

HARRIS COUNTY, GEORGIA

Request for Proposal (RFP)

NG9-1-1 TELEPHONY CALL HANDLING SYSTEM

May 18, 2017

HARRIS COUNTY, GEORGIA

Request for Proposal NG9-1-1 Telephony System

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1.0 OVERVIEW

1.1 Project

This Specification encompasses a turnkey project to provide Harris County, Georgia (the County) with a new Next Generation 9-1-1 (NG9-1-1) system capable of meeting current and future communication needs. The current 9-1-1 system, Vesta Pallas v2.70, is at end of life. Harris County requires a new NG 9-1-1 telephony system inclusive of Infrastructure, Telephony and Call Handling equipment and related installation services, as necessary, to support four NG9-1-1 telephone radio dispatcher and call taker positions.

Proposers shall provide a turnkey solution inclusive of a Voice over Internet Protocol (VoIP) based NG9-1-1 Telephony Emergency Call Handling System that is multi-user/multi-jurisdictional, fully integrated and supports mission critical needs and expectations.

1.2 Definitions

Definitions as used herein:

- (a) Responder, Proposer: Any organization, company, vendor, or supplier responding to this RFP Specification.
- (b) Contractor: The Proposer to whom a Contract is awarded.
- (c) Proposal, RFP Response, Submittal: Correspondence or material furnished by Respondents in response to this specification.
- (d) County/Customer: Harris County, GA
- (e) Consultant

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Tusa Consulting Services II, LLC,
75757 Highway 1082, Covington, LA 70435
Tele: (985) 249-6467
dennis.ward@tusaconsulting.com
wendy.bradford@tusaconsulting.com

1.3 Proposal Timeline

Advertise/Issue Proposal	May 18, 2017
Mandatory Pre-Proposal Conference	June 01, 2017 @ 10:00am
Deadline for Questions	June 09, 2017
Final Addendum Issued	June 14, 2017
Deadline to Receive Response	June 23, 2017 @ 3:00pm
Oral Presentations (if needed)	July 7, 2017
Award of Proposal	July 18, 2017

The project is to begin within 10 (ten) days of issuance of Notice to Proceed and Purchase Order. The project is to be completed before December 31, 2017.

1.4 Pre-Proposal Conference

A mandatory proposal conference will be conducted June 01, 2017 in the Conference Room of the Commissioners' Office located at 104 North College Street, Hamilton, Georgia at 1000 hours EST. Any amendments to the RFP resulting from the pre-proposal conference will be issued in the form of an addendum. Each interested firm should send an authorized agent to the mandatory pre-proposal conference to be considered an eligible proposer. Immediately following the conference, proposers will be allowed to survey the dispatch center.

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1.5 RFP Questions

All questions, clarifications or requests for general information are to be directed to Nancy McMichael (nmc michael@harriscountyga.gov); however, no questions will be received after the deadline for questions. The subject line of the email should contain the name of the RFP. Under no circumstances will private meetings be scheduled between proposers and county staff, and proposers are cautioned to not contact any elected official or other County employee. The County reserves the right to reject responses submitted by proposers violating this provision.

1.6 Delays in Timetable

The County, at its sole and absolute discretion, may delay the scheduled due dates if it is to its advantage to do so.

1.7 Project Completion

Due to the current 9-1-1 system approaching end of life, this project must be completed by December 31, 2017.

1.8 Addendum

Should revisions become necessary to this RFP, written addendum will be provided on the County's website. All addendums must be acknowledged. If there is more than one addendum, it is the proposer's responsibility to contact the County Clerk in the event a previous addendum is not received. Failure of the proposer to acknowledge issued addendums will deem their response non-compliant.

1.9 Response Instructions

The Proposal Response shall be divided into two sections: 1) Technical and 2) Pricing. Four (4) copies each of the Technical Response plus One (1) electronic

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searchable copy of the Technical Response are to be submitted. Four (4) copies each of the Pricing Response and One (1) electronic searchable copy Pricing Response are to be submitted.

The Pricing Responses shall be separated from the Technical Response and independently sealed. The Pricing section must be typed, with the proposal price provided in words and in numerals. Any erasures, strike overs and/or changes to prices written in numerals must be initialed by proposer, and failure to do so may serve as cause for rejection of response.

The proposal shall be organized as follows:

- (1) Proposal
- (2) Guaranty
- (3) Federal Work Authorization Form
- (4) Vendor Information Form
- (5) W-9
- (6) Previous Experience
- (7) Licensure

Each Proposal Response shall be submitted in standard 8 1/2" x 11" three ring binders. The entire Response package must be submitted in a sealed container, and a cover letter transmitting the Proposal Response must accompany the package.

The Proposal Response must bear the notation "PROPOSAL: Harris County 9-1-1 Telephony RFP 2017", and be addressed to the attention of County Clerk, and be received at the office of the Harris County Commissioners, 104 North College Street, PO Box 365, Hamilton, GA 31811-0365 by 3:00 pm local time on June 23, 2017, at which time only the names of the firms responding to this RFP will be publicly read aloud.

It is the responsibility of the proposer to assure that their response arrives at the proper location by the time indicated. Telegram, facsimile, e-mail, telephone and/or late responses will not be accepted or considered. Note that some

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express mail and delivery services do not guarantee overnight delivery to Harris County.

