures, format, and content requirements outlined in this RFQ will not be considered responsive to this request.

All respondents should clearly state within their quotation any questions to be addressed by Dauphin County, and identify any assumptions made in formulating the quotation. Dauphin County reserves the right to respond to questions or discuss assumptions made by any Respondent after all Quotations have been reviewed.

2.00.0 BACKGROUND

Dauphin County Emergency Management Agency owns and utilizes an Avaya (Nortel) CS1000E PBX with Call Pilot Voice Mail and Telephony Manager for its agency telecommunications needs. Additionally, the CS100E is configured as a PlantCML VESTA® M-1 CS1000 E9-1-1 system. Magic MIS and Managed Services including anti-virus, patch management, disaster recovery and monitoring & response are also part of the system. Dauphin County is requesting quotations for the maintenance of the current system.

3.00.0 RESPONSE PROCEDURES

Dauphin County requests a quotation for an Avaya (Nortel) CS1000E PBX and 911 Plant CML VESTA® M-1 CS100 maintenance services which will best serve the needs of Dauphin County Emergency Management Agency as determined by the County. As these services are of a professional and highly technical nature, Dauphin County is not legally required to acquire said goods and services by proposal, but is free to do so by alternative method. Accordingly, neither the Request for Quotation nor the receipt of any quote or offer constitutes an offer or acceptance, and in no case will either commit the County to award a contract or pay any costs incurred in preparation of a response, nor to procure or contract any services or supplies whatsoever. Dauphin County reserves the right to negotiate with all qualified sources, and to cancel this Request for Quotation in part or in its entirety. Dauphin County further reserves the right to amend or waive any or all requirements or specifications.

ALL prospective Vendors **MUST** schedule a tour of the facility located at 911 Gibson Blvd, Steelton, PA 17113 and review the project objectives prior to submitting a final quotation. Only those vendors completing these requirements will be considered eligible to submit Quotations for the services listed in this document.

One (1) Original and three (3) Copies of all responses to this request must be received at 911 Gibson Blvd, Steelton, PA. 17113

no later than September 23, 2010 at 4:00 PM.

All responses must be enclosed in an opaque sealed envelope or package, marked plainly, "RFQ for Dauphin County EMA System Maintenance Services". If the RFQ is sent through the mail or other delivery system the sealed envelope or package shall be enclosed in a separate envelope or package with the notation "RFQ Enclosed" on the face of it. Late responses will be considered non compliant, and not submitted to Dauphin County for evaluation.

This Request for Quotation does not commit Dauphin County to award a contract, to pay any costs incurred in the preparation of a quotation, or to procure or contract for services. Dauphin County reserves the right to negotiate with all qualified sources and to cancel this Request for Quotation in part or in its entirety. Dauphin County also reserves the right to waive any and all technicalities.

The law of the Commonwealth of Pennsylvania shall apply to the interpretation of this and every other document and/or agreement related to the Request for Quotation and any disputes arising therein.

3.00.0 Each response shall include the following information, numbered and in the order specified below:

- 3.01.0 Name of Company, Company Home Office Address, Company Home Office Phone Number, and Identity of Chief Operating Officer.
- 3.02.0 Name, Position, Office Address, and Phone Number of person submitting the Response.
- 3.03.0 Name, Position, Office Address, and Phone Number of individual(s) with the authority to negotiate and contractually bind the Vendor, and who may be contacted during the response evaluation.
- 3.04.0 Name, Address, and Phone Number of any outside partners, subcontractors or joint venture firms used on similar work.
- 3.05.0 Number of employees by Job Title pertinent to the services being proposed. (Include Technicians, Service Managers, Customer Service Representatives, Trainers etc.)
- 3.06.0 Evidence of Pennsylvania business registration and or license.
- 3.07.0 A statement of Vendor's Equal Opportunity and Affirmative Action policies.
- 3.08.0 A list of clients for whom Vendor has provided PlantCML and Avaya (Nortel) Maintenance and support services as described in this RFQ. The list should indicate those clients, for whom the services have been performed, the size of the system, and a contact person at the client's location along with a phone number.
- 3.09.0 Length of time the company has been in the business of supplying, installing and servicing the products and services being proposed.
- 3.10.0 Current financial report for the company.
- 3.11.0 Any currently active complaints or any complaints which have been resolved within the past twelve (12) months that have been filed with the company by previous clients pertaining to the type of services being proposed.
- 3.12.0 Any other information that demonstrates the Vendor's stability, ability to supply the requested products and services, and the ability to quickly and professionally respond to service problems and outages.

