

Klamath 9-1-1 Communications District

Request for Proposal

Emergency Communications Dispatch Consoles



RFP Response Deadline

October 1, 2010

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1. Purpose of RFP:

The purpose of this Request for Proposal (“RFP”) is to obtain competitive proposals from qualified vendors who can design, furnish, deliver, install and provide service response for Emergency Communication Center console furniture.

Parties responding to this RFP shall hereinafter be referred to as “Proposer” or “Proposers.” The information submitted by a Proposer in response to this RFP shall be referred to as the “Proposal” or “Proposer’s Response.”

Only those Proposers who are actively engaged in the business of providing Emergency Communication Center Furniture shall be considered as responsible Proposers. For the purpose of this RFP, actively engaged shall mean a recognized leader in the field of Emergency Communication center console design and installation. Documentation, including references showing installations shall be included in Proposer’s response.

Each Proposer shall be required to respond to the requirements set forth in Section 4, “Proposal Requirements.” These responses will be evaluated by the 9-1-1 evaluation team. The Console RFP Evaluation Team will select the highest ranked Proposer (see Section 5, Proposal Evaluation, for further), who will be required to enter into a Contract with Klamath 9-1-1 Communications District.

2. Project Description:

Klamath 9-1-1 Communications District (9-1-1) is a special District formed under Oregon Statute 198. 9-1-1 covers an area in excess of 6,000 square miles. The current population is estimated at 66,000. 9-1-1 operations are currently located in a leased facility, but will be moving to a new facility in April of 2011.

This Request for Proposal (RFP) is primarily to design, furnish, deliver, install (including remote wiring of Dispatch CPU's) and provide furniture repair/maintenance for the proposed equipment.

Public Safety Answering Points (PSAP's)/Emergency Communication Centers pose unique challenges and demands. Unlike an office environment, Emergency Communications Personnel are required to manage multiple LCD/CRT monitors, plus additional ancillary electronics and other resources. Additionally, emergency communications consoles are utilized 24 hours per day/ 7 days per week by many different employees, with many different physical sizes and needs. Because of this, emergency communications consoles can be expected to receive at least five times the use of typical office furniture each year. With this in mind, only console future specifically designed and engineered for Emergency Communication Centers will be accepted.

The console design and room layout must positively address employee comfort, efficiency, ergonomics, aesthetics, flexibility, durability, maintainability as well as future expansion. Consoles should meet American National Standards Institute (ANSI) BSR/HFES 100, "Human Factors Engineering of Computer Workstations", as well as any applicable Americans with Disabilities Act (ADA) guidelines and requirements.

At this time the center is configured with three full dispatch and one back up position, the full dispatch positions are all configured identically as follows:

- EIS Computer Aided Dispatch (CAD) software on one CPU with three 19" monitors.
- Motorola Gold Elite radio consoles with the CIE and monitor on the work surface.
- Plant Vesta Pallas phone with CPU, which will be remotely mounted in the equipment room in the new facility, keypad and two 19" monitors are on the console.
- This also means two keyboards and two mouse controllers per console.
- An additional monitor for the facility security system, with CPU, keyboard and mouse is expected to be added to each position console in the new facility.

The back up position will be placed on an existing console in the new facility.

The proposer is expected to propose one or more room layouts for the new Communications Center Operations Area to accommodate 3 full dispatch positions initially and layout design to accommodate our 3 existing consoles. Additional design consideration and pricing is being requested for up to 3 more full dispatch positions. Designs should show future expansion within space allotted for dispatch.

Room dimensions are attached. Our existing 3 consoles are Watson dispatch consoles circa 2001 which fit into an area of 9' by 9'.

The new Communications Center Operations Area will have an in floor conduit grid system for cabling to the equipment room. Each console will have a dedicated 120VAC outlet for furniture functions and three additional outlets to power the electronics at the position.

3. Schedule:

September 10, 2010	Issue RFP
September 24, 2010	Last Day for Questions
September 28, 2010	Revisions to RFP and answers to questions posted on website.
October 1, 2010	RFP Submission Deadline. Original plus four copies of Proposal due from Vendors by 5pm at the 9-1-1 Center.
October 8, 2010	RFP review and final selection.

4. Proposal Requirements:

Any and all questions related to this RFP **must be in writing** and received by the project manager no later than 5:00 pm local time, September 24, 2010.

