

**Illinois Valley Regional Dispatch  
RFP Disclaimer  
Logging Recorder**

To the extent any of the following requirements are propriety or vendor specific or in any way limits open and competitive proposals IVRD may waive the requirements so bidders may submit proposals that insure they are substantially complying with said requirements.

**Illinois Valley Regional Dispatch  
Chairman Douglas P. Bernabei  
1901 4<sup>th</sup> Street  
Peru, Illinois 61354  
Request for Proposals  
911 Digital Voice Logging Recorder  
NOTICE TO BIDDERS**

Illinois Valley Regional Dispatch (IVRD) is currently accepting bids from qualified vendors for procurement, installation and configuration of a voice logging recording solution for IVRD. Bid specification packages and bid forms will be made available starting at 9:00 a.m. on Tuesday, May 24, 2016. The packets may be obtained at the Peru City Clerk's Office, 1901 4<sup>th</sup> Street, Peru, Illinois, or may be obtained online at [www.peru.il.us](http://www.peru.il.us). Interested vendors must attend a mandatory pre-bid conference at 10:00 a.m., Thursday, June 2, 2016. The conference will be held in the community room of Peru City Hall at 1901 4<sup>th</sup> Street, Peru, Illinois wherein a presentation will be made by IVRD representatives explaining the bid process and the expected timeline for implementation. A tour of the proposed IVRD dispatch center facility will be held and IVRD will provide as much specific information to assist bidders in the bid process.

Based on questions submitted, IVRD will hold a second mandatory bidder's conference which will be held at 10:00 a.m. on Thursday, June 23, 2016. The conference will be held in the community room of Peru City Hall at 1901 4<sup>th</sup> Street in Peru, Illinois. At this conference questions posed by prospective bidders and any new additional information will be provided.

Sealed bids shall be submitted no later than 9:00 a.m., Tuesday, July 26, 2016 to the office of the Peru City Clerk, at which time they will be opened and publicly read aloud. Envelopes shall be marked "Proposal for 911 Digital Voice Logging Recorder" in the lower left-hand corner. Bidders shall submit one original and three bound copies of proposals. After opening, proposals will be forwarded to IVRD for tabulation, review and recommendation to the IVRD Board at a future meeting. In awarding the bid, the Board reserves the right to reject any and all bids, waive formalities, informalities and technicalities therein, and to take whatever bid they determine to be in the best interest of IVRD considering lowest or best bid, quality of goods and work, time of delivery or completion, responsibility of vendors being considered, previous experience of vendors with IVRD contracts, or any other factors they deem appropriate. All inquiries, requests for additional information or clarification to assist in the RFP process shall be submitted in writing via email by 12:00 p.m., Tuesday June 14, 2016 and shall be directed to IVRD Chairman Douglas Bernabei at [chiefbernabei@perupolice.org](mailto:chiefbernabei@perupolice.org) and copied to IVRD Equipment Committee Member Don Aleksy at [d.aleksy@lasalle-il.gov](mailto:d.aleksy@lasalle-il.gov).

## **INSTRUCTIONS TO BIDDERS**

### **1. BIDS**

Bids should be submitted in sealed envelope(s) clearly marked in the lower left-hand corner "**Proposal for 911 Digital Voice Logging Recorder.**" Bids received after the bid deadline as specified in the Notice to Bidders will not be considered.

### **2. BID FORMS**

Bids are to be submitted on forms provided in this package. Bid forms are to be completed in their entirety and all requested information provided. Where indicated, bids are to be signed by an individual authorized by the bidding company. Incomplete or unsigned bid forms are cause for rejection of the bid.

### **3. TAXES**

IVRD is exempt from all Federal and State taxes. Your prices should reflect same.

### **4. PRE-BID CONFERENCE**

Mandatory pre-bid conference will be held at 10:00 a.m., Thursday June 2, 2016 in the community room of Peru City Hall at 1901 4<sup>th</sup> Street, Peru, Illinois. Second mandatory pre-bid conference will be held at 10 a.m., Thursday, June 23, 2016 in the community room of Peru City Hall at 1901 4<sup>th</sup> Street, Peru, Illinois.

### **5. SCOPE OF WORK**

As described in depth in the Request for Proposal (RFP)

### **6. SPECIFICATIONS**

- A. Provide IVRD IT Manager with any necessary specifications if additional IP circuit wiring as required to support the new system.
- B. Provide IVRD representative with any necessary specifications if additional cooling or ventilation is required for the new system.
- C. Once operational and accepted remove any old hardware, packing materials, etc. from equipment room.