The submittal must provide a point-by-point response to the items contained within this RFP. After each stated requirement, the proposer must state:

- a. Comply or Understood - meaning the Responder's submittal unequivocally meets the requirement;
- b. Clarification - meaning the Responder's submittal does precisely meet the Specification's requirement(s) and added information is provided to show where the requirement has been exceeded. A clarification without a suitable explanation shall be ranked as an exception in the proposal's evaluation;
- c. Exception - meaning the Responder's submittal does not meet a specific RFP requirement.

1.10 Late RFP Response Submission

Any RFP Response submitted after the specified submission due date and time, will not be accepted and will be returned unopened to the submitting organization. All RFP responses will be held in confidence, to the extent permissible by State and County law, as applicable.

1.11 Federal Work Authorization Program Affidavit

The affidavit included in this RFP must be completed and returned as part of the response, and failure to do so may result in disqualification. Do not use a substitute form.

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1.12 Vendor Information Form

The response must include a completed Vendor Information Form, which is included in this RFP, and failure to do so may result in the disqualification. Do not use a substitute form.

1.13 W-9 Form

The response must include a completed Vendor Information Form, which is included in this RFP, and failure to do so may result in the disqualification.

1.14 Guaranty

If the proposal price is over \$100,000.00 a certified check, cashier's check, or a surety bond in the amount of five (5) percent of the total price shall accompany this response, to guarantee proposal winner honors proposal and signs contract. Failure to include same shall be cause for rejection of response. When contract is awarded, guarantee will be returned to other proposers.

1.15 Licensing

Proposer must be fully licensed to perform the work required for this project. Evidence of licensure must be submitted with response.

1.16 Rejection of Responses

Responses which are incomplete, conditional, contain alterations of any kind, or do not comply with instructions may serve as cause for rejection. County reserves the right to waive any requirement and/or specification, to reject any or all responses, waive technicalities, informalities, or any irregularities, and accept any response presented that in its judgment best serves the interest of the County, and does not in any way obligate itself to accept the lowest response. Telegram, facsimile, e-mail, verbal, and/or telephone responses will not be accepted or considered.

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1.17 Late Submittal, Late Modification, and Withdrawal

Responses received after the due date and time will not be considered. Modifications received after the due date and time will not be considered. Responses may be withdrawn prior to deadline for receipt of response upon written request by proposer to County Clerk, and proposer must disclose their identity and provide a signed receipt.

1.18 Cancellation, Property, and Premature Opening

The County reserves the right to cancel this RFP at any time. Once opened, proposals become the property of the County and will not be returned to the proposers. County assumes no responsibility for the premature opening of a response not properly addressed, identified and/or delivered to the proper designation.

1.19 Proposal Validity

Proposal responses must be valid for 120 days following receipt deadline.

1.20 Exceptions

Any variations from this RFP will not be accepted, except for specification relief as described by Addenda.

1.21 Non-Collusion

Proposer represents and warrants that their response is genuine, not a sham or collusive, or made in the interest or in behalf of any person not therein named and that the proposer has not directly or indirectly induced or solicited any other person to put in a sham response or to refrain from submitting a response, and that the proposer has not in any manner sought by collusion to secure any

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advantage over any other proposer. By submitting a response, the proposer represents and warrants that no official or employee of Harris County has, in any manner, an interest, directly or indirectly in the RFP, or in any expected profits to arise therefrom.

1.22 Taxes

The County is exempt for taxes, and contractor will be provided with County's sales and Use Tax Certificate of Exemption.

1.23 Proposal Preparation Costs

Neither the County nor its representatives shall be liable for any expenses incurred in connection with the preparation and submission of a response to this RFP or any work performed in connection therewith.

1.24 Non-Discriminatory

County hereby notifies all proposers that it will affirmatively ensure that minority business enterprises will be afforded full opportunity to submit proposals in response to this RFP, and that no proposer shall be discriminated against on the grounds of age, race, color, sex, religion, creed, national origin, marital status, political affiliation, or disability. Contractor agrees it shall not discriminate against any person who performs work thereunder because of age, race, color, sex, religion, creed, national origin, marital status, political affiliation, or disability.

1.25 Award of Proposal

After the proposals are evaluated, the Proposal shall be awarded by the Harris County Board of Commissioners during a regular meeting. While the County anticipates award to the best and most advantageous proposal response, it reserves the right to reject any or all proposals, waive formalities, and to solicit and re-advertise for new proposals.

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1.26 Notification of Award

Following the proposal award, the contractor and all other proposers will be notified via e-mail or First Class mail.

1.27 Contract Execution

Following the proposal award, the contract will be provided to the successful proposer who will have seven business days, to execute and return the contract to the County Clerk along with the required Performance & Payments Bonds and Insurance Certification(s).

1.28 Performance & Payment Bonds and Insurance Certification(s).

Following notification, the successful proposer must provide 100% Performance and Payment Bonds, which cannot be dated prior to the date of the contract, and Liability and Workers Compensation Insurance Certification(s) within ten (10) business days.

The Contractor, and any subcontractors, shall purchase and maintain insurance that will protect the Contractor, any subcontractors and Harris County, Georgia 9-1-1/EMA, against all claims arising from the operation of the work or the execution of this contract. The HARRIS COUNTY, GEORGIA 9-1-1/EMA, their officers, agents and employees shall be named as additional insured parties.

