

SUBMIT SEALED PROPOSAL TO: BREVARD COUNTY PURCHASING SERVICES 2725 JUDGE FRAN JAMIESON WAY BLDG. C, 3rd FLOOR, SUITE C-303 VIERA, FL 32940				REQUEST FOR PROPOSAL Proposal Acknowledgment	
PROCUREMENT ANALYST: Stephanie Reynolds Stephanie.Reynolds@brevardfl.gov		(321) 617-7390 Ext. 5-9336		AN EQUAL OPPORTUNITY EMPLOYER	
PROPOSAL SPECIFICATIONS MAY BE OBTAINED AT: Purchasing Services, 2725 Judge Fran Jamieson Way, Bldg. C, Suite 303, Viera, FL 32940, or DemandStar® website and VendorLink .					
RELEASE DATE: February 4, 2021		PROPOSAL TITLE: Voice and Data Network Services		PROPOSAL NUMBER: P-7-21-11	
PROPOSAL OPENING DATE AND TIME: March 3, 2021 @ 2:00pm				PRE-PROPOSAL DATE, TIME, AND LOCATION: None Scheduled	
				PROPOSAL RECEIVED AFTER ABOVE DATE AND TIME WILL NOT BE ACCEPTED	

▼ CONTRACTOR MUST COMPLETE THIS AREA AND RETURN FORM ▼

LEGAL NAME OF CONTRACTOR AND BUSINESS ADDRESS: 		FEDERAL ID NO. (FEIN) OR SOCIAL SECURITY NO. (SSN): 	
TELEPHONE NUMBER/TOLL-FREE NUMBER: ()		If returning as a "no proposal," state reason: 	
I certify that this proposal is made without prior understanding, Contract, or connections with any corporation, Contractor or person submitting a proposal for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this proposal and certify that I am authorized to sign this proposal for the Contractor. In submitting a proposal to the County of Brevard, the Contractor offers and agrees that if the proposal is accepted, the Contractor will convey, sell, assign, or transfer to the County of Brevard all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the County of Brevard. At the County's discretion, such assignment shall be made and become effective at the time the County tenders final payment to the Contractor.		The Contractor acknowledges that information provided in this RFP is true and correct. X AUTHORIZED SIGNATURE (MANUAL) NAME (PRINTED/TYPED) TITLE _____ DATE _____	

THIS FORM MUST BE NOTARIZED AND RETURNED WITH YOUR PROPOSAL

Sworn to and subscribed before me this _____ day of _____ 20____.		(AFFIX SEAL or STAMP)
Personally known: ☐		
Or produced identification: ☐ Type of ID: _____		
_____ SIGNATURE OF NOTARY PUBLIC STATE		
_____ NAME OF NOTARY PUBLIC (PRINTED)		
My commission expires: _____		

BOND DATA

CONTRACTOR MUST PROVIDE:		AMOUNT:	
Yes ☐	No ☒	BID BOND	
Yes ☒	No ☐	PERFORMANCE BOND	\$100,000 During Installation Phase for Voice Services
Yes ☐	No ☒	LABOR, MATERIAL, PERFORMANCE BOND	
In cases where the amount of a surety bond exceeds \$500,000, the surety company must have an A.M. Best's rating as specified in this document, and depending on the amount of the bond, shall have a minimum A.M. Best's financial size category (FSC) ranking as follows:			
BOND AMOUNT UP TO:	FINANCIAL CLASS	BOND AMOUNT UP TO:	FINANCIAL CLASS
\$ 1,000,000	I	\$ 25,000,000	V
\$ 2,000,000	II	\$ 50,000,000	VI
\$ 5,000,000	III	\$ 100,000,000	VII
\$ 10,000,000	IV		
Bonds must be issued by a surety company who complies with the requirements of § 287.0935, Fla. Stat.			
PAYMENT OF GOODS OR SERVICES PROVIDED AS A RESULT OF THIS SOLICITATION WILL BE MADE PER FLORIDA STATUTE.			
ALL FIRST TIME CONTRACTORS MUST SUBMIT A CURRENT W-9 FORM.			

GENERAL CONDITIONS, TERMS, AND PROVISIONS

1. DEFINITIONS:

- a. **COUNTY** - The term "COUNTY" herein refers to the County of Brevard, Florida, and its duly authorized representatives.
- b. **CONTRACTOR** - The term "CONTRACTOR" used herein refers to the dealer/ manufacturer/business organization submitting a Proposal to the County in response to this solicitation or any organization that will be awarded a contract pursuant to the terms, conditions and quotations of the Proposal.
- c. **USING AGENCY** - The term "USING AGENCY" used herein refers to any department, division, agency, commission, board, committee, authority or other unit in the County Government using supplies or procuring contractual services as provided for in the Purchasing Ordinance of the County of Brevard.
- d. **HEAVY DUTY** - The item(s) to which the term "HEAVY DUTY" is applied shall exceed the usual quality and/or capacity supplied with standard production equipment and shall be able to withstand unusual strain, exposure, temperature, wear and use.
- e. **QUALIFIED CONTRACTOR** - The best Contractor who has the capability in all respects to fully perform the Proposal requirements, and has the financial stability, honesty, integrity, skill, business judgment, experience, facilities, and reliability necessary to assure good faith performance of the contract, as determined by reference to the Contractor's Qualification Statement, evaluations by County staff of the Contractor or its subcontractors' past performance for the Board, and any other information required by Board policies.
- f. **RESPONSIVE CONTRACTOR** - A Contractor who has submitted a bid or proposal, which conforms in all respects to the requirements of the solicitation, including, but not limited to, submission of the bid or proposal on required forms with all required information, signatures, and notarizations at the place and time specified.
- g. **DUE CAUSE** - An applicable reason affecting and concerning the ability and fitness of the contractor(s) to perform to the specifications and requirements of the contract.

2. **SUBMISSION OF PROPOSALS:** All Proposals shall be submitted in a sealed envelope. The Proposal number, title, and opening date shall be clearly displayed on the outside of the sealed envelope. The delivery of said Proposal to Purchasing Services prior to the specified opening date and time is solely and strictly the responsibility of the Contractor. Any Proposals received in Purchasing after the specified date and time will not be accepted. An original and number of copies indicated of the Proposal must be submitted unless otherwise noted.

3. **EXECUTION OF PROPOSAL:** Proposal must contain a manual signature of authorized representative in the space(s) provided. Proposals must be typed or printed in ink. Use of erasable ink is not permitted. All corrections made by Contractor to any Proposal entry must be initialed. The company and Federal Employer Identification Number (FEID) number shall appear in the space(s) provided.

4. **PROPOSAL OPENING:** Proposal opening shall be public on the date and time specified. Sealed proposals received by an agency pursuant to requests for proposals are exempt from the provisions of subsection (1) and s. 24(a), Art. I of the State Constitution until such time as the agency provides notice of a decision or intended decision pursuant to s. 120.57(3)(a) or within 30 days after Proposal or proposal opening, whichever is earlier in accordance with Florida Statute 119.071(1)(b) 2. The names of the Contractors submitting a competitive solicitation will be read aloud at the time of the opening. No details of the competitive solicitation

will be released. Proposal must be submitted on forms provided by the County. No other forms will be accepted. Telephone and telegraph Proposals will not be considered. No Proposal may be modified after opening. No Proposal may be withdrawn after opening for a period of thirty (30) days unless otherwise specified.

5. **PROPOSAL TABULATIONS:** Proposal tabulations are posted to: www.demandstar.com and VendorLink.

6. **CLARIFICATION/CORRECTION OF PROPOSAL ENTRY:** The County reserves the right to allow for the clarification of questionable entries and for the correction of OBVIOUS MISTAKES.

7. **INTERPRETATION:** No interpretation of the meaning of the specifications, or other contract documents will be made orally to any Contractor. Every request for such interpretation must be in writing, addressed to Purchasing Services at 2725 Judge Fran Jamieson Way, Bldg. C, 3rd Floor, Viera, FL 32940, or emailed to the attention of the applicable Purchasing Agent. To be given consideration, such requests must be received at least five (5) business days prior to the date fixed for the opening of the Proposal. Any and all such interpretation and supplemental instructions will be in the form of a written addendum, which will ONLY be posted to www.demandstar.com and www.myvendorlink.com. Failure of any Contractor to receive any such addendum or interpretation shall not relieve said Proposer from any obligation under his Proposal as submitted. All addenda so issued shall become part of the contract documents, whether or not the successful Contractor received a copy of such addendum, it being understood that all Contractors are responsible to verify that they have received any such addenda prior to submitting their Proposal.

8. **EEO STATEMENT:** Contractors must ensure that employees and applicants for employment are not discriminated against for reasons of race, color, age, religion, sex, national origin, or handicapped status. Minority and female-owned businesses are encouraged to participate. Brevard County is an equal opportunity employer.

9. **PRICING:** Contractor prices shall be proposed and include FOB DESTINATION, all packing, handling, shipping charges, fuel surcharges and delivery, unless otherwise indicated, to any point within the County to a secure area or inside delivery. All prices, costs, and conditions shall remain firm and valid for term of the contract unless a change is authorized by the County. The obligations of the County under this award are subject to the availability of funds lawfully appropriated for its purpose by the State of Florida and/or the Board of County Commissioners.

