

REQUEST FOR PROPOSALS

Sealed bids will be received by the Board of County Commissioners of Brown County, at Georgetown, Ohio, at the Office of the Clerk of the Board in the County Administration Building, 800 Mt. Orab Pike, Suite 101, Georgetown, Ohio, 45121 until 12:00 p.m. on May 17, 2022 for:

NG9-1-1 Call Taking System

- RFP responses shall be received by Tuesday, May 17, 2022 at 12:00 p.m.

Bidding procedures, times of completion, and bonding requirements shall be as detailed in the Information for Bidders.


The right is reserved to reject any and all bids. The Contract will be awarded to the lowest and best bidder.


- **Bids will be opened and read during the regular session at 10:00 a.m. on Wednesday, May 18, 2022.**
- **By order of the Board of Brown County Commissioners**

DATED: 4-21-22

ATTEST: 
Clerk of the Board






Brown County Commissioners

Approved for publication in the Brown County Press, on May 1, 2022.

INFORMATION TO BIDDERS

Responses

- Each BID must be submitted in a sealed envelope addressed to the Brown County Commissioners
- Each sealed envelope containing a BID for NG9-1-1 Call Taking System should bear on the outside the name of the BIDDER, his address, license number if applicable, and the name of the project for which the BID is submitted.
- If forwarded by mail, the sealed envelope containing the BID must be enclosed in another envelope addressed to the Brown County Department of Public Safety, 9-1-1 Communications Center at the Brown County Commissioners, Administration Building.
- Number of copies: Proposing vendors shall submit three hard copies and one soft copy to Brown County Department of Public Safety, 9-1-1 Communications Center.
- Hard Copies can be sent to:
 - Brown County Commissioners Office
 - Administration Building
 - 800 Mt Orab Pike, Suite 101
 - Georgetown, Ohio 45121
- Soft Copies shall be saved to a flash drive and submitted in the same package as the hard copies.
- All communication regarding this RFP shall be directed to Barbara Davis, bdavis@browncountyohio.gov, Office: 937-378-1658 or Cell: 513-748-7788.
- Questions about this RFP shall be fielded until Tuesday, May 17, 2022 at 9:00 a.m.
- All vendors shall respond to each element of this RFP in order to be considered for a contract award.
 - All responses shall clearly indicate, Comply, Non-Comply and Understood as appropriate.
 - Additional detail and information per response is allowed and shall be clear and concise.

It is hereby understood that the BIDDER has read and fully understands each and every clause embodied in the Contract. After BIDS have been submitted, the BIDDER shall not assert that there was a misunderstanding concerning the quantities or nature of the work to be done.

Each BID must be accompanied by a BID Bond payable to the Brown County Commissioners in the penal sum of 100 percent of the dollar amount of the BID. As soon as the BID prices have been compared, bonds will be returned to all but the successful BIDDER, when the Acceptance is executed the bonds will be returned to the remaining unsuccessful BIDDERS.

No party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension" will be awarded a contract with Brown County. The successful bidder will not be presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any state or federal department or agency.

The vendor shall not commence work on any contract or agreement resulting from this bid notification until it has provided proof of liability and materials insurance. Such insurance shall cover performance, labor, and materials used in the work whether by the Vendor or by any subcontractor. Said insurance shall remain in full force and effect for the duration of the contract or agreement. The insurance shall be conditioned on the full and faithful performance of the purchase order according to its terms and shall be in an amount equal to or greater than One-Hundred Percent (100%) of the purchase order.

The Brown County Prosecutor shall determine the sufficiency of all sureties offered.

The party to whom the contract is awarded will be required to execute the Acceptance of Award within ten calendar days from the date of the Notice of Award being delivered to the BIDDER. In case of failure of the BIDDER to execute Acceptance of Award, the Brown County Commissioners may at their option consider the BIDDER in default, in which case the BID Bond accompanying the proposal shall become their property.

A conditional or qualified BID will not be accepted.

All applicable laws, ordinances, and rules and regulations of all authorities having jurisdiction shall apply to the contract throughout.

Each BIDDER is responsible for reading and being thoroughly familiar with the Contract's Technical and Operational elements. Failure or omission of any BIDDER to do any of the foregoing shall in no way relieve any BIDDER from the obligation in respect to his BID.

All BIDDERS are hereby advised that time is of the essence in the completion of the Contract and no time extensions will be given, except for extreme conditions, and then only by written order of the Commissioners.

