



We have prepared a quote for you

RFP - Geo-Diverse

Quote # 000489
Version 1

Prepared for:

Marshall County, KY

Chris Freeman
chris.freeman@marshallcountyky.gov

Central Equipment A

Description		Price	Qty	Ext. Price
P-RACK-25U-20ATL	25U 4 Post Rack Kit	\$901.60	1	\$901.60
P-SSP-KMM	USB Keyboard, Mouse, 19.5" Monitor	\$220.80	1	\$220.80
P-VOIPPCIE	LD VoIP Card for APP Server PCIe Slot	\$5,372.80	1	\$5,372.80
P-SSP-ADM-R-GA-5YS+	SFF Administration / MIS Server <i>Includes 5 year Support</i>	\$4,426.35	1	\$4,426.35
P-SSP-APP-GA-5YS+	SFF Application Server <i>Includes 5 year Support</i>	\$4,395.30	1	\$4,395.30
P-EGN400-KIT	Emergency Gateway to Legacy SR - 4 FXS	\$725.65	2	\$1,451.30
P-MGN400-KIT	Gateway to Legacy POTS Line - 4 FXO	\$667.00	2	\$1,334.00
P-ESK-RED-C	Switch Kit Redundant System Cisco Switch Kit Redundant System Cisco	\$4,662.10	1	\$4,662.10
P-FORTIFw-Geo	Fortinet Firewall Geo	\$752.10	1	\$752.10
P-IP_SERIAL-8P	8-Ports Serial to 100BT Converter	\$1,117.80	1	\$1,117.80
SL-GUARDSOFTLIC-GEO	Guardian Controller License <i>Geo-Diverse Side A</i>	\$11,194.10	1	\$11,194.10
HG MIS Solution				
SL-MIS G/C_POS_GEO	MIS Position License	\$147.20	7	\$1,030.40
SL-MIS G/C_SVR	MIS Base for Guardian Controller	\$1,990.65	1	\$1,990.65
TR-Inst&TrainMIS	MIS Installation and Training	\$1,950.00	1	\$1,950.00
Section Subtotal				\$4,971.05

Subtotal: **\$40,799.30**

Central Equipment B

Description	Price	Qty	Ext. Price
P-RACK-25U-20ATL 25U 4 Post Rack Kit	\$901.60	1	\$901.60
P-SSP-KMM USB Keyboard, Mouse, 19.5" Monitor	\$220.80	1	\$220.80
P-VOIPPCIE LD VoIP Card for APP Server PCIe Slot	\$5,372.80	1	\$5,372.80
P-SSP-ADM-GB-5YS+ SFF Administration / MIS Server <i>Includes 5 year Support</i>	\$4,426.35	1	\$4,426.35
P-SSP-APP_GB-5YS+ SFF Application Server <i>Includes 5 year Support</i>	\$4,395.30	1	\$4,395.30
P-EGN400-KIT Emergency Gateway to Legacy SR - 4 FXS	\$725.65	2	\$1,451.30
P-MGN400-KIT Gateway to Legacy POTS Line - 4 FXO	\$667.00	2	\$1,334.00
P-ESK-RED-C Switch Kit Redundant System Cisco Switch Kit Redundant System Cisco	\$4,662.10	1	\$4,662.10
P-FORTIFw-Geo Fortinet Firewall Geo-Diverse	\$752.10	1	\$752.10
P-IP_SERIAL-8P 8-Ports Serial to 100BT Converter	\$1,117.80	1	\$1,117.80
SL-GUARDSOFTLIC-GEO-B Guardian Controller License <i>Geo-Diverse Side B</i>	\$11,194.10	1	\$11,194.10

Subtotal: **\$35,828.25**

PSAP 1

Description	Price	Qty	Ext. Price
P-SUP POS-5YS+ Superior Position PC Superior Position PC	\$2,144.49	7	\$15,011.43
P-MONITOR 24in Standard Monitor 24"	\$235.75	14	\$3,300.50
SL-GUARDPOS LIC Guardian Call Taker Position License	\$7,662.45	7	\$53,637.15
P-IRR Dual IRR Recording Software License	\$572.70	7	\$4,008.90
P-PAC II Position Audio Controller II w/ Jack Box	\$1,843.45	7	\$12,904.15

Description		Price	Qty	Ext. Price
P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	\$88.55	7	\$619.85
P-KYPADU6	Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	7	\$684.25
P-PP24Key	Genovation Keypad Pre-Printed 24 Keys	\$46.00	7	\$322.00

Subtotal: **\$90,488.23**

Solacom Services

Description		Price	Qty	Ext. Price
SV-InstRemDaily	Remote Install Services - Daily Rate	\$1,300.00	2	\$2,600.00
SV-PMDaySd	Secondary Project Management - Daily Rate	\$965.00	2	\$1,930.00

Subtotal: \$4,530.00

Warranty/Maintenance

* Contains Optional Items

Description		Price	Qty	Ext. Price
MT-SSGUARD-01	Position Software Support - Year 1	\$1,300.00	7	\$9,100.00
MT-Warranty	Guardian HW Warranty - Year 1 <i>The Guardian first year warranty covers all hardware for the first year.</i>	\$0.00	1	\$0.00
MT-HSGUARD-0205	Hardware Support - Years 2 through 5 <i>If Purchased Upfront; Annual Fees Listed In Options</i>	\$4,767.84	1	\$4,767.84
AKEPMaint	AK Elite Premier Maintenance - Year 1 AK Elite Premier Maintenance	\$34,340.00	1	\$34,340.00
AKEPMaint	AK Elite Premier Maintenance - Year 2 AK Elite Premier Maintenance	\$34,340.00	1*	\$34,340.00
AKEPMaint	AK Elite Premier Maintenance - Year 3 AK Elite Premier Maintenance	\$35,025.00	1*	\$35,025.00
AKEPMaint	AK Elite Premier Maintenance - Year 4 AK Elite Premier Maintenance	\$35,025.00	1*	\$35,025.00
AKEPMaint	AK Elite Premier Maintenance - Year 5 AK Elite Premier Maintenance	\$35,725.00	1*	\$35,725.00

Warranty/Maintenance

* Contains Optional Items

Description	Price	Qty	Ext. Price
* Optional Subtotal:			\$140,115.00
Subtotal:			\$48,207.84

AK Services

Description	Price	Qty	Ext. Price
AKInstall AK Installation Services AK Associates Installation Services	\$11,000.00	1	\$11,000.00
AKINSTALLMAT Installation Materials Installation Materials	\$1,000.00	1	\$1,000.00
AKPM Project management AK Project Management	\$3,000.00	1	\$3,000.00
AKTraining Training AK Training- per day. Five days are quoted, additional days can be purchased upon request.	\$1,000.00	5	\$5,000.00
AKTravel AK Travel Charges AK Travel	\$5,000.00	1	\$5,000.00
Subtotal:			\$25,000.00

Guardian Mobile

Description	Price	Qty	Ext. Price
Guardian Mobile			
P-DOCK Dock Station Mobile Laptop	\$438.15	2	\$876.30
P-IRR Dual IRR Recording Software License <i>IRR will only work if computer is on the Guardian local network</i>	\$572.70	2	\$1,145.40
P-KYPADU6 Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	2	\$195.50
P-MOB_POS-5YS Guardian Mobile Position Kit <i>Includes: laptop, pelican case, USB headset and mouse. 5 Years Support Does Not Support Mapping</i>	\$3,270.60	2	\$6,541.20
P-PAC II Position Audio Controller II w/ Jack Box	\$1,843.45	2	\$3,686.90
P-PP24Key Genovation Keypad Pre-Printed 24 Keys	\$46.00	2	\$92.00

Description	Price	Qty	Ext. Price
SL- Guardian Backup Call Taker Position License BUPGUARDPOSLI C	\$3,924.95	2	\$7,849.90
MT-SSGUARD-01 Position Software Support - 1 Year	\$1,300.00	2	\$2,600.00
Section Subtotal			\$22,987.20

Description		Price	Qty	Ext. Price
Discount	Market Incentive <i>Market Incentive Discount Terms:</i> 1. The purpose of this discount is to provide a more competitive price to the end-user and must be applied to the price given by the reseller to the end-user. 2. This discount will not be extended or honored to the reseller if it is not applied to lower the end-user price. 3. If the products or services contained within the quotation are changed or modified, the discount may be subject to review and modification.	(\$19,000.00)	1	(\$19,000.00)

Description		Price	Qty	Ext. Price
ShippingFee	Shipping and Handling Charges	\$3,400.00	1	\$3,400.00

Description	Qty
Terms of Sale: <ul style="list-style-type: none"> • Hardware and software will be invoiced upon shipment • Services will be invoiced upon completion • Payment Terms are Net 30 	

Guardian Map Optional

* Optional

Description	Price	Qty	Ext. Price
Guardian Mapping Standard			
P-MONITOR 24in Standard Monitor 24"	\$235.75	7*	\$1,650.25
P-PC MAP-UPG Upgrade for Standard PC for Map Compatibility <i>Includes 5 year Support</i>	\$182.85	7*	\$1,279.95
SL-MAPSTDPOS Guardian Map Software License - Per Position	\$3,220.00	7*	\$22,540.00
SV-SGIS-DA Analysis and Provisioning of Map Data	\$6,440.00	1*	\$6,440.00
MT-MAPSTDPOS Map Software Support / Position - 1 Year <i>For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.</i>	\$502.00	7*	\$3,514.00
Guardian Mapping Sync Solution			
P-GISSYNCSRV GIS Sync Server <i>Includes 5 years Support</i>	\$2,275.85	1*	\$2,275.85
SL-MAPSYNCPOS Guardian Map Sync Software License - Per Position	\$213.90	7*	\$1,497.30
MT-MAPSYNCPOS Map Sync Software Support Per Position - 1 Year <i>For Guardian Mapping Sync Solution Software</i>	\$24.00	7*	\$168.00
Discount Discount <i>Solacom is offering a \$6500.00 discount if Guardian Map is purchased at the same time. If this bundle is changed or modified, the discount will be subject to review and modification.</i>	(\$6,500.00)	1*	(\$6,500.00)
Section Subtotal			\$0.00
MT-MAPSTDPOS-05 Map Software Support / Position - 5 Years <i>For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.</i>	\$2,133.50	7*	\$14,934.50
MT-MAPSYNCPOS-05 Map Sync Software Support Per Position - 5 Years	\$102.00	7*	\$714.00

* Optional Subtotal: **\$48,513.85**

AK <<<<<<<<<<<
SSOCIATES

Marshall County, KY

Beth Stankus

Beth Stankus

Manager of Accounting

12/29/2020

Chris Freeman



We have prepared a quote for you

RFP - Redundant

Quote # 000488
Version 2

Prepared for:

Marshall County, KY

Chris Freeman
chris.freeman@marshallcountky.gov

Description		Price	Qty	Ext. Price
P-SUP POS-5YS+	Superior Position PC <i>Includes 5 year Support</i>	\$2,144.75	7	\$15,013.25
P-MONITOR 24in	Standard Monitor 24"	\$235.75	14	\$3,300.50
SL-GUARDPOS LIC	Guardian Call Taker Position License	\$7,662.45	7	\$53,637.15
P-IRR	Dual IRR Recording Software License	\$572.70	7	\$4,008.90
P-PAC II	Position Audio Controller II w/ Jack Box	\$1,843.45	7	\$12,904.15
P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	\$88.55	7	\$619.85
P-KYPADU6	Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	7	\$684.25
P-PP24Key	Genovation Keypad Pre-Printed 24 Keys	\$46.00	7	\$322.00

Description		Price	Qty	Ext. Price
SV-InstRemDaily	Remote Install Services - Daily Rate	\$1,300.00	2	\$2,600.00
SV-PMDaySd	Secondary Project Management - Daily Rate	\$965.00	2	\$1,930.00

* Contains Optional Items

Years 2 through 5 are Optional, and not included in Total.