Project Manager:

Keith Endacott
Operations Manager
Klamath 9-1-1 Communications District
PO Box 999
Klamath Falls OR 97603
541.884.4876 x2
kendacott@kc911.us

Email questions to kendacott@kc911.us; clearly identify the e-mail "Questions for 9-1-1 Center Consoles". Phone calls and faxes will **not** be accepted.

Answers to all written questions will be re-issued in the form of an addendum and posted to the 9-1-1 website under "RFP's".

www.klamath911.com

It is the responsibility of all interested Proposers to access the web site for this information.

One (1) original and four (4) copies of the Proposal are due on October 8, 2010, by 5:00 pm local time at the Klamath 9-1-1 Communications District.

It is the responsibility of the Proposer to ensure their Proposal is received prior to the listed date/time. Time discrepancies between clocks, watches, cell phones, etc. will not be honored.

Delivery Address:

Klamath 9-1-1 Communications District
Attn: Keith Endacott
PO Box 999
335 S. Spring Street
Klamath Falls OR 97601

Use the following organization for the proposal:

- Introduction/Cover letter

- Organizational capabilities, Staff qualifications
- References
- Proposed installation timetable

- Response to Technical Requirements
- Proposed Room Layouts
- Detailed cost summaries
- Any additional material or brochures

Introduction/Cover Letter

Provide us an overview of your organization and years serving the emergency services furniture marketplace.

Organizational capabilities and staff qualifications

Describe the firm’s experience and capabilities in providing similar layouts and equipment for emergency communications centers. Be specific and identify project, dates and results. Also provide references from these projects for contact.

Staff Qualifications

Provide resumes describing the educational and work experiences for each of the key staff who will be assigned to the project. Also designating the Proposers primary contact or “Project Manager”.

References

Proposals must include a list of organizations, including points of contact (name, address and telephone number), which can be used as references for work performed in similar projects. Selected organizations maybe contacted to determine the quality of work performed and personnel assigned to the project.

Proposed Installation Timetable

Provide a timetable of events from the contract, through completion of installation. Please discuss how you intend to manage the project through the various stages and how the equipment will be received and staged for installation. Who will install the consoles?

Response to Technical Requirements

Provide a point-by-point response to what you intend to supply and how you intend to meet the requirements. If you can provide other options to meeting these requirements, please provide details and optional pricing where appropriate.

Proposed Room Layouts

Provide a Computer Aided Drawing for the layout of 3 consoles on the Operations Floor, leaving adequate space for our 3 existing back-up consoles.

Detailed Cost Summaries

Provide detailed pricing for 3 consoles, with separate pricing for 3 more additional consoles on the dispatch floor. Consoles fully delivered and installed.

Proposal Offer

It is understood and agreed that this proposal and the response of the selected propose, if accepted, will become part of a legal and binding contract between the undersigned Proposer and the 9-1-1 District. The contract shall be in force upon execution of the Notification of Contract Award by the 9-1-1 District. Such notice will be mailed to the Proposer at the address shown on the Proposer's proposal.

The Proposer here by declares and agrees with all the terms, conditions and requirements of this request for proposal. Also the undersigned Proposer, having full authority submitting this proposal, hereby declares and agrees to address all aspects of necessary equipment and components as listed here in accordance with all terms, conditions and requirements of the within and proposal.

Additional Material

Provide brochures or supplemental material you feel will help the evaluation team make an informed decision on your products and any options that you may want to suggest.

5. Proposal Evaluation:

The proposals will first be reviewed to determine if proposal requirements indicated above have been met. The accepted proposals will be reviewed by an evaluation committee and scored against stated criteria as well as references. The committee will evaluate all proposals in accordance with criteria set forth in this RFP and applicable law.

During the evaluation process the committee may see information for a Proposer to clarify the Proposer's proposal. A Proposer must submit written clarifications and such clarifications shall become part of the Proposer's proposal.

The Evaluation Criteria to be used is:

General Requirements	30%
<ul style="list-style-type: none">• Proposer capabilities, staff and references• Proposed Room layout(s)• Proposed installation timeline• Proposer Qualifications• Prior Experience	
Technical Requirements	40%
<ul style="list-style-type: none">• Criteria and requirements as stated in this RFP• Expansion potential	
<u>Cost</u>	<u>30%</u>
Total	100%

Final Selection Results

The final selection results will be posted on the Klamath 9-1-1 website on October 1, 2010 after the Proposer selection has been made.