10. **ADDITIONAL TERMS & CONDITIONS:** The County reserves the right to reject Proposals containing any additional terms or conditions not specifically requested in the original conditions and specifications.

11. **TAXES:** The County is exempt from Federal Excise Taxes and all sales taxes.

12. **DISCOUNTS:** All discounts EXCEPT THOSE FOR PROMPT PAYMENT shall be considered in determining the lowest net cost for Proposal evaluation purposes.

13. **MEETS SPECIFICATIONS:** All equipment and accessories furnished under these specifications shall be new, the latest model in current production, and shall be of good quality, workmanship and material. The Contractor represents that all equipment offered under these specifications shall meet or exceed the minimum requirements specified. Delivery specifications shall be strictly adhered to. The Contractor shall be responsible for performing the work necessary to meet County standards in a safe, neat, good and workmanlike manner.

14. **BRAND NAME OR EQUAL:** If items called for by this invitation have been identified in the specifications by a "Brand Name or Equal" description, such identification is intended to be descriptive, but not restrictive, and is to indicate the quality and characteristics of products that will be

acceptable. Contractors offering "equal" products will be considered for award if such products are clearly identified in the Proposal and are determined by the County to meet fully the salient characteristics requirements listed in the specifications. Unless the Contractor clearly indicates in his Proposal that the Contractor is offering an "equal" product, the Contractor shall be considered as offering the same brand name product referenced in the specifications. If the Contractor proposes to furnish an "equal" product, the brand name if any, or the product to be furnished shall be inserted in the space provided or such product shall be otherwise clearly identified. The evaluation of Proposals and the determination as to equality of the product offered shall be the responsibility of the County and will be based on information furnished by the Contractor. Purchasing Services is not responsible for locating or securing any information, which is not identified in the Proposal and reasonably available to Purchasing Services. To ensure that sufficient information is available the Contractor shall furnish as a part of the Proposal, or prior to RFP opening, as indicated, all descriptive material necessary for Purchasing Services to determine whether the product offered meets the salient characteristics required by the specifications and establish exactly what the Contractor proposes to furnish and what the County would be binding itself to purchase by making an award.

15. **SILENCE OF SPECIFICATIONS:** The apparent silence of the specifications and any supplemental specifications as to any details or the omission from same of any detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail and only materials of first quality be provided. All interpretations of this specification shall be made upon the basis of this statement.
16. **ASSIGNMENT:** Any purchase order issued pursuant to this Proposal and the moneys, which may become due hereunder is not assignable except with the prior written approval of the Purchasing Manager.
17. **INDEMNIFICATION:** The successful Contractor agrees to indemnify and hold harmless the County and their employees from all claims, losses and expenses, including attorneys' fees, arising out of or resulting from the performance, failure in the performance of, or defect in, the products or services to be contracted, provided such claim, damage, loss or expense (1) is attributable to bodily injury, sickness, disease, death, or personal injury, or to property damage, including loss of use resulting therefrom, and (2) is caused in whole or in part by any negligent act or omission of the Contractor, any subcontractor or any of their employees, or arises from a job-related injury. The successful Contractor acknowledges adequate consideration for this indemnification provision.
18. **PATENTS AND ROYALTIES:** The Contractor, without exception shall indemnify and save harmless the County and its employees from liability of any nature of kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the contract, including its use by the County. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the Proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any involved in the work.
19. **TRAINING:** If specified, Contractor(s) may be required at the convenience of the County, to provide employees training in the operation and maintenance of any items(s) purchased from this Proposal.
20. **ACCEPTANCE:** Items may be tested for compliance with specification. Items delivered not conforming to specifications may be rejected and returned at Contractor's expense. Those items not delivered as per delivery date in Proposal and/or purchase order may be purchased on the open market. Any increase in cost may be charged against the Contractor. Any violations of these stipulations may also result in the Contractor name being removed from the Proposal list and the Contractor disqualified from doing business with the County.
21. **SAFETY WARRANTY:** The selling dealer, distributor, Contractor, and manufacturer shall be responsible for having complied with all Federal,

State and local standards, regulations, and laws concerning the equipment specified and the use thereof, applicable and effective on the date of manufacture including safety and environmental standards as apply to both private industry and governmental agencies.

22. **WARRANTY:** The Contractor agrees that, unless otherwise specified, the supplies and/or services furnished under this Proposal shall be covered by the most favorable commercial warranty the Contractor gives to any customer for comparable quantities of such supplies and/or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the County by any other provision of this Proposal.
23. **AWARDS:** As the best interest of the County may require, the right is reserved to make award(s) by individual items, group of items, all or none, or a combination thereof; to reject any and all Proposals or waive any minor irregularly or technicality in Proposals received. Contractors are cautioned to make no assumptions unless their Proposal has been evaluated as being responsive and qualified. All awards made as a result of this Proposal shall conform to applicable ordinances of the County. The Board may return, for full credit, any unused items received which fail to meet the Board's performance standards. The County reserves the right to cancel an awarded Proposal upon due cause, i.e. Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.
24. **Unless otherwise noted in the Proposal document, Contractors shall submit one Proposal only.**
25. **CONFLICT OF INTEREST:** The award hereunder is subject to provisions of State Statutes and County Ordinances. All Contractors must disclose with their Proposal the name of any officer, director, or agent who is also an employee of Brevard County. Further, all Contractors must disclose the name of any County employee who owns, directly or indirectly, any interest in the Contractor's firm or any of its branches.
26. **PURCHASING CONTRACTS WITH OTHER GOVERNMENT ENTITIES:** Brevard County permits the awarded Contractor(s) to extend the pricing, terms and conditions of this solicitation to other governmental entities at the Contractor's discretion. Each governmental entity that utilizes this solicitation or resulting contract will be responsible for execution of its own requirements with the awarded Contractor(s).
27. **DRUG-FREE WORKPLACE:** Whenever two or more proposals which are equal with respect to price, quality, and service are received by the County for the procurement of commodities or contractual services, a proposal received from a business that has implemented a drug free workplace program (per Florida Statutes Section 287.087) shall be given preference in the award process.
28. **LOBBYING STATEMENT:** All Contractors are hereby placed on notice the County Commission and staff shall not be contacted about this Proposal. Contractors and their agents are hereby placed on notice that they are not to contact members of the County Commission or staff (with the exception of designated liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the RFP; and written correspondence in regard to Proposals may be submitted to the Purchasing Manager. Each Proposal will have one purchasing staff member designated who will serve as the liaison. Failure to adhere to these requirements could result in Board action to disqualify Contractor from consideration of award.
29. **PUBLIC ENTITY CRIMES:** All Contractors are hereby placed on notice that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with a public entity, and may not transact business with any public

entity in excess of the threshold amount provided in 287.017 Fla. Stat. for CATEGORY TWO (currently \$35,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

30. **DISCRIMINATORY VENDOR LIST:** An Contractor placed on the Discriminatory Vendor List shall not submit a proposal for a contract to provide goods or services to a public entity, shall not submit a proposal on a contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit proposals for leases of real property to a public entity, shall not award or perform work as a contractor, supplier, subcontractor, or consultant under any contract with any public entity, and shall not transact business with any public entity per 287.134(3)(d), Fla. Stat.
31. **SCRUTINIZED COMPANIES:** Awarded Contractor shall certify that it and its subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Contract is for more than \$1,000,000 the Contractor further certifies that it and its subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S.

For Contracts of any amount, if the County determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the County shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the County's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the County may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts \$1,000,000 and greater, if the County determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the County shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the County's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the County may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met.

The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Contract.

As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize these contracting prohibitions, this section shall become inoperative and unenforceable.

32. **LICENSES, CERTIFICATIONS, AND PERMITS:** The successful Contractor will be required to secure, at its expense and show proof of the proper business tax receipt and/or any other license/certification required of the applicable service/work being performed. Prior to award, the apparent low Contractor will be required to provide proof of license and/or certification within two (2) business days of the posted awarded recommendation and submit copies of license/certifications to the Purchasing Office. The Brevard County Contractor Licensing Regulation & Enforcement (LR&E) office is responsible for the county licensing of trades: General Building, drywall, plumbing, electric, HVAC, roofing, etc. If you have questions concerning the licensing requirements for a Brevard County contractor's license, please Contact the Brevard County LR&E office at (321) 633-2058, option 0, for any questions.
33. The awarded contractor shall fully comply with all federal and state laws, county and municipal ordinances and regulations in any manner affecting the performance of the work. The successful Contractor is responsible for obtaining all permits necessary to construct the project. The County does not exempt itself from permitting requirements. The County shall pay all Brevard County permit, inspection and impact fees required for the project

or services required under this contract; all other fees for permits required by agencies/municipalities other than Brevard County shall be the responsibility of the awarded Contractor. A copy of issued permit shall be provided to the User Department of the County for their records.