Warranty/Maintenance

* Contains Optional Items

Description		Price	Qty	Ext. Price
AKEPMaint	AK Elite Premier Maintenance - Year 2 AK Elite Premier Maintenance	\$34,340.00	1*	\$34,340.00
AKEPMaint	AK Elite Premier Maintenance - Year 3 AK Elite Premier Maintenance	\$35,025.00	1*	\$35,025.00
AKEPMaint	AK Elite Premier Maintenance - Year 4 AK Elite Premier Maintenance	\$35,025.00	1*	\$35,025.00
AKEPMaint	AK Elite Premier Maintenance - Year 5 AK Elite Premier Maintenance	\$35,725.00	1*	\$35,725.00

* Optional Subtotal: **\$140,115.00**

Subtotal: **\$47,471.04**

AK Services

Description		Price	Qty	Ext. Price
AKInstall	AK Installation Services AK Associates Installation Services	\$10,000.00	1	\$10,000.00
AKINSTALLMAT	Installation Materials Installation Materials	\$1,000.00	1	\$1,000.00
AKPM	Project management AK Project Management	\$3,000.00	1	\$3,000.00
AKTraining	Training AK Training- per day. Five days are quoted, additional days can be purchased upon request.	\$1,000.00	5	\$5,000.00
AKTravel	AK Travel Charges AK Travel	\$5,000.00	1	\$5,000.00

Subtotal: **\$24,000.00**

Guardian Mobile

Description		Price	Qty	Ext. Price
Guardian Mobile				
P-DOCK	Dock Station Mobile Laptop	\$438.15	2	\$876.30

Guardian Mobile

Description		Price	Qty	Ext. Price
P-IRR	Dual IRR Recording Software License <i>IRR will only work if computer is on the Guardian local network</i>	\$572.70	2	\$1,145.40
P-KYPADU6	Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	2	\$195.50
P-MOB_POS-SYS	Guardian Mobile Position Kit <i>Includes: laptop, pelican case, USB headset and mouse. 5 Years Support Does Not Support Mapping</i>	\$3,270.60	2	\$6,541.20
P-PAC II	Position Audio Controller II w/ Jack Box	\$1,843.45	2	\$3,686.90
P-PP24Key	Genovation Keypad Pre-Printed 24 Keys	\$46.00	2	\$92.00
SL-BUPGUARDPOS C	Guardian Backup Call Taker Position License	\$3,924.95	2	\$7,849.90
MT-SSGUARD-01	Position Software Support - 1 Year	\$1,300.00	2	\$2,600.00
Section Subtotal				\$22,987.20

Subtotal: \$22,987.20

Market Incentive

Description		Price	Qty	Ext. Price
Discount	Market Incentive <i>Market Incentive Discount Terms: 1. The purpose of this discount is to provide a more competitive price to the end-user and must be applied to the price given by the reseller to the end-user. 2. This discount will not be extended or honored to the reseller if it is not applied to lower the end-user price. 3. If the products or services contained within the quotation are changed or modified, the discount may be subject to review and modification.</i>	(\$19,000.00)	1	(\$19,000.00)

Subtotal: (\$19,000.00)

Shipping

Description		Price	Qty	Ext. Price
ShippingFee	Shipping and Handling Charges	\$1,900.00	1	\$1,900.00

Subtotal: \$1,900.00

Description	Qty
Terms of Sale: <ul style="list-style-type: none"> • Hardware and software will be invoiced upon shipment • Services will be invoiced upon completion • Payment Terms are Net 30 	

Description		Price	Qty	Ext. Price
Guardian Mapping Standard				
P-MONITOR 24in	Standard Monitor 24"	\$235.75	7*	\$1,650.25
P-PC MAP-UPG	Upgrade for Standard PC for Map Compatibility <i>Includes 5 year Support</i>	\$182.85	7*	\$1,279.95
SL-MAPSTDPOS	Guardian Map Software License - Per Position	\$3,220.00	7*	\$22,540.00
SV-SGIS-DA	Analysis and Provisionning of Map Data	\$6,440.00	1*	\$6,440.00
MT-MAPSTDPOS	Map Software Support / Position - 1 Year <i>For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.</i>	\$502.00	7*	\$3,514.00
Guardian Mapping Sync Solution				
P-GISSYNCSRV	GIS Sync Server <i>Includes 5 years Support</i>	\$2,275.85	1*	\$2,275.85
SL-MAPSYNCPOS	Guardian Map Sync Software License - Per Position	\$213.90	7*	\$1,497.30
MT-MAPSYNCPOS	Map Sync Software Support Per Position - 1 Year <i>For Guardian Mapping Sync Solution Software</i>	\$24.00	7*	\$168.00
Discount	Discount <i>Solacom is offering a \$6500.00 discount if Guardian Map is purchased at the same time. If this bundle is changed or modified, the discount will be subject to review and modification.</i>	(\$6,500.00)	1*	(\$6,500.00)
Section Subtotal				\$0.00

AK <<<<<<<<<<<
SSOCIATES

* Optional

* Optional Subtotal: **\$48,513.85**

AK <<<<<<<<<<<<
SSOCIATES

Marshall County, KY

Beth Stankus



Where Technology, Creativity and Quality Service Meet

Marshall County Judge Executive
1101 Main St
Benton, KY 42025.

Dear Review Committee Members,

On behalf of AK Associates, we appreciate the opportunity to respond to this proposal. Over the past nineteen years we have developed many relationships within Kentucky. Our mission is to provide the best products and services to our new and existing customers. We, at AK, go beyond what others may offer. Enclosed you will find our bid for a Solacom Guardian System.

AK Associates is proposing two different types of 911 systems, both are from the same equipment manufacturer. The software to answer and transfer 911 and admin calls are exactly the same. AK is proposing two different system configurations for the following reasons:

- In the event that Marshall County plans, in the future, to partner with another county to back each other up; or be a host-remote system or establish a back-up PSAP for Marshall County in case the PSAP has to be evacuated for environmental or operational issues, then a GEO diverse system is the better solution.
- Buying a Geo-diverse system will allow Marshall County to move half of the backroom equipment to a second location, saving on the purchase of backroom equipment for the second PSAP or move to a partnering county. This will save on the purchase of the equipment at either a backup PSAP or partnering with another county.
- Another reason would be if another county becomes interested in partnering, half of the backroom equipment that would be moved to that county, Marshall County could recover the cost of half of the back-room equipment.
- However, if Marshall County has no plans to partner or establish a back-up PSAP, then we suggest Marshall purchase a fully redundant 911 system due to the cost savings to Marshall County. Below is a full description of both systems.

A redundant Guardian NG9-1-1 system is most often configured to serve a single PSAP. The system is typically housed in the equipment room at a single location; however, this configuration can also serve multiple remote PSAPs as well. Call taking positions require only a single IP connection for each position. The number of supported positions depends on the final configuration and the call distribution scheme required. Additional positions can be added at any time.

Figure 1 below shows a typical redundant Guardian NG9-1-1 configuration.

Within the redundant standalone configuration, incoming trunks and circuits are diversified between entirely redundant interfaces identified as Side A and Side B. Data is automatically replicated between these two sides. A single administration and maintenance application permits both sides to operate as a single system. This completely redundant solution is normally housed in a single cabinet but can be split into two cabinets upon request.

The Guardian system supports analog emergency trunks, analog administrative circuits, SIP connections (VoIP) and digital interfaces (T1, ISDN). It supports NENA legacy interfaces to ALI circuits and CAD systems, and also supports next generation ALI over IP (NENA AQS).

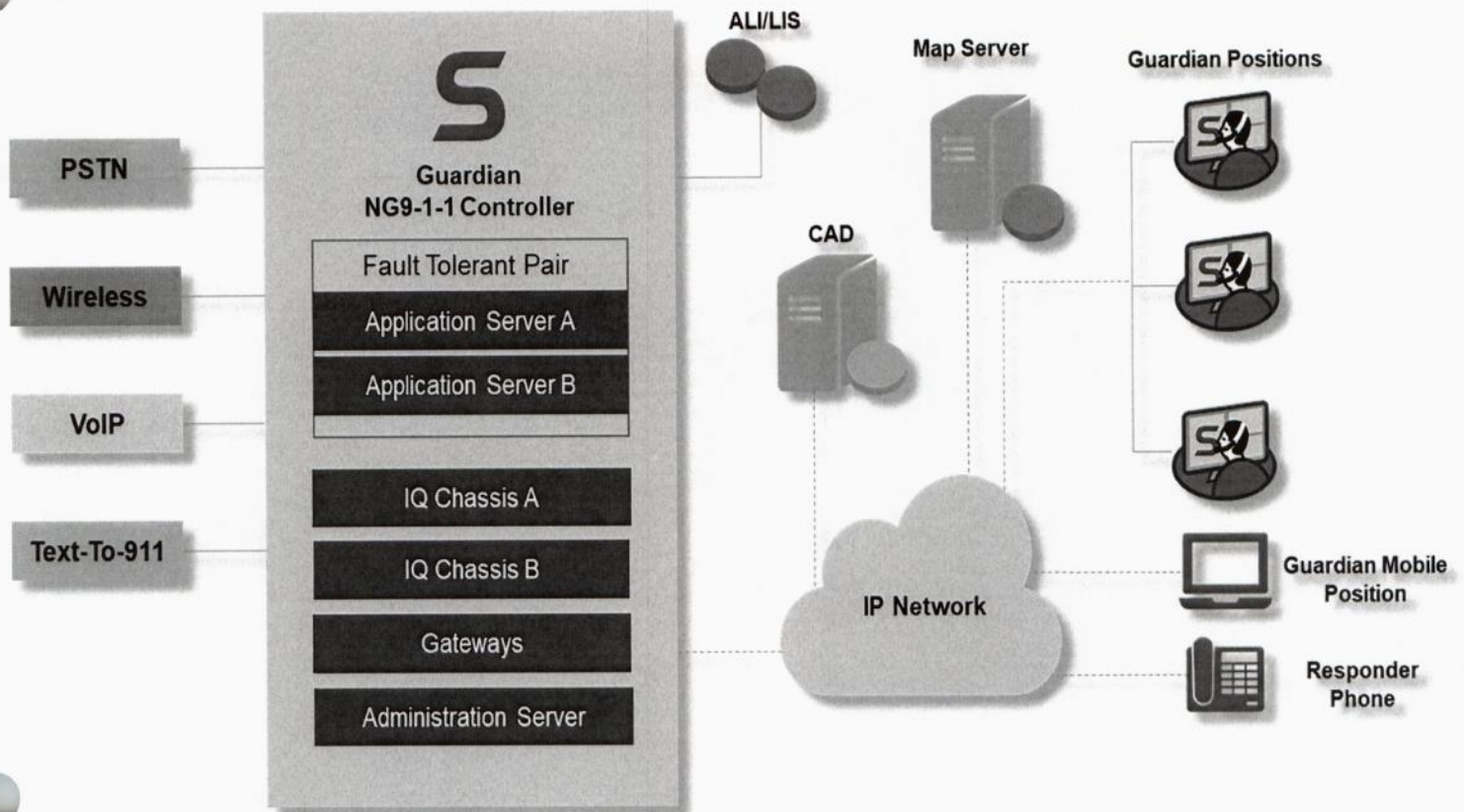


Figure 1

A Geo-Diverse Guardian NG9-1-1 system is most often deployed in two separate locations, such as a Primary PSAP and a Backup PSAP. The dual locations provide the option of redundant transport. Due to the IP-based architecture of the Guardian NG9-1-1 system, Side A and Side B can seamlessly reside in two geographic locations. The Guardian system has been designed so that each PSAP can operate on different IP networks, therefore simplifying network design. The only requirements are adequate bandwidth (100Kbps per position, trunk or administrative circuit) and latency (< 150ms).