The BIDDER must agree to completion of the project within 90 consecutive calendar days of award of the contract. BIDDER must agree to pay as liquidated damages, the sum of \$100.00 for each consecutive day in excess of the 90 days allowed for the completion of this project.

BIDDERS must be enrolled in a Drug Free Workplace Program.

Payment for the project shall be made in one payment after completion of the project, accepted by the Brown County Department of Public Safety, 9-1-1 Communications Center, and submission of a properly documented, accurate bill from the contractor.

Response Format

The vendor shall provide its proposal in accordance with the structure and content specified in the following sections:

Cover Page

This shall include the vendor's legal name and contact information, as well as the name of the RFP, and the date the proposal is due.

Transmittal Letter

This shall be provided on the vendor's letterhead and shall include the following:

- A list of all addenda to the RFP, including the vendor's statement that any responses required by those addenda have been made within the proposal
- A list of any sub-contractors who will be used for the project
- A statement that the proposal shall be valid for three months from the due date

Failure to provide a transmittal letter in accordance with the provided instructions shall result in rejection of the vendor's proposal.

Table of Contents

This shall include a paginated list of the information provided within the proposal.

Project Management

The vendor shall provide a dedicated project manager as part of the project. This person shall be responsible for interacting directly with his or her counterpart at Brown County Department of Public Safety, 9-1-1 Communications Center for the duration of the project.

The project management team shall be responsible for the successful completion of all phases of this project, including, but not limited to:

- A comprehensive project implementation plan that includes pre-installation, installation and training
- A detailed plan that describes the steps involved with migrating from the current 9-1-1 system to the proposed new call taking system
- It shall include provisions to roll back if problems occur during the transition
- The plan shall also include and describe acceptance testing.

System Configuration and Setup

The vendor shall provide detailed system configuration and setup services as part of this project. These services are necessary to ensure that the new system is configured to match the processes and existing call flow to reduce the learning curve and improve the rate of adoption by the users.

Training

The vendor's training program shall be designed and conducted to provide complete familiarization with the proposed system(s), including functional training for user and Supervisory personnel and system administration training for select Brown County Department of Public Safety, 9-1-1 Communications Center management, administrative,

and/or technical personnel. The Brown County Department of Public Safety, 9-1-1 Communications Center shall provide a suitable environment for training. All handouts, pamphlets, or other written material used in training shall be provided to Brown County Department of Public Safety, 9-1-1 Communications Center who shall retain rights to utilize the training materials for future training.

Qualifications

This shall include a minimum of the following information:

- Company Overview – Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, financial status and company health, current number of agencies under maintenance and support, and number of agencies who are no longer customers.
- Benefits - Describe how working with the vendor would be to the Brown County Department of Public Safety, 9-1-1 Communications Center's particular benefit.

Experience and References

The vendor shall provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved and deliverable products.

Provide a minimum of 3 references of a similar size and scope to this project. Each reference shall include the following information:

- Agency name and address
- Contact person with email and telephone number
- Number of positions
- Installation date for each major product

The vendor shall ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and shall require a minimum of 10 to 15 minutes of the contact person's time.

Implementation

This shall include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. Also include a description of the process and practices used by the vendor to capture required dial plan and call flow necessary to ensure full and proper operation of the planned application software products and associated backroom PBX.

Acceptance Testing and System Acceptance

This section should include information describing the vendor's proposed methodologies for administering an Acceptance Testing Process that allows the Brown County Department of Public Safety, 9-1-1 Communications Center to verify that all application software and interface deliverables comply with the resulting Contract and Statement of Work.

In this section vendors are expected to:

- Describe the vendor's proposed methodologies for verifying the function of each delivered application software product and interface including any custom requested interfaces
- Describe at what point in the project testing shall be completed (pre-cut items and post-cut items)
- Describe the documentation the vendor uses to record acceptance testing results
- Describe the process for remediation of items that fail functional testing
- Describe the vendor's process for verifying system reliability and redundancy
Describe the vendor's final system acceptance process, acceptance criteria and soak period.

Training

This shall include both an overview of the general approach to training, as well as a sample training plan. The proposal shall include a detailed summary of proposed initial training, which shall be completed prior to system cutover, along with refresher training and new hire training available throughout the term of the contract.

Warranty/Maintenance Support

This shall include a complete description of the maintenance and support services which are offered by the vendor as part of this proposal.

The vendor shall guarantee all materials, workmanship, and the successful operation of all equipment furnished for the term of the contract. If any defect or malfunction occurs within the term of the contract, the vendor shall promptly repair or replace the defective unit (to include reinstallation of software) at the vendor's cost.