### **7. OTHER REQUIREMENTS**

- A. Pricing shall show a total price.
- B. Onsite user training for IVRD Administrative staff to include setting of passwords or any other standard system features.
- C. Administrative training for IVRD IT staff.

## **INTRODUCTION**

IVRD is comprised of numerous Illinois Valley municipalities that will serve a population base of 35,000. IVRD will be located at the Peru Police Department, 1503 4<sup>th</sup> Street, Peru, Illinois.

### **Scope of Work**

This project shall include the full procurement, installation and configuration of a voice logging recording solution. **IVRD intends for this project to be 100% turn-key.** As a turn-key project the Proposer will be responsible for the provisioning of equipment, system design/performance to specifications, installation, testing, and final acceptance of the system. All costs to provide these turn-key services shall be included in the Pricing Proposal. The logging recorder must be capable to handle no less than 48 channels.

### **Evaluation & Award**

IVRD reserves the right to evaluate proposals in terms of the IVRD's best interests, applying criteria provided in this RFP and any other criteria IVRD, in its sole discretion, deems pertinent. Any proposal that does not meet the necessary criteria, or for which a fixed dollar amount cannot be precisely determined, will be considered non-responsive and may be rejected.

IVRD reserves the right to choose systems that best fit its current and future needs based on a variety of factors including:

- RFP Compliance
- Experience/ References
- Capabilities, Features and
- Functionality Survivability / Fault
- Tolerance Warranty, Maintenance and
- Support Total Cost of Ownership
- Any other factors deemed relevant by the evaluation team

IVRD may request additional information and/or a "best and final" offer from some or all Proposers. Furthermore, award of contract may be made without discussion with any Proposer after proposals are received. Proposals should therefore be submitted on the most favorable terms.

### **Pre-Bid Meeting & Site Visits**

Mandatory bidder's conferences, as scheduled in the instructions to bidders, will be held in the community room of Peru City Hall at 1901 4<sup>th</sup> Street, Peru, Illinois. Any party wishing to submit a Proposal is highly encouraged to send appropriate representatives to attend this meeting. Immediately following the bid meeting site visits will be provided to the IVRD dispatch center.

It is critical that Proposers send appropriate personnel to attend the Pre-Bid meetings and site visits. IVRD may deny requests for additional information or site visits due to a Proposers failure to attend these meetings with appropriate staff.

### **Accuracy of Information**

Respondents are solely responsible for conducting their own independent research, due diligence, or other work necessary for the preparation of responses, negotiation of contracts, and the subsequent delivery of services pursuant to any contract. IVRD takes no responsibility for the completeness or the accuracy of any information presented in this RFP or otherwise distributed or made available during the selection process, or during the term of any subsequent contract.

### **Qualifications of Contractor / Subcontractor**

Any Proposer desiring to use subcontractors must include within their Proposal a list and description of any such qualified subcontractors. IVRD will require documentation and references to ensure the qualification of a subcontractor. IVRD will require that a subcontractor cannot be changed without written permission and that any changes in subcontractors will not provide an extension of time to the Contractor. IVRD may at its sole discretion require that certain employees of the Contractor or any subcontractor submit to a background investigation, to include a full criminal history, at the expense of IVRD to gain access to certain sensitive or otherwise restricted areas.

### **Site Modifications / Civil Work**

Proposers must indicate any special requirements (e.g. architectural, mechanical, electrical, civil or structural modifications) that their equipment may need at any locations that are intended to be utilized in the construction of the system or performance of work as required herein.

The costs for these special requirements shall be disclosed in the Proposal as this is a turnkey project, whereby the costs to furnish and install the proposed network infrastructure are fixed to the Proposal amount. IVRD will have no obligation to pay or reimburse Contractor for any special requirement not provided for in their proposal.

### **Time for Completion**

The Project's time frame for completion is expected to be no later than 120 days upon contract award unless otherwise agreed to by both parties. This project is interdependent on several other projects including pending installation of new dispatch center furniture, server racks, radio system and phone system. Additionally, Proposers are advised that telephone and radio recording cutover may occur at different times and Proposer may be required to support each cutover separately. Further, as a result of diverse funding sources and cutovers, it is possible that radio recording functionality may be procured and provisioned after telephone system procurement and provisioning.

**Parallel Implementation**

The new recorder solutions may be required to operate concurrently with existing recorder solutions for some period of time during respective communications system cutovers. The current system is the only Public Safety voice recording system in use by IVRD and must operate 24/7/365. Therefore, duplicated voice recording systems will coexist for some period of time as various systems are cutover.

The Contractor is responsible for developing a plan to accommodate mutually dependent systems.