34. **ERRORS:** In the event of extension error(s), the unit price will prevail. In the event of addition error(s), the extended totals will prevail. In either case, the Proposal's total offer will be adjusted accordingly.
35. **CANCELLATION AND REINSURANCE:** If any insurance should be canceled or changed by the insurance expiring during the period of this Proposal award, the Contractor shall be responsible for securing other acceptable insurance to provide the coverage specified in the Proposal to maintain continuous coverage during the life of the award.
36. **INCURRED COST:** The County is not liable for any cost incurred by any Contractor prior to an award. Costs for developing a response to this RFP are entirely the obligation of the Contractor and shall not be chargeable in any manner to the County.
37. **MATERIALS/SUPPLIES:** No materials or supplies for the work shall be purchased by the Contractor or by any subcontractor subject to any chattel mortgage or under a conditional sale or other Contract by which an interest is retained by the seller.
38. **SUBCONTRACTORS:** The Contractor shall be fully responsible for all acts and omissions of his subcontractors and of persons and organizations directly or indirectly employed by them and of persons and organizations for whose acts and omissions of persons directly employed by him.
39. **VERBAL INSTRUCTIONS:** No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any County employee. Only those communications, which are in writing from an authorized County representative, may be considered. Only written communications from Contractors, which are assigned by a person designated as authorized to bind the company, will be recognized by the County as duly authorized expressions on behalf of the company.
40. **LITIGATION VENUE:** All litigation shall take place either in the State Courts of Florida, wherein venue shall lie in Brevard County, Florida; or in the Federal Courts wherein venue shall lie in the Middle District in and for the State of Florida. The Contractor expressly waives venue in any other location.
41. **ADDITION, DELETION OR MODIFICATION OF SERVICES:** The County reserves the right at its sole discretion to increase, decrease, or delete any portion of this Contract at any time without cause, and if such right is exercised by the County, the total fee shall be reduced by a prorate basis. If work has already been accomplished on the portion of the contract to be increased, decreased, or deleted, the Contractor shall be paid for the correct portion on the basis of the estimated percentage agreed upon by the County, the Contractor, and the contract manager upon completion of such portion.
42. **OPERATION DURING DISPUTE:** In the event the County has not canceled the Contract in accordance with the terms of the Contract, and there remains a dispute between the proposer and the County, the Contractor agrees to continue to operate and perform under the terms of the Contract while such dispute is pending, and further agrees that, in the event a suit is filed for injunction or other relief, it will continue to operate the system until the final adjudication of such suit by the court.
43. **CONTRACT TERMINATION:** The Contract resulting from this Proposal shall commence upon issuance and acceptance of the fully executed Contract. The County user agency shall issue orders against the Contract on an as needed basis. The Contract may be canceled by the Contractor, for good cause, upon ninety (90) days prior written notice. The County retains the right to terminate the Contract, in part or in its entirety, with or without good cause, upon thirty (30) days prior written notice or as stated herein. In the event of termination by either party as provided herein, the awarded

Contractor shall be paid for services performed through the date of termination.

44. **SPECIAL ACCOMMODATIONS:** In accordance with the Americans with Disabilities Act (ADA) and Section 286.26, Fla. Stat., persons with disabilities needing special accommodations to participate should contact the ADA Coordinator at (321) 633-2017 or by email at Brian.Breslin@BrevardFL.gov, and must be made no later than 48 hours prior the public meeting/hearing in order to provide the requested service.
45. **CONTRACTOR RESPONSIBILITIES:** A Contractor, by submitting a Proposal, certifies that it understands all planning, coordinating, and implementation of the described services shall be done through personal contact between the Contractor and the contract manager, and that telephone contact and mail correspondence may, in some cases, not be appropriate. County approved representatives of the Contractor shall be available to meet with the contract manager, as may be required, to accomplish the County's objectives as effectively and efficiently as possible, during all phases of this Contract.
46. **SUPERVISION OF CONTRACT PERFORMANCE:** The Contractor's performance of the Contract will be monitored by the contract manager. The Contractor shall be notified of lack of performance in writing by the contract manager. If at any time during the term of the contract, performance satisfactory to the contract manager shall not have been made, the Contractor, upon written notification by the contract manager, shall within three (3) days increase the force, tools and equipment as needed to properly perform the contract. The failure of the contract manager to file such notification shall not relieve the Contractor of the obligation to perform the work at the time and in the manner specified by the contract. If the Contractor does not increase the force or neglects to do the work properly, the contract manager can withhold a percentage of payment or withhold the entire dollar amount due as per the contract.
47. **MISUNDERSTANDING:** To prevent misunderstanding and any litigation, the contract manager shall decide any and all questions which may arise concerning the quality and acceptability of the work and services performed the sufficiency of performance, the interpretation of the provisions of the contract, and the acceptable fulfillment of the contract on the part of the proposal. The contract manager will determine whether or not the amount, quantity, character and quality of the work performed are satisfactory, which determination shall be final, conclusive and binding upon both the Contractor and the County. The contract manager shall make such explanation as may be necessary to complete, explain, or make definite the provisions of the contract, and his findings and conclusions shall be final and binding upon both parties.
48. **GREEN PROCUREMENT POLICY:** The Board of County Commissioners approved a "green procurement" policy in March 2004 to establish procurement requirements that promote the purchase and use of Environmentally Preferred Products as defined by the United States Environmental Protection Agency. Environmentally Preferred Products (EPP) are those products and services that have a reduced effect on the human health and the environment when compared to other products and services that serve the same purpose. EPP products encourage (1) waste reduction; (2) reduced exposure to hazardous materials; (3) natural resource conservation; and (4) energy efficiency.
49. **MONITORING OF WORK:** The Contractor shall provide the contract manager with every reasonable opportunity to ascertain whether or not the work, as performed, is in accordance with the requirements of the contract. The Contractor shall designate, in writing, a person to serve as liaison between the proposer and the County.
50. **PROMPT PAYMENT:** For payment promptness, the County shall remit payment in accordance with the Florida Prompt Payment Act, Section 218.70, Fla. Stat., et seq. The County does not expect to be billed in excess of the ordered quantity and will not pay for any quantity above the ordered quantity. Any order placed as a result of this bid will be subject to Billing Instructions and Conditions on the back of the County Purchase Order form. Contractors may offer cash discounts for prompt payment but they

will not be considered in determination of award. If a Contractor offers a discount, it is understood that the discount time will be from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last.

Requests for final payment for any work or services for which a permit is required shall include a copy of all required permits and copies of all required inspection reports. Failure to provide proof of acquisition of all required permits and successful completion of all required inspections shall represent an incomplete invoice and will delay payment.

51. **RIGHT TO AUDIT RECORDS:** In performance of this Contract, the Contractor shall keep books, records, and accounts of all activities related to the Contract, in compliance with generally accepted accounting procedures. All documents, papers, books, records and accounts made or received by the Contractor in conjunction with the Contract and the performance of this Contract shall be open to inspection during regular business hours by an authorized representative of the office and shall be retained by the Contractor for a period of three (3) years after termination of this Contract, unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1) Florida Statutes.

52. **UNAUTHORIZED ALIEN WORKERS:** The County will not accept bids from Contractors who knowingly employ unauthorized alien workers, constituting a violation of the employment provisions contained in 8 U.S. Code § 1324a(e) (Section 274A(e) of the Immigration and Nationality Act "INA"). The County shall consider a Contractor's intentional employment of unauthorized aliens as grounds for immediate termination of any awarded proposal. The Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the term of the Contract and shall expressly require any subcontractors performing work or providing services pursuant to the Contract to likewise utilize the [U.S. Department of Homeland Security's E-Verify system](#) to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term. **If the County is unable to electronically verify the lowest responsive responsible Contractor participates in the E-Verify Program; the lowest responsive responsible CONTRACTOR SHALL be required to submit a copy of the fully executed E-Verify Memorandum of Understanding before the County will enter into contract or issue notice to proceed with Contractor.**

53. **FLORIDA PUBLIC RECORDS LAW:** Both parties understand that the County is subject to the Florida Public Records Law, Chapter 119, Fla. Stat. and all other applicable Florida Statutes. If the materials provided by the Contractor do not fall under a specific exemption, under Florida or federal law, materials provided by the Contractor to the County would have to be provided to anyone making a public records request. It will be the Contractor's duty to identify the information, which it deems is exempt under Florida/federal law, and identify the statute by number, which exempts that information.

Should any person or entity make a public request of the County—which requires or would require the County to allow inspection or provide copies of records which the Contractor maintains are exempt from Public Records Law or are confidential—it shall be the Contractor's obligation to provide the County within 24 hours (not including weekends and legal holidays), of notification by the County to the Contractor of the request, of the specific exemption or confidentiality provision so the County will be able to comply with the requirements of 119.07(1)(e) and (f), Fla. Stat.

Should the County face any kind of legal action to require or enforce inspection or production of any records provided by the Contractor to the County which the Contractor maintains are exempt or confidential from such inspection/production as a public record, then the Contractor shall hire and compensate attorney(s) who shall represent the interest of the County as well as the Contractor in defending such action. The Contractor shall also pay any costs to defend such action and shall pay any costs and attorney fees, which may be awarded pursuant to 119.12, Fla. Stat.