Insurance shall be in the minimum amounts set forth below:

Personal injury, each person	\$ 1,000,000.00
Property damage, each person	\$ 1,000,000.00
Personal injury and property damage, each occurrence	\$ 1,000,000.00

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1.29 Notice to Proceed & Purchase Order Number

Following receipt of required Performance & Payment Bonds and Insurance Certification(s), the County Clerk will issue a Notice to Proceed & Purchase Order to the successful proposer, after which work will begin within 10 (ten) working days of issue date. Failure to start work within the period described above may result in the Award being withdrawn and offered to the next lowest proposer.

1.30 Complete Agreement

This RFP, the response, all attachments, any addenda, the Purchase Order, the Notice to Proceed, and any contract shall constitute the complete agreement between the Contractor and the County.

1.31 Venue

The venue for any litigation arising from this RFP shall be Harris County, Georgia.

1.32 Delays in Project

If there are unreasonable delays, or unauthorized suspensions of work for this project, Harris County reserves the right to charge the contractor \$1,000 per day for each day beyond the project's completion period as liquidated damages, until project is complete. Neither party shall be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy or unusually severe weather. Dates or times of performance will be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

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1.33 Workplace

The County is committed to maintaining an alcohol-free, drug-free, and smoke-free workplace. Possession, use or being under the influence of alcohol or controlled substances, or smoking on County property, by Contractor or Contractor's employees while in the performance of the duties associated with this project is prohibited. Violation shall constitute grounds for termination of service.

1.34 Insurance

Contractor shall be required at all times during the term of the Contract to subscribe to and comply with the Workers Compensation laws of the State of Georgia and to hold harmless Harris County from any and all liability from or under said act. Contractor shall be responsible for damage to the County's equipment and/or property by its work, negligence in work, its personnel and equipment, and shall be responsible and liable for the safety, injury and health of its working personnel while its employees are performing work.

1.35 Indemnification

Contractor shall indemnify, save harmless and exempt the County, its officers, agents, servants, and employees from and against any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, attorney fees, and any and all other costs or fees incidental to any work done as a result of this RFP and arising out of a willful and negligent act or omission of the successful proposer, its officers, agents, servants, and employees; provided, however, that the successful proposer shall not be liable for any suits, actions, legal proceedings, claims, demands, damages, costs, expenses and attorney fees arising out of a willful or negligent act or omission of the County, its officers, agents, servants and employees, or third parties.

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1.36 Assignment

Assignment by the Contractor to any third party of any portion of the project or any monies due shall be absolutely prohibited and will not be recognized by County.

1.37 Liens

Contractor agrees to and shall indemnify and save harmless the County against all liens and encumbrances for labor, goods and services which may be provided under the project. At the County's request, Contractor shall provide and deliver to County a proper release of all liens or satisfactory evidence of freedom from liens.

1.38 Invoice

Invoice Information & Payment Terms. Invoices must be: (1) mailed to County Clerk, Harris County Commissioners, PO Box 365, Hamilton, GA 31811-0365, OR; (2) e-mailed to nmcmichael@harriscountyga.gov, but not both. Regardless of the method used in submitting invoice(s), same must include the Project Name, the Purchase Order Number, itemized costs, subtotal, less retainage, and total due. No billing of accommodations, meals or mileage is allowed. Payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. It is County policy to withhold 10% of each invoice as retainage, which shall be paid to Contractor upon receipt of a final invoice upon completion of project and to the satisfaction of the County. Failure to address the invoice and to provide the appropriate information as stated may delay invoice processing

1.39 Evaluation Process

Technical and Pricing Proposals shall be evaluated separately using a weighted point system whereby out of a maximum 100% Overall Project Score, 75% shall

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be allocated to Technical Proposal evaluation score with 25% being allocated to the Pricing Proposal evaluation score.

Technical Proposals will first be evaluated for overall responsiveness and completeness to the RFP Specifications. Proposals that are determined responsive and complete will be evaluated by the Consultant.

Technical Proposals will be graded in the following areas, listed in relative order of importance, with respect to the requirements as outlined in this RFP:

1. Performance, compatibility, capabilities, versatility, ease of use (35%)
2. Warranty and Maintenance (20%)
3. Proposer qualifications and references, history of product support, RFP deviations (10%)
4. Installation, Implementation, and Schedule (10%)
5. Training (10%)
6. Organization, scope and detail of proposal (10%)
7. Financial stability of vendor (5%)

The scored results of this Technical Evaluation will be multiplied by 0.75, thereby yielding a weighted technical project-total score. The results of this portion of the Evaluation shall be submitted to the County.

At the direction of the County as to the suitability and acceptability of the Technical Evaluation Results, the Consultant will next open and evaluate proposed costs for each responsive Technical Proposal.

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The relative cost differences between responsive Cost Proposals shall be compared and evaluated using a process determined by the County. Proposers shall then have their individual evaluation raw scores multiplied by 0.25 and those results added together with the Technical Evaluation score, thus yielding an Overall Project Score for each Proposer's Submittal.

That Proposer Submittal receiving the highest Overall Project Score shall be recommended by the Consultant as being the most responsive, best proposal. In the case of a tied Overall Project Score, the Consultant shall recommend that Proposal Submittal having the highest Technical Proposal evaluation score.