The vendor's proposal shall include a comprehensive program of maintenance including help desk service, on-site repair services, software updates and hardware repair.

Technical and Operational Requirements

This shall include itemized responses to the NG9-1-1 Call Taking System Technical and Operational Requirements. The Responder shall respond to each item with a Comply or Non-Comply for each point and a description as needed.

For the Responder Checklist section of the NG9-1-1 Call Taking System Technical and Operational Requirements, Responders shall indicate "*Comply*" or "*Non-Comply*" to each item. Responders may provide additional "brief" details/information regarding an item by inserting that information in the cell under the requirement.

Pricing

This shall include a response to the Pricing section in the format as described in that section. Pricing shall indicate a five-year life-cycle cost including all costs to implement the system (hardware, software, services, maintenance and support) for the full five years.

NG9-1-1 Call Taking System Technical and Operational Requirements

**All responses shall indicate Comply or Non-Comply.
Provide a description as needed.**

- System sizing:
 - The proposed solution shall support four individual 9-1-1 call-taking positions
 - four shall have standard 9-1-1 call-taking functionality
 - System shall replace an existing four position Frontier Hosted VESTA Solution System
 - Include delta pricing for a possible future two additional positions
- Portable Answering position
 - The proposed solution shall provide the ability to handle short-term increases in projected call volumes (such as those due to natural disasters or extraordinary events) using portable laptops.
 - The portable answering position shall provide Call Taking software for the laptop along with VoIP phone capability.
- Administrative Local PBX Functionality (Admin Telephony)
 - The proposed NG9-1-1 system shall additionally support basic administrative call management functionality in Brown County Communications Center front office operation utilizing the same softswitch capability embedded in the NG9-1-1 controller.
 - The proposed local PBX system shall provide 2 extensions each with a voice mail box to manage the basic telecommunication needs of the office staff.
 - The proposed local PBX system shall not allow administrative extensions to answer 9-1-1 calls.
 - The proposed local PBX system shall allow administrative lines to be Direct Inward Dialing (DID).
 - The proposed local PBX system shall allow DID lines to be added to an Automated Attendant (IVR), allowing calls to be automatically and directly routed to the correct destination as desired.
 - The administrative phone lines shall be displayed in the NG9-1-1 intelligent Workstation separately from the emergency calls.
 - The proposed local PBX system shall support Caller ID.
- System Diagrams:
 - The proposal shall contain a unique diagram for the workstation
 - The proposal shall contain a unique diagram for the back-end equipment
 - The proposal shall contain an overall system diagram
- Connections to the Public Switched Telephone Network:
 - List technical interface options that the proposed solution can support (i.e., CAMA, ESInet, SIP)
 - Presently, there are four standard CAMA trunks in service
 - Describe how the proposed solution shall terminate the two ALI links

- Describe vendor approaches to splitting ALI information and handing off to Computer Aided Dispatch (CAD) and/or mapping
- Integrated Workstations:
 - Call taking positions shall be an integrated workstation consisting of a purpose-built phone device and integrated software, allowing for intuitive call processing
 - The position Graphical User Interface (GUI) application for call taking shall be co-located on the Computer-Aided Dispatch (CAD) workstation in order to share the same keyboard and mouse
- Phone Device:
 - 9-1-1 call processing shall be conducted on a purpose-built phone device, such that any failures of the PC workstation (i.e. failures due to operating system updates, driver updates, virus issues) does not prevent the answering of 9-1-1 calls
- ANI-ALI display:
 - The workstation shall provide the ability to display to a workstation the Calling Party Number and Location Information (ALI) of an incoming 9-1-1 call before the call has been answered
 - The proposed solution shall provide a NENA-compliant ANI/ALI display and be compatible with NG9-1-1 location (ALI) processing
 - Describe how ALI is displayed on the system, either unchanged/blocked or parsed into windows fields
 - Describe options for printing and/or copy-pasting the ALI record into other applications
 - The proposed solution shall display the ALI information on the phone device provided with the solution
- Manual ALI query:
 - The proposed solution shall support manual (reverse) ALI queries based on the user's permissions
 - All manual (reverse) ALI queries shall be logged in the system
- Management Information System (MIS):
 - Provide an overview of the ability to generate reports for PSAP Management
 - Responders shall provide a list of general reports that are available in the MIS
 - Provide a description of how the call taking reports are generated in the MIS
 - The MIS shall be available to administrators and supervisors through a secure, browser-based system
- NENA i3 compliance:
 - As it is made available from future network service providers, the proposed solution shall accept calls via a TCP/IP - ESINET that is compliant with the currently published NENA i3 NG9-1-1 specifications
 - In addition, the successful responder shall plan for and commit to compliance with NENA i3 specifications and standards that are released subsequent to implementation and to make the transition to remain compliant with i3 specifications standards in a timely and efficient manner following release of those specifications and standards
 - The proposal shall describe how the responder shall transition their proposed solution to integrate with a future ESInet