- 4.00.0 GENERAL RESPONSE INFORMATION FOR SERVICES REQUESTED**
Dauphin County Emergency Management Agency seeks the following services from the successful vendor.
- 4.01.0 "First Level" support is considered to be any action or service required to restore operation of any device or component inoperative or malfunctioning. First level support services may include, but not necessarily be limited to, the identification, definition, alarms, diagnosis and repair of those malfunctions identified, defined and diagnosed.
- 4.02.0 "Second Level" support when Dauphin County's Communications personnel are unable to identify or resolve any condition which impairs or renders inoperative any device or component of the covered system(s). Second level support may be either on-site or remote access service.
- 4.03.0 "Third Level" support when the vendor is unable to identify or resolve any condition which impairs or renders inoperative any device or component of the covered system(s). This shall include whatever services are necessary including but not limited to providing direct services from the equipment manufacturer(s). Third level support may be either on-site or remote access service, as necessary to resolve the problem.
- 4.04.0 "Remote Monitoring" for the Emergency Communications Center system(s) will be performed by PlantCML via their Managed Services Center in California. Successful vendor will be required to provide continued surveillance via this method.
- 4.04.1 "Remote Monitoring" for the CS 1000E performed by the Vendor's Network Operations Center (NOC) will be appropriately staffed with qualified and highly trained technicians to provide 24 hour by 365 day coverage. *(This shall be listed as an "option".)*
- 4.05.0 "Preferred customer labor rate" for services not included as part of this maintenance agreement. Proposer shall list their current advertised labor rate(s) for non contract services, and indicate what discount percentage would be applied to that rate(s) as part of this agreement. *(This shall be listed as an "option".)*

- 4.06.1 Pricing shall list the cost of Remote Surveillance (4.04.0 and 4.04.1).
- 4.06.2 Pricing shall list the cost of Peripheral & Spares Repair. (DEMA maintains a spare parts kit for both the CS1000E and Vesta.)
- 4.06.3 Prices of Options or other optional services not requested shall be listed on a separate page, and be clearly labeled as "Optional Services".
- 4.06.4 Required Services and Optional Services shall be totaled separately as applicable.
- 4.06.5 Prices proposed for all items listed in this section shall be in a separate section of the response.

5.00.0 SPECIFIC REQUIREMENTS

5.01.0 Compliance with Applicable Statutes and Rules:

5.02.0 Specific Maintenance requirements:

- 5.02.1 All required services shall be provided on a 24 hour basis 365 days per year.
- 5.02.2 Vendor must provide telephone contact numbers answered on a 24 hour basis 365 days per year.
- 5.02.3 Vendor shall respond to any call for service covered by this RFQ within one hour. In the event on-site services are required, service personnel shall be on site within two hours of the initial call for service.
- 5.02.4 Vendor shall utilize ONLY PlantCML trained and certified technicians for any maintenance services of system(s) supporting the Emergency Communications Center and, Avaya (Nortel) Trained for the system(s) supporting the remaining operations of the Agency covered by the agreement. Copies of PlantCML certifications shall be filed with Dauphin County Emergency Management Agency BEFORE the technician will be allowed to respond to problems. Certification shall remain current during the period of the agreement.
- 5.02.5 Vendor shall provide documentation depicting their typical escalation procedure(s) utilized in the resolution of a problem. The procedure shall include titles of personnel, departments and organizations involved, as well as any established time frames.
- 5.02.6 Vendor shall describe its Trouble Ticket Case Management processes and procedure.
- 5.02.7 Vendor shall describe its use of Depot maintenance for parts and availability of spare parts inventories.
- 5.02.8 Vendor shall describe its Network Operations Center (NOC), if applicable, to be utilized in remote monitoring or involved in the trouble escalation procedures.
- 5.02.9 Vendor shall provide a current resume for each technician expected to be providing services under the agreement.

