



Solicitation Information

10 February 06

RFP # B06033

TITLE: Multi-System PSAP Maintenance Services for E-911

Submission Deadline: March 7, 2006 at 1:40 pm

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at wanderson@purchasing.state.ri.us no later than **February 24, 2006 at 4:00pm** (Eastern Time). Please reference the RFP# on all correspondence. Questions received, if any, will be answered and posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

William J. Anderson, C.P.M. Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 – INSTRUCTIONS AND NOTIFICATIONS TO OFFERERS:

The Rhode Island Department of Administration/Division of Purchases, on behalf of E-911 is soliciting proposals for System Maintenance Services, from qualified respondents, and in accordance with the terms of this Request for Proposals (RFP) and the State's General Conditions of Purchase, which is available at www.purchasing.ri.gov

To access the State's General Conditions of Purchase, enter our website, click on RIVIP, then click on General Information and then click on Rules and Regulations. Once the Rules and Regulations are displayed, scroll to the bottom of the page and double click on Appendix A, which contains the State's General Conditions of Purchase.

The scope of work is described herein.

This RFP will encompass a statewide Enhanced 9-1-1 system that is presently located in North Providence, Rhode Island (primary PSAP) and an alternate PSAP to be located initially (on a temporary basis) in the Department of Administration Building, Training Room "A", One Capitol Hill, Providence, Rhode Island and thereafter to be permanently located in "A" Wing of the Varley Building, in the John O. Pastore Complex, 600 New London Ave, Cranston, Rhode Island (unless another location is identified by RI E 9-1-1 at a later date).

RI E 9-1-1 provided services include but are not limited to the answering, processing and transferring of emergency 9-1-1 calls received by either the primary or alternate PSAP to the secondary (local) police, fire or medical in-state responders as well as any bordering states responding agencies or departments.

Potential Offerers are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

The state reserves the right to award to one or more respondent. The State also reserves the right to award this project based on pricing alone.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offerer. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than ninety (90) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted is to be considered fixed, unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and may not be considered.

It is intended that an award pursuant to this request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontractors are permitted, provided that their use is clearly indicated in the Respondent's proposal, and that the subcontractor(s) proposed to be used are identified in the proposal.

Evaluation of proposals will include consideration of competence and general experience to provide the required services; experience and qualifications of personnel; availability of personnel, equipment and facilities to perform expeditiously; past performance with respect to control of costs, quality of work, ability to meet deadlines; the submittal of a formal work plan; the fixed fee price (subject to further downward negotiation); and an hourly rate schedule by employee title for additional services that might be required beyond the original Scope of Work.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the selected vendor(s).*

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Letter of Interest/Request for Proposal will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

The respondent should be aware of the State's Minority Business Enterprise (MBE) requirements, which addresses the State's goal of a minimum of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator, at (401) 222-6253 or visit the website at <http://www.mbe.ri.gov>

The selected Contractor will provide services for a period of *five (5) years*.

Questions, in **Microsoft Word Format**, concerning this solicitation, may be e-mailed to the Division of Purchases at wanderson@purchasing.state.ri.us no later than the date & Time indicated on page 1 of this solicitation. Please reference **RFP # B06033** on all correspondence.

Responses to questions received, if any, will be provided, as an Addendum to this RFP, and posted on the Rhode Island Division of Purchases website at (www.purchasing.state.ri.us) It is the responsibility of all interested respondents to download this additional information. *If technical assistance is required to download, call the Help desk at (401) 222-2142, ext. 134.*

Proposals to provide the required services must be received by the Division of Purchases **on or before March 7, 2006 at 1:40pm(EDT)**. Responses (**a clearly marked original plus (4) copies**) should be mailed or hand-delivered in a sealed envelope marked **“RFP NUMBER: B06033** to:

By Courier or Mail:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time may not be considered. Proposals must be presented to the Purchasing Receptionist for check-in and time stamp prior to the bid opening date and time. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The “official” time clock is located in the reception area for the Division of Purchases. **(Please be advised that Fedex/UPS do not always arrive by 10:30 am, you would be smart to send your submission to arrive at least one day early)**

RESPONSE CONTENTS

Responses must include the following:

- A completed and signed three-page RIVIP generated bidder certification cover sheet (downloaded from the RI Division of Purchases Internet home page at www.purchasing.state.ri.us)
- A statement of experience describing the Offeror’s background, qualification, and experience with similar projects and all information described elsewhere in this solicitation.
- A completed and signed W-9 Form downloaded from the RI Division of Purchases Internet home page at www.purchasing.state.ri.us by clicking on RIVIP, then General Information and then Standard Forms.

SECTION 2 – SCOPE OF WORK

Definition of Terms

Abandoned Call – A call placed to RI E 9-1-1 in which the caller disconnects before the call can be answered by the Public Safety Answering Point (PSAP) telecommunicator.

Alternate PSAP – A PSAP (temporary or permanent) designated to receive RI E 9-1-1 calls in conjunction with, or when the primary PSAP is unable to do so.

Alternate Routing – The capability of routing RI E 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks to a primary PSAP are busy or put out of service. This may be activated upon request of RI E 9-1-1 or automatically when 9-1-1 equipment fails or the PSAP itself is disabled or rendered inoperable.

ALI (Automatic Location Identification) – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

ANI (Automatic Number Identification) – The telephone number associated with the access line from which a 9-1-1 call originates.

ANI/ALI Controller – A stand-alone CPE component that provides the ANI decoding and function key control for 9-1-1 service.