**Standards and Summary Reference**

The Proposer may be required to demonstrate that it has designed, delivered and installed voice recording systems supporting IP connectivity on other projects having comparable size and scope. These systems shall be described with enough information that a reasonable determination of project equivalency may be made.

**General Requirements**

The proposed recorders shall be designed for redundancy and deployed in a configuration with the following general requirements:

- Minimum 48 channel capacity.
- Support for recording radio traffic, encrypted and unencrypted, through IP connections to system.
- Support for recording Next Generation 9-1-1 (current release version) telephone traffic through IP connections.
- Support for recording Avaya IP Office telephone traffic through IP connections as an option.
- Support for recording analog CAMA Trunks and POTS lines.
- Support for recording analog position audio.
- Support for access to recordings based on multiple tiers of user permissions associated with talk groups, lines and radio console positions.
- Support for future growth, analog and digitally.

**Radio Recording Requirements**

Proposer shall be required to work with radio vendor to develop a trusted IP connection for the recording of radio traffic.

**Work Quality**

All workmanship shall be of the highest quality, in accordance with industry-accepted practices, vendor-specific installation standards, and the National Electric Code. Work areas shall be maintained in a neat,

orderly fashion.

The installation of audio, signal and control cables within equipment cabinets, enclosures, racks and cable trays must be properly routed such that wires/cables do not cross over each within cable bundles.

Cables must be properly labeled, routed and secured. To the maximum extent possible, cables carrying AC power, low-level audio, RF and digital signals must be grouped separately where feasible.

The installation of any network cabling within or outside the equipment cabinets, enclosures, racks, cable trays will be routed in accordance with industry standard cable management systems such as Panduit.

IVRD shall have the ability to temporarily stop work progress by the Contractor if workmanship falls below acceptable levels and shall have the authority to require the Contractor to remove and/or correct all observed instances of poor wiring practice, inappropriate use of installation materials and other obvious installation defects as a result of apparent poor workmanship. Approval to resume installation work activities shall be provided to the Contractor once agreement is reached in resolving observed workmanship defects.

### **Training and Maintenance**

The Contractor will provide basic user training for twenty (20) system users. Such training shall include a basic understanding of the client application, searching call activity, call playback and call export.

The Contractor will provide administrative training for three (3) system administrators. Such training shall include an in-depth understanding of the operation of the system as well as administration of users, archiving and similar topics.

The Contractor will coordinate all training sessions with IVRD. All training must be approved by IVRD. All training will be delivered prior to formal system acceptance.

The Contractor will allow, upon system acceptance, designated IVRD personnel to be provided with security and access codes, which will allow IVRD to make routine operational changes and conduct basic maintenance. The Contractor must continuously and within a reasonable time frame notify IVRD of any computer and/or software code revisions and any recommended equipment modifications. All such code revisions, upgrades and modifications shall be automatically incorporated into the project, up through the commencement of formal acceptance testing.

### **Spare Parts**

Contractor will be required to supply an initial manufacturer's recommended level of stock of spare parts which

shall be reviewed and approved by IVRD, as determined necessary, to maintain the system in the event of a critical component failure. These spare parts shall be located at a location designated by the IVRD.

As spare parts are consumed in the course of routine or repair maintenance during the initial and subsequent warranty period(s), the Contractor shall immediately replenish its stock of locally housed spare parts, where necessary. If at any time the Contractor is aware of any equipment repair or recall notifications the Contractor shall notify the IVRD. Trends of unusual system or component failure shall be brought to the attention of IVRD by the Contractor.

### **Service Manuals**

Contractor shall provide volumes of installation, service and user documentation for each component delivered under this procurement. The quantity shall be determined by the number of recorders plus one (1) additional set.

### **Warranty**

The Contractor shall warrant all provided equipment furnished as part of the contract for a period of one year after the date of system acceptance. The warranty will commence at the time of final acceptance approval and the Contractor shall provide all labor and parts for maintenance and repair, including preventive maintenance, of the system provided. All costs for the one-year warranty will be borne by the Contractor.

### **Ongoing Service**

IVRD desires to have ongoing support in the form of extended warranty as well as routine maintenance following the initial warranty period. Proposer should include with submittal a detailed service proposal to provide:

Upgrades to software, firmware and related materials (inclusive of time and materials)

Maintenance and repair (inclusive of time and materials) of provided equipment.

Proposer shall indicate the method of delivery of such services to include their intention to use their own personnel or sub-contractors. For major failures, Contractor shall remotely interrogate and attempt to resolve the problem within 30 minutes and arrive on site, if required, within 4 hours. For non-major issues, Contractor shall remotely interrogate and attempt to resolve the problem within 2 hours and arrive on site, if required, the next business day.