A typical deployment scenario consists of a primary site that is normally in operation and a backup site that may go into operation in the event of overflow, or when the primary can no longer operate. Since the Guardian system has been designed to be Active/Active, call taker positions can be located at both sites and connect to either side depending on operational requirements.

Figure 2 shows a typical Geo-Diverse Guardian NG9-1-1 system configuration where call processing occurs on a pair of application servers, Side A and Side B, residing in different locations. Redundant Admin Servers within the Geo-Diverse configuration permit the replication of MIS data between the two host locations, when required.

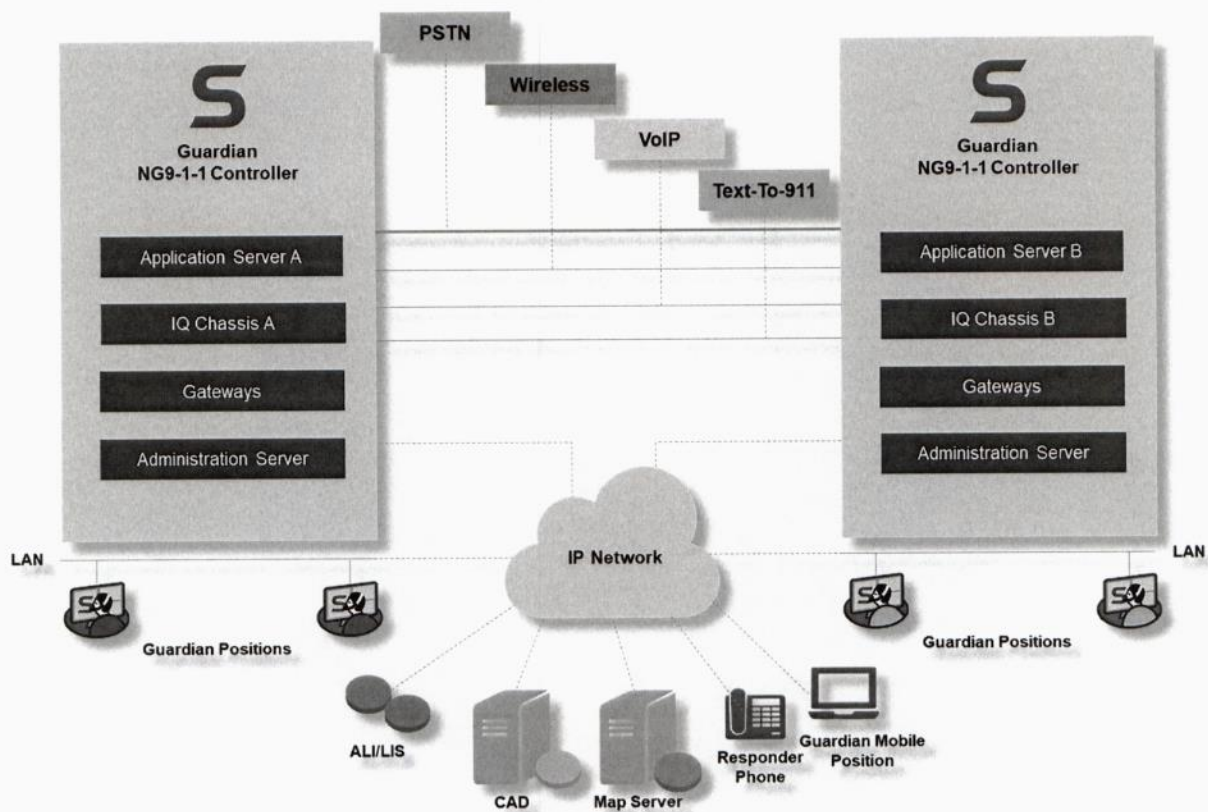


Figure 2

We sincerely thank you for the opportunity to address your needs, and for ensuring Marshall County has the best 9-1-1 system available for its citizens. If we can answer any additional questions beyond what we have provided in response to this request for proposal, please don't hesitate to let us know.

Respectfully,

Julie Chase
President
AK Associates

Marshall County 911

Request for Proposal for 911 Class Equipment and On-site System Maintenance Services

REQUEST FOR PROPOSALS

Marshall County 911 in Benton, KY is interested in receiving proposals for the provisioning and installation of Enhance 911 Class Equipment with the ability to perform “On-site Selective Routing”, Mapping and including NGCS (NexGen Core Services).

**Marshall County 911 Service
RFP For
911 Class Equipment and On-site System Maintenance Services**

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**Marshall County, 911 Services
RFP for
Enhance 911 Class Equipment**

Introduction

Marshall County 911 is soliciting proposals from qualified vendors to engineer, install, maintain and project management an Enhanced 911 System with On-site Selective Routing Capabilities and NGCS (NexGen Core Services). Vendors ***must meet all of the qualifications and satisfy the requirements set forth in the RFP or your proposal may be disqualified.*** Completed proposals must be received by 012:00 pm, December 14th 2020 at the following address:

Marshall County Judge Executive
1101 Main St
Benton, KY 42025

All questions and correspondence should be directed to:

To: Chris Freeman, 911 Director
Email: Chris.Freeman@marshallcountky.gov
Phone number: (270)527-1333

1. General Introduction

Marshall County 911 is soliciting written proposals to engineer, install, maintain and provide project management for an on-site Geo-diverse Enhanced 911 System (system shall be designed as a Geo-diverse system in anticipation to move side B to another location at a later date), along with NGCS (Next Gen Core Services). The selected vendor will engineer and project management the implementation of the proposed 911 system. The selected vendor shall provide 1st-tier support for the entire 911 system with their own technicians (not subcontracted) that will provide daily on-site maintenance of all of the hardware and software proposed. The technicians are required to have a minimum of 2 (two) years' experience with all software and hardware (equipment) proposed by the vendor and meets all requirements specified in this Request for Proposal (hereinafter RFP). The NGCS provider can be a business partner or be subcontract by the responding company to perform the NGCS. However, the primary (lead) company responding to the RFP support must be able to provide maintenance support on the NGCS equipment located at the Marshall County 911 PSAP. Vendors are required to including costs for both, the 911 system and NGCS. Vendors are not allowed to only bid only on one section they must bid on both the equipment and NGCS separately.

Marshall County 911 is asking for responses from qualified Vendors for a fully integrated 911 solution that is completely diverse and a redundant and mapping as an option. A second 911 solution must also be included in your proposal that provides, ANI, ALI, call handling, mapping of incoming 911 calls, including texting to and from 911 and has a port for a CAD system in case

of a major failure of the primary 911 system proposed. Proposals that fail to provide this functionality will be rejected for non-compliance.

The selected Vendor must clearly demonstrate their ability to design, engineer and implement new 911 technologies. The vendor selected to provide maintenance of this system must be certified on all products proposed, as well as, have the technical expertise to install the proposed system without sub-contracting another company and/or the equipment manufacturer, including manufacturers certification to train users of the use of the proposed 911 system.

Marshall County 911 is seeking Vendors that are forward thinking in their approach and solutions to the on-going evolution of the constantly changing 911 technologies.

Vendors are advised that Chris Freeman, Marshall County 911 Director, will serve as the contact between the Vendor and the County during the procurement process. Vendors shall not contact any other person(s) involved, directly or indirectly, with this procurement.

2. Existing 911 System

The existing system is provided by AT&T using their Vesta 9-1-1 version R7.1.621.568 host remove system with 3 Call Taker Positions, 2 landline and 2 wireless trunks

3. Requesting 911 PSAP Configuration

Location of Marshall County 911 where the new system is to be installed:

Marshall County 911
23 Homer Lucas Lane
Benton, KY 42025

Requesting seven (7) Call Taker Position to be installed at the PSAP

911 Trunks – must have the ability to handle enough trunks to provide P.01 grade of service for 4 full time call takers with the ability to quickly configure additional trunks as the call volume to the PSAP increases. The configuration shall include the ability for our call takers to determine if the caller is using a landline, wireless or VoIP telephone service.

4. Required PSAP Configuration – Hardware and Software

The 911 call answering positions proposed by vendor shall allow for a third-party CAD system and mapping software to be installed on the same CPU as the 911 call taking software. The CAD software will be the responsibility of Marshall County with the assistance of the selected vendor to be installed on the CPU. Marshall County requires they are provided an option to buy the call taker position (workstations) from a third party.

- (7) 911 call answering equipment with 911 wireline and wireless mapping
- (14) 24" monitors
- Statistical Reporting Software

5. Enhanced 911 System Requirements

This section details the specific requirements of the 911 system requested by Marshall County 911. Vendors responding to this RFP shall indicate that they meet each of the following mandatory requirements and provide written proof of their qualifications for each specific requirement. Vendors proposing 911 Class Equipment that do not meet the following mandatory requirements shall be rejected for non-compliance. The first-year hardware and software warranty shall be included in the equipment cost.

- 5.1. The Vendor shall propose a solution that has the capability to insure reliability, availability, and access 24 hours a day, 365 days a year. The Vendor must detail the required hardware configuration, installation and maintenance costs to support these requirements.

Response: Understood and comply. Please see attached quotes options: 488 & 489.

- 5.2. The Vendor shall provide a completed list of the anticipated costs associated with NGCS for all services to include all 911 trunks, lines, circuits, ALI database charges and statistical reporting for the next five years including installation. Response: Understood and comply. NGCS network connectivity cost will be negotiated with Marshall due to the limited number of network providers today with a presence in the county. The project will evolve in multiple phases. In the first phase (CPE) AK and INdigital will use the existing AT&T 911 trunks from ATT and AT&T will bill the county directly. These Circuits will need to be moved to the county PSAP address. NGCS will be delayed up to a year depending on the telephone service providers ability to install circuits to the INdigital data centers. INdigital will contract and work with Marshall County to the selection of available network circuit providers as they become available in the future. Marshall County has the ability to only purchase the NGCS as needed. The components to NGCS are, geo-spatial routing, selective routing, ALI database, MEVO (back-up phone system) and IP redundant circuits for texting and 911 call transport. As a result of the direct relationship, INdigital will bill Marshall County directly for the Next generation Core Services selected by Marshall County.