DITM – means the Division of Information Technology Management.

Encrypted Data Transmission - in security, the ciphering of data by applying an algorithm to plain text in order to convert it to cipher text.

ESN (Emergency Service Number) – An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographic area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency or agencies.

ESZ (Emergency Service Zone) – see ESN

FTP (File Transfer Protocol) – In local area networking technology, file-sharing protocol that operates at layers 5 through 7 of the Open Systems Interconnection (OSI) model.

GIS (Geographic Information Systems) – used for handling maps with features such as roads and attributes. They might be represented in several layers that may hold data

relative to particular features. Each feature is linked to a position on the graphical image of a map.

MSAG (Master Street Address Guide) – A database of street names and house number ranges located within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

ENA (National Emergency Number Association) – The National Emergency Number Association is a non-profit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

PSAP The RI E 9-1-1 Public Safety Answering Point

RI E 9-1-1 – The State of Rhode Island Enhanced 9-1-1 Emergency Telephone System Division

NPA – The three digit area code of the calling number

Normal Business Hours – 8:00 AM to 4:00 PM EST Monday through Friday, excluding State of Rhode Island Holidays. State Holidays include but are not limited to: New Years Day, Martin Luther King Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day. Specific dates of state holidays will be provided upon request.

NXX – The first three digits of a local 7-digit telephone number referred to as the prefix. This number identifies the central office out of which the telephone number originates.

Reverse ALI – A manual request for an ALI record from the PSAP based on the telephone number.

TN (Telephone Number) – The unique network address that is assigned to a telephone user, i.e. subscriber, for routing telephone calls.

Vendor – A person, corporation, partnership, LLC, LLP, business or legal entity or the like that is intending to or considering the submission of a proposal relative to this RFP.

VoIP (Voice Over Internet Protocol) - is the ability to make telephone calls and send faxes over IP-based data networks with a suitable quality of service (QoS) and superior cost/benefit.

GENERAL INFORMATION

General Overview

Mission Statement of RI E 9-1-1

To serve as the communications link between the public and public safety agencies for all emergency 9-1-1 calls made within the State of Rhode Island.

Vision Statement of RI E 9-1-1

It is the vision and expectation of RI E 9-1-1 to exceed all standards of excellence in public safety by providing state of the art 9-1-1 services to every person in the State of Rhode Island. In doing so RI E 9-1-1 envisions a day when everyone in this State understands and relies on RI E 9-1-1 by realizing that once they dial the numbers 9-1-1, emergency assistance will quickly follow; further promoting the ideal of “One Nation - One Number”.

Goals/ Objectives of RI E 9-1-1

- A. Provide fast, efficient and professional emergency call answering capabilities to everyone within the State of Rhode Island.
- B. Ensure public awareness, confidence and education to the RI Enhanced 9-1-1 system.
- C. To effectively train all telecommunicators ensuring that all 9-1-1 qualifications and assurance standards are met and exceeded.
- D. Assist all Rhode Island cities, towns and municipalities with street addressing and the creation of the MSAG (Master Street Addressing Guide).
- E. Support map functionality to all 9-1-1 positions within the Primary Safety Answering Point (PSAP) and support the same GIS capabilities to the dispatch centers within the state.
- F. Comply with FCC mandate 94-102 relative to Phase II, requiring functionality and ability to locate wireless callers within the recommended accuracy standards.
- G. Enable Remote Automatic Number Identification (ANI) and Automatic Location Identification (ALI) to be transmitted to all dispatch centers within the state via TCP/IP utilizing the state wide 9-1-1 Public Safety frame relay.
- H. Design and engineer an Alternate PSAP and another Primary PSAP to accommodate the public safety of the citizens of the State of Rhode Island and growth in the number of access lines (wireline and wireless) within the state of Rhode Island.
- I. Assure system survivability by locating a disaster recovery facility functioning from a separate central telephone office in the event of a major system failure.
- J. Design and engineer Voice I/P solution that provides the utmost functionality with the least cost to the State of Rhode Island.

Description of Initiative

This RFP encompasses the service and maintenance of all 9-1-1 related equipment including software and hardware that is located within the RI E 9-1-1 Primary PSAP or

Alternate PSAP. This Alternate PSAP is designed to ensure the survival of the RI Enhanced 9-1-1 system in the event of a major failure. This facility will meet all of the current goals and objectives of RI E 9-1-1 (see above) and maintain adaptability to meet future needs. In addition this facility will afford RI E 9-1-1 the opportunity to accommodate future growth and to handle higher call volume as the industry evolves and the State of Rhode Island continues to grow.

Current Environment

The operations center and (Primary) PSAP located within the North Providence facility provides a practical application of all public safety aspects within RI E 9-1-1. Utilizing computer telephony technology, telecommunicators relay public safety information to local police, fire, and medical agencies, government agencies, language lines, poison control center(s), and all other applicable agencies to best serve the public safety and emergency needs of the citizens of the State of Rhode Island. All wireless and wireline emergency 9-1-1 calls placed within the State of Rhode Island are routed through this operation center (PSAP) and then transferred to the appropriate public safety agency. The RI E 9-1-1 PSAP receives more than 1500 calls per day on average (in 2004 RI E 9-1-1 transferred over 697,000 calls). Today approximately 76 dispatch centers (local responders) throughout Rhode Island receive voice only information and do not receive any electronic ANI or ALI information. In the near future, RI E 9-1-1 will be able to electronically relay necessary and valuable information (including but not limited to ANI and ALI) to the secondary responders by way of our Valor Computer Aided Dispatch System (CAD).