6. Console Technical Requirements:

A. *Structure*

The structure should be free standing and not rely on walls for support. Since this is an Essential Needs Facility as set forth in Oregon Revised Statute (ORS) 455.447 it is subject to minimum seismic code so furniture should be sufficiently anchored to eliminate any potential movement. Describe how you plan to address this. Knee space/leg room shall have minimal obstructions. Show how your system does this.

B. *Ergonomics*

The engineering of the console furniture must offer comfort, safety and adjustability for the operator. Console should meet ANSI/BIFMA, BSR/HFES 100, and ADA guidelines and requirements.

C. *Heating and Cooling*

The console must provide individually controlled heating and cooling. Heating may be provided through radiant panels or forced air for leg and foot warming. The proposal shall describe the manufacturer of the system and its performance specifications. We desire individual controls from a single location on the workstation. Cooling is to be provided by personally controlled, fans that are movable by the user. We desire the cooling units not be mounted to a specific location on the console, so they can be moved by the operator. Systems should be automated to shut off during periods of inactivity.

D. *Electrical outlets*

The consoles will be fed with AC power with an electrical quad box to be mounted to a part of the console. One outlet, to operate all console motors and personal heating/cooling, will be on a 20A circuit breaker. The other three outlets are for the major computer systems that will operate on the furniture. These are Telephone system, CAD system and Radio system. Each console must be provided with at least a six plus electrical strip that will tie to each outlet (three total). All electronics will then tie into these strips for operating each system.

E. *Cable Management*

A cable management system must be provided that allows for independent movement among the monitor and keyboard surfaces. The system must minimize the wear and tear on the traveling cables by keeping them separated as well as enclosed. No operator intervention is to be required. The proposer is to provide all cable management within, under and on the console. Describe your system for data docking that allows fast connection of keyboards and additional equipment.

F. *Monitor and keyboard surfaces*

The surfaces should be separate and be adjustable separately with smooth, quiet motorized control. The operator must be able to make all monitor and keyboard adjustments from either a

standing or sitting position. Surface movement requires the operator to click and hold the controls. At least one inch safety clearance between all moveable and fixed surface is required. A safety system should be in place to prevent accidental lowering of the unit when it is taken off-line for service. Proposers are encouraged to propose the ability for users to quickly adjust monitor and keyboard surfaces to personally present heights.

G. Monitor Surface

The surface must be able to pull forward/push back for operator comfort. The unit must be able to accommodate up to seven (7) 19-inch monitors without obstructing the view. The monitor surface must rise to 50-inches and lower to approximately 23-inches to accommodate operation while sitting or standing. The monitor surface must be able to hold a minimum of 500 static pounds and lift 50 pounds minus the weights of the surface and components. Additionally we encourage the proposer to address considerations of bracket rack mounted monitors, possible dual stacked.

H. Keyboard Surface

The keyboard surface must rise to 46-inches and lower to approximately 23-inches to accommodate operation while sitting or standing. The monitor surface must be able to hold a minimum of 500 static pounds and lift 50 pounds minus the weight of the surface and components. The keyboard surface must accommodate two standard-size keyboards and one keypad for telephone functions. We desire the ability to tilt the keyboard up to 45 degrees, if used how this would this be accomplished.

I. Monitor and Keyboard Surfaces

These surfaces must be non-porous, non-glare and of high pressure laminate or solid surface materials of standard color (meaning items readily available or no “special order” materials). Surfaces should be mark, stain and scuff resistance and easy to maintain and clean. All corners and edges will be rounded and properly finished in similar solid surface materials.

J. Task Lighting

Each station will have individually dimmable task lighting, mounted on an adjustable arm. For power and heat saving, we would like cool operating, long life LED lights. Please specify the lighting you will supply. Provide its expected life and rated lumen output.

K. Equipment Enclosures

Each console will have an equipment cabinet that will accommodate all remote mounting equipment, plus equipment needed by the phone provided (Plant Vesta Pallas ACU). The enclosure must allow for easy access and provide interior task lighting (if needed due to location). Enclosures will include quiet blowing ventilation for equipment. The enclosure must be finished in a color matching or complimentary to the Monitor and keyboard surfaces. Exposed edges should be covered with high impact PVC material or equivalent.

L. *Headsets/Speakers*

Each console must support dual headset jacks for both radio and telephone. Describe how your console will accommodate that. Also, small cube speakers for selected and unselected radio traffic needs to be accommodated on the console. Describe how this would be accomplished.