1.40 Clarification of Responses

The HARRIS COUNTY, GEORGIA 9-1-1/EMA and/or its Consultant reserve the right to seek clarification of proposals received. Proposers shall designate a contact person and telephone number for questions that may arise during the proposal evaluation period.

1.41 Oral Presentations

The County, at its sole and absolute discretion, may elect to invite the top proposers in for an oral presentation. If the County elects to do this, Oral Presentations will take place on July 07, 2017. The top proposers will be so notified.

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2.0 CONDITIONS

2.1 Scope of Services

Contractor shall provide all labor, materials and equipment necessary to perform the work described within this RFP.

2.2 Conditions

By submitting a response, the Proposer acknowledges and consents to the following conditions relative to the submission of a response.

- a) Agree and understands the conditions as set forth in this RFP and confirms that the response was prepared by an authorized representative of the firm; that the costs and availability of all material and supplies associated with performing the project have been determined; and that all labor costs associated with the project have been determined, including all direct and indirect costs.
- b) Failure to submit all required forms and to provide all requested information shall be cause for the rejection of the response. However, the County reserves the right to decide, on a case by case basis, in its sole and absolute discretion, whether to reject such a response as non-compliant.
- c) All proposals received and opened will be public documents and subject to the Open Records Act and all other laws of the State of Georgia, the United States of America, and the open records policies of the County. All such materials shall remain the property of the County and will not be returned to the Proposer.
- d) Contractor shall comply with all federal, state and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any court or administrative bodies or tribunals in any matter affecting the

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performance of the project, including without limitation, workers' compensation laws, minimum and maximum salary and wage statutes and regulations, and licensing laws and regulations. When requested, Contractor shall provide County with satisfactory proof of compliance.

- e) Contractor shall not be considered an employee of Harris County, nor shall Contractor be within protection or coverage of the County's Workers' Compensation Insurance, Health Insurance, Liability Insurance or any other insurance that the County from time to time may have in force and effect.
- f) Failure to begin project within 10 (ten) business days of the issuance of the Notice to Proceed & Purchase Order may result in the Award being withdrawn and offered to the next-ranked propose. In this instance, the original Contractor shall be held responsible for any resulting additional purchasing and administrative costs in addition to any other remedies the County may have; shall not be considered in the re-advertisement of the project; and may not be considered in future solicitations for the same type of work unless the scope of work is significantly changed.

2.2 Workmanship

All proposed workmanship supportive of the RFP must conform to normal and accepted standards for the telecommunications industry. All installation and equipment work are to be installed by or under the supervision of the Contractor. The Contractor must completely remove and properly dispose of residue due to its work on a daily basis, return the site to a useable state and will be responsible for the cost of repairing all damage caused by the Contractor or its Sub-Contractors during the NG9-1-1 System installation.

The County and its Consultant would reserve the right to halt any installation process due to poor workmanship, housekeeping, scheduling, work interruptions, etc. Work halts that are the result of poor workmanship would not relieve the

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Contractor of their responsibility to conform to the installation time requirements as stated by Contract.

2.3 Materials

All equipment, except with the expressed written permission of the County and its Consultant, must be new and unused, and meet telecommunications industry standards. The County or its Consultant would reserve the right to reject and require the return, at the Contractor's expense, all components which are defective. Such rejections and/or returns will neither validate nor invalidate the remainder of any Contract. Rejections of material for cause would not provide an extension of time to the Contractor in the performance of contracted requirements.

2.4 Subcontractors

It is intended that a single Proposer have total turnkey responsibility for the subsequent County project to assure a fully operational system. Therefore, any Proposer desiring to use Sub-Contractor(s) must include within their RFP Response a list and description of potential, qualified Sub-Contractor(s). Both vendors and subcontractors must be able to pass a background check, if required by Harris County.

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3.0 HARRIS COUNTY BACKGROUND

3.1 Background on County

Harris County is located in the west-central portion of the state, along the Alabama border. Its western border is formed by the Chattahoochee River. The County has a population of 32,024, and is the home of the cities of Hamilton, Shiloh, West Point, Pine Mountain, and Waverly Hall. Harris County is surrounded by Troup County, Meriwether County, Talbot County, Muscogee County, Lee County (Alabama), and Chambers County (Alabama), and covers over 464 square miles.

3.2 Harris County 9-1-1

Harris County, Georgia 9-1-1/EMA handles emergency service calls for all of Harris County. The County's Public Safety Answering Point (PSAP) resides in Hamilton and provides 9-1-1 services to over 32,000 residents. The PSAP has sixteen full-time dispatchers that occupy three console positions. The call volume in 2016 was 62,421 calls for service. Harris County adheres to NENA (National Emergency Number Association), APCO (Association of Public Safety Communications Officials), and Calea (Commission of Accreditation for Law Enforcement Agencies) standards.

The PSAP dispatches for the Harris County Sheriff's Office, Hamilton Police Department, Pine Mountain Police Department, Shiloh Police Department, and Waverly Hall Police Department. The PSAP also dispatches for EMS, and 10 volunteer Fire Departments, including Antioch, Ellerslie, Cataula, Hamilton, Hopewell, Northwest Harris, Pine Mountain, Pine Mountain Valley, Shiloh, and Waverly Hall.