Current RI E 9-1-1 Emergency System Platform

Computers are interconnected via a local area network (LAN) running a specially designed 9-1-1 application known as Sentinel (by CML.) on a Windows 2000 platform. The topology complies with IEEE specification 802.3, 10/100 BaseT. Cabling and connectors are level 5 compliant. The computers communicate with the (CML ECS-1000 and microData WALI) Modular Automatic Number Identification (ANI)/Automatic Location Identification (ALI) Retrieval System via a proprietary Emergency Local Area Network (ELAN). RI E 9-1-1 is in the process of implementing an on-site ALI DBMS system manufactured by microDATA. This system will be maintained by AK Associates Inc. Presently, there are fourteen computer-telephony positions (in the primary PSAP and another fourteen to seventeen are projected for the alternate PSAP) utilizing Dell 512 MHz processing.

General Question Requirements

Instructions – Every Vendor, in response to this RFP shall provide a response in writing to each of the following questions.

Unless specifically stated otherwise it is to be expressly understood by each and every

Vendor responding to this RFP that there shall be no additional charge(s) to RI E 9-1-1 for any maintenance and/ or service as required pursuant to this RFP.

It is to be expressly understood by each and every Vendor responding to this Bid that (unless specifically stated otherwise), any maintenance and/or service required pursuant to this Bid shall be provided at both RI E 9-1-1 PSAP locations (Primary and Alternate[temporary or permanent], at no additional charge(s) to RI E 9-1-1)

- 1) RI E 9-1-1 requires that the responding Vendor must be, continuously and without interruption, in the 9-1-1 public safety business for a period of the last five (5) years or more. Please provide in specific detail your last five (5) years of history relative to your 9-1-1 public safety business.**

- 2) RI E 9-1-1 requires that the responding Vendor must be, continuously and without interruption, servicing and maintaining, for the last five (5) years or more, current 9-1-1 systems that are significantly similar or identical to those systems presently in use by RI E 9-1-1. This must include CML and microData operating systems including CML and microDATA software and hardware. Please provide in specific detail your last five (5) years service history.**

- 3) RI E 9-1-1 requires that the responding Vendor must have at least two (2) qualified service and maintenance personnel (9-1-1 technicians) assigned to RI E 9-1-1 on-site (during normal business hours) Monday through Friday, 8:00 am to 4:00 pm, excluding Rhode Island holiday's (at either the Primary or Alternate PSAP's) and available on-call (for times other than normal business hours) to respond (within two (2) hours after notification by RI E 9-1-1) for RI E 9-1-1 emergency systems off-hour service and maintenance. The on-site technicians must meet all requirements as set fourth in this RFP. Please specifically detail your compliance with this requirement.**

- 4) RI E 9-1-1 requires that the responding Vendor's technicians referenced in question number 3, directly above, must be certified by CML,**

microDATA, and Exacom to service and maintain their equipment (including software and hardware) and must be trained, knowledgeable and

proficient with all the various emergency systems employed by RI E 9-1-1

(including but not limited to Valor Systems [CAD]) and be able to maintain, service and update the same. Please specifically detail your compliance with this requirement.

- 5) RI E 9-1-1 requires that the respondent must have serviced and maintained at least five (5) emergency 9-1-1 systems within the last two (2) years. Please specifically detail the name, location and dates of the five (5) 9-1-1 systems that you have serviced and maintained within the last two (2) years.**
- 6) Is the responding Vendor's company presently involved in, (as a plaintiff, defendant or third party) or has the responding Vendor's company, within the last five years, been involved in any lawsuit, dispute or arbitration proceeding of any kind relative to any aspect of Vendor's operation including but not limited to service, maintenance, oversight, implementation and/or development of any 9-1-1 systems? Please respond by answering "yes" or "no" to this question. If your answer is yes please provide a detailed response.
- 7) Please identify the persons and/or parties that are responsible for the information contained within this RFP. Please specifically identify all persons and/or parties including their business address, title, job duties, telephone number, fax number and e-mail address.**
- 8) Will the person identified in the previous question have the Vendor's binding legal authority to negotiate, modify, finalize and execute the contract? Please respond "yes" or "no". If no, please indicate who will.**
- 9) Will the person identified in either of the prior two (2) questions have degree that they presently have) to oversee, enforce and implement all the terms on-going and continuous responsibility and binding authority (in the same and conditions of the contract? Please answer "yes" or "no". If no please specifically identify the person(s) who will and the degree of responsibility and/or authority that they will have.**

10) Please provide the following:

- (i) The complete legal name, business address and headquarters (if different than the business address) of the Vendor.**
- (ii) Any and all registered names, fictitious business names, trade names or d/b/a(s) that the Vendor is or has been known by or operates (or operated) under for the last five (5) years.**
- (iii) Please identify the Vendor's local office and location that will service and maintain the Primary and Alternate PSAP's and administer the RFP contract.**
- (iv) Please list all pertinent contact information in specific detail relative to (iii) above, including but not limited to: hours of operation, contact personnel who have the authority to service, maintain, oversee and administer the RFP contract (24x7x365), local office contact personnel, office telephone numbers (direct line 24x7x365) and the above referenced personnel's cellular numbers.**

11) RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** install, service and maintain new software releases or updates (in both the primary and alternate PSAP's) as soon as they become available at ***no additional cost*** to RI E 9-1-1. (RI E 9-1-1 is responsible for obtaining the hardware or software. The Vendor is responsible for the installation, service and maintenance of the software releases or updates.) Please respond by stating "we agree" or "we do not agree". If your response is "we do not agree" please provide specific and detailed reasons for the response.