- 5.03.0 The single point of contact for this RFQ will be:
Joseph J. Gaughan
Assistant Manager – Telecommunications.
Dauphin County Emergency Management Agency
Office 717-558-6808
Fax 717-558-6850
- 5.04.0 **Site Visit Requirements**
- 5.04.1 Each prospective vendor shall be responsible for visiting the PSAP prior to submitting their quotation.
- 5.04.2 Vendor shall schedule site visits with the Telecommunications Manager.
- 5.05.0 The vendor shall submit in advance of the site visit, the names of individuals, their driver's license information and social security number for the purposes of conducting a confidential background check. Individuals found to have a criminal history and who by their presence may possess the potential to compromise the security or confidential environment of the 911 Operation Center, will be denied access.
- 5.06.0 **Specific Maintenance Options:** The Vendor shall supply a one year maintenance agreement for the proposed services.
- 5.07.0 **Non-disclosure of Data:** Vendor agrees that all data provided to them by the County is of a proprietary nature, and remains the sole property of the providing entity. Vendor or any subcontractor or subrogate, may not disclose, or disseminate County data to any other party for any reason, without the express written consent of the owner of said data.
- 5.08.0 **Non-disclosure Agreement:** Whereas the successful Vendor will be using and working with data owned by County, the successful proposer may be required to sign non-disclosure agreements, before requested services may be initiated. This is at the sole discretion of the County.
- 5.09.0 **Additional requirements for successful Vendor**
- 5.09.1 The successful vendor will be required to provide a Certificate of Insurance, and sign a "Hold Harmless" agreement, prior to beginning any work associated with this RFQ. Copies are attached to this non-electronic version of the RFQ.
- 5.09.2 The Vendor shall indemnify, save, defend, and hold harmless the County from all claims for labor and materials furnished under this Contract. When requested by the County, the Vendor shall submit satisfactory evidence that all persons, firms or corporations, who have done work or furnished materials under the contract, for which the County may become liable under the laws of the state, have been fully paid or satisfactorily secured.
- 5.10.0 The successful vendor shall submit for its workforce who requires site access in the performance of contracted services, the names of individuals, their driver's license information and social security number for the purposes of conducting a confidential background check. Individuals found to have a criminal history, who by their presence may possess the potential to compromise the security or confidential environment of the 911 Operation Center, will be denied access.

6.00.0 **Schedule of Payments.** - Successful Vendor shall provide detailed schedule of payment options.

7.00.0 **Rights Reserved To CUSTOMER** - Dauphin County reserves the right to:

Amend the RFQ as necessary and provide revisions to all prospective Vendors.
Waive or modify minor irregularities in RFQ responses received, after prior notification to the Vendor.

Reject any quotation that is incomplete, does not demonstrate the Vendors ability to provide the required services, or which is not responsive to this RFQ.

Accept the vendor's Quotation that is, in the sole judgment of Dauphin County, most advantageous to the County and its citizens, even though it may not be the lowest price quoted.

Negotiate with any Respondent after Quotations are reviewed, if such action is deemed in the best interest of Dauphin County.

Negotiate an Agreement with another qualified Vendor in the event that an Agreement is not successfully and expeditiously executed by the Vendor initially selected for contract award.

8.00.0 **Governing Law Venue** The successful vendor's Agreement is to be governed and construed according to the substantive law of Pennsylvania. All Parties further agree that proper venue shall be exclusively in the Commonwealth of Pennsylvania.

9.00.0 **Electronic version requests**

9.00.1 Electronic copies of this Request for Proposal will be provided upon request. Requests shall be e-mailed to: jgaughan@dauphinc.org. Requests shall specify DEMA E9-1-1 System Maintenance RFQ in the subject line.