All material submitted becomes the property of the County and may be returned only at the County's option. The County has the right to use any or all ideas presented in any reply to this RFP. Selection or rejection of any proposal does not affect this right.

54. **REFERENCE GIVEN TO COMMODITIES MANUFACTURED, GROWN, OR PRODUCED IN FLORIDA:** In accordance with 287.082, Fla. Stat., whenever two or more competitive sealed bids are received, one or more of which relates to commodities manufactured, grown, or produced within this State, and whenever all things stated in such received bids are equal with respect to price, quality, and service, the commodities manufactured, grown, or produced within this State shall be given preference.
55. **COUNTY SEAL:** Use of the County Seal without the express approval of the Board of County Commissioners is a violation of 165.043, Fla. Stat. punishable as a misdemeanor.
56. **TIE BIDS:** Award of all ties shall be made by the Purchasing Manager in accordance with State Statutes, which allows a Contractor certified as a Drug-Free Workplace to have precedence. When evaluation of Contractor responses to solicitations results in identical offers, with regards to bids or quotations, or identical ranking with regards to proposals, from two or more Contractors, the County shall determine the order of award using the following criteria in order of preference listed below (from highest priority to lowest priority):
- a. For tie bids, quotations or proposals, priority shall be given to the Contractor certifying that the company is a Drug-Free Workplace as defined within 287.087, Fla. Stat.;
 - b. Should a tie still exist, in the case of proposals only, priority shall be given until the tie is broken, to the Contractor with the highest total of raw scores for each evaluation criteria, progressing from the highest weighted criteria to the lowest rated criteria. If multiple evaluation criteria have identical weights, the combined total weights of the identically weighted criteria shall be used;
 - c. In the event that a tie still exists after progressing through both options listed above, the decision shall be made by lot or coin toss. The drawing of lots or coin toss shall be conducted in the presence of the effected Contractors if they elect to be present.
57. **CONTRACTOR COMPLAINTS AND DISPUTES:** The County encourages prompt and fair handling of all complaints and disputes with the business community. In order to resolve disputed matters in an equitable manner, the following procedures are adopted:
- a. **POSTING OF AWARD NOTICES**
FORMAL SEALED PROPOSALS: No later than three (3) business days after the selection committee recommendations are finalized, the Purchasing Manager or his designee shall post the selection committee's rankings and recommended award.
 - b. **PROCEEDINGS**

Any contractor who is allegedly aggrieved in connection with the solicitation or pending award of a contract must file a formal written protest with the Purchasing Manager within five (5) business days of the posted award recommendation.

The formal written protest shall reference the proposal number, and shall state with particularity the facts and laws upon which the protest is based, including full details of adverse effects and the relief sought.

Within seven (7) calendar days of receipt of the formal written protest, the Purchasing Manager will arrange a meeting of the Protest Committee and the affected parties. The Protest Committee shall consist of two (2) Department Directors or designees, both of whom must be from an organizational group which the user department or group is not assigned; one (1) Assistant County Manager, who must be from an organizational group which the user department or group is not assigned under. The Purchasing Manager shall act as a Hearing Coordinator and the County Attorney or designee may be requested to attend. The Purchasing Manager or designee shall record the meeting and provide any information as the committee may request. The purpose of the meeting of the Protest Committee is to provide an opportunity to: (1) review the basis of the protest, (2) evaluate the facts and merits of the bid protest, and (3) if possible, to reach a resolution of the protest that is acceptable to the affected parties. For the purpose of the Protest Committee hearing, resolution shall mean that the Protestor finds the decision of the Protest Committee acceptable.

In the event the matter is not resolved with the Protestor's acceptance of the Protest Committee's decision, the Purchasing Manager will schedule the recommended award including the details of the protest and the Protest Committee's recommendation before the Board of County Commissioners via Board Agenda. The County Manager, prior to approval and placement on the Board agenda, may elect to resolve the matter before presentation to the Board. In the event that the County Manager cannot bring the matter to resolution, a copy of the Agenda Report shall be furnished immediately to all affected parties. The affected parties may appear before the Board of County Commissioners as a final means of administrative remedy.

c. **STAY OF PROCUREMENTS DURING PROTESTS**

Failure to observe any or all of the above procedures shall constitute a waiver of the right to protest a contract award. In the event of a timely protest under the procedure, the County shall not proceed further with solicitation or with the award until a recommendation is made by the Committee, or a written determination is made by the County Manager that the award must be made immediately in order to protect the public interest. Invoice disputes between an awarded Contractor and user agency will follow the guidelines set forth in AO-33, *Prompt Payment of Invoices*.

VOICE AND DATA NETWORK SERVICES

P7-21-11

TABLE OF CONTENTS

CONTENTS	PAGE NUMBER
Proposal Schedule	8
Introduction and Submittal Information	9-11
Scope of Services and Specifications	12-16
Acknowledgement Form	17
Evaluation Criteria	18-19
Proposal Format	20-21
Insurance and Indemnification Form	22
Reference Form	23
Contractor Affidavit Regarding Scrutinized Company List	24-25
Drug Free Workplace Form	26
Contractor's Checklist	27
Performance Bond	

Attachment A: Voice Service Locations
Attachment B: Service Location Voice Details
Attachment C: Voice Functions and Features
Attachment D: Network Location Details
Attachment E: Library Services Network Bandwidth
Attachment F: NENA ESQK Guidelines for VOIP o E911 Connectivity
Attachment G: Parks & Recreation Campground WiFi for Guests

VOICE AND DATA NETWORK SERVICES
P7-21-11
PROPOSAL SCHEDULE

PROPOSAL SCHEDULE

The following anticipated timeline for completion of the RFP process and implementation has been established:

IDENTIFICATION DATE

02/4/2021

RELEASE OF PROPOSAL

02/22/2021 @ 5:00 pm

DEADLINE FOR QUESTIONS

03/4/2021 @ 2:00 pm

PROPOSAL DUE DATE

Date & Time TBD

SELECTION COMMITTEE MEETING

VOICE AND DATA NETWORK SERVICES

P7-21-11

SPECIAL CONDITIONS

1. INTRODUCTION/PURPOSE:

The purpose of this Request for Proposals (R.F.P.) is to select qualified contractor(s) for Voice (VoIP) and Network Services for the Brevard County Board of County Commissioners (BoCC). The main objective of this R.F.P. is to ensure all County departments and applicable external agencies receive a quality product that meets their business needs at a reasonable cost. It will also ensure that new systems and applications can be supported by the County's technology infrastructure and by Information Technology Department's (I.T.D.) personnel.

This R.F.P. is separated into two different sections. The first section is for the Voice Network; the second section is for the Data Networks.

Contractors may propose solutions for both sections, individual sections, or combinations of sections. If a Contractor proposes a bundled proposal for both voice and network services, a separate proposal for each of these services must be submitted in order to be considered for a partial award. A Contractor may propose a sole solution for one section only. Finally, an "A-la-carte" network proposal is also desired by the County in order to provide services at locations that may not be accessible by competing Contractors. This pricing should be stand alone.

The selected contractor(s) will be completely responsible for ensuring that the performance of the voice network and data network meets the requirements of the County, and complies with all Federal, State, and local laws and regulations. If the existing County handsets are deemed insufficient or incompatible with the proposed contractor's system then the contractor must include, in its proposal, the handsets that meet the system requirements with the associated costs.

2. CONTRACT PERIOD:

Awarded contracts, other than Library Services, will be for a two-year and nine-month period with three options to extend the agreement for an additional one (1) year term upon the mutual agreement of both parties. The Library circuits and Internet, will be three-years with three option years. All sites will have concurrent contract dates with no penalties for disconnects or removal of said Contractors services during the contract period for business purposes. The period of performance for the Library Services circuits and Internet will be July 1st to June 30th annually. The period of performance for the initial period of awards for non-Library circuits will be October 1, 2021 to June 30, 2024. The Library services award will be for three-years with three options to extend the agreement for an additional one (1) year term upon the mutual agreement of both parties. This is necessary to synchronize the contract dates for the Library and the County.

3. BACKGROUND:

The Brevard County Voice Network:

The current telephone system is a Hosted VoIP on Spectrum's network and utilizing both fiber and copper to 157 sites. Attachment A. The servers/routers/switches are programmed and maintained by our current Contractor (Spectrum). The backend software is Broad Works/Broad Soft with Polycom VVX series telephones as the end device.

All County devices have a DID and five-digit dialing County-wide is obtained by using the last 4 digits of the DID prefixed with a leading number particular to the geographical area.

The County utilizes BP/POTS (basic phone lines/ plain old telephone lines) for fire alarms, security alarms, elevators and other programs that require this basic analog line service.

The Brevard County Data Network:

Brevard County has a length of 72 miles North to South with locations spanning nearly the full length. This request is seeking Contractor(s) to provide a Network Proposal to enable communications between all 157 sites. The requirement is for Internet Access, Metro-E, and Broadband services.

A list of locations and requisite network requirements is attached hereto as Attachment D. High availability is a requirement for Metro-E sites as noted in later requirements. Proposals must incorporate maintenance of the circuits proposed in order to be considered.