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3.3 General Expectations:

The County requires an NG9-1-1 Call Handling system. The current environment is as follows:

- 4 CAMA trunks;
- 6 administrative lines and 1 fax);
- 1 additional administrative line and 1 9-1-1 line that resides in the metal shelter in the training room;
- 8 radios;
- 4 full time dispatch/Call taker positions;
- DSS Recording System (current);
- Harris County Sheriff's Office now uses SSI Synergistic Software Inc. Mobile Software;
- Harris County 9-1-1/EMA would like to push data out to the Mobile Data Devices.

Harris County requires:

- Pricing detail to be included for all hardware and software along with warranty details;
- Contractor to provide 1 year maintenance after expiration of warranty and pricing for each additional year, for a total of 5 years. As an option, the Contractor shall provide 5-year maintenance costs, if paid up front;
- 16 Wireless Headsets;
- Optional pricing to be included for 4 laptops equipped with software for emergency evacuation events;
- Optional pricing for backup site located at: Pine Mountain Public Safety 310 E. Chipley Street Pine Mountain, GA. 31822;
- Optional pricing for Mobile software to push data to 28 Sheriff's Office Mobile Data Computers.

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Some features that Harris County Dispatchers expressed that they wanted to see in an NG9-1-1 system are listed below.

- The ability to enter historical data or other data like pictures and building plans, etc.;
- The ability to include primary and secondary agencies and related resources;
- The ability to integrate parcel locations and building images per location and tax assessor site;
- The ability to include city and zip code information for each physical address contained in system;
- A field that can display a gate code;
- An easy way for prior knowledge of call(s) to be retrieved for reviewed without too many operator-needed steps;
- Wireless headsets provided for each Dispatcher.

HARRIS COUNTY, GEORGIA

Request for Proposal NG9-1-1 Telephony System

4.0 CONTRACTOR BACKGROUND

4.1 Contractor Background (including Subcontractors).

Include the year the firm was incorporated, main and branch office locations, and number of full-time and part-time employees assigned to the types of services requested in this RFP.

4.2 Roles and Resumes of Key Staff (including Subcontractors).

Identify each key staff member's responsibilities for this project and the approximate percentage of their time that would be devoted to this project. Provide resumes summarizing professional experience and education of key staff. Include individual's resumes, certifications and licenses. Prepare an organizational chart indicating the hierarchical roles and lines of communication of key staff and Subcontractors.

4.3 References

The proposer shall include at least five references where they have successfully implemented the proposed software/hardware solutions with the contact names and telephone numbers with implementation within the past five years.

4.4 Project Manager

Proposer will assign a Project Manager as a single point of contact between Harris County's Project Representative and the Consultant. Proposer's Project Manager shall be approved by the County or designee prior to assignment. Harris County, or its consultant, reserves the right to require replacement of the Proposer's Project Manager at any time during the project. Project Manager may be required to be onsite in the County during periods of Installation and implementation failure, ATP and System Cut over, as required by Harris County's Project Representative.

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4.5 Project Management Methodology

Proposer shall describe their project management methodology to ensure the overall project's success and completion. Proposer shall also address how they intend to maintain schedule and mitigate risk on a project of this scope and complexity.

4.6 Project Plan

Proposer will be required to submit a true project plan/schedule within ten business days of a signed contract and notice to proceed from Harris County.

4.7 Project Schedule

Proposer must submit as part of their RFP submittal a project schedule, assuming an August 1, 2017 start date. The schedule must include tasks, deliverables and also highlight major project milestones. The proposed Project Schedule should include shipment dates for all deliverables, taking into account an assumed time period required by the County to review and accept each shipment. The schedule should be based on a realistic appraisal of current and anticipated workloads. The Contractor's Project Manager will be required to submit an updated schedule every 30 days until the project has been successfully completed.

4.8 Status Updates

The Proposer's Project Manager will be required to submit a weekly status report to Harris County and their representatives.

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5.0 GENERAL REQUIREMENTS

5.1 Fault Tolerant

The VoIP-based NG9-1-1 Emergency Call Handling System must be fault-tolerant in design and must be engineered specifically for the NG9-1-1 Emergency Response environment. Only fault-tolerant systems will be considered for deployment to eliminate single points of failure that prevent routing 9-1-1 and text to 9-1-1 calls successfully.

5.2 Enclosure

All supplied common/network equipment shall be installed within a lockable upright enclosure designed for the purpose of protecting electronic equipment from tampering. The enclosure shall incorporate the necessary cooling fans as needed to support reliable 24/7/365 operation within an HVAC conditioned room environment.

5.3 TDD/TTY

Each answering position shall be equipped with TDD/TTY functionality as regulated by the Americans with Disabilities Act (ADA). When operating in TDD/TTY mode, each position shall retain all system features available from the 9-1-1 system. Any expenses after installation necessary to rectify ADA deficiencies shall be borne by the Proposer.

5.4 System/ Architecture

The following are System/Architecture specific requirements:

- A. Diverse redundant IP paths shall be provided to the PSAP. Dual Ethernet LAN connections shall be provided for each call handling position connected to separate LAN switches to prevent loss of LAN.