M. *Storage Cabinets*

Each console will be equipped with additional drawer units for storage of personal items and work items at the various positions. The cabinet would be able to be housed under the keyboard and monitor surfaces while they are in the fullest downward position, or to the side. The drawers should match the color and design of the console. Describe your offering.

N. *Resource Storage*

Describe the option to provide an easily accessible cabinet to store resource materials. These could be books of procedures or maps of campus areas. Multiple consoles would share these resources, depending upon room layout.

O. *Printer Counter Top*

Describe the option to provide an easily accessible counter top to store 2 shared printers and a fax machine. This counter top should be configured at the end of the hub that adjoins 2 of the work consoles.

P. *Warranty*

We require a five year warranty on parts and labor for the consoles, with a lifetime warranty on the frame.

Q. *Service*

All service and warranty work must be initiated within a minimum of 48 hours after notification. Describe who would be performing the service work, their location and their connection to your company.

R. *Training*

Each proposer is to include training on the new consoles during installation if applicable. This will be a train-the-trainers class during the installation period at the new Center.

7. Additional Terms and Conditions:

To the extent permitted, 9-1-1 must disclose information relating to the Contract pursuant to Oregon's Open Records Law. Under Oregon ORS 279B.110(3) any and all proposals and correspondence are public records and as such any "Trade Secrets" must be clearly identified.

All drawings, specifications, data, photos and other work products prepared by the Contractor in the performance of its obligations under this Contract shall be exclusive property 9-1-1 and shall be remitted to 9-1-1 upon the cancellation or expiration of the Contract unless otherwise extended. The Contractor may retain one copy for the Contractor's files. The Contractor shall not use, willingly allow or cause to have such materials used for any purpose other than for meeting performance obligations under this Contract without the prior written consent of 9-1-1.

Klamath 9-1-1 District reserves the right to investigate Proposers background, references, and any other claims made as a result of the Proposers participation of this process.

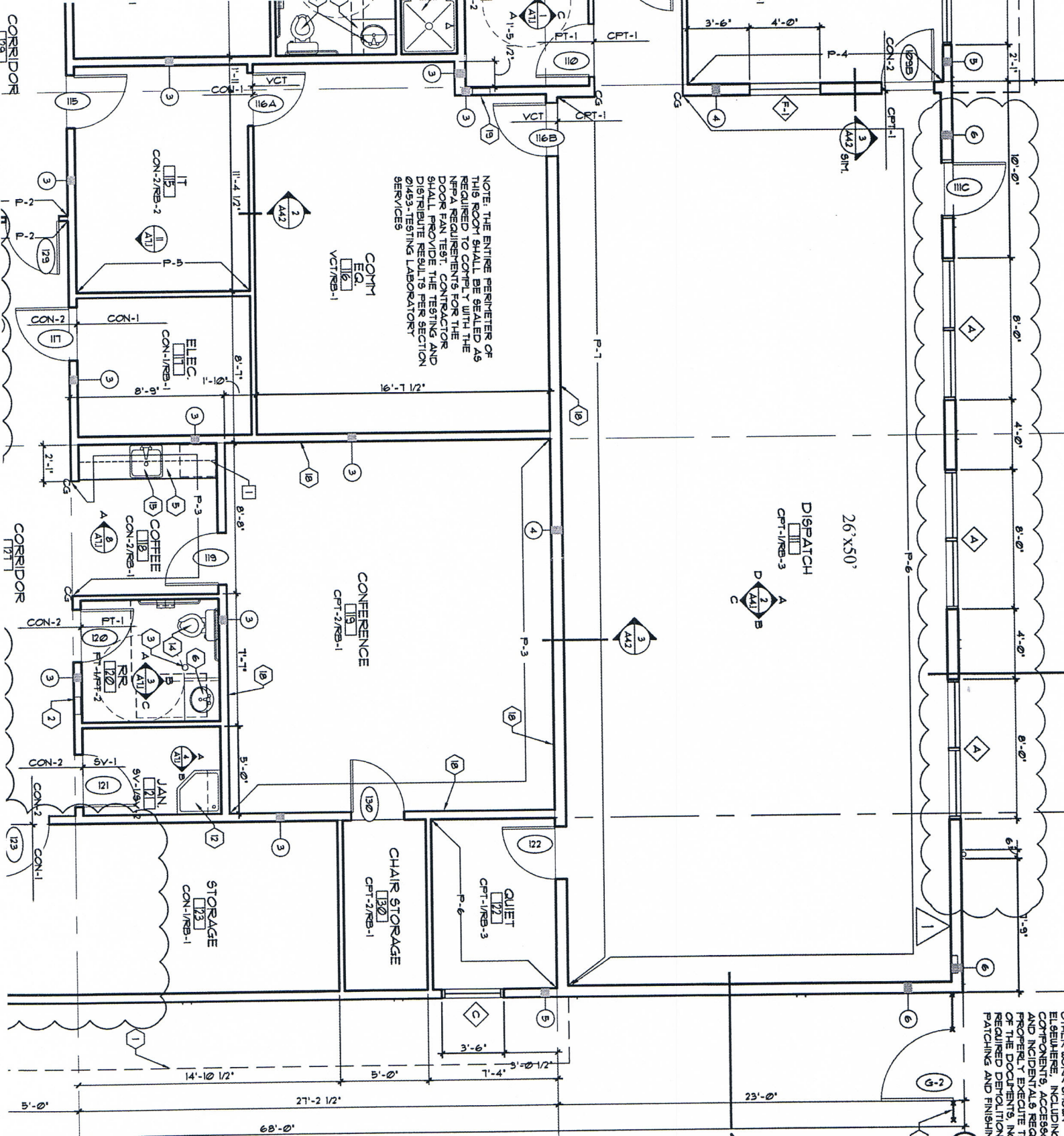
Klamath 9-1-1 District is not responsible for costs of proposing if 9-1-1 decides to cancel or re-solicit, any costs incurred are at the proposer's own risk.