It is intended for the new system to be utilized by the following agencies: the Brevard County Board of County Commissioners, the State Attorney's Office, the Public Defender's Office, and the Office of Court Administration.

4. PROPOSAL SUBMITTAL:

Please submit **one (1) original and five hardcopies along with one (1) electronic copy on USB flash drive or CD/DVD** no later than 2:00 p.m. local time on February 26, 2021. Paper copies must be provided, but should be accompanied by an equivalent electronic PDF file. Sealed proposals must be clearly marked as follows:

"RFP # P-7-21-11, Voice and Data Network Services" and returned to:

Purchasing Services
Brevard County Government Center
2725 Judge Fran Jamieson Way, 3rd Floor, Suite C303
Viera, FL 32940

All proposals received on or before the due date and time will be opened at 2:00p.m. local time February 26, 2021, at which time, the names of the Contractors submitting proposals will be read. No details of the proposals or the contents shall be disclosed until notice of intent to award or thirty (30) days after opening of the proposals, whichever occurs first, in accordance with Chapter 119.071 (1), Florida Statutes.

***Note:** Please ensure that if you use a third party carrier (DHL Express, FedEx, UPS, USPS, etc.) that they are properly instructed to deliver your proposal only to Purchasing Services on the third (3rd) floor at the above address. **Contractors are advised that U.S. Postal Service 1st Class and Express mail is delivered to a P.O. Box and is not delivered to the Purchasing Services Office. Delivery via the USPS is at the Contractor's risk. To be considered, a proposal must be accepted in Purchasing Services no later than the RFP closing date and time.** If the proposal is delivered anywhere else, it may not reach Purchasing Services in time.

5. PRE-PROPOSAL MEETING DATE AND TIME:

None Scheduled

6. INFORMATION OR CLARIFICATION:

For information concerning procedures for responding to this proposal, contact Stephanie Reynolds, Purchasing Services at 321-617-7390, or by email at stephanie.reynolds@brevardfl.gov. Such contact shall be for clarification purposes only. Material changes, if any, to the specifications will be transmitted by written addendum through Purchasing Services. No interpretation of the meaning of the proposal, any correction of any apparent ambiguity, inconsistency or error therein, will be made by any proposer orally. Every request for such interpretation must be in writing addressed to Purchasing Services at 2725 Judge Fran Jamieson Way, Bldg. C, Suite 303, Viera, Florida, 32940, or emailed to the attention of Stephanie Reynolds at stephanie.reynolds@brevardfl.gov. **To be given consideration, such requests must be received in writing no later than February 16, 2021 @ 5:00 p.m.** All such interpretations and supplemental instructions will be in the form of written Addenda to the Proposal.

Only the interpretation or correction so given by the Procurement Analyst in writing shall be binding. Any request for additional information should be referred to the County Office of Purchasing Services.

Any addenda will be transmitted by written addendum through Purchasing Services and posted to <http://www.demandstar.com> and [VendorLink](#). The County will not notify Contractors of addenda. It is the sole responsibility of the Contractor to check the website prior to submitting a bid to verify receipt of all documents to include written addendum.

Interviews may be conducted. Proposals will be reviewed, scored and ranked by a Selection Committee using the evaluation criteria as outlined herein, and may conduct interviews from the top ranked Contractors. The Selection Committee will make recommendations to the Board of County Commissioners, which has the sole authority to make the final determination to award, revise, or reject a contract with the "selected Contractor."

The County will not be bound by oral explanations or instructions given at any time during the competitive process or afterward.

Right to Submitting Material: All responses, inquiries or correspondence relating to or in reference to this RFP, and all other reports, charts, displays, schedules, exhibits and other documentation submitted by the Contractors will become the property of Brevard County.

Contract Negotiation: The County at its sole discretion, reserves the right to enter into contract negotiations with the #1 ranked, responsive, responsible Contractor. If the County and said Contractor cannot negotiate a successful contract, the County may terminate said negotiations and begin negotiations with the next highest ranked, responsive, responsible Contractor. This process will continue until a Contract acceptable to the County has been executed or all Proposals are rejected. No Contractor shall have any rights against the County arising from such negotiations or termination thereof.

7. PERFORMANCE BOND:

No award of contract shall be binding upon the Brevard County Board of County Commissioners until the Brevard County Information Technology Department receives a fully executed Performance Bond on a form provided by the County or in the form of a cashier's check in the amount equivalent to \$100,000 to fully implement/install according to the time schedule as agreed upon by awarded contractor and the County for Voice Services only. Bond will be returned upon acceptance of the Voice Services by Brevard County Information Technology. Note* A performance bond will not be required for equipment-only purchases.

VOICE AND DATA NETWORK SERVICES

P7-21-11

SCOPE OF SERVICES

The method and quantity of connectivity proposed for the locations listed below is required to be documented by the Contractor for each facility. The critical locations are required to have redundant and physically diverse methods of connectivity for both the voice and data networks. These locations are multi-tenant/multi building sites. **Attachment B.**

The critical locations include:

- **Detention Center (county jail)**
- **Central Reference Library (Cocoa Library)**
- **Fire Rescue Center (FRC)**
- **Emergency Operations Center (EOC)**
- **Government Center North (Titusville)**
 - **Dual fiber into this site also provides data network connectivity to the Historic Courthouse**
- **Historic Titusville Courthouse, (Titusville) (voice only)**
- **Melbourne Courthouse (MCH)**
- **Merritt Island Service Center (MISC)**
- **Brevard Government Center (Viera)**
- **Harry T and Harriett V Moore Justice Center (MJC) (voice only)**

VOICE NETWORK SYSTEM

The proposed voice communication system/network should replicate the features and operation of the existing system as closely as possible. The required functions and features for the phone system/voice network services are listed in **Attachment C**. All Contractors providing proposals for the voice communications system must complete the Functions and Features found in **Attachment C** by checking the box next to the function or feature to indicate the system meets requirements. If the system does not meet requirements, Contractor must provide an explanation or alternative solution in the available comment space. A specific reference to an attached document may be provided in the comment space. Proposals that exclude this completed document shall not be considered.

The existing Direct-In-Dial (DID) numbers of the County addressed by this R.F.P. shall be retained and migrated to the new system. The system must comply with NENA VoIP E911 Deployment and Operational Guidelines, which is incorporated herein and attached hereto as Attachment F.

Proposals for the voice communication system may consist of hosted or cloud-based solutions, customer premise equipment whereby equipment is located in County facilities, but owned and maintained by the Contractor, or County-owned and -maintained equipment. The County also recognizes that proposed solutions may be a combination of different types of voice communication and is open to proposals that present the best value. The County also recognizes that some locations may not be positioned ideally to receive network connectivity that can reliably support VoIP communications. For that reason, said locations may be omitted from this R.F.P. however an alternate solution needs to be provided for those sites. A list of locations is included as Attachment A. All Contractors shall complete Attachment A by checking the box to the left of the locations for which the proposal provides service. Any locations that are not covered in the proposal shall not be checked.

The Contractor is responsible for installation and testing of the handset and any other end device such as alarms and fax machines and troubleshooting any anomalies. It is understood the County is responsible for inside cabling should it be deemed defective. It is the Contractor's responsibility to notify the County of any defective cabling.

Contractor shall provide a “sign off” sheet to the County after each site installation is complete. This shall include account number, circuit ID and any other information required for support.

NOTE: All locations have been cabled to provide a separate jack for the HV device and a network jack for the County’s network.

The Contractor for the Voice Communication System may propose handsets other than those described in the Handset section. If the winning Contractor does not propose their own handsets and/or end equipment, the handsets utilized shall be the PolyCom VVX series handsets as described in the Handset section. The Contractor for the Voice Communication System shall be responsible for the installation, configuration and testing of those handsets. Compatibility of the handsets and/or end equipment shall be the responsibility of the Contractor for the Voice Communication System. Test phones provided upon Contractor request.

The Contractor for the Voice Communication System shall be responsible for initiating and scheduling porting of all numbers to be migrated to the System. The Contractor shall schedule the "cutover" from the existing voice communication system to the new system in a seamless transition that does not present a lengthy communication outage to the end user. The Contractor will work with each department/location to determine the best time to perform the cutover. The Brevard County IT Department shall provide Letters of Authorization for the porting process.

A detailed inventory of equipment and telephone numbers for each location will be provided to the selected Contractor.

The Contractor for the Voice Communication System shall provide documentation for the new system. If the County deems the system is significantly different from the current system, then the County has the option to purchase additional training. Contractor shall provide a proposed cost for additional training.

DATA NETWORK REQUIREMENTS:

The purpose for this Request for Proposals (R.F.P.) is to solicit proposals from qualified Contractors to perform a complete Network Infrastructure upgrade for the Brevard County Board of County Commissioners (BoCC). BoCC is seeking proposals that include all elements of the design, build, install, provision and some aspects of the technical support for the wide area information network that connects all County offices.