12) RI E 9-1-1 requires that ***all*** installations of new software releases or updates (as referenced in question number 11, directly above) ***must*** be ongoing (for both the Primary and Alternate PSAP's) until the installation is complete and functioning properly. Please respond by stating "we agree" or "we do not agree". If your response is "we do not agree" please provide specific and detailed reasons for the response.

13) Please specify with particularity the party or entity that will be responsible for the service, maintenance and installation of new or updated releases (as referenced in questions 11 and 12, above) and the number of Vendor's employees (if more than the required two) that will be providing daily on-site assistance during any required software or hardware installations or upgrades.

- 14) RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** timely install (at no additional charge to RI E 9-1-1) all released service or maintenance updates for both 9-1-1 software and hardware. Please respond by stating “we agree” or “we do not agree”. If your response is “we do not agree” please provide specific and detailed reasons for the response.

- 15) RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** timely ***install*** (at no additional charge to RI E 9-1-1) future system upgrades (including enhancements and/or developments [future system upgrades will be acquired by RI E 9-1-1]). Please respond by stating “we agree” or “we do not agree”. If your response is “we do not agree” please provide specific and detailed reasons for the response.

- 16) The RI E 9-1-1 system is operational 24 X 7 X 365. RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** provide 24 x 7 x 365 availability of two (2) qualified service and maintenance personnel to the Primary or Alternate PSAP’s within two (2) hours of notification by RI E 9-1-1 of a problem (including but not limited to the 9-1-1 system hardware and software) during non-business hours. Please respond by stating “we agree” or “we do not agree”. If your response is “we do not agree” please provide specific and detailed reasons for this response.

SCOPE OF SERVICE REQUIREMENTS

Statement of Work

The Vendor awarded a contract to provide maintenance and service as specified in this RFP will be responsible for working in partnership with RI E 9-1-1’s technical and non-technical staff, personnel, agents and servants to ensure and guarantee that all the terms, conditions and requirements of this RFP and contract are fully complied with.

GENERAL REQUIREMENTS

- 17) RI E 9-1-1 requires that every Vendor responding to this RFP must have on-site technicians (as required in question 3, above) that have at least one (1) year (each) of experience in maintaining and servicing the type and kind of 911 emergency systems that are currently in operation at RI E 9-1-1. Please respond by stating “we comply” or “we do not comply”. If your response is

“we do not comply” please provide specific and detailed reasons for this response.

- 18) RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** have on-site technicians (as required in question 3, above) that are manufacturer certified by CML, microDATA, Valor and Exacom so that they can properly and fully operate, service and/or repair the RI E 9-1-1 emergency system. Please respond by stating “we comply” or “we do not comply”. If your response is “we do not comply” please provide specific and detailed reasons for this response.
- 19) The RI E 9-1-1 emergency system ***must*** allow the end-user to easily obtain information relative to ***Customer ALI records by ESNs and NPA / NXXs***. Therefore, RI E 9-1-1 requires that every Vendor responding to this RFP ***must*** have on-site technicians (as required pursuant to question number 3, above) that have maintenance and service expertise, experience and training in emergency systems that are substantially similar or identical to the system currently in use by RI E 9-1-1. Please respond by stating “we comply” or “we do not comply”. If your response is “we do not comply” please provide specific and detailed reasons for this response.
- 20) RI E 9-1-1 requires that emergency system security features be built into the RI E 9-1-1 software, hardware and overall system to prevent unauthorized access. RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** have on-site technicians (as required pursuant to question number 3, above) that have the expertise and training required to maintain and service the RI E 9-1-1 emergency system security features. Please respond by stating “we comply” or “we do not comply”. If your response is “we do not comply” please provide specific and detailed reasons for this response.
- 21) RI E 9-1-1 requires, for purposes of service and maintenance, that the contracted Vendor must fully understand each component of the RI E 9-1-1 emergency system, including the system schematics and must be able to understand and detail each and every connection between appropriate components of the software, hardware and system. RI E 9-1-1 requires that every Vendor responding to this Bid ***must*** have on-site technicians (pursuant to question number 3, above) that have the expertise and training that is required for compliance with this requirement. Please respond by stating “we comply” or “we do not comply”. If your response is “we do not comply” please provide specific and detailed reasons for this response.

ADDITIONAL TECHNICAL REQUIREMENTS

RI E 9-1-1 requires that every Vendor's on-site technicians (pursuant to question number 3, above) *must* be knowledgeable, trained and qualified (in accordance with all industry and manufacturer standards and specifications) to maintain or service the below referenced RI E 9-1-1 emergency system as required:

- 22) That the Vendor's on-site technicians *must* assist RI E 9-1-1 in identifying ALI discrepancies and telephone daily service order fallout and *must* assist RI E 9-1-1 in resolving these matters. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

- 23) That the Vendor's on-site technicians *must* ensure that all ANI/ALI is displayed correctly and is passed to the Valor CAD system as required by Valor Systems. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