9.00.2 Electronic copies are provided for the vendor's convenience, and are superseded by the printed version of this RFQ and its attachments. It is the Vendor's responsibility to insure compliance with the original document

NOTE: Vendors will be responsible for submitting their Quotation in the same order and same numbering sequence as is used in this RFQ.

Tentative Schedule

September 23, 2010 RFQ Response due at County
September 29, 2010 RFQ Clarification requests to selected Vendors
October 6, 2010 Clarification Response due
October 13, 2010 Notification to successful vendor
October 21, 2010 Submission of Agreement for signature
November 3, 2010 County Commissioner's Workshop
November 10, 2010 County Commissioner's Legislative Session
November 17, 2010 Signed Agreement returned to successful Vendor.
November 21, 2010 Effective date of Service Agreement

Pricing :

CS1000E PBX Maintenance _____
Voice Mail _____
Telephony Manager _____
Vesta/MagIC system _____
Total Required Vendor Maintenance _____

Plant CML Vesta M1 Support _____
Managed Services:
 Monitor and Response _____
 Patch Management _____
 Anti Virus _____
 Disaster Recovery _____
Total Plant CML Support _____

Total Required Maintenance Charges _____
(Vendor and PlantCML)

Labor Rates
 Standard _____
 (Non contract services)
 Preferred Customer _____
 (option)

Recommended Spare and/or Peripheral: _____

Optional Services:
 NOC Remote Monitoring _____

Attachments:

County Hold Harmless and Indemnification Agreement.

County Vendor insurance requirements.

HOLD HARMLESS AND
INDEMNIFICATION AGREEMENT

Contractor shall indemnify, defend, save and hold harmless the County of Dauphin from and against any and all claims, debts, damages, judgments, awards, losses, liabilities, interest, attorney's fees, costs and expenses of whatsoever kind or nature to the extent caused or occasioned by, or contributed to by the negligence of Contractor or anyone acting under its direction or control or on its behalf in connection with or incident to the contract work. All questions involving contributory acts, omissions, fault, or negligence of County with Contractor will be determined in accordance with applicable law. Without limiting the generality of the foregoing, the same shall include injury or death to any person or persons, including agents and employees of County, Contractor, other contractors and subcontractors and damage to any real or personal property, including property of County, Contractor, other contractors and subcontractors. Contractor will, on request and at its expense, defend any action, suit or proceedings arising hereunder and shall reimburse and pay County for any loss, cost, damage or expenses (including legal fees) suffered by it hereunder consistent with subcontractor's indemnity obligation hereunder. Such obligation shall not be construed to negate, or abridge or otherwise reduce any other right or obligation of indemnity that would otherwise exist as to any party or person described in this Clause. In no event shall Contractor be liable for and Contractor expressly disclaims any liability for any incidental or consequential damages no matter under what theory or facts advanced.

In any and all claims against the County of Dauphin by any employees of Contractor, anyone directly or indirectly employed by Contractor or anyone for whose acts Contractor may be liable, the indemnification obligation under this Clause shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor under worker's or workmen's compensation acts, disability benefits acts or other employee benefit acts.

If, for any reason during the performance of this Contract, Contractor rents, leases or uses equipment of County, Contractor shall indemnify, defend and hold harmless County (including its officers, agents, and employees from any loss (including costs and attorney's fees) or damage caused by that equipment. Furthermore, Contractor shall be liable to County for any loss or damage to that equipment.

Dated:

Authorized Representative

Company Name

Address

City/State/Zip Code

Telephone Number

COUNTY INSURANCE REQUIREMENTS:

Contractor required to provide certificates of Insurance naming County of Dauphin as additional Insured and indicating the following coverage In the amount of one million dollars (\$1,000, 000) for each category of coverage except as noted herein:

1. Liability Insurance
 - Commercial General Liability
 - Products Completed Operations Liability
 - Contractual Liability
 - Comprehensive Automobile Liability
2. Workers' compensation & Employers Liability \$500,000.

If the contractor should use any subcontractor, the contractor shall include all subcontractors as insured under its policies, or shall furnish to the County of Dauphin separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements of the contractor.