Contractor proposals should include:

- A proposed data network for each site in **Attachment D**.
- Quotes for the purchase, test, installation, initial provisioning and maintenance of the DEMARC network equipment which are included in the proposed network design
- A specification and quote for the construction and/or lease of the layer one infrastructure (fiber, fixed wireless or alternative transport medium) that will interconnect county government sites
- A specification and quote for the operation and maintenance of the layer one infrastructure (fiber, fixed wireless or alternative transport medium)

A specification and quote for the emergency maintenance, repair or replacement of the network equipment. This can be included in the maintenance section of the equipment proposal. Proposals from a single Contractor or from multiple Contractors working as a team will be considered. The preference of BoCC is to award a single contract and to have a Contractor solution provide a single point of contact for management of DEMARC Equipment and Network Infrastructure upgrade. The preferred Contractor(s) will have qualified network security staff assigned to this project and have experience (within the last 2 years) performing network design and implementation for businesses and/or local government agencies of similar size or larger to Brevard County.

The Brevard County Library Services Department currently has an isolated network from the County. This

is primarily due to ERATE funding and the period of performance will be from July 1 to June 30th annually. This is for data networks only and does not include voice services. See **Attachment E**.

INSTALLATION AND TESTING SCHEDULE:

The Contractor(s) must provide a detailed installation schedule which includes all sites on the attachment (A, D, E) that pertains to their proposal option in their proposal package.

For other than County-owned and -maintained equipment, the system/network shall be monitored 24 hours a day, seven days a week. Availability of support shall be 24 hours a day, seven days a week through Help Desk infrastructure and online support. The Contractor shall provide a Help Desk phone number that is available 24/7 for said support and it will be an Enterprise support help desk group.

If these support requirements are not met, a monetary reimbursement shall be issued by said Contractor for each hour past the agreed time that a site's network is down. This shall appear on the next month's invoice from said Contractor.

The proposed solution shall offer disaster recovery options in case of host system destruction due to a catastrophic event. This solution shall be detailed and included in the proposal.

Network – Voice and Data

The intent of this R.F.P. is to provide reliable and efficient voice communications and data network to Brevard County. It is incumbent upon the Contractor to be fully responsible for the quality of voice communications.

Handsets:

The Brevard County IT Department has tested several handsets for functionality and features and found the Polycom handsets to be the best value for our requirements. Specifically, the Polycom VVX 101, 300, 411 and 500s are currently used. The Polycom Soundstation IP 6000 is used in conference rooms.

If the Contractor proposes a voice communication system whereby handsets other than the Polycom products are used, the Contractor shall provide pricing for the selected handsets in their proposal. There shall be an option to purchase additional individual handsets for the entire contract period at the awarded price of each handset. The selected Contractor shall coordinate the delivery of handsets with the Brevard County IT Department based on the installation schedule.

If a situation arises wherein more handsets are required than defined in this R.F.P., Brevard County will purchase the handsets or services on an individual basis based upon the awarded price.

All end user equipment shall have a warranty of at least one year from date of purchase that provides for the full replacement of the device at no charge to the County to include any shipping charges. The failed unit may be returned to the Contractor at the expense of the Contractor.

TECHNICAL SUPPORT/MACD/BILLING

A dedicated representative who is the Single Point of Contact shall be provided by the Contractor for the duration of this contract. This person shall have the ability to provide support for MACD requests, billing and technical support escalation requests.

Technical Support:

For other than County owned and maintained equipment, the system shall be monitored 24 hours a day, seven days a week. Availability of support shall be 24 hours a day, seven days a week through Help Desk infrastructure and online support. The Contractor shall provide a Help Desk phone number that is available 24/7 for said support that is an Enterprise support group. This will include a dedicated technical support

group who has knowledge of our system and Master Services Agreement (M.S.A.). Contractor shall provide a description of their online support in their response.

In the event a site is down, due to loss of data and/or voice, immediate action by the Contractor to resolve the issue is required. If not resolved within 4 hours, a detailed course of action shall be provided to the Brevard County IT Department immediately. The Support Desk and/or technician shall provide updates every 2 hours after the initial 4 hours, to the Brevard County IT Department support personnel.

On-site technical support shall be provided by Local technicians who have knowledge of the Contractor's system(s) and the M.S.A. These technicians can be contracted by the Contractor, but must have the experience and knowledge of the software and programming of Contractor's system. Non-contracted dedicated employees are preferred.

MACD:

Requests for Moves, Adds, Changes or Disconnects shall be completed within 2 weeks of the request being received by the Contractor. The requests shall be sent to the Contractor via an online application or emailed to a single point of contact.

New County installations not included in this proposal would be an acceptable reason for an extended delivery time, however the Contractor shall work with the Brevard County IT Department to come to an acceptable delivery date.

The County desires to have an online portal for management and administration of the telephone system. The County desires to make requests for moves, adds, changes, and disconnects on this portal. This portal should also provide an area to report system outages or problems with real-time monitoring of the activities occurring to resolve the issue.

The County desires an online portal for billing that includes detailed charges for each site and the ability to pay online. It is also desired to group sites together as they relate to County departments, such as Parks and Recreation.

Attachment A, or the Voice Network Location List, provides a list of locations for which Brevard County is responsible for providing voice network.

Attachment B, provides a detail of multi-tenant/multi building locations.

Attachment C, provides a list of Features and Functions required for the phone system.

Attachment D or the Data network location list, provides a list of locations and network bandwidth for which Brevard county is responsible for providing Data network.

Attachment E, or the Library Network location list, provides a list of locations and network bandwidth for which Brevard County is responsible for providing the Library Data/Internet network.

Attachment F, NENA ESQK Guidelines for VoIP to E9-1-1 Connectivity.

Attachment G, Parks & Recreation Campground WiFi for Guests

All equipment shall have Contractor provided U.P.S. power and shall be capable of maintaining communications for two (2) hours after a complete power outage.

Proposal Options:

Contractors may provide proposals for any/or all of the following:

- Voice Services
- Voice Services bundled with Data Network
- Data Network
- Library Data Network solutions
- Library Internet
- A la Carte Data Network solutions
- Parks & Rec Campground WiFi for Guests

The intent of this R.F.P. is to generate a wide variety of proposals for solutions and to award based upon the criteria listed. Solutions to be considered may include, but are not limited to, hosted voice, managed on-premise, County-owned, County-leased, or County-owned and managed. All solutions, or combinations thereof, which meet the requirements, shall be considered. All taxes and fees associated with telephone services and network services should be estimated in the proposal with consideration that Brevard County is tax exempt for some of these taxes and fees. Brevard County tax exempt documentation can be provided upon request.

VOICE AND DATA NETWORK SERVICES

P7-21-11

ACKNOWLEDGEMENT FORM

ACH PAYMENTS

Does your company accept ACH Payment Method? _____ Yes / _____ No

PROMPT PAYMENT DISCOUNT

Brevard County shall remit payment in accordance with the Florida Prompt Payment Act, Florida Statutes section 218.70. Contractors may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Contractor offers a discount, it is understood that the discount time will be from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last.

* If Prompt Payment Discount is offered, please state discount and terms:

ADDENDUM ACKNOWLEDGMENT

Contractor acknowledges receipt of amendments by indicating amendment number and its date of issue.

Add. No. _____ Dated _____ // Add. No. _____ Dated _____

Add. No. _____ Dated _____ // Add. No. _____ Dated _____

I hereby acknowledge that I have read, understand, and agree to all terms, conditions, insurance, scope of work, specifications and pricing for P7-21-11/Voice and Data Network Services.

CONTRACTOR NAME _____

ADDRESS _____

AUTHORIZED SIGNATURE _____

PRINTED SIGNATURE _____ DATE _____

TELEPHONE # _____ FAX # _____

EMAIL _____

VOICE AND DATA NETWORK SERVICES
P7-21-11
EVALUATION AND SELECTION PROCESS

Evaluation of proposals will be conducted by an evaluation committee comprised of qualified County staff. The committee will evaluate, score and rank all responsive proposals based upon the information and references contained in the proposals submitted. Once each member of the Selection Committee has rated each proposal and completed a rating sheet, a composite is developed which indicates the Committee's collective ranking of the highest rated proposal in a descending order. Based on the response to this RFP, the Selection Committee will select and/or recommend to the BOCC Contractors qualified to provide to the County the services required under this RFP.

The following criteria will be used for evaluating Proposals for Brevard County and will be based on certain objective and subjective considerations as listed below:

1. Overall Pricing (35 Possible Points)

Brevard County is soliciting for the best value, but spending reductions are our primary motivator to issue this R.F.P. If proposals are submitted for Handsets alone, cost will be the only evaluation criteria. For all proposals, other than handsets alone, Contractors shall provide a six-year total cost of operation, with a yearly breakdown of all costs including maintenance.

2. Quality of Similar Work and Contractor Personnel (20 Possible Points)

Resumes for personnel actually performing the work are required. Relevant work experience and training will be evaluated based upon the system proposed.

Past performance on contracts will be evaluated. The Contractor must list a minimum of three (3) a maximum of five (5) separate and verifiable clients with current contact information. Clients listed must be for completed work most closely related to this solicitation for services. Emphasis should be placed on projects completed within the last 5 years. The County reserves the right to check other references from clients beyond those submitted. Confidential clients shall not be included.