- Text-to-911:
 - The proposed solution shall support industry standard (ATIS J-STD-110) text messaging / SMS services
 - Responders shall describe how they shall terminate text messages and deliver the information to Call taker workstations
 - Responders shall identify possible network options for Text-to-911 delivery
- Multimedia Messages - Video and Pictures to 9-1-1:
 - As they are made available from future network service providers, responders shall describe how video and pictures that are sent to 9-1-1 shall be handled, displayed and stored on the 9-1-1 system
 - Include a summary of expected bandwidth necessary to terminate Multimedia Messages into the system.
- Sound quality:
 - The proposed solution shall accurately reproduce the sounds transmitted by the devices connected to the call without introducing echo, static, interference, delay or anything else that reduces the ability of the parties on the call to communicate with each other
- Instant Recall Recorder (IRR):
 - The proposed solution shall provide call-takers with a method to quickly playback recent recordings of 9-1-1 calls at the 9-1-1 workstation
 - The IRR shall be configurable and the minimum duration that calls are accessible through the instant call recorder is 24 hours
 - The IRR shall provide controls to play, slow, speed up, skip forward, skip backward, loop and save each recording
- 9-1-1 Call Notifications:
 - It is a requirement that the call handling application provide both audible and visual methods to notify the call taker of an incoming call
- Call Transfers and Selective Transfers:
 - The proposed solution shall allow a call to be transferred to any other position in the system
 - The proposed solution shall be able to selectively transfer to any other PSAP on the same 9-1-1 network
 - Standard transfer buttons as well as Star-Code selective transfer buttons shall be easily programmable and available to dispatchers on the user interface
 - The proposed solution shall be able to support NG9-1-1 transfers via SIP URI
- Time synchronization:
 - Proposed solution shall provide or be capable of synchronization with a PSAP master clock or network-based master timing source
- System Architecture and General Reliability and Availability:
 - The system shall process all calls using VoIP technology, be soft switch-based, with PBX options to comply with NG9-1-1 specifications and standards
 - The proposed solution shall provide 99.999% overall system availability with no unscheduled complete system downtime
 - Redundant components in the proposed solution shall provide redundancy automatically without human intervention

- The Responder shall identify single points of failure and describe their strategy for addressing these potential points of failure
- Responders shall submit a summary of their approach to component and system maintenance including processes for customer notification for all maintenance functions
- Teletype (TTY), Telephone Device for the Deaf (TDD) and Real-Time Text (RTT):
 - The proposed solution shall fully support all ADA laws with integrated TDD/TTY/RTT features at each call-taking position
 - TDD/TTY/RTT calls shall have the same level of functionality as voice calls
 - TDD/TTY/RTT detection shall be automatic
 - The TDD/TTY/RTT interface shall support the creation and use of pre-programmed messages
- Mobile / Wireless 9-1-1 Location (ALI) rebid:
 - The proposed solution shall provide automatic ALI rebid on all Phase 1 (e.g. WRLS and WPH1 classes of service) without losing the original ALI data. The automatic rebids shall continue based on a configurable interval, until a Phase 2 (e.g. WPH2 class of service) is available
 - The auto-rebid timer shall be configurable
 - The proposed solution shall provide manual ALI rebid capability on all wireless without losing the original ALI data
 - Positions that do not have call control shall have the ability to rebid an active mobile wireless call
 - All ALI requests shall be sent to the CAD and Mapping systems
- Abandoned call handling:
 - The systems shall have the ability to detect and provide information on abandoned (also known as “hang-up” or silent calls) with location and call back information
 - The proposed solution shall alert call takers, both visually and through a distinct tone, that a call was abandoned
 - The call taker shall be able to “callback” an abandoned call with a single action, clearing the abandoned call and creating a new callback record
- CAD and Mapping interface:
 - The proposed system shall allow for Computer Aided Dispatch and Mapping System Software to be co-located on the 9-1-1 server and workstations
 - The proposed system shall support ALI/ANI data transmission into the CAD and Mapping system(s)
 - Responders shall describe events that initiate ALI/ANI record data transmissions into CAD. All multiple ALI bids for a particular call shall be transferrable to the CAD system. For example, when a Phase 2 record comes in as a result of an ALI re-bid, the subsequent ALI query responses shall be transmitted into the integrated CAD system
- Voice Logging Recorder:
 - Provide support for analog, legacy logging interfaces and NG9-1-1, digital logging interfaces
- Position Cabling:
 - Vendors shall identify the number and type of cables that are needed per position/workstation