Core Services (Network ICB)

Non Recurring Charges	\$ 3,862.69
Year 1 Cores Services	\$48,758.88
Year 2 Cores Services	\$48,758.88
Year 3 Cores Services	\$48,758.88
Year 4 Cores Services	\$48,758.88
Year 5 Cores Services	\$48,758.88

Cost Proposal - This section is intended to provide itemized costs for the E911 Project. The total cost of the proposed system shall be placed on the line labeled "On-site 911 System Cost" less the "Extended Warranty and Software maintenance for years 2-5. These costs

should be entered on lines named Extended Hardware Warrantee and Soft Maintenance. These costs shall be entered in the sections below named Extended Warranty and Software Maintenance. Marshall County requires the option to pay for years 2-5 Extended Hardware Warranty and Soft Maintenance up front or pay yearly at the rate listed below and these rates must guarantee for five years of the initial contract:

Hardware Costs	REDUNDANT / GEO DIVERSE	
On-site 911 System Cost	\$175,569.05	/ \$193,068.85
Year 2 Extended Warranty	\$1,058.15	/ \$1,251.56
Year 3 Extended Warranty	\$1,111.06	/ \$1,314.14
Year 4 Extended Warranty	\$1,166.61	/ \$1,379.84
Year 5 Extended Warranty	\$1,224.94	/ \$1,448.83

Software Maintenance

Year 2 Software Maintenance	\$9,100	/ \$9,100
Year 3 Software Maintenance	\$9,100	/ \$9,100
Year 4 Software Maintenance	\$9,100	/ \$9,100
Year 5 Software Maintenance	\$9,100	/ \$9,100

The vendor shall provide labor cost for work performed after the system is placed into service and additional cost of on-going training after the system is installed if Marshall County 911 Selects Basic Maintenance. If Marshall selects the option for All Inclusive Maintenance, then all labor during the life of the contract is included with this option (see All Inclusive Maintenance section 7.9 on page 9).

Labor cost if Basic Maintenance (7.8) is selected for adds, moves and changes

Hourly rate of \$125 per hour, two hour minimum, trip charge of \$500 per day.

Labor cost for additional training, if Basic Maintenance (7.8) is selected

Hourly rate of \$125 per hour, four hour minimum, travel charges will have to be calculated based upon training course and request.

- 5.3. Vendors shall provide all costs for labor, equipment and software proposed in their proposal to meet all the functionality within their response. Failure to leave out cost of any item(s) or service may be cause for disqualification, or Marshall County 911 Emergency Services may direct the Vendor, if selected, to implement the missing features and equipment at no additional cost.

Response: Understood

- 5.4. The proposed 911 equipment vendor must allow Marshall County 911 Emergency Services to run their CAD system and mapping on the same CPU used at the PSAP for 911 call taking.

Response: Understood and will comply as long as the CAD system can run on the same CPU configuration as the 911 software.

- 5.5. The Vendor must provide in their proposed 911 system the ability to perform Selective Routing functionality from the proposed equipment for directly connecting to neighboring counties 911 systems that are not using NGCS and/or Marshall County 911 a host system for additional counties at a later date and time.

Response: Understood and comply with our NGCS offering

- 5.6. No single point of failure shall render the system non-functional. Distributed processor architecture shall be used so as to meet the performance demanded by an E911 environment. Every module shall function independently of the others. There should be no situation in which a processing bottleneck could occur.

Response: Understood and will comply. The 911 equipment meets this requirement and until the NGCS network can be installed, we will meet this requirement by providing MEVO phones as backup until a diverse network can be installed. Until then, we will use the INdigital MEVO phone and the internet and/or a wireless connection to achieve full redundancy. The 911 equipment will be completely redundant.

- 5.7. ALI requests shall be made immediately after ANI has been decoded and have the ability to display an abbreviated ALI for all incoming 911 calls prior to a call taker answering the call. In addition, Marshall County 911 should have the ability to move to NGCS ALI either on the same day or later time than the initial cut date. This date will be negotiated with Marshall County 911 and the selected vendor.

Response: Understood and comply

- 5.8. All power supplies shall be redundant and distributed. A power related fault on an E911 controller module should not affect the power supplied to other modules. It shall not be necessary to power down the controller in order to replace modules. It shall be possible to remove redundant modules that are in standby mode without any interruption in service. All redundant modules shall be easily accessible.

Response: Understood and comply

- 5.9. Systems must provide for redundancy in regards to data storage and distribution.

Response: Understood and comply

- 5.10. All proposals shall include a redundant second system that provides, ANI, ALI, call handling, mapping of incoming 911 calls, including texting to and from 911 if primary 911 system fails. This system shall be designed to automatically route 911 calls from the NGCS data center to the PSAP by wireless, dedicated internet and/or satellite that connects to the backup system.

Response: Understood and comply. This will be accomplished this requirement with the INdigital MEVO phones

6. Experience Installing and Maintaining Proposed System

The vendor shall clearly demonstrate the experience the technical support of their technicians to maintain the proposed system. The vendor shall provide written documentation for the following mandatory requirements.

Response: Understood and comply

6.1. Project Management

The vendor shall assign a Project Manager to oversee in the design, installation, training and daily maintenance of the proposed system throughout the life of the contract at no additional charge to Marshall County 911. The successful bidder shall assign a project manager with a minimum of three (3) years of experience to meet the following requirements.

Response: Understood and comply. Mr. Kerry McCarthy has over 20 years as a 911 equipment engineer and project manager. His staff all have at least 10 years of dedicated 911 engineering and project management.

- **Is certified by all of the equipment (hardware and software) manufacturers to support and maintain the equipment manufactured.**

Response: Understood and comply. Our entire team of technicians are all manufactured certified and due to our in-depth knowledge of the 911 equipment, our support team is often subcontracted by the equipment manufacturers to install and service systems for them.

- **Has tech support experience with resolving related issues to the proposed equipment.**

Response: Understood and comply. All of AK technicians are dedicated strictly to 911 and all have years of experience servicing 911 equipment, ALI data and network issues.

- **Has experience and certified to provide on-site training of call takers and dispatchers on proposed 911 equipment by manufacturer.** Response: Understood and comply. Our trainers are the best in the industry and that is why 911 equipment manufactures hire AK to provide training for them.

- **Has installed and project managed the installation of mapping software.** Response: Understood and comply. Since we are strictly dedicated to 911, our team totally understands this requirement and meets this requirement easily.

- **Has installed and project managed the installation of GIS data on 911 proposed mapping.** Response: Understood and comply. AK Associates is one of the only 911 service providers that has a dedicated GIS team on their staffs to build and maintain GIS data for our customer. We provide this service daily for many of our customers.

- **Has experience performing testing, identification, and referral of wireless and wireline 911 trouble to the proper telephone service provider(s) and/or other vendors associated with 911 direct connection to on-site selective routers.** Response: Understood and

comply. AK was the first company to engineer and install wireless phase 1 and 2, as well as VoIP in the country. We meet this requirement daily for all of our customers.

- **Has experience in requesting and reviewing traffic busy hour study to ensure P.01 grade of service from every wireline telephone service provider end offices, including host/remotes.** Response: Understood and comply. Our VP Arthur Kraus has more experience providing this service than most engineers in the country and our business partner INdigital is the leader in NGCS network monitoring and call delivery in the country.
- **Has experience in assisting LECs, ILECs, and CLECs in system trouble shooting, modifications, monitoring, and hardware/software installations.** Response: Understood and comply. We meet this requirement and perform this requirement daily for our customers.
- **Has experience in assisting the County in requesting traffic busy hour study from every wireless carrier Mobile Telephone Switch providing 911 service to PSAPs.** Response: Understood and comply. We provide this service as needed for our customer.
- **Has experience in performing testing, identification and referral of wireless 911 trouble to the proper telephone service provider(s) and/or other vendors associated with 911 service.** Response: Understood and comply. We meet this requirement and perform this requirement daily for our customers.
- **Has experience in assisting Wireless Carriers and Third Party Providers in system trouble shooting, modifications, monitoring, and hardware/software installs.** Response: Understood and comply. We meet this requirement and perform this requirement daily for our customers.
- **Has acted as a liaison between West and Comtech for all activities associated with 911 service.** Response: Understood and comply. We meet this requirement and perform this requirement daily for our customers.
- **Has project managed the development of the wireless carrier's GIS cell tower and sector data.** Response: Understood and comply. We meet this requirement and perform this requirement daily for many of our customers.

6.2. On-site Technicians Experience

The vendor shall assign a primary on-site technician and back-up technician to cover for the primary technician whenever necessary. Both must have (2) years of experience and certified on proposed 911 system and have the ability to install, train call takers and dispatchers (as needed) and provide daily maintenance of the proposed system. The vendor shall guarantee the on-site technicians shall have the following qualifications. Response: Understood and comply. AK Associates has the largest dedicated 911 service team in KY.

- The vendor shall provide documents certifying their technicians are certified on the system to be installed by the manufacturer. Response: Understood and comply. See attachment:
- The vendor shall provide a written statement that their technicians have provided daily maintenance of the proposed 911 system, with names and address where they have met this requirement. Response: Understood and comply. AK is one of the largest 911 service providers in Kentucky. We service the entire LFUCG host remote system/network for 26 counties as well as, many standalone systems like Madison, Harden, Meade, Barren-Metcalf and Boyle Counties and all of the INdigital accounts within KY.
- Provide three references from PSAPs where the proposed on-site technicians have provided technical assistance. The references must be from three different counties and/or states. Response: Understood and comply.
 - Hardin County, KY – Mike Leo - (270) 737-0540 - mleo@hcky.org
 - LFUCG – Robert Stack - (859) 280-8184 - rstack@lexington911.ky.gov
 - Garrard-Lincoln County, KY – Russ Clark - (859) 792-2244 - rclark411@hotmail.com
- Provide written proof that all of the technicians that will service the 911 system shall have at least 1 year of experience configuring and provisioning the 911 landline, wireless and VoIP trunks in the on-site equipment. Response: Understood and comply. As you can see from our answers above, we have the most experience providing this service within the State of KY.

7. Other Proposed System Requirements

7.1. The system shall automatically disable any faulty unit(s) and ensure all systems functions and features are still in operation. Response: Understood and comply.

7.2. The system shall be configured where a PSAP can log out and have the call takers log on at another remote location without having to call the vendor to make translations changes to accomplish this requirement. Response: Understood and comply.

7.3 Due to the critical nature of emergency communications, the vendor must provide daily (Monday – Friday except approved state holidays) on-site technical support and maintenance of the system, the vendor must provide on-site service 24 hours a day, 7 days a week, 365 days a year. The vendor shall provide the process used to respond to outages or service issues in detail in relation to their response to calls for emergency service. Response: Understood and comply. See our escalation list in the attachment section.

7.4. Normal Maintenance is considered as those problems that do not affect the overall performance of the system, but still require attention. The Vendor shall respond within (4) hours

during normal business hours. Normal Business Hours are 8:00a to 5:00p Monday – Friday except for approved Holidays. Response: Understood and comply.

7.5. Critical Maintenance is defined as any problem that jeopardizes or degrades the overall performance of the system. Vendors must respond within (2) hours, on a twenty-four (24) hour basis, to include weekends and holidays. Response: Understood and comply.

7.6. The vendor shall be responsible for scheduling and coordinating work in such a manner as to provide timely response and notification for maintenance/repair to the 911 Director. Response: Understood and comply.

7.7. The vendor shall provide an 800 number to report all maintenance and service needs. Response: Understood and comply. See details in our escalation list in the attachment section.