Klamath 9-1-1 District reserves the right to accept or reject any or all proposals and to waive any informality in proposals. Exceptions and/or conditions may result in the proposals rejection as non responsive.

9-1-1 reserves the right to cancel the procurement in accordance with ORS 279B.100.

Protests and requests for clarification must be in writing. Any changes by the agency will only be reliable if made by formal written addenda and posted to the agency website prior to submission deadline.

<http://www.klamath911.com>



NOTE: THE ENTIRE PERIMETER OF THIS ROOM SHALL BE SEALED AS REQUIRED TO COMPLY WITH THE NFPA REQUIREMENTS FOR THE DOOR FAN TEST. CONTRACTOR SHALL PROVIDE THE TESTING AND DISTRIBUTE RESULTS PER SECTION 01453-TESTING LABORATORY SERVICES

ELIMINATE, INCLUDING ALL COMPONENTS, ACCESSORIES AND INCIDENTALS REQUIRED TO PROPERLY EXECUTE THE INTENT OF THE DOCUMENTS, INCLUDING REQUIRED DETAILING, PATCHING AND FINISHING.

- B. VERIFY APPLIANCE DIMENSIONS PRIOR TO ELEMENTS.
- C. FURNITURE SHOULD BE PAINT COLOR FOR A WALLS TO BE AS SHOWN AS A4.
- D. FOR EQUIPMENT LIST FOR MANUFACTURING CL.
- E.
- F.

NEW CMTL WALL
NEW STUD-FRAM TYPE 2, UNO.
ADA CLEARAN CLEAR FLOOR BOUNDARY
FLOOR/BASE C SEE FLOOR FIN

1	EDGE OF ROOF ABOVE.
2	SEMI-RECESSED FIRE EX PROJECTION, W/ STD. FIRE
3	FLOOR DRAIN TYPICAL.
4	CHAIN LINK FENCE & GAT
5	SOLID SURFACE COUNTERTOP CABINETS ABOVE AND E
6	PLANT COUNTER WITH DR ADA CLEARANCES BELC
7	DOUBLE-TIER METAL LO
8	DELETED
9	DOWNSPOUT TYPICAL.
10	STEEL TRIM ON EXTERIO
11	INTERCOM SYSTEM SEE 1
12	HOP SINK, SEE PLUMBING
13	BULLET-PROOF TRANSOM
14	REFER TO INTERIOR ELE DUGS FOR RESTROOM FI
15	REFER TO PLUMBING FOR
16	STRUCTURAL COLUMN, SE
17	BENCH, SEE 3/A&4
18	SOUND DEADENING BOA THIS ROOM.
19	SEMI-RECESSED FIRE EX PROJECTION W/ CLEAN F
20	DELETED
21	DELETED
22	WALL-MOUNTED PHONE
23	DELETED

KEY