- Follow-Up Visit:
 - Responders are encouraged to include the cost of a post-install, follow-up visit, wherein the responder can do final configuration changes, if needed, and host a follow-up training session for dispatchers who might have questions or who may have missed the initial training
 - Responders shall schedule this optional visit for 30 days after install
- Background checks:
 - The 9-1-1 PSAP is located in secure facilities and all support personnel, regardless of whether they work for the responder or for sub-contractor providing support on behalf of the responder, shall be escorted by staff in accordance with jurisdiction requirements
 - Background checks shall be done on all technicians who will need unescorted access to the PSAPs technical systems
- System Alarming:
 - System alarming shall be employed and follow a best practice, tiered severity-level methodology, to include hardware, software, server services and overall system health and security
- Backups and Change Management:
 - The proposed solution shall include provisions to regularly back up all system data and system configurations
 - Provide a description of the long-term storage of 9-1-1 ALI and call detail information
 - Describe the comprehensive change management processes to ensure that all changes made to the system are engineered, tested and documented before being installed locally
- Bug fixes and Software Upgrades:
 - It is acceptable to install new executable files to fix a bug; however, if the user experience or system operation is significantly changed, altered to the degree that additional user training is necessary, the responder shall retrain system users to match the changes in the system
 - The Responder shall provide patches and upgrades for all components supplied under the contract resulting from this proposal
 - Describe how often the equipment or software shall need to be upgraded, include cost estimates
- Equipment Refresh:
 - The Responder shall describe the frequency with which it will replace system hardware, including servers, network termination equipment and system components, during the term of the contract
 - An estimate of timeframe and potential replacement charges shall accompany this description
- Security:
 - Describe the levels of security within the system
- Issues and Assumptions:
 - Describe any issues or assumptions that could impact the successful outcome of the project

Responder Checklist:

In this section Brown County Department of Public Safety, 9-1-1 Communications Center identifies the **required** functionality of the proposed system. Responders shall indicate “*Comply*” or “*Non-Comply*” to each item.

Responders may provide additional “brief” details/information regarding an item by inserting that information in the cell under the requirement.

	Comply	Non-Comply	
1	<input type="checkbox"/>	<input type="checkbox"/>	Call taking positions shall be an integrated workstation consisting of a purpose-built telephone device and integrated software, allowing for intuitive call processing.
2	<input type="checkbox"/>	<input type="checkbox"/>	9-1-1 call processing shall be conducted on a purpose-built telephone device such that any failures of the PC workstations (i.e., failures due to operating system updates, driver updates, virus issues) do not prevent the answering of 9-1-1 calls.
3	<input type="checkbox"/>	<input type="checkbox"/>	The system shall have the ability to process ANI/ALI records for each 9-1-1 call.
4	<input type="checkbox"/>	<input type="checkbox"/>	The system shall have the ability to generate general call taking reports for PSAP management.
5	<input type="checkbox"/>	<input type="checkbox"/>	Reporting shall be part of a comprehensive Management Information System (MIS) that is available to administrators, accessible via a browser-based interface not connected to the 9-1-1 call processing network.
6	<input type="checkbox"/>	<input type="checkbox"/>	As it is made available from future network service providers, the system shall accept and process calls via a TCP/IP - ESINET that is compliant with the current published NENA i3 NG9-1-1 specifications.
7	<input type="checkbox"/>	<input type="checkbox"/>	The Responder has planned for and shall commit to compliance with NENA i3 specifications and standards that are released subsequent to implementation and to make the transition to remain compliant with i3 specifications and standards in a timely and efficient manner following release of those specifications and standards.
8	<input type="checkbox"/>	<input type="checkbox"/>	The system shall support industry standard text messaging / SMS services.
9	<input type="checkbox"/>	<input type="checkbox"/>	The system shall accurately produce the sounds transmitted by the devices connected to the call.
10	<input type="checkbox"/>	<input type="checkbox"/>	The system shall not introduce echo, static, interference, delay or anything else that reduces the ability of the parties on the call to clearly communicate with each other.