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- B. No single point of failure in any hardware or software component of the NG9-1-1 system shall cause more than 50% failure of the system. At least 50% of the 9-1-1 trunks and 50% of the attendant positions shall be operational and have the minimum functionality.
- C. The Proposed system shall have audible and visual indication of incoming communications with 9-1-1 caller.
- D. The proposed system must be able to support single standalone or multiple remote PSAPS now, and for future purposes to support Geographic Diversification.
- E. System shall be able to access legacy ALI databases and shall support XML-ALI based lookups.
- F. Each respondent should provide an outline of their capabilities related to systems engineering, planning, and implementation of Next Generation 9-1-1 Services and Solutions, including deployment of 9-1-1 Phone Switches, Regional ESNets, and Text Messaging services.
- G. The proposed system shall be able to adapt and accept future changes in 9-1-1 technology involving mobile phones, VOIP devices, IP, Video, IM Text, and digital imagery.
- H. Power supplies supporting gateways and related telephony electronics shall be redundant. Redundant system power supply modules shall be hot-pluggable and capable of being removed or installed without any interruption in services.
- I. Proposers shall provide layout drawings, photographs or other illustrations as may be necessary to fully describe the configurations proposed in response to these Specifications.

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- J. In the pricing section, proposers shall provide a detailed price breakdown for each major item of equipment to be installed or furnished, as well as a corresponding price detail inclusive of design, installation, and warranty services. An optional price shall be provided that encompasses out-of-warranty maintenance services on an annual basis. Any additional costs shall be included.

- K. All supplied common/network equipment shall be installed within a lockable upright enclosure designed to protect electronic equipment from tampering. The enclosure shall incorporate those necessary cooling fans needed to support reliable 24/7/365 operation within an HVAC conditioned room environment.

- L. Proposed solution must comply with NENA data standards: NENA i3 and Emergency Services IP network (ESInet) using SIP (Session Initiation Protocol) signaling; Emergency Services Interconnection Forum (ESIF); American National Standards Institute (ANSI) Emergency Information Services Interface (EISI); and Emergency Services Messaging Interface (ESMI). The proposed telephony system must be in full compliance with FCC Phase I and Phase II requirements.

A transition plan must be developed to ensure the successful transition from the current 9-1-1 system to the new NG system and the management and operation of the system for optimal health and security. The use of IP technology and potential interconnection to the public Internet for some services shall require the installation and maintenance of secure firewalls. The maintenance of these firewalls, and related servers, switches and routers shall be the Contractor's responsibility during the warranty period and, potentially, during the optional ongoing maintenance period. Maintenance and administrative functions shall be protected by means of passwords and up-to-date security software. System must have anti-virus software in-place and fully functional throughout the contract term.

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- M. Proposers shall provide a description of the inherent security features of the proposed solution; how frequently the security software is updated against external threats; and how its system's technology is provisioned to notify the Proposer's maintenance personnel and HARRIS COUNTY, GA 9-1-1/EMA of high-risk system intrusions.

- N. When functional and operational alarm conditions are generated, the system shall provide audible/visual alarm notification and generate alarm messages with a date and time stamp. Alarms will be logged and viewable to the Dispatcher/Call Taker and monitored by the awarded vendors Network Operation Center.

5.5 Interfaces

The following are the County's required interfaces:

- A. The proposed system shall be able to convert legacy telephony interfaces to Voice over IP (VoIP) packets. Those must undergo mediation via a VOIP gateway to convert the incoming signaling to SIP. POTS, CAMA, and ISDN/PRI circuits shall be converted to VOIP. In addition, functionality must be applied to legacy emergency calls to acquire location and use the information obtained in call setup signaling to route a call to the PSAP. The system shall be capable of receiving 9-1-1 calls delivered via IP using a NENA i3 ESInet connection, when available in Harris County.

- B. All interfaces should comply with all National Emergency Number Association (NENA) Tech Standards and NENA Security Standards.

- C. Harris County has 4 CAMA trunks; 6 Administration lines; 1 fax line; 1 additional administration line and 1 9-1-1 line that resides in the metal shelter in the training room; 8 radio, and 4 dispatcher/call taker positions.

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5.6 Logging Recorder Interface

Each emergency telephone line, radio, and each answering position must be recorded on a Logging Recorder. The proposed system shall provide standard interfaces for logging recorders. Respondents will indicate if they can interface to current Recording System: DSS Equature recording system.

5.7 CAD Interface

The proposed system shall provide a NENA compliant CAD output. Harris County plans on replacing their CAD system before the end of the year in a separate project.

5.8 Time Synchronization Clock Interface

The system must be capable of synchronizing to a network time protocol (NTP) source. In the absence of an NTP source, system shall remain internally synchronized (common equipment and call handling workstations will be synchronized to the common equipment time). The system must include the Network Time clock, fully integrated into solution.

5.9 AVL Interface

The proposed system must be capable of interfacing to AVL systems for future purposes.

5.10 RMS Interface

The proposed system must be capable of interfacing to RMS systems for future purposes.

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5.11 Mobile Interface

Respondents will indicate if they can interface to the current Mobile vendor and/or how data could be provided to mobiles via the optional Mobile pricing. Harris County Sheriff's Office uses SSI (Synergistic Software Inc.) Mobile software in Sheriff's Office vehicles. SSI Contact: Cary Reno 770-845-3134

- A. Harris County EMA/9-1-1 would like to push data to the MDCs Mobile Data Computers

5.12 (CDR) Call Record Detail Printer Interface

A printer shall be equipped at all primary PSAPs to provide a CDR (Call Detail Record) printout at the end of each 9-1-1 call. This must be done electronically and stored locally without the use of paper.