REPORTING REQUIREMENTS

Standard statistical reports alone are not adequate to manage the ALI database and RI E 9-1-1 system. The RI E 9-1-1 system uses Crystal Reports as an ad-hoc reporting system so that personnel can easily and quickly generate reports to complement any and all standard reports. RI E 9-1-1 requires that every Vendor's on-site technicians (pursuant to question number 3, above) *must* be knowledgeable, trained and qualified (in accordance with all industry and manufacturer standards and specifications) to maintain or service the below referenced RI E 9-1-1 emergency system requirements:

- 24) That Crystal Reports are required by RI E 9-1-1 to access CML Stats and the microDATA/AT Administrator System. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

Emerging Technology Requirements

Emerging technologies including but not limited to: Wireless Phase I and II, Internet technology such as Voice Over Internet Protocol (VoIP), ATM, encrypted data transmission, and new evolving networks (AIN) are now already in place or in the immediate future. These various technologies will be utilized in one form or another within the RI E 9-1-1 system(s). It is anticipated that these new technologies will reduce cost and/or decrease critical response times. It is mandatory that the selected Vendor has serviced and maintained a 9-1-1 system that views ALI records from a national Voice

Over Internet Protocol (VoIP) telephone service provider by receiving the ANI then (using the ANI with the same ALI system that is used for either wireless or wireline ALI) dips the ALI database and displays the ALI information for the VoIP 9-1-1 caller.

- 25) RI E 9-1-1 requires that every Vendor's on-site technicians ***must*** be knowledgeable, trained and qualified (in accordance with all industry standards and specifications) to maintain and/or service the RI E 9-1-1 emergency system in accordance with the requirement as stated directly above. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

Additional On-site CML, microDATA, Valor Systems and Exacom PSAP Maintenance and Service Requirements

RI E 9-1-1 requires that Every Vendor's on-site technicians must be knowledgeable, trained and qualified (in accordance with all industry and manufacturer standards and specifications) to maintain or service the RI E 9-1-1 emergency system including but not limited to all of the components of the required additional PSAP maintenance services that are described below. The Vendor's on-site technicians must be qualified and certified by the RI E 9-1-1 systems hardware and software manufactures to perform, and must timely perform, the following:

CML ECS-1000 Switch and Sentinel Workstations Requirements:

- 26) Assist the primary ALI Database provider (presently AK Associates, Inc.) with first-tier labor support for the XALI Database integration with the CML ECS- 1000 switch. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 27) Maintain the functionality of the Sentinel Workstations at the Primary and Alternate PSAP. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 28) Provide on-site training of RI E 9-1-1 Call Center shift supervisors, telecommunicators, training/operations personnel and designated administrative/management personnel on the use of CML Sentinel Workstations software (as needed - need is to be determined by RI E 9-1-1). Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide

specific and detailed reasons for this response.

- 29) Install yearly scheduled upgrades of operating software for both CML ECS-1000 switches which are leased, owned, and/or acquired by RI E 9-1-1 (without support of CML). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 30) Install Sentinel Workstation software upgrades (upgrades are to be acquired by RI E 9-1-1) in all workstations at both the Primary and Alternate PSAP’s (without support of CML). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 31) Configure the CML call distributor program as directed by RI E 9-1-1 (without support of CML). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 32) Install and test the CML ECS-1000 switch and Sentinel Workstations (to be acquired by RI E 9-1-1) in the Alternate PSAP. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 33) Reinstall the CML ECS-1000 switch, and related Sentinel Workstations and hardware, upon their relocation from the Temporary Alternate PSAP to the new permanent location (when the new permanent location is available, without support of CML). (All other relocation costs would be borne by RI E 9-1-1.) Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 34) Monitor all PSAP CPE and associated 9-1-1 software and/or systems including but not limited to the network. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 35) Configure Sentinel workstations, as needed, at the PSAP and Alternate PSAP (without support of CML). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 36) Periodically test elements of the 9-1-1 system and network (on a schedule to be mutually agreed upon by the successful bidder and RI E 9-1-1-but no less frequently than weekly) including all connectivity of the CML ECS-1000 switch to telephone service providers and to wireless carriers and from the CML ECS-1000 switch to the Sentinel Workstations, CAD, microData ALI Trakker, WALI Router and AT Admin. Additionally, the Vendor must refer any problems to the appropriate vendor(s) for resolution, and thereafter monitor the progress of the resolution. The Vendor will ensure that the network is fully operational and functional by identifying any and all network related problems or concerns. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 37) Install CML Sentinel Statistics software at workstations identified by RI E 9-1-1 (without support of CML). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 38) Install (labor only) CML system upgrades as required at the Primary and Alternate PSAPs for the CML ECS 1000 switch and/or router and for all CML Sentinel Workstations in the Primary or Alternate PSAP’s. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

Maintenance of microData ALI Trakker Software Applications Requirements:

- 39) Provide daily and weekly upload of GIS wireline and wireless data to microData AT Store, AT Admin. and ALI Trakker systems without the support of microDATA. Please respond by stating “we comply” or “we do not

comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 40) Maintain and expand an ALI discrepancy process using microData ALI Trakker. The Vendor’s technicians ***must*** provide back-up support and “fill- in“ help for the RI E 9-1-1 Database Manager as needed (as directed by RI E 9-1-1). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 41) Provide first-tier support of microData ALI Trakker, AT Admin, AT Store and WALI Router systems. This first-tier support ***must*** include assisting the microData support team in system troubleshooting, installing system modification and upgrades (both hardware and software), and monitoring the system (without the support of microDATA). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 42) Install ALI Trakker and GIS data software on new or replacement CPUs (RI E 9-1-1 will obtain the software) without the support of microDATA. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 43) Maintain all VoIP ALI configurations in the WALI Router to dip Intrado for Vonage (without the support of microDATA). Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