11	<input type="checkbox"/>	<input type="checkbox"/>	The system shall be capable of interfacing with the existing voice logging recorder.
12	<input type="checkbox"/>	<input type="checkbox"/>	The system shall support legacy analog logging interfaces and NG9-1-1 digital logging interfaces.
13	<input type="checkbox"/>	<input type="checkbox"/>	Call takers at each position shall be provided with instant recall recording (IRR) to quickly playback recent recordings of 9-1-1 calls.
15	<input type="checkbox"/>	<input type="checkbox"/>	The timeframe for providing access to calls with the IRR shall be configurable and the minimum duration that calls are accessible is 24 hours.
16	<input type="checkbox"/>	<input type="checkbox"/>	The system shall provide both audible and visual methods to notify call takers of an incoming call.
17	<input type="checkbox"/>	<input type="checkbox"/>	Incoming 9-1-1 calls shall have a distinctive audible sound so as to differentiate them from incoming administrative/non-emergency calls.
18	<input type="checkbox"/>	<input type="checkbox"/>	Users shall have a unique single login throughout the system.
19	<input type="checkbox"/>	<input type="checkbox"/>	The system shall maintain a historical record of all users and logins.
20	<input type="checkbox"/>	<input type="checkbox"/>	All users shall be authenticated with a password.
21	<input type="checkbox"/>	<input type="checkbox"/>	The system shall be able to selectively transfer calls to any other PSAP on the same 9-1-1 network (tandem office transfers).
22	<input type="checkbox"/>	<input type="checkbox"/>	Standard transfer buttons as well as star-code selective transfer buttons shall be easily programmable and available to dispatchers on the user interface.
23	<input type="checkbox"/>	<input type="checkbox"/>	The system shall be able to support NG9-1-1 transfers via SIP URI.
24	<input type="checkbox"/>	<input type="checkbox"/>	The system shall support single selective transfer buttons using star codes on both the telephone and the screen.
25	<input type="checkbox"/>	<input type="checkbox"/>	The system shall be capable of synchronization with a network-based master timing source or master clock.
26	<input type="checkbox"/>	<input type="checkbox"/>	The system shall process all calls using VoIP technology, be soft-switched based, with PBX options to comply with NG9-1-1 specifications and standards.



NG9-1-1 Call Handling System RFP

Questions Reply

1. Each BID must be accompanied by a BID Bond payable to the Brown County Commissioners in the penal sum of 100 percent of the dollar amount of the BID. As soon as the BID prices have been compared, bonds will be returned to all but the successful BIDDER, when the Acceptance is executed the bonds will be returned to the remaining unsuccessful BIDDERS.

a. Question from WestTel International: BID Bonds are normally for constructions projects.

Will Brown County Department of Public Safety, 9-1-1 be willing to remove this requirement from the RFP?

b. If the County is not willing to remove this requirement from the RFP, are you willing to replace BID bond to "Performance Bond?"

c. If the Performance bond is accepted, will Brown County Department of Public Safety, 9-1-1 be willing to accept after contract award signing?

Brown County finds it to be a reasonable request to provide a Performance Bond in lieu of a Bid Bond. We want the Performance Bond to accompany the RFP (Bid). This will be released upon completion of the project.

2. The BIDDER must agree to completion of the project within 90 consecutive calendar days of award of the contract. BIDDER must agree to pay as liquidated damages, the sum of \$100.00 for each consecutive day in excess of the 90 days allowed for the completion of this project.

d. Question from WestTel International: With the supply chain issues facing America, will Brown County Department of Public Safety, 9-1-1 to relax this requirement and/or enter a MOU with the awardee?

If determined the current supply chain issues impact delivery of the equipment, Brown County will execute a Memorandum of Understanding that states the project will be completed within 60 days of confirmation that all equipment has been received.

e. Will the \$100.00 per day fine be held in abeyance during this period?

No, the delivery date will be extended to incorporate the date of any extension of time as agreed to in the MOU.

3. Payment for the project shall be made in one payment after completion of the project, accepted by the Brown County Department of Public Safety, 9-1-1 Communications Center, and submission of a properly documented, accurate bill from the contractor.

f. Question from WestTel International: Will Brown County Department of Public Safety, 9-1-1 enter a milestone payment option with the vendor selected?

Once the Award is accepted and a contract is signed, Brown County will encumber the total cost of the contract by requisitioning a purchase order from the Brown County Auditor. The Awardee will be provided with a copy of the purchase order. Once confirmation of equipment is received, Brown County will pay the cost of the equipment only at that time.