7.8 Maintenance Options

7.8.1 Basic Maintenance

Includes (labor only) basic maintenance service for the installed 911 issues with the system hardware and software installed by the selected vendor. Hardware and Software Warranty are provided by the equipment manufacturer. If equipment is not covered by warranty, extended warranty or software maintenance, these costs are the responsibility of Marshall County 911. Response: Understood and comply. The Elite maintenance option is listed as live in the quote.

Response time for major outages is within two hours during the normal business day and four hours on evenings, weekends and holidays. Telephone diagnostics will be done immediately upon receipt of service problem. Response: Comply with exception. Onsite response time for all major outages is within five hours instead of two hours. Remote diagnostics will be completed upon receipt of the trouble.

- Year 1 \$24,000
- Year 2 \$24,000
- Year 3 \$24,480
- Year 4 \$24,480
- Year 5 \$24,970

7.8.2 All Inclusive Maintenance

The vendor shall provide a dedicated technician 1 day per week to be on site to perform all non-maintenance requests including subsequent installation of additional 911 system software and hardware. For maintenance issues reported to vendor, the vendor shall respond within 2 hours for major outages and four hours for nights, weekend and approved Holidays. Please provide the cost for five year of maintenance. Response: Comply with exception. Onsite response time for major outages is within five hours instead of two hours. Remote diagnostics will be completed upon receipt of the trouble. AK Associates will be able to provide its Elite Premier Maintenance Services which includes all add, moves and changes, but weekly on-site services will not be

provide. Preventative maintenance will be completed remotely. Elite Premier Maintenance is listed as optional in the quote.

- Year 1 \$34,340
- Year 2 \$34,340
- Year 3 \$35,025
- Year 4 \$35,025
- Year 5 \$35,725

7.9.1 The vendor shall provide labor free of charge to install additional equipment that is associated with expanding the proposed system. Response: Understood and comply.

7.9.2 The vendor shall relocate the existing equipment (free labor) to remove and reinstall any of the 911 system proposed by the vendor. The county shall be responsible for moving the equipment to a different site. Response: Understood and comply.

7.9.3 The vendor shall be responsible for the coordination with the proper telephone company, including 911 service provider, CLECs, VoIP providers and Wireless Carriers and NGCS provider concerning maintenance and installation of all circuits. Response: Understood and comply.

7.12 The vendor shall be responsible to notify the telephone service provider and NGCS provider for all issues impacting the Marshall County 911 System, including the escalation of any unresolved repairs and trouble issues. The vendor shall report and keep the Marshall County 911 Director updated on statuses of all on-going and resolved issues by granting the 911 Director access to the vendors trouble ticketing system. Response: Understood and comply. We provide on-site support for all AK Associates customers and are the on-site support providers for INdigital in Kentucky, Rhode Island and Florida.

8. Warranty

8.1. Vendor shall provide detailed warranty coverage information with response, on each item offered, the following information shall be indicated: Exact period of warranty, any special extended warranty offered, any special hours emergency service is offered, General statement of warranty policy. Response: All 911 equipment purchased through AK Associates is warranted for 1 year but not more than 18 months from shipment. Except for consumable items like handsets, headsets, mouse or keyboards are not covered. Extended warranty if purchase will be the same as warranty coverage for years Marshall County purchase this service from the 911 equipment manufacture.

8.2.. Manufacturer Original Warranties shall be provided on all equipment for the first year after installation. Any exceptions should be noted and explained. Response: understood and comply. Exceptions are all consumable items like handsets, headsets, mouse or keyboards are not covered.

8.2. All system equipment, hardware and software shall be guaranteed for a minimum period of (1) year from installation date and include extended warranty for five years contract term against defects in design, materials, and workmanship. Response: Understood and comply. Exceptions are, all consumable items like handsets, headsets, mouse or keyboards are not covered.

8.3. Warranty and Extended Warranty of all system equipment shall be provided by the equipment manufacturer(s) and billed by the selected vendor. The selected vendor shall provide all labor to resolve all issues at no additional cost to Marshall County 911. Response: Understood and comply.

9. Training

9.1. The vendor shall detail the training requirements associated with the implementation of the 911 system proposed. All training course content will be subject to review and approval by Marshall County 911 Director.

Response: Understood and comply. Administrator and Operator training courses will be conducted on premise within 14-21 days prior to cutover of the Guardian system. AK Training staff will work closely with the PSAP staff to coordinate and facilitate all training related to the project. The training will be provided and delivered at the PSAP's designated training location and will accommodate the deployment schedule.

The objectives of the courses are to provide the PSAP's telecommunicators and administrators with the tools and knowledge to use the Solacom Guardian 911 System functions to perform call-taking and administration activities.

At the end of these courses, you will have been provided with specific functionality within the Solacom Guardian IWS modules. You will also take part in computer-based and simulation exercises which will provide you with opportunities to practice and review the information presented in the courses.

See attached for a detailed training outline of the courses and content.

9.2. Satisfactory training will take place prior to cutover date. User operator training will be provided by the Vendor for proficiency of use of equipment not more than two weeks prior to cutover date or as customer personnel dictates. Any deficiencies found in the training of the call taker/dispatcher will require the deficient call taker/dispatcher(s) to participate in additional training until satisfactory performance is demonstrated. Response: Understood and comply.

9.3 The Vendor shall provide on-going training free of cost to Marshall County 911 as requested by the Marshall Count 911 Director. Response: Understood and comply.

10. Proposal Requirements

10.1. Proposals must address each section listed in this document. It will not be acceptable to rely solely on descriptive or marketing material. Each point by point response from the bidder must indicate Understood, Comply, Non-Comply, or Comply with Exception with an appropriate supporting response. Response: Understood and comply.

10.2. Responses for each section should be described in detail including the sequence and timeline, who will be involved, how the information will be gathered, and what the result will be. Response: Understood and comply.

10.3. The Vendor must identify significant phases within the timeline in which progress reports will be given to the Marshall County 911 Director. Response: Understood and comply. AK will meet and develop the timeline with the Marshall County 911 Director to make sure we meet this requirement. Only exception may be a third-party delay like the equipment manufacturer or ATT providing the network.

11. Experience of Vendor

11.1. Vendors submitting a proposal shall provide a list of qualifications of the Vendor and their staff who will be involved in the project and a description of previous experience in developing, installing and implementing a region wide or multi-PSAP project.

Response

AK Associates is the original and current service provider for the Central Kentucky Network. Since inception, AK Associates has provided the installation, project management and on-going support for CKyNet. Currently this network services over 26 counties. In addition, AK Associates services several customers that have multi-PSAP deployments within their own counties.

13.2. Vendors shall provide three references from similar projects (include name, address, telephone number, a description of the project to which the reference relates, and date the project was completed).

Meade County:

Contact: Jeremy Miller

Address: 516 Hillcrest Dr, Suite 8, Brandenburg KY 40108

Telephone (270)-945-4029

Description: Installed and currently maintains a five position Solacom Guardian System.

Date: Installed 10/19/16

Lincoln-Garrard:

Contact Russ Clark

Address: 278 Precision Court, Lancaster, KY 40444

Telephone (859) 792-2244

Marshall County 911 in Benton, KY – Request for Proposals for Enhanced 911 Class Equipment and On-site System Maintenance Services

Description: Installed and currently maintains a six position remote off of LFUCG's CKYnet

Hardin:

Contact Mike Leo

Address: 150 North Provident Way Suite B104, Elizabethtown, KY, 42701

Telephone: (270)-737-0540

Description: Installed and currently maintains a 16 position Solacom Guardian (PSAP 1- Nine Positions, PSAP 2- Three positions, and PSAP 3- Two positions, PSAP 4 2 positions)

Date Installed: 10/15/15

13.3. Vendors must include a written statement giving Marshall County 911 the right to investigate the references and past performance of any Vendor, sub-contractor or their employees, with respect to its successful performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. Response: understood and comply. AK Associate gives Marshall County 911 the right to investigate the references and past performance of any Vendor, sub-contractor or their employees, with respect to its successful performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers.

13.4. The vendor shall provide on-site maintenance/support description of service provided for both "Basic" and "All Inclusive Maintenance". Response: Understood and comply. See attachment for both maintenance service offerings.

12. Terms and Conditions

14.1. Coordination with 911 Service Provider - The successful Vendor will be responsible for making all necessary contacts and arrangements with the 911 Service Provider, 911 Database Provider, voice recording equipment providers, computer aided dispatch equipment providers, radio communications equipment providers, including the NGCS provider, etc. After the site is installed and is in operation, the successful vendor will be responsible for resolving any conflicts that may arise with any service provider with regard to the relationship between Vendors equipment and the telephone service provider or ancillary equipment provider. Response: Understood and comply.

14.2. Acceptance of Bid Terms – Marshall County 911 reserves the right to accept or reject any and all proposals; to add or delete proposal items and/or quantities; to amend the RFP; to waive any minor irregularities, informalities, or failure to conform to the RFP; to extend the deadline for submitting proposals; to postpone award on contract for up to 30 days without impact to the delivery deadline; and to reject, for good cause and without liability therefore, any and all proposals and upon finding that doing so is in the public interest, to cancel the procurement at any time prior to contract execution. Response: Understood and comply.

14.3. The contents of the bid (including persons specified to implement the project) of the successful Vendor will become contractual obligations if acquisition action ensues. Failure of the successful Vendor to accept these obligations in a contract, purchase document, delivery order or similar acquisition instrument may result in cancellation of the award and such Vendor may be removed from future solicitations. Response: Understood and comply.

14.4. Withdrawal of Proposals - Prior to the deadline for proposals, any proposal may be modified or withdrawn by notice to the Marshall County Judge Executive's Office, the place designated for receipt of proposals. Such notice will be in writing over the signature of the Vendor, and shall be delivered on or before the deadline. Response: Understood and comply.

14.5. – Marshall County 911 shall not permit any proposal to be modified once the sealed proposal has been publicly opened at the proposal opening. Modifications proposed after the proposal opening will not be considered. Response: Understood and comply.

14.6. When discrepancies occur between words and figures, the words shall govern. Response: Understood and comply.

14.7. Award of Contract - The award will be made to that Vendor whose bid will be the most advantageous to Marshall County 911 system as determined by the evaluation committee, price and other factors will be considered. Response Understood and comply.

14.8. Bid Cancellation – – Marshall County 911 reserves the right to cancel this Request for Proposal any time, without penalty. Response Understood and comply.

14.9. Non-discrimination - The Vendor shall comply with all state and federal laws, rules and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, disability or gender. Response Understood and comply.

14.10. Inquiries - Questions regarding the information contained in this Request for Proposals must be submitted to the Marshall County 911 Director. All questions must be submitted in writing, and received by the specified date and time. A copy of the questions and responses will be sent via e-mail to all firms that were sent a copy of this RFP. Response Understood and comply.

14.11. Deadline for Proposal - To be considered, your sealed, written proposal and four additional copies must be delivered no later than 12:00 p.m. December 14th 2020. No facsimile (fax) transmitted proposals will be accepted. Please address your RFP Response to: Chris Freeman Marshall County 911 Director, 1101 Main Street Benton Kentucky 42025.

Proposals received after the time specified will not be given further consideration. An official authorized to bind the Vendor to its provisions must sign proposals. The proposal must remain valid for at least 120 days after the deadline date for proposals.