Telephone Service Provider and Wireless Carrier Interactions Requirements:

- 44) Test for and identify, document and refer wireless and wireline 9-1-1 troubles to the proper telephone service provider(s) and/or other vendor(s) associated with the (9-1-1 service) trouble. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 45) Monitor, document and track all system problems to ensure the problems proper and timely resolution. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 46) Escalate all problems not resolved within 24 hours to the Executive Director of RI E 9-1-1 or to his or her designee. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 47) Maintain the automated RI E 9-1-1 “No Record Found” (NRF) procedure. The process shall automatically capture and track every NRF by telephone service provider and wireless carrier. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 48) Assist R E 9-1-1 in requesting monthly “tandem all trunk busy” and “tandem traffic” reports from RI E 9-1-1’s primary service provider (presently Verizon) and evaluate the same. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 49) Assist RI E 9-1-1’s operations personnel with maintaining comprehensive management report requirements and layouts. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 50) Assist RI E 9-1-1 personnel in requesting annual traffic busy hour studies from every wireline telephone service provider end office including but not limited to host/remotes and, based upon the studies, configure the network to ensure a P.01 grade of service. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 51) Assist Local Exchange Carriers (LEC's) in RI E 9-1-1 emergency system troubleshooting, modifications, monitoring, and hardware and/or software installations. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

Other Wireless Carrier/Third Party Provider Interactions Requirements:

- 52) Assist R E 9-1-1 in requesting traffic busy hour studies from each wireless carrier's Mobile Telephone Switch providing 9-1-1 services to the RI E 9-1-1 Primary and Alternate PSAP's. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 53) Test, identify, document and refer wireless RI E 9-1-1 troubles to the proper telephone service provider(s) and/or other Vendors associated with 9-1-1 services. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 54) Assist Wireless Carriers and Third Party Providers in RI E 9-1-1 emergency system troubleshooting, modifications, monitoring, and hardware and/or software installations. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 55) Configure and maintain each wireless carrier profile in WALI Router to correctly dip Intrado and/or TCS databases. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 56) Serve as liaison between RI E 9-1-1 and Intrado and TCS for all activities associated with RI E 9-1-1 emergency services. . Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

- 57) Maintain and oversee wireless routing for the RI E 9-1-1 Primary and Alternate PSAPs. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 58) Ensure that the data from each wireless carrier’s GIS cell tower and sector is configured to display (in microData ALI Trakker) Phase I and Phase II GIS coverage using modified wireless GIS data routing sheets. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 59) Coordinate and assist in scheduling and testing with the wireless carriers and RI E 9-1-1 Call Center staff. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

Technical Support for Computer Aided Dispatch (CAD) Requirements

- 60) Provide first-tier labor support for Valor System’s CAD software and hardware. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 61) Assist CAD Vendor (Valor) in system trouble shooting, software upgrades and /or modifications, system monitoring, and installation of associated hardware and/or software. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 62) Load the GEO file as needed. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

**Technical Support for Computer Processing Units (CPUs)
Requirements:**

- 63) Provide first-tier on-site software and hardware support for the CPUs and servers at the Primary and Alternate PSAP's. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

- 64) Install and maintain Microsoft software on the CPUs and servers at the Primary and Alternate PSAP's. (The software is to be provided by RI E 9-1-1.) Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

- 65) Install CPUs and monitors (to be acquired by RI E 9-1-1) when needed at all Sentinel Workstations (in both the Primary and Alternate PSAP's) and install, transfer, or reinstall all software and data from the CPUs that are being replaced. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

- 66) Install as needed a replacement hub (the hub is to be provided by RI E 9-1-1). Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

Required Minimum Qualifications of Vendor's Service and Maintenance

Technicians

- 67) To professionally, properly and timely perform the relevant and/or required respective functions as enumerated within this RFP. Every responding Vendor **must** have at least one (1) directly employed on-site principal technician who is certified by CML and by microData and who has a minimum of **four (4) years** experience in PSAP telecommunications. Experience **must** include the installation and maintenance of a Valor

System's CAD, CML ECS 1000 Switch, Sentinel Workstations, Exacom recording devices and all microData systems as presently in use by RI E 9-1-1. This first-tier support **must** include assisting the microData, CML, Valor and Exacom support team(s) in system troubleshooting, updates, changes, maintenance and the like and installation of LEC provided 9-1-1 circuits, and wireless carrier RI E 9-1-1 routing. The on-site principal technician **must** also have previously installed a CML ECS-1000 switch and Sentinel Workstations (without assistance of CML) and **must** have a minimum of one (1) year of experience in maintaining the complete suite of microData software that is used by RI E 9-1-1. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.

- 68) Every responding Vendor must provide 24X7X365 technical service by trained, directly employed technicians for all non business hours (out-of-hour) times (times other than the required on-site status, to wit: Monday to Friday inclusively, 8:00 am to 4:00 pm , excluding Rhode Island State holidays) for RI E 9-1-1 service and maintenance issues. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 69) The Vendor's second required technician must also be certified (by the manufacturer) to service and maintain the CML ECS-1000 switch, Sentinel Workstations and microData software and have a least one (1) year of experience in PSAP telecommunications. Please respond by stating "we comply" or "we do not comply". If your response is we do not comply please provide specific and detailed reasons for this response.
- 70) RI E 9-1-1 requires that all non business hour or "out-of-hour" responses **must** be within a maximum two-hour time frame. (The two-hour time frame begins when RI E 9-1-1 notifies the Vendor or the Vendor's assigned service and/or maintenance personnel [by telephone or otherwise] and ends when the service and/or maintenance personnel arrive at the Primary or Alternate PSAP. The Vendor **must** have the required two (2) technicians employed and available to RI E 9-1-1 prior to the awarding of the contract. Please respond by stating "we comply" or "we do not

comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- provide,
stating
- 71) **Subject to a RFP award, the successful Vendor (bidder) must in writing, to RI E 9-1-1 a satisfactory problem-solving hierarchy (escalation list), and keep such list current. Please respond by “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.**

Other Bidder Requirements

- 72) Subject to a RFP award, the successful Vendor (bidder) must provide satisfactory written documentation to RI E 9-1-1 indicating that both on-site technicians are certified by CML and have successfully installed a CML ECS-1000 switch and Sentinel Workstations (without assistance of CML) and that they are trained and experienced in maintaining Exacom detailed log recorders. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 73) Subject to a RFP award, the successful Vendor (bidder) must provide satisfactory written documentation to RI E 9-1-1 indicating that both on-site technicians are experienced in using the CML ECS-1000 switch and Sentinel Workstations to successfully answer and route both wireless Phase I and Phase II calls directly to wireless carriers, bypassing the 9-1-1 telephone service provider network by providing a direct network connection between the wireless carriers and the CML ECS-1000 switch and in maintaining wireless Phase I and Phase II ALI data circuits, bypassing the 9-1-1-telephone system provider using frame relay connectivity directly from microData-WALI Router to Intrado and TCS. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.

- 74) Subject to a RFP award, the successful Vendor (bidder) **must** provide satisfactory written documentation to RI E 9-1-1 indicating that both on-site technicians are experienced in using the CML ECS-1000 switch and Sentinel workstations to successfully answer and route landline 9-1-1 calls. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response
- 75) Subject to a RFP award, the successful Vendor (bidder) **must** provide satisfactory written documentation to RI E 9-1-1 indicating that both on-site technicians are certified by microData to provide first-tier support of its complete suite of software / systems including daily programming of the WALI Router to dip Intrado and TCS. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response
- 76) Subject to a RFP award, the successful Vendor (bidder) **must** provide satisfactory written documentation to RI E 9-1-1 indicating that both on-site technicians are experienced in implementing a fully automated ALI and ALI discrepancy tracking system at a PSAP. The system must capture discrepancies at call answering and contain the following features: ability to edit and approve discrepancies, on-line referral to the RI E 9-1-1 telephone service providers and wireless carriers, remote clearing by the RI E 9-1-1 telephone service providers and wireless carriers and acceptance review of cleared discrepancies. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 77) Subject to a RFP award, the successful Vendor (bidder) **must** provide satisfactory written documentation to RI E 9-1-1 indicating that **both** on-site technicians are experienced (with at least one (1) year of experience) in implementing and maintaining microData ALI Trakker ALI and GIS Discrepancy systems, microData AT Store, AT Admin Software, Exacom detailed log recorders and microData WALI Router software and their experience in configuring WALI Router to dip either Intrado, TCS and/or a local ALI database at a PSAP. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response

- 78) Subject to a RFP award, the successful Vendor (bidder) ***must*** provide satisfactory written documentation to RI E 9-1-1 indicating that both on-site technicians have at least one (1) year of experience in implementing and maintaining VoIP (Vonage) to receive the ANI and to display ANI and ALI by connecting dedicated trunks directly to the ECS-1000 and dipping Intrado on dedicated frame relay circuits from the PSAP directly to Intrado to display the ALI information. Please respond by stating “we comply” or “we do not comply”. If your response is we do not comply please provide specific and detailed reasons for this response.
- 79) Please provide the exact cost to RI E 9-1-1, per year, and for the period of five (5) years, in United States dollars, for the 9-1-1 services and/or maintenance as enumerated within this RFP.

PROPOSAL SUBMISSION

A **Pre-proposal Conference**, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted on February 21, 2006 at 2:00 pm at:

RI E-911
1951 Smith Street
North Providence, RI 02911

Persons requesting the services of an interpreter for the hearing impaired may obtain those services by calling 401-421-7005 forty-eight hours in advance of the pre-bid conference.

A summary of this meeting will be issued, as an addendum, and posted on the Rhode Island Division of Purchases home page at www.purchasing.ri.gov

Interested offerors may **submit proposals** to provide the services covered by this Request **on or before** March 7, 2006 @ 1:40 pm. Proposals received after this time and date may not be considered.

Proposals must include the following:

1. An R.I.V.I.P. generated bidder certification cover sheet (downloaded from the R.I. Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>.)
2. A Technical Proposal describing the background, qualifications, and experience

with and for similar programs, as well as the work plan or approach proposed for this requirement.

3. **If you are selected by the Evaluation Committee as a Finalist for this award,** you will be asked to provide a *separate*, signed and sealed, Cost Proposal reflecting the fee structure proposed for this scope of service within two weeks of the committee’s request.

Respondents are required to submit an original (**Clearly marked as “ORIGINAL”**) and four (**4**) copies of their Proposal.

Anticipated Schedule of Events

<i>EVENTS</i>	DATE	TIME
RFP released to interested Vendors	2/10/06	
Vendor Inquiry Period Begins	2/10/06	
Pre-proposal Vendor conference at RI E 9-1-1	2/21/06	2:00 P.M.
Vendor inquiry period ends (Final inquiries due)	2/24/06	4:00 P.M.
Final state responses to Vendor Inquiries	2/28/06	4:00 P.M.
Final date for Bid submission	3/07/06	4:00 P.M.
Proposal evaluation completed	3/14/06	4:00 P.M.

The above referenced dates and times are *only approximate* and are subject to change by the sole and exclusive determination of the State Purchasing Agent.

EVALUATION CRITERIA

SECTION 5 - EVALUATION AND SELECTION

The State Purchasing Agent (or his assign) will apply the following criteria in determining at their sole and exclusive discretion what Vendor (if any) is awarded a contract.

ALL RFP QUESTIONS MUST BE FULLY, COMPLETELY AND SPECIFICALLY ANSWERED AND (if applicable) COMPLY WITH ALL STATED REQUIREMENTS.

The State Purchasing Agent (or his assign) will apply the following scoring criteria in determining at his sole and exclusive discretion what Vendor (if any) is awarded a contract. This scoring criterion is to be viewed and weighed in its totality with no one item having total, complete or overall control. This scoring criterion includes but is not limited to: price, prior Vendor history and expertise with operating, servicing, maintaining and updating the same or a substantially similar emergency 9-1-1 system (with all its operating components) as is currently in use by RI E 9-1-1. The above referenced scoring criteria is based on the Vendor's response to the following RFP categories or requirements questions: General Question Requirements, Scope of Service Requirements, General Requirements, Additional Technical Requirements, Reporting Requirements, Emerging Technology Requirements, Additional On-site CML, microDATA, Valor Systems and Exacom PSAP Maintenance and Service Requirements, CML EC-1000 Switch and Sentinel Workstations Requirements, Maintenance of microDATA ALI Trakker Software Applications Requirements, Telephone Service Provider and Wireless Carrier Interactions Requirements, Other Wireless Carrier/Third Party Provider Interaction Requirements, Technical Support for Computer Aided Dispatch (CAD) Requirements, Technical Support for Computer Processing Units (CPU's) Requirements, Required Minimum Qualifications of Vendor's Service and Maintenance Technicians and Other Bidder Requirements.

Each question in each category will be scored on a scale of one (1) to ten (10), one being the lowest possible score in the category or requirement section and ten being the highest. All scores will then be calculated to provide a total overall score for every responding Vendor.

All issues arising under this RFP including but not limited to: relevance of documents, sufficiency of Vendor responses (including the adequacy of Vendor responses, attachments and/or documents) and applicable time frames, meetings and Vendor scoring (as hereinabove referenced) will be solely, exclusively and conclusively determined by the State Purchasing Agent. The State Purchasing Agent reserves the right to accept or reject any or all offers, bids, proposals, responses, to award in whole or part, to award ***solely*** on the basis of cost or Vendor expertise or Vendor ability alone and in his sole and exclusive determination, may waive, change, alter, amend, modify, add or delete any provision or requirement contained within this RFP if he determines that this action is warranted and in the best interest of RI E 9-1-1 and the public safety of the citizens of the State of Rhode Island.

Any reference herein to RI E 9-1-1 means, if applicable, the Executive Director of RI E 9-1-1 or his assign.

All Vendor answers, responses, attachments and documentation or the like are (i) deemed to become the exclusive property of the State of Rhode Island (with any participating Vendor having no expectation of the return of this information or documentation) (ii) deemed to be incorporated herein and attached hereto this RFP.

Many of the hereinafter referenced questions require the responding Vendor to answer “we agree” or “we do not agree” or “we comply” or “we do not comply”. If non-compliance or non-agreement is indicated, specific and detailed reasons for the non-compliance or non-agreement is also required. The terms “agree” and “comply” are intended to be interchangeable, and in any event an answer of “we agree” or “we comply” will mean that the responding Vendor understands the question and agrees and affirms that they will be able to fully conform to and fulfill the particular questions requirement(s).

The successful vendor shall be solely responsible for meeting all terms and conditions specified in this request, their proposal and any resulting contract. Subcontracts must be approved by the State; however, it is the responsibility of the selected vendor to supervise and monitor the work performed by the subcontractor.

The successful vendor must agree to provide the contract deliverable by the dates established in the final work plan and schedule.

Oral Presentation

Prior to the final determination of the award, a Vendor may be required to make an oral presentation that is intended (i) to clarify and reaffirm any portion of the Vendor’s proposal or response or (ii) to describe in specific detail how the Vendor intends to implement the functional requirements contained within the RFP or (iii) to specifically answer in detail any other questions that the State Purchasing Agent deems reasonable and appropriate.

Project Start Work Date/ Contract Term

Anticipated service and maintenance contract beginning/start date is upon the final award of the Contract (which is anticipated during the month of March, 2006 or the beginning of April, 2006). This contract will be effective for a period of five (5) years from date of execution.

Vendor Responsibility

The Vendor awarded the contract shall be solely responsible for meeting fully each and every term, condition and/or requirement as specified within in this RFP, the Vendor’s proposal and the resulting contract. RI E 9-1-1 must approve, in writing, any entity subcontracted by the Vendor under the awarded contract prior to the performance of any work or services by the subcontractor.

Project Continuation

At the sole option of the State, the successful vendor may be requested to provide full Architectural and Engineering Services in addition to the Project Scope of Work.