Information on each client shall include the following (One page per project, maximum or utilize attached reference form):

Project Title

Client Name and Address, Contact and Phone Number, Fax, Email Location of Project and Brief Description of Project

3. Service Locations (25 Possible Points)

All Contractors submitting proposals for the Voice Services are required to complete Attachments A and C.

All Contractors submitting proposals for the Data Network(s) are required to complete Attachment D.

All Contractors submitting proposals for the Library Network(s) are required to complete Attachment E.

This list details the ability of Contractor to provide services at all of our required locations. The Contractor is evaluated based upon this ability.

4. Robustness of Design/Manageability (20 Possible Points)

For robustness of design, Contractor shall submit a system design and summary describing methods of failover, redundancy, disaster recovery solutions, and differentiators that increase the robustness of the system. Also included in this criterion is manageability. Contractor shall provide general user interface screenshots and descriptions indicating intuitiveness of system management.

TOTAL SCORE (100 possible points)

Award of this contract will be based on the selection criteria stated above.

The following people have been selected to serve on the selection committee:

- Director of Planning and Development
- Director of SCGTV
- Director of Utility Services
- Information Technology Senior Network Administrator
- Information Technology Telephone Services Administrator

VOICE AND DATA NETWORK SERVICES
P7-21-11

PROPOSAL FORMAT *The department shall define the requested format in as much detail as is practicable. Department may contact Purchasing for other examples, if required.*

PROPOSAL FORMAT

Interested Contractors who would like to be considered for this project should submit a Proposal accompanied by pertinent information relating to the company's experience, qualifications, personnel, availability, and capability to provide and perform all of the professional services necessary to complete this project in an effective and timely manner. The Contractor's Proposal shall include:

Tab 1. Letter of Introduction and Executive Summary: Containing a summary of Contractor's ability to perform the services described in the RFP and confirms that Contractor is willing to perform these services and enter into a contract with the County. This letter must provide the names, title, phone, fax and email address for the person authorized to provide technical clarification regarding the proposal. This letter must be signed by an officer authorized to contractually obligate the submitting Contractor.

Tab 2. Table of Contents

The table of contents should outline in sequential order the major areas of the proposal.

Tab 3. Organization Profile and Subcontractors who may be used to execute this contract

1. Project Manager-Name background, education, and experience of the Contractor's Project Manager for all the services to be provided. The person will be the point of contact person for all technical services performed by the Contractor for Merritt Island Redevelopment Agency
2. Organization profile and proposed project team, background, education and experience relative to this RFP. If Contractor is utilizing a subcontractor (out-sourcing) any item and/or service, they MUST indicate in this section. Awarded Contractor is responsible for all aspects of subcontracted work including finished item's quality, cleaning, delivery, etc. meeting the required specifications as outlined in the proposal.
3. Organizational Chart-Graphical illustration of the service delivery structure.

Tab 4. Contractor Support and Quality of Similar Work

- a. General Information to include:
 - Name of Business, Mailing Address/Phone Number
 - Names of persons to be contacted for information or services if different from name of person in charge
 - Business hours of business
 - Give the date business was organized and/or incorporated, and where.
 - Indicate whether the business is a parent or subsidiary in a group of Contractors/agencies.
 - State if the business is licensed, permitted and/or certificated to do business in the State of Florida and attach copies of all such licenses issued to the business entity.
- b. Contractor shall complete and submit with their proposal the Manufacturer Warranty Information. The Contractor may provide any additional support information (i.e. company history, etc.). The Contractor shall provide verification that the Manufacturers must provide a lifetime warranty against defects in materials and Copies of warranty information should be included in this section.

References: Contractor shall submit as a part of the proposal package, a minimum of three (3) a maximum of five (5) business references with name of the business, address, contact person, telephone number, fax number and email address that have utilized the services being proposed to the County. ***Note: A contact person shall be someone who has personal knowledge of the Contractor's performance for the specific requirement listed. Contact person must have been informed that they are being used as a reference and that the County may be calling them. DO NOT list persons

who will be unable to answer specific questions regarding the requirements.

Tab 5. Robustness of Design/Manageability

For robustness of design, Contractor shall submit a system design and summary describing methods of failover, redundancy, disaster recovery solutions, and differentiators that increase the robustness of the system. Also included in this criterion is manageability. Contractor shall provide general user interface screenshots and descriptions indicating intuitiveness of system management.

Tab 6. Service Locations

Contractor shall complete and submit Attachment A, C, D, and E forms.

Tab 5. Pricing Structure

Brevard County is soliciting for the best value, but spending reductions are our primary motivator to issue this R.F.P. If proposals are submitted for Handsets alone, cost will be the only evaluation criteria. For all proposals, other than handsets alone, Contractors shall provide a six-year total cost of operation, with a yearly breakdown of all costs including maintenance.

Tab 6. Required Proposal Forms:

- Signed/Notarized Request for Proposal
- Drug Free Workplace Form
- Reference Form
- Acknowledgement Form
- Contractor Affidavit Regarding Scrutinized Company List

BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS
INDEMNIFICATION AND INSURANCE REQUIREMENTS
VOICE AND DATA NETWORK SERVICES
P7-21-11

INDEMNIFICATION

The County shall be held harmless against any and all claims for bodily injury, sickness, disease, death, personal injury, damage to property or loss of use of any property or assets resulting therefrom, arising out of or resulting from the performance of the products or from the services for which the County is contracting hereunder, provided such is caused in whole or in part by any negligent act or omission of the Contractor, or any subcontractor or any of their agents or employees, or arises from a job-related injury.

The Contractor agrees to indemnify the County and pay the cost of the County's legal defenses, including fees of attorneys as may be selected by the County, for all claims described in the hold harmless clause herein. Such payment on behalf of the County shall be in addition to any and all other legal remedies available to the County and shall not be considered to be the County's exclusive remedy.

It is agreed by the parties hereto that specific consideration has been received by the Contractor under this Contract for this hold harmless/indemnification provision.

INSURANCE REQUIREMENTS

The Contractor providing services under this Contract will be required to procure and maintain, at their own expense and without cost to the County, until final acceptance by the County of all products or services covered by the purchase order or contract, the following types of insurance. The policy limits required are to be considered minimum amounts:

General Liability Insurance policy with a \$1,000,000 combined single limit for each occurrence to include the following coverage: Operations, Products and Completed Operations, Personal Injury, Contractual Liability covering this contract, "X-C-U" hazards, and Errors & Omissions.

Auto Liability Insurance which includes coverage for all owned, non-owned and rented vehicles with a \$1,000,000 combined single limit for each occurrence.

Workers' Compensation and Employers Liability Insurance Workers Compensation insurance providing statutory benefits as required in the State of Florida. The Contractor shall require any subcontractor to provide evidence of this coverage. Additionally, if the contract requires working on or around a navigable waterway, the Contractor and all subcontractors shall provide evidence of United States Longshoremen's and Harbor Workers (USL&H) coverage and contingent coverage of Jones Act (Marine Employers Liability) in compliance with Federal statutes or proof of exemption. The Contractor shall be responsible for compliance with these requirements by each subcontractor or supplier when applicable.

In the event that the contract involves professional or consulting services, in addition to the aforementioned insurance requirements, the Contractor shall also be protected by a Professional Liability Insurance Policy in the amount of \$1,000,000 per claim.

In the event the contract involves services related to construction projects, the Contractor shall also procure and maintain a Builders Risk Insurance Policy or Installation Floater with loss limits equal to the value of the construction project.

In addition to the above, Specialty Insurance policies covering specific risks of loss (including but not limited to, for example; Longshore coverage, Crane and Rigging, Inland Marine, etc.) may be required by Brevard County Insurance and Risk Management. Any additional specialty insurance coverage requirement will be dictated by the specific goods, products or services provided under the subject contract and insurance underwriting standards, practices, procedures or products available in the commercial insurance market at the time of the contract inception. The Contractor is required to procure and maintain all such specialty coverage in accordance with prudent business practices within the Contractors industry.

The Contractor shall have five (5) days to provide certificates of insurance to the County demonstrating that the aforementioned insurance requirements have been met prior to the commencement of work under this contract. **The certificate(s) of insurance (COI) shall indicate that the policies have been endorsed to cover the County as an additional insured (a waiver of subrogation in lieu of additional insured status on the workers compensation policy is acceptable)** and that these policies may not be canceled or modified without thirty (30) days prior written notice to the County.

The insurance coverage enumerated above constitutes the minimum requirements and shall in no way lessen or limit the liability of the Contractor under the terms of the contract. Subcontractor's insurance shall be the responsibility of the Contractor.

VOICE AND DATA NETWORK SERVICES

P7-21-11

REFERENCE FORM

REFERENCES – PROJECTS

List customers for the services specified in the solicitation in the spaces provided below giving the company name, contact person, address, telephone number, and date services were performed, as described.

Note: A contact person shall be someone who has personal knowledge of the Contractor's performance for the specific requirement listed. Contact person must have been informed that they are being used as a reference and that the County may be calling them. Do NOT list persons who will be unable to answer specific questions regarding the requirements.