The printout should include at a minimum:

- A. Dates and times call was connected and disconnected
- B. ANI/ALI
- C. Answering Position number
- D. Trunk number
- E. Transfer destination
- F. Abandoned call indicator
- G. Ring start time
- H. Hold times

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- I. ANI/ALI system shall have the ability to store CDR records electronically that can be downloaded on demand and should show results in real time, allow for searching of historical results, and allow for automatic archiving.

5.13 Workstations

- A. The intelligent workstations shall provide call takers/dispatchers access to telephone features via computer telephony integration (CTI).
- B. Proposed solution shall support all call handling either by laptop or desktop workstations.
- C. Vendors shall propose high quality, high resolution monitors with a minimum of 24 inch screens for call takers, dispatchers, and supervisors and provide optional prices (in the pricing section) for larger screen sizes and include specifications.

6.0 PSAP FEATURE SPECIFICATION REQUIREMENT

6.1 Minimum PSAP Feature Specification Workstation Call Management Requirements:

Proposer's solution shall encompass the following features, at a minimum:

- A. ALI (Automatic Locater Identification);
- B. ANI (Automatic Number Identification);
- C. Barge In and Silent Barge in (Monitor);
- D. Conferencing;
- E. Distinctive and Different Ringing Patterns Per Operator or call type;

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- F. Headset/Handset Compatibility;
- G. Hold;
- H. Hookflash for tandem transfers;
- I. Last Number Redial;
- J. ALI refresh and rebid;
- K. Pre-programmed Message;
- L. Call History;
- M. Instant Recall Recorder;
- N. Send ALI transfer;
- O. Contact Lists, agency lists, and Speed Dials;
- P. Role based logins with fully definable roles;
- Q. TDD/TTY;
- R. CAD and Mapping interfaces;
- S. Text to 9-1-1;
- T. Display date and time and start times;
- U. ALI notes.

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6.2 Management Information System

The Proposer's Management Information System (MIS) shall collect and allow report development that encompasses the following:

- A. Number of total calls received;
- B. Number of abandoned calls;
- C. Number of calls on a per trunk basis;
- D. Number of calls on a call type basis;
- E. Number of calls transferred;
- F. Number of call on a per position basis;
- G. Average time to answer;
- H. Average length of call;
- I. Average hold time.

6.3 MIS Custom Reports

The MIS shall also create custom reports from the Call Detail Record (CDR) and non 9-1-1 call information. The system shall be flexible to allow a PSAP manager to produce reports on an as needed basis or scheduled for various time periods (per shift, operator, hour, day, week, month, etc.).

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7.0 ADDITIONAL REQUIREMENTS

7.1 Acceptance Testing and Cutover:

Vendors must provide an Acceptance Testing Plan (ATP) with their proposal. If the Contractor's installed solution does not perform in accordance with the Contract, as verified by acceptance testing, a punch list will be developed by the Consultant and submitted to the Contractor for corrective action. A 30-day "burn-in" after the successful completion of the ATP, shall commence on the first day of live system cutover. If a major failure occurs during this burn in period, the Contractor shall complete necessary repairs and the burn in period will restart for 30 days. The final Acceptance Testing Plan, its various test elements, and what constitutes a major versus a minor failure will be determined during contract negotiations with the Successful Proposer.

7.2 Warranty/Maintenance/Support:

The Contractor shall provide qualified personnel to install and test all elements of the new system. Proposers shall provide a representative acceptance test plan with their proposal, whose scope will be negotiated as part of Contract Negotiations and shall be inserted as a component part of the Contract.

- A. The system shall be maintained by qualified, factory trained personnel;
- B. Remote Monitoring must be provided for the proposed system;
- C. The system shall be supported by both preventative maintenance and demand maintenance. The purpose of preventative maintenance is to ensure system integrity and to identify problems prior to system failure. Demand service is one where an expedited repair action is required to restore system functionality, in whole or part;
- D. Proposers shall describe the elements their preventative maintenance service will entail, inclusive of the frequency of such inspections;

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- E. The proposed NG9-1-1 system equipment, workmanship, and functionality as provided by contract and installed by the Contractor shall be warranted for a period of twelve months following the successful conclusion of the Acceptance Test Plan.

7.3 Technical Support

During the warranty period, and any future maintenance support the County might purchase, the Contractor shall make available a 24/7/365 hotline for emergency technical support.

If a problem occurs that cannot be addressed remotely, the proposer needs to include on-site service response by the Contractor's qualified repair technicians. All minor system defects shall be addressed within 48 hours of the initial contact with the proposer. All major system defects, including failures that are major in nature, shall be addressed within 4 hours.

Proposers must have an emergency response capability that includes having someone on-site within 4 hours of a major fault, and able to support 24/7/365. A Contractor's failure to respond to an emergency condition, depending upon the circumstance, may result in a penalty as prescribed by the Contract. The scope of the penalty remedy shall be mutually determined during contract negotiations.