13. Evaluation Process

15.1. Marshall County 911 reserves the right to seek clarification of proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the proposal evaluation period. Understood. Please contact Julie Chase, (603) 432-5755 x.215 jchase@akassociates911.com

15.2. Any proposal, which 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. Response Understood and comply.

15.3. The highest scoring Vendor(s) may be required at their own expense, to make a formal presentation of their proposal, which must include an outline and overview of their implementation process and schedule. Response Understood and comply.

15.4. The tentative selection of a Vendor will be announced by telephone and in writing, as well as, the non-selected Vendors in writing. If contract negotiations fail with the selected vendor, Marshall will then move to the next qualified vendor based on rating of the received responses. Response Understood and comply.

15.7. Marshall County 911 reserves the right to reject any and all proposals received as a result of this RFP, and to cancel this solicitation if doing so would be in the public interest. Marshall County 911 reserves the right only to accept a proposal for both the onsite 911 system and NGCS in whole. Host – Remote system will not be accepted; they will be rejected. Response Understood and comply.

A vendor will be held to the terms submitted in its proposal, but may be required to reduce costs depending upon services that – Marshall County 911 may determine to be unnecessary or for which Marshall County 911 decides to assume responsibility. Response Understood and comply.

18. Schedule Outline

Event Date

Issuance of RFP December 4th 2020

Proposal due not later than 12:00 p.m. December 14th 2020

Award Contract December 15th 2020 pending Marshall County Fiscal Court Approval



We have prepared a quote for you

RFP - Geo-Diverse

Quote # 000489
Version 1

Prepared for:

Marshall County, KY

Chris Freeman
chris.freeman@marshallcountky.gov

Description		Price	Qty	Ext. Price
P-RACK-25U-20ATL	25U 4 Post Rack Kit	\$901.60	1	\$901.60
P-SSP-KMM	USB Keyboard, Mouse, 19.5" Monitor	\$220.80	1	\$220.80
P-VOIPPCIE	LD VoIP Card for APP Server PCIe Slot	\$5,372.80	1	\$5,372.80
P-SSP-ADM-R-GA-5YS+	SFF Administration / MIS Server	\$4,426.35	1	\$4,426.35
	<i>Includes 5 year Support</i>			
P-SSP-APP-GA-5YS+	SFF Application Server	\$4,395.30	1	\$4,395.30
	<i>Includes 5 year Support</i>			
P-EGN400-KIT	Emergency Gateway to Legacy SR - 4 FXS	\$725.65	2	\$1,451.30
P-MGN400-KIT	Gateway to Legacy POTS Line - 4 FXO	\$667.00	2	\$1,334.00
P-ESK-SSP-GEO-H	Switch Kit Small PSAP Geo-Diverse HP	\$1,923.95	1	\$1,923.95
P-FORTIFw-Geo	Fortinet Firewall Geo	\$752.10	1	\$752.10
P-IP_SERIAL-8P	8-Ports Serial to 100BT Converter	\$1,117.80	1	\$1,117.80
SL-GUARDSOFTLIC-GEO	Guardian Controller License	\$11,194.10	1	\$11,194.10
	<i>Geo-Diverse Side A</i>			

Description		Price	Qty	Ext. Price
P-RACK-25U-20ATL	25U 4 Post Rack Kit	\$901.60	1	\$901.60
P-SSP-KMM	USB Keyboard, Mouse, 19.5" Monitor	\$220.80	1	\$220.80
P-VOIPPCIE	LD VoIP Card for APP Server PCIe Slot	\$5,372.80	1	\$5,372.80
P-SSP-ADM-GB-YS+	SFF Administration / MIS Server	\$4,426.35	1	\$4,426.35
	<i>Includes 5 year Support</i>			

Description		Price	Qty	Ext. Price
P-SSP-APP_GB-SYS+	SFF Application Server <i>Includes 5 year Support</i>	\$4,395.30	1	\$4,395.30
P-EGN400-KIT	Emergency Gateway to Legacy SR - 4 FXS	\$725.65	2	\$1,451.30
P-MGN400-KIT	Gateway to Legacy POTS Line - 4 FXO	\$667.00	2	\$1,334.00
P-ESK-SSP-GEO-H	Switch Kit Small PSAP Geo-Diverse HP	\$1,923.95	1	\$1,923.95
P-FORTIFw-Geo	Fortinet Firewall Geo-Diverse	\$752.10	1	\$752.10
P-IP_SERIAL-8P	8-Ports Serial to 100BT Converter	\$1,117.80	1	\$1,117.80
SL-GUARDSOFTLIC-GEO-B	Guardian Controller License <i>Geo-Diverse Side B</i>	\$11,194.10	1	\$11,194.10

Description		Price	Qty	Ext. Price
P-STD POS-5YS+	Standard Position PC	\$1,290.30	7	\$9,032.10
P-MONITOR 24in	Standard Monitor 24"	\$235.75	7	\$1,650.25
SL-GUARDPOS LIC	Guardian Call Taker Position License	\$7,662.45	7	\$53,637.15
P-IRR	Dual IRR Recording Software License	\$572.70	7	\$4,008.90
P-PAC II	Position Audio Controller II w/ Jack Box	\$1,843.45	7	\$12,904.15
P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	\$88.55	7	\$619.85
P-KYPADU6	Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	7	\$684.25
P-PP24Key	Genovation Keypad Pre-Printed 24 Keys	\$46.00	7	\$322.00

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Description	Price	Qty	Ext. Price
SV-InstRemDaily Remote Install Services - Daily Rate	\$1,300.00	2	\$2,600.00
SV-PMDaySd Secondary Project Management - Daily Rate	\$965.00	2	\$1,930.00

Warranty/Maintenance

Description		Price	Qty	Ext. Price
MT-SSGUARD-01	Position Software Support - Year 1	\$1,300.00	7	\$9,100.00
MT-Warranty	Guardian HW Warranty - Year 1 <i>The Guardian first year warranty covers all hardware for the first year.</i>	\$0.00	1	\$0.00
AKEPMaint	AK Elite Premier Maintenance - Year 1 AK Elite Premier Maintenance	\$34,340.00	1*	\$34,340.00
AKEPMaint	AK Elite Premier Maintenance - Year 2 AK Elite Premier Maintenance	\$34,340.00	1*	\$34,340.00
AKEPMaint	AK Elite Premier Maintenance - Year 3 AK Elite Premier Maintenance	\$35,025.00	1*	\$35,025.00
AKEPMaint	AK Elite Premier Maintenance - Year 4 AK Elite Premier Maintenance	\$35,025.00	1*	\$35,025.00
AKEPMaint	AK Elite Premier Maintenance - Year 5 AK Elite Premier Maintenance	\$35,725.00	1*	\$35,725.00
AKEliteMaint	AK Elite Maintenance Annual Support - Year 1 AK Elite Maintenance Annual Support	\$24,000.00	1	\$24,000.00
AKEliteMaint	AK Elite Maintenance Annual Support - Year 2 AK Elite Maintenance Annual Support	\$24,000.00	1*	\$24,000.00
AKEliteMaint	AK Elite Maintenance Annual Support - Year 3 AK Elite Maintenance Annual Support	\$24,480.00	1*	\$24,480.00
AKEliteMaint	AK Elite Maintenance Annual Support - Year 4 AK Elite Maintenance Annual Support	\$24,480.00	1*	\$24,480.00
AKEliteMaint	AK Elite Maintenance Annual Support - Year 5 AK Elite Maintenance Annual Support	\$24,970.00	1*	\$24,970.00

Warranty/Maintenance

* Contains Optional Items

Description	Price	Qty	Ext. Price
* Optional Subtotal:			\$272,385.00
Subtotal:			\$33,100.00

AK Services

Description	Price	Qty	Ext. Price
AKInstall AK Installation Services AK Associates Installation Services	\$11,000.00	1	\$11,000.00
AKINSTALLMAT Installation Materials Installation Materials	\$1,000.00	1	\$1,000.00
AKPM Project management AK Project Management	\$3,000.00	1	\$3,000.00
AKTraining Training AK Training- per day. Five days are quoted, additional days can be purchased upon request.	\$1,000.00	5	\$5,000.00
AKTravel AK Travel Charges AK Travel	\$5,000.00	1	\$5,000.00
Subtotal:			\$25,000.00

Market Incentive

Description	Price	Qty	Ext. Price
Discount Market Incentive <i>Market Incentive Discount Terms:</i> 1. The purpose of this discount is to provide a more competitive price to the end-user and must be applied to the price given by the reseller to the end-user. 2. This discount will not be extended or honored to the reseller if it is not applied to lower the end-user price. 3. If the products or services contained within the quotation are changed or modified, the discount may be subject to review and modification.	(\$22,000.00)	1	(\$22,000.00)
Subtotal:			(\$22,000.00)

Options

* Optional

Description	Price	Qty	Ext. Price
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Options

* Optional

Description	Price	Qty	Ext. Price
Guardian Mobile			
P-DOCK Dock Station Mobile Laptop	\$438.15	1	\$438.15
P-IRR Dual IRR Recording Software License <i>IRR will only work if computer is on the Guardian local network</i>	\$572.70	1	\$572.70
P-KYPADU6 Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	1	\$97.75
P-MOB_POS-5YS Guardian Mobile Position Kit <i>Includes: laptop, pelican case, USB headset and mouse. 5 Years Support Does Not Support Mapping</i>	\$3,270.60	1	\$3,270.60
P-PAC II Position Audio Controller II w/ Jack Box	\$1,843.45	1	\$1,843.45
P-PP24Key Genovation Keypad Pre-Printed 24 Keys	\$46.00	1	\$46.00
BUFGUARDPOS LIC C Guardian Backup Call Taker Position License	\$3,924.95	1	\$3,924.95
MT-SSGUARD-01 Position Software Support - 1 Year	\$1,300.00	1	\$1,300.00
MT-SSGUARD-05 Position Software Support - Years 1 through 5	\$4,680.00	1	\$4,680.00
Section Subtotal			\$0.00
Guardian Mapping Standard			
P-MONITOR 24in Standard Monitor 24"	\$235.75	7	\$1,650.25
P-PC MAP-UPG Upgrade for Standard PC for Map Compatibility <i>Includes 5 year Support</i>	\$182.85	7	\$1,279.95
SL-MAPSTDPOS Guardian Map Software License - Per Position	\$3,220.00	7	\$22,540.00
SV-SGIS-DA Analysis and Provisioning of Map Data	\$6,440.00	1	\$6,440.00
MT-MAPSTDPOS Map Software Support / Position - 1 Year <i>For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.</i>	\$502.00	7	\$3,514.00
Guardian Mapping Sync Solution			
P-GISSYNCSRV GIS Sync Server <i>Includes 5 years Support</i>	\$2,275.85	1	\$2,275.85