Ref #1. Customer/Client: _____
Date of Services: _____
Description of Services: _____
Street Address: _____
City, State, ZIP Code: _____
Telephone #: _____ Fax #: _____
Contact Person: _____ Email: _____

Ref #2. Customer/Client: _____
Date of Services: _____
Description of Services: _____
Street Address: _____
City, State, ZIP Code: _____
Telephone #: _____ Fax #: _____
Contact Person: _____ Email: _____

Ref #3. Customer/Client: _____
Date of Services: _____
Description of Services: _____
Street Address: _____
City, State, ZIP Code: _____
Telephone #: _____ Fax #: _____
Contact Person: _____ Email: _____

Ref #4. Customer/Client: _____
Date of Services: _____
Description of Services: _____
Street Address: _____
City, State, ZIP Code: _____
Telephone #: _____ Fax #: _____
Contact Person: _____ Email: _____

Ref #5. Customer/Client: _____
Date of Services: _____
Description of Services: _____
Street Address: _____
City, State, ZIP Code: _____
Telephone #: _____ Fax #: _____
Contact Person: _____ Email: _____

CONTRACTOR NAME _____

ADDRESS _____

PRINTED SIGNATURE _____

AUTHORIZED SIGNATURE _____

TELEPHONE # _____ FAX# _____ DATE _____

EMAIL _____

CONTRACTOR AFFIDAVIT REGARDING SCRUTINIZED COMPANY LIST

Awarded Contractor shall certify that it and its subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Contract is for more than \$1,000,000 the Contractor further certifies that it and its subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S.

For Contracts of any amount, if the County determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the County shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the County's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the County may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts \$1,000,000 and greater, if the County determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the County shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the County's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the County may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met.

STATE OF FLORIDA

COUNTY OF _____

BEFORE ME, the undersigned authority, personally appeared

_____, who, being by me first duly sworn, made the following statement:

1. The Business address of _____(name of contractor) is .
2. My relationship to _____(name of contractor) is (relationship such as sole proprietor, partner, president, vice president).
3. I understand that "Boycott of Israel" has the same meaning as defined in §215.4725, Florida Statutes, and means refusing to deal, terminating business activities, or taking other actions to limit commercial relations with Israel, or persons or entities doing business in Israel or in Israeli-controlled territories, in a discriminatory manner. A statement by a company that it is participating in a boycott of Israel, or that it has initiated a boycott in response to a request for a boycott of Israel or in compliance with, or in furtherance of, calls for a boycott of Israel, may be considered by the State Board of Administration to be evidence

that a company is participating in a boycott of Israel. The term does not include restrictive trade practices or boycotts fostered or imposed by foreign countries against Israel.

4. I understand that "business operations" means, for purposes specifically related to Cuba or Syria, engaging in commerce in any form in Cuba or Syria, including, but not limited to, acquiring, developing, maintaining, owning, selling, possessing, leasing, or operating equipment, facilities, personnel, products, services, personal property, real property, military equipment, or any other apparatus of business or commerce.
5. _____ (name of contractor) is not on the Scrutinized Companies that Boycott Israel List, created pursuant to s. 215.4725, Florida Statutes, or is engaged in a boycott of Israel.
6. _____ (name of contractor) is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473, Florida Statutes.
7. _____ (name of contractor) is not engaged in business operations in Cuba or Syria.

Signature

Sworn to and subscribed before me in the state and county first mentioned above on the _____ day of _____, 20____.

Notary Public

My commission expires:



VOICE AND DATA NETWORK SERVICES
P7-21-11
CONFIRMATION OF DRUG-FREE WORKPLACE FORM

In accordance with Section 287.087, Florida Statutes, "whenever two or more bids are equal with respect to price, quality, and service which are received by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. In order to have a drug-free workplace program, a business shall:

- (1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- (2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- (3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- (4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than 5 days after such conviction.
- (5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
- (6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section."

As the person authorized to sign the statement, I certify that this firm complies with the above requirements and the Florida Statutes Section 287.087. This form is in conjunction with Brevard County's General Conditions, Item 27, Drug-Free Workplace.

Business Name

Bid Number and Name

Authorized Representative's Signature

Date

Name

Position

VOICE AND DATA NETWORK SERVICES

P7-21-11

CONTRACTOR'S CHECKLIST

The items indicated are required for submission with your proposal. Failure to submit any items indicated as required may result in rejection of the proposal. Offers to provide required items after the date and time designated for the receipt of proposals will not be considered.

☐ **One (1) original and five hard copies of proposal, CD/DVD Copy**

☐ **Required Format**

- **Letter of Introduction:**
- **Table of Contents:** Organized in the order cited in the format contained herein
- **Organization Profile and subcontractors:** History and background of Contractor, financial strength and stability, with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc.
- **Contractor Support and Quality of Similar Work:**
- **Robustness of Design/ Manageability:**
- **Service Locations:** Contractor shall complete and submit Attachment A, C, D, and E forms.
- **Pricing Structure:**
- **Required Forms:** Signed and notarized Contractor acknowledgement, Insurance Indemnification Form, Reference Form, Contractor Affidavit Regarding Scrutinized Company List, Drug Free Workplace Form

VOICE AND DATA SERVICES
P7-21-11
FORM OF PERFORMANCE BOND

BY THIS BOND, We _____, as Principal and _____ a corporation as Surety, are bound to Brevard County Board of County Commissioners, Brevard County, Florida, herein called "Owner," in the sum of _____ Dollars and no cents (\$_____), for payment of which we bind ourselves, our heirs, personal representatives, successors, and assigned, jointly and severally.

THE CONDITIONS OF THIS BOND are that if Principal:

1. Performs promptly, completely and faithfully the contract dated _____, 20____, between Principal and Owner for supply and implementation of the _____, the contract being attached hereto and made a part of this bond by reference, in such time and without delay, and in the manner prescribed in the contract including the delivery, execution and performance of any warranty work required by the contract; and
2. Pays Owner all losses, damages, expenses, costs, and attorney's fees, including appellate proceedings, that Owner sustains because of a default by Principal under the contract; and
3. Performs the guarantee of all work and materials furnished under the contract for the time specified in the contract, then this bond is void; otherwise it remains in full force.

Any changes in or under the contract documents and compliance or noncompliance with any formalities connected with the contract or the changes does not affect Surety's obligation under this bond.

Signed and sealed this _____ day of _____, 20____.

PRINCIPAL

Company: _____

Print Name: _____

Title: _____

(Corporate Seal of PRINCIPAL below)

SURETY

Company: _____

Print Name: _____

Title: _____

(Corporate Seal of SURETY below)

VOICE AND DATA NETWORK SERVICES

P7-21-11

STATEMENT OF NO PROPOSAL

NOTE: If you do not intend to bid on this requirement, please return this form to:

Brevard County Purchasing Services
2725 Judge Fran Jamieson Way, Bldg C Suite 303
Viera, FL 32940

We the undersigned have declined to bid on your Proposal No. P-7-21-11 for the following reasons:

_____ Specifications too "tight," i.e., geared toward one brand or manufacturer only (explain below).

_____ Insufficient time to respond to the Request for Proposal (RFP).

_____ We do not offer this product or equivalent.

_____ Our product schedule would not permit us to perform.

_____ Specifications unclear (explain below).

_____ Remove our company from bid list.

_____ Other (specify below).

Remarks: _____

PLEASE PRINT

COMPANY NAME _____

COMPANY ADDRESS _____

TELEPHONE NUMBER _____

PRINTED SIGNATURE _____

AUTHORIZED SIGNATURE _____

NOTE: Failure to submit either a Proposal or a Statement of No Proposal may be cause for removal from the Brevard County Purchasing Services Contractor database.

Attachment C

Voice Functions and Features

Voice Requirements: (Check box if system fulfills requirements. Provide comments as necessary.)

- ☐ **Hosted Voice phone service to support:**
 - ☐ Desk Phones
 - ☐ Paging over a loudspeaker(s)
 - ☐ Loud Ringers
 - ☐ Digital to Analog conversion to support analog lines such as cordless phones and analog recording equipment but not limited to those mentioned.
- ☐ **POTS (Plain Old Telephone Service) or analog equivalent to support:**
 - ☐ Fax Machines
 - ☐ Security Alarms
 - ☐ Fire Alarms
- ☐ Dial tone - the sound _____
- ☐ Ring tone - the sound _____
- ☐ Long distance calling _____
- ☐ Ability to restrict long distance or international calls _____
- ☐ Long distance faxing _____
- ☐ Call forward to internal and external numbers _____
- ☐ Call transfer to internal and external numbers _____
- ☐ Intercom _____
- ☐ Redial _____
- ☐ Conference calls (up to 6) _____
- ☐ Speakerphone (hands free) _____
- ☐ Call pick up – to pick up another ringing line _____
Using a pickup button on the phone or dialing an access or feature code
- ☐ Five digit dial countywide _____
- ☐ Able to see ringing lines on phone / view other lines _____
- ☐ Able to set up autodial buttons _____

- ☐ **Directory/Log feature on phone** _____
- ☐ **Volume and ring tone control** _____
- ☐ **Mute** _____
- ☐ **Hold** _____
- ☐ **Meets ADA requirements for hearing impaired/