7.4 Spares Provisioning

The Contractor shall have a sufficient spare parts quantities on-hand to conduct essential mission-critical repairs. In no case shall any spare part for Contractor-installed equipment be unavailable for more than 24 hours. Proposers shall describe in their Proposal Submittal current methods employed for supplying repair personnel with adequate spare parts to support fielded 9-1-1 equipment. Where current methods fail to support this Specification's requirement, Proposers shall describe what changes in process would be made to ensure a compliant parts support response.

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7.5 Training

Harris County considers training to be of paramount importance. The Proposer shall provide comprehensive training programs for Operators and Administrators. The system's operation and administrative courses shall provide the necessary skills for everyday system operation and call reporting activities. The maintenance course shall enable service technicians (Contractor) to monitor overall integrity, functionality, network security and to conduct efficient problem troubleshooting and resolution.

Due to the 24-hour schedule of the dispatch staff, training shall be offered in two sets of classes. One set will be in the morning, and the other set in the evening. The proposer will also be required to provide refresher training, at the County's discretion, 60 days after the County has started using the new NG9-1-1 system. The refresher training should also be offered with a morning and evening class.

The Proposer must identify in their RFP Proposal all direct or indirect costs necessary for all training. If there are other training options or classes the County should consider, please include those for consideration. The Proposer must also provide screen shots (high res JPGs) of all NG9-1-1 screens on a CD or jump drive. This is so Harris County can incorporate them into their own future training program of new hires.

7.6 Documentation

The Contractor, as part of its work, shall provide submittals at various stages of the work. Prior to any on-site construction, the Contractor shall conduct a design review meeting that shall minimally include:

- A. A Project Time Line; Plan Level Drawing(s) depicting the location of equipment; functional description of the NG9-1-1 System; depiction of HARRIS COUNTY, GA 9-1-1/EMA and Contractor Responsibilities during the installation Phase.

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- B. The Contractor shall meet with HARRIS COUNTY, GA 9-1-1/EMA and its Consultant to review the Acceptance Test Plan prior to actual test commencement. This meeting will delineate tasks, review and understand the actual test process, and will establish the process for the identification and resolution of punch list items.
- C. The Contractor will submit, with project's successful conclusion, a complete set of As-Built documentation to minimally include:
- As-Built Plan Level Drawing(s);
 - Installation/Maintenance Manuals for all supplied equipment;
 - System Administration Manual;
 - Position Operator Manual & Training Templates;
 - Completed Acceptance Test Results;
 - Completed Punch List Submittal.

7.7 Pricing

Pricing shall be provided in a sealed envelope with the proposal. Detail price breakdown shall be provided each line item detailed to include:

- A. Cost of hardware breakdown
- B. Cost of software breakdown
- C. Warranty detail

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- D. Cost of one year maintenance after the expiration of initial warranty and each additional year for 5 years
- E. Optional cost of five (5) year maintenance after the expiration of initial warranty if paid up front with contract
- F. 16 Wireless Headsets
- G. Optional pricing for 4 laptops loaded with software for emergency evacuation events
- H. Optional pricing for backup site located at: Pine Mountain Public Safety
310 E. Chipley Street Pine Mountain, GA. 31822
- I. Optional pricing for Mobile software to push data to 28 Sheriff's Office
Mobile Data Computers

FEDERAL WORK AUTHORIZATION PROGRAM AFFIDAVIT

By executing this affidavit, the undersigned contractor verifies its compliance with the Official Code of Georgia Annotated (O.C.G.A.) 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with Harris County has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United State Department of Homeland Security or any equivalent federal work authorization program operation by the United State Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to an award of contract with Harris County, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to Harris County at the time the subcontractor(s) is retained to perform such service.

Contract/Project Name

Contract Amount

Contractor Firm Name

Address

City/State/Zip

EEV / Basic Pilot Program* User ID Number

Date of Authorization from EEV / Basic Pilot Program

Signature of Authorized Officer or Agent

Printed Name of Authorized Officer or Agent

Title of Authorized Officer or Agent

Date Signed

Sworn to and Subscribed before me on this ____
day of _____, 20____.

Notary Public
My Commission Expires: _____

(seal)

*as of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the EEV / Basic Pilot Program operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security in conjunction with the Social Security Administration (SSA).

VENDOR INFORMATION FORM

(INSERT NAME OF PROPOSAL) 2017

Harris County, Georgia

Legal Name of Business: _____

Any other names by which the business is known: _____

1. Company Name: _____

2. Street Address: _____

City/State/Zip: _____

3. Mailing Address: _____

City/State/Zip: _____

4. Type of Business (corporation, partnership, etc.): _____

5. Primary Contact: _____

6. Office Phone: _____ Fax: _____

Other Phone: _____

7. E-mail: _____

8. Company Website: _____

9. Tax ID and State where issued: _____

10. Has your company ever been debarred from doing business with any federal, state, or local agency? Yes _____ No _____

If "yes", please state the agency name, dates and reason for debarment. _____

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	Exemptions (see instructions): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)																					
Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;">Social security number</td> </tr> <tr> <td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td> </tr> </table>	Social security number																			
Social security number																					
Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;">Employer identification number</td> </tr> <tr> <td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td><td style="width: 30px;"> </td> </tr> </table>	Employer identification number																			
Employer identification number																					

Part II Certification	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am a U.S. citizen or other U.S. person (defined below), and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.	
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.	

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at www.irs.gov/w9. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.