Options

* Optional

Description	Price	Qty	Ext. Price
SL-MAPSYNCPOS Guardian Map Sync Software License - Per Position	\$213.90	7	\$1,497.30
MT-MAPSYNCPOS Map Sync Software Support Per Position - 1 Year For Guardian Mapping Sync Solution Software	\$24.00	7	\$168.00
Discount Discount Solacom is offering a \$6500.00 discount if Guardian Map is purchased at the same time. If this bundle is changed or modified, the discount will be subject to review and modification.	(\$6,500.00)	1	(\$6,500.00)
Section Subtotal			\$0.00
MT-MAPSTDPOS-05 Map Software Support / Position - 5 Years For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.	\$2,133.50	7	\$14,934.50
T-MAPSYNCPOS-05 Map Sync Software Support Per Position - 5 Years	\$102.00	7	\$714.00
HG MIS Solution			
SL-MIS G/C_POS_GEO MIS Position License	\$147.20	7	\$1,030.40
SL-MIS G/C_SVR MIS Base for Guardian Controller	\$1,990.65	1	\$1,990.65
TR-Inst&TrainMIS MIS Installation and Training	\$1,950.00	1	\$1,950.00
Section Subtotal			\$0.00
Guardian Insights MIS Solution			
SL-Insight MIS-CV25-50 Yearly / PSAP For Call Volume 25-50K	\$4,416.00	1	\$4,416.00
SL-Insight MIS-CV50-250 Yearly / PSAP For Call Volume 50-250K	\$5,037.00	1	\$5,037.00
SL-Insight MIS-CV250-500 Yearly / PSAP for Call Volume 250-500K	\$5,658.00	1	\$5,658.00
SL-Insight MIS-PSAP MIS Per PSAP Implementation One Time Fee	\$0.00	1	\$0.00
SL-Insight MIS Insight MIS Training Max 6 Seats - 1 Day Remote	\$1,950.00	1	\$1,950.00

* Optional

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* Optional

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* Optional

olacom Call Taker Computer Specifications

Features		STANDARD	ENHANCED	SUPERIOR	
PC Type		Yes	Yes	No	
Workstation		No	No	Yes	
Processor		i3	i3	Intel Xeon	
RAM		4 GB	8 GB	8 GB	
PCIe Slots		2	2	6	
Sound Card		1	1	1	
Graphic Card		On-board	1	2	
Monitor Supported		2	2	6	
Monitor Cables Provided		No	1 HDMI to HDMI	No	
			1 DVI to DP		
Adapters Provided		No	No	6 mDP to DP	
NIC Teaming		Optional	No	Optional	
Guardian Map		No	Yes	Yes	
3rd Party Software Cohabitation		No	Certified 3rd Party Map	Certified 3rd Party Map	
				Certified CAD	
Physical Size (HeightxLengthxDepth)		11.5x 3.7 x 11.4"	11.5x 3.7 x 11.4"	16.3 x 6.8 x 22"	

AK
ASSOCIATES

* Optional

* Optional Subtotal: **\$219,385.61**

Description	Price	Qty	Ext. Price
ShippingFee Shipping and Handling Charges	\$3,400.00	1	\$3,400.00
Subtotal:			\$3,400.00

Description	Qty
Terms of Sale: <ul style="list-style-type: none"> • Hardware and software will be invoiced upon shipment • Services will be invoiced upon completion • Payment Terms are Net 30 	

PO Box 2880
Concord, NH 03302
<http://www.akassociates911.com/>
(603) 432-5755



AK Associates

Marshall County, KY

Signature: Beth Stankus

Name: Beth Stankus

Title: Manager of Accounting

Date: 12/11/2020

Signature: _____

Name: Chris Freeman

Date: _____



We have prepared a quote for you

RFP - Redundant

Quote # 000488
Version 1

Prepared for:

Marshall County, KY

Chris Freeman
chris.freeman@marshallcountky.gov

Description		Price	Qty	Ext. Price
P-RACK-25U-20ATL	25U 4 Post Rack Kit	\$901.60	1	\$901.60
P-SSP-KMM	USB Keyboard, Mouse, 19.5" Monitor	\$220.80	1	\$220.80
P-VOIPPCIE	LD VoIP Card for APP Server PCIe Slot	\$5,372.80	2	\$10,745.60
P-SSP-ADM-R-GA-5YS+	SFF Administration / MIS Server	\$4,426.35	1	\$4,426.35
P-SSP-APP-RA-5YS+	SFF Application Server	\$4,395.30	1	\$4,395.30
P-SSP-APP-RB-5YS+	SFF Application Server	\$4,395.30	1	\$4,395.30
P-EGN400-KIT	Emergency Gateway to Legacy SR - 4 FXS	\$725.65	2	\$1,451.30
P-MGN400-KIT	Gateway to Legacy POTS Line - 4 FXO	\$667.00	2	\$1,334.00
P-ESK-RED-H	Switch Kit Redundant System HP	\$1,760.65	1	\$1,760.65
P-FORTIFw-HA	High Availability Fortinet Firewall	\$1,512.25	1	\$1,512.25
P-IP_SERIAL-8P	8-Ports Serial to 100BT Converter	\$1,117.80	1	\$1,117.80
SL-GUARDSOFTLIC-FT	Guardian Controller License <i>Fault-Tolerant</i>	\$15,919.45	1	\$15,919.45

Description		Price	Qty	Ext. Price
P-STD POS-5YS+	Standard Position PC <i>Includes 5 year Support</i>	\$1,290.30	7	\$9,032.10
P-MONITOR 24in	Standard Monitor 24"	\$235.75	7	\$1,650.25
SL-GUARDPOS LIC	Guardian Call Taker Position License	\$7,662.45	7	\$53,637.15
IRR	Dual IRR Recording Software License	\$572.70	7	\$4,008.90
P-PAC II	Position Audio Controller II w/ Jack Box	\$1,843.45	7	\$12,904.15

Description		Price	Qty	Ext. Price
P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	\$88.55	7	\$619.85
P-KYPADU6	Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	7	\$684.25
P-PP24Key	Genovation Keypad Pre-Printed 24 Keys	\$46.00	7	\$322.00

Description	Price	Qty	Ext. Price
SV-InstRemDaily Remote Install Services - Daily Rate	\$1,300.00	2	\$2,600.00
SV-PMDaySd Secondary Project Management - Daily Rate	\$965.00	2	\$1,930.00

* Contains Optional Items

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* Contains Optional Items

Subtotal: **\$33,100.00**

Subtotal: **\$24,000.00**

Market Incentive

Description	Price	Qty	Ext. Price
Discount Market Incentive <i>Market Incentive Discount Terms:</i> 1. The purpose of this discount is to provide a more competitive price to the end-user and must be applied to the price given by the reseller to the end-user. 2. This discount will not be extended or honored to the reseller if it is not applied to lower the end-user price. 3. If the products or services contained within the quotation are changed or modified, the discount may be subject to review and modification.	(\$19,000.00)	1	(\$19,000.00)

Subtotal: **(\$19,000.00)**

Options

* Optional

Description	Price	Qty	Ext. Price
Guardian Mobile			
P-DOCK Dock Station Mobile Laptop	\$438.15	1	\$438.15
P-IRR Dual IRR Recording Software License <i>IRR will only work if computer is on the Guardian local network</i>	\$572.70	1	\$572.70
P-KYPADU6 Keypad - 24 Button 6' Cable W/10' Extender	\$97.75	1	\$97.75
P-MOB_POS-5YS Guardian Mobile Position Kit <i>Includes: laptop, pelican case, USB headset and mouse. 5 Years Support Does Not Support Mapping</i>	\$3,270.60	1	\$3,270.60
P-PAC II Position Audio Controller II w/ Jack Box	\$1,843.45	1	\$1,843.45
P-PP24Key Genovation Keypad Pre-Printed 24 Keys	\$46.00	1	\$46.00
SL-BUPGUARDPOS C Guardian Backup Call Taker Position License	\$3,924.95	1	\$3,924.95
MT-SSGUARD-01 Position Software Support - 1 Year	\$1,300.00	1	\$1,300.00
MT-SSGUARD-05 Position Software Support - Years 1 through 5	\$4,680.00	1	\$4,680.00
Section Subtotal			\$0.00
Guardian Mapping Standard			
P-MONITOR 24in Standard Monitor 24"	\$235.75	7	\$1,650.25

* Optional

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* Optional

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* Optional

Page: 8 of 12

* Optional

Solacom Call Taker Computer Specifications
Subject to Revision or Modification on all Expired Quotes.

Features		STANDARD	ENHANCED	SUPERIOR	
PC Type		Yes	Yes	No	
Workstation		No	No	Yes	
Processor		i3	i3	Intel Xeon	
RAM		4 GB	8 GB	8 GB	
PCIe Slots		2	2	6	
Sound Card		1	1	1	
Graphic Card		On-board	1	2	
Monitor Supported		2	2	6	

Options

* Optional

Description			Price	Qty	Ext. Price
Monitor Cables Provided	No	1 HDMI to HDMI	No		
		1 DVI to DP			
Adapters Provided	No	No	6 mDP to DP		
NIC Teaming	Optional	No	Optional		
Guardian Map	No	Yes	Yes		
3rd Party Software Cohabitation	No	Certified 3rd Party Map	Certified 3rd Party Map		
			Certified CAD		
Physical Size (HeightxLengthxDepth)	11.5x 3.7 x 11.4"	11.5x 3.7 x 11.4"	16.3 x 6.8 x 22"		

* Optional Subtotal: **\$217,815.20**

Shipping

Description		Price	Qty	Ext. Price
ShippingFee	Shipping and Handling Charges	\$1,900.00	1	\$1,900.00

Subtotal: **\$1,900.00**

Payment Terms

Description	Qty
Terms of Sale: <ul style="list-style-type: none"> Hardware and software will be invoiced upon shipment Services will be invoiced upon completion Payment Terms are Net 30 	

PO Box 2880
Concord, NH 03302
<http://www.akassociates911.com/>
(603) 432-5755



AK Associates

Marshall County, KY

Signature: Beth Stankus

Name: Beth Stankus

Title: Manager of Accounting

Date: 12/11/2020

Signature: _____

Name: Chris Freeman

Date: _____



Your Partner In Critical Communications



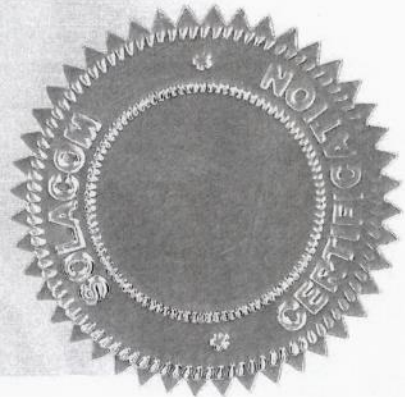
Training Completion Certificate

Presented to:

~ Criss Chancellor ~
AK Associates

In recognition of having successfully
completed the Solacom Training Course:

IP Selective Router



Course Instructor

2/1/2009

Date

009-COAKA-002

Certificate Number



Your Partner In Critical Communications



Training Completion Certificate

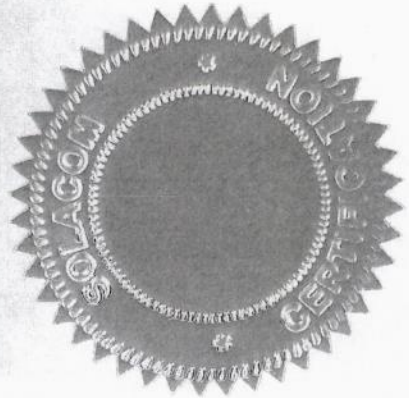
Presented to:

~ Criss Chancellor ~

AK Associates

In recognition of having successfully
completed the Solacom Training Course:

Guardian Administrator





Course Instructor

2/1/2009

Date

009-COAKA-006

Certificate Number



Your Partner In Critical Communications



Training Completion Certificate

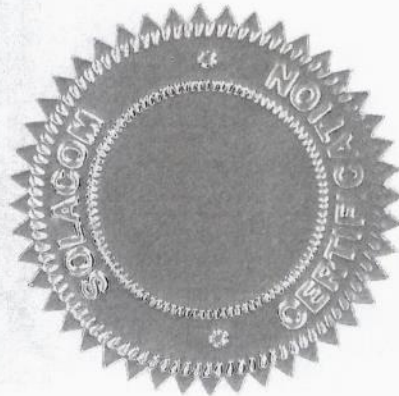
Presented to:

~ Cris Chancellor ~

AK Associates

In recognition of having successfully
completed the Solacom Training Course:

Guardian Installation & Maintenance Level 1




Course Instructor

2/1/2009

Date

009-COAKA-010

Certificate Number



Your Partner In Critical Communications



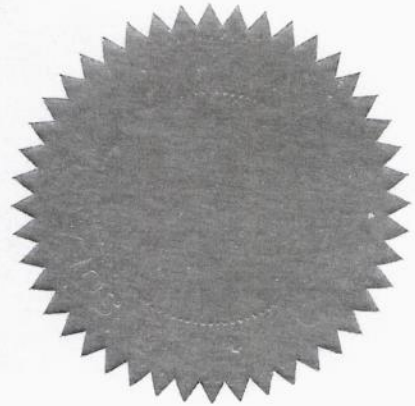
Training Completion Certificate

Presented to:

~ Christopher Hedges ~
AK Associates

In recognition of having successfully
completed the Solacom Training Course:

Guardian Installation & Maintenance Level 1



Mark Delenick
Course Instructor

July 2012
Date

012-SOLA-002
Certificate Number



Your Partner In Critical Communications



Training Completion Certificate

Presented to:

~ Jeremy Bullock ~
AK Associates

In recognition of having successfully
completed the Solacom Training Course:

Guardian Installation & Maintenance Level 1


Course Instructor

9/15/2012
Date

012-COAKA-017
Certificate Number

Marshall County, KY Escalation List

Issue Severity	Severity Description	Example Issue	Initial Contact	Support	Return call Time	Call Out ETA	Escalation
1	High severity level. Mission critical system is down and no work around is available.	9-1-1 calls not processing to PSAP	National Call Out Desk; request on-call tech. (866) 342-6206	Immediate support	15 min	1 Hours (Maximum)	1.) Call local manager 2.) Call Systems Engineer 3.) Call Executive Director 4) Call VP
2	Medium severity. Critical system is affected, but mitigatable with short-term work around	one ALI circuit down	National Call Out Desk; request on-call tech. (866) 342-6206	Immediate Support	15 min	2 Hours (Maximum)	1.) Call local manager 2.) Call Systems Engineer 3.) Call Executive Director 4) Call VP
3	Low severity. System functionality is affected and work around exists.	Answering Position Down	National Call Out Desk; request on-call tech. (866) 342-6206 or email: support@akassociates911.com	Handled during normal business hours (M-F, 8AM - 5PM)	15 min	Mon. to Friday, normal business day	1.) Call local manager 2.) Call Systems Engineer 3.) Call Executive Director 4) Call VP

Escalation Contacts:

- 1.) Criss Chancellor, Regional Manager (603) 490-5684 cchancellor@akassociates911.com
- 2.) Jeremy Bullock, Systems Engineer/Field Engineering Manager (603) 540-4605 jbullock@akassociates911.com
- 3.) Kerry McCarthy, Executive Director (603) 490-5441 kmcCarthy@akassociates911.com
- 4.) Tom Kraus, VP of Operations (603) 490-8029 tkraus@akassociates911.com

1 TRAINING COURSES

The following training courses will be provided by Solacom factory certified trainers:

- Guardian Administration Training Course
- Guardian Operator Training Course
- MIS Reporting Training Course

1.1 ADMINISTRATION TRAINING COURSE

1.1.1 COURSE OVERVIEW

The Guardian Administration training course provides an introduction to all features needed to administer and manage the Guardian administrative and emergency call processing software. In this leader-led course, the trainer presents an interactive demonstration of each of the Guardian Telecom features as described in the *Guardian Administration Training Guide*.

The course is divided into five sections: features, provisioning, layouts, administrator tools, and system tools. The course time is divided between describing the Guardian features, determining the required system configuration, and implementing the configuration including account and layout creation. To provide valuable hands-on experience, students enter the configuration into the customer system with the trainer's supervision. This course does not include call processing training.

1.1.2 COURSE OBJECTIVES

Upon successful completion of Guardian Administration Training course, the student can demonstrate the ability to:

- manage system components such as user accounts and role privileges;
- maintain intelligent contacts;
- exports contact for backup purposes;
- configure ringers for different call types;
- record and apply auto greetings;
- configure speed dials; and
- use tenant status to garner real-time statistics.

1.1.3 COURSE OUTLINE

- About Guardian
- Getting Started
- Features

- Roles
 - Role Groups
 - Maps
 - Program Links
 - Auto Greetings
 - Call History
 - Contacts
 - Direct Access Buttons and Behavior
 - Selective Transfer Agencies
 - Manual ALI Query
 - Call Taker Notes
 - Tenant Status
 - Ring Group Assignments
- Provisioning
 - Administration
 - Roles
 - Users
 - Role Groups
 - Login Object Types
 - Call History
 - Selective Transfer Agencies
 - Intelligent Contacts
 - Fixed Transfer Codes
 - Tenant Threshold Settings
 - General Auto Greetings
 - Provisioning Exercises
- Administration Tools
 - Operator Status
 - Tenant Status
 - Ring Group Dashboard
 - Ticker Message
 - TDD – Text Communication
 - ALI Status
 - Administration Tools Exercises
- System Tools
 - Importing/Exporting Contacts
 - Volume Controls w/PAC II
 - Preference Templates
 - Sound Manager
 - Ringer Modes Manager
 - Icons

- Management Information System Overview
- Questions and Discussion

1.1.4 DELIVERY METHOD

The course will be conducted in the classroom. The instructor will conduct a structured lecture on the topics followed by periods of computer-based hands on training giving administrators the opportunity to perform and practice the functions and tasks on Guardian positions set up in the classroom.

A Guardian Intelligent Workstation connected to the Guardian ESP is required for each student and will be installed by the contractor. An operational 9-1-1 test phone line is required for the duration of the class and will be provided by the contractor.

1.1.5 MATERIALS

Administrator Training Guides will be provided to each student at the beginning of each class.

1.1.6 COURSE DURATION

The Administrator Training course is eight (8) hours in length.

1.1.7 CLASS SIZE

The Guardian Administration Training course usually has no more than six (6) students per course.

1.2 OPERATOR TRAINING COURSE

1.2.1 COURSE OVERVIEW

The Guardian Operator training course provides an introduction to all features of the Guardian administrative and emergency call processing software that runs on the Guardian Intelligent Workstation. In this leader-led course, the trainer presents an interactive demonstration of each Guardian feature as described in the "Guardian Operator Training Guide." Students are grouped in pairs and practice using system features in a call taking simulation environment.

All mobile and training positions will be installed and fully operational at each training location prior to conducting each training class. The training positions will be capable of simulating emergency and administrative calls as if in a live environment.

1.2.2 COURSE OBJECTIVES

Upon successful completion of Guardian Operator Training course, the student can demonstrate the ability to:

- Log into the system;
- access and use all Guardian call processing features;
- answer, transfer and release calls;
- handle TTY calls;
- retrieve previous call recordings;
- create, access and use contacts and call taker notes; and
- use the Guardian map and all its functions.

1.2.3 COURSE OUTLINE

- About Guardian
- Getting Started
 - Launching the Application
 - Logging into Guardian
 - Logging into the Alternate Side
 - Verifying Successful Log In
 - Guardian Interface
- Processing Calls
 - Answering Calls
 - 911
 - Admin
 - Phone Window
 - Muting a Caller
 - Placing a Caller on Privacy
 - Placing a Caller on Hold
 - Phone Window Icons
 - Ring Group Assignment
 - Conferencing Calls
 - Releasing Calls
 - Quick Transfer
 - Receiving a Busy Signal
 - Making a Call
 - Handling Multiple Calls
- TDD/TTY
 - Handling Hearing Impaired Callers
 - TDD Conversation Window

- DTMF Tone Detection
- Call Tools
 - Automatic Greetings
 - Preventing Incoming Calls
 - Call Back Feature
 - Call History Window
 - Redial List
 - Operator Status Windows
- Contacts
- ALI Tools
- Call taker Notes
- Call Status Windows
- Ticker Message Bar
- Volume/Audio Controls
 - Volume Controls
 - Switching Audio
 - Ringer Audio
- Install Recall Recorder
- Changing Password
- Radio Integration
- Guardian Map
 - Map Display Icons
 - Map Navigation
 - Map-Based Call Control
 - Prioritizing Calls
 - Searching
 - Using Additional Tools
- Questions and Discussion

1.2.4 DELIVERY METHOD

All courses will be conducted in the classroom. The instructor will conduct a structured lecture on the topics followed by periods of computer-based hands on training giving call takers the opportunity to perform and practice the functions and tasks on Guardian positions set up in the classrooms.

A Guardian Intelligent Workstation connected to the Guardian ESP is required for each student and will be installed by the contractor. An operational 9-1-1 test phone line is required for the duration of the class and will be provided by the contractor.

1.2.5 MATERIALS

Operator Training Guides will be provided to each student at the beginning of each class.

1.2.6 COURSE DURATION

The Operator Training course is up to four (4) hours in length.

1.2.7 CLASS SIZE

Each Guardian Operator Training course shall accommodate up to six (6) students per class.

1.3 MIS REPORTING TRAINING COURSE

1.3.1 COURSE OVERVIEW

The MIS Reporting Training course is a detailed course that prepares students how to use the MIS Suite of reports.

The first part of the course is spent with the students describing and configuring the MIS system.

The second part of the course is spent with the students demonstrating how to create various reports from the available list of canned reports as well as creating Ad-hoc reports. The last part of the training session is a review and question period in which students can ask the trainer to demonstrate reporting procedures relevant to their operating environment.

1.3.2 COURSE OBJECTIVES

Upon successful completion of the MIS Reporting Training course, the student can demonstrate the ability to:

- configure the MIS system so that data is collected correctly based on the needs of the PSAP;
- correctly pull various reports

1.3.3 COURSE OUTLINE

- Introduction to the Management Information System
 - Network
 - Functionality
- Getting Started
 - Logging into MIS System

- Verifying Successful Log In
- Configuration
 - Licensing
 - Setting Up Users and Stations
- Capturing Reports
 - Building Report Filters
 - Grouping
 - Viewing the Reports
 - Saving and Loading
 - Printing and Exporting
 - Scheduling
- Backing Up the Data
- Creating Ad-Hoc Reports
- Questions and Discussion

1.3.4 DELIVERY METHOD

The course will be conducted via remote a web session. The instructor will conduct a structured lecture on the topics followed by periods of computer-based hands on training giving the students the opportunity to perform and practice the functions and tasks on workstations set up in the classroom.

A workstation connected to the Guardian ESP is required and will be installed by the contractor.

1.3.5 MATERIALS

MIS Reporting Training Guides will be provided to each student at the beginning of each class.

1.3.6 COURSE DURATION

The MIS Reporting Training course is four (4) hours in length.

1.3.7 CLASS SIZE

The MIS Reporting Training course can accommodate eight (8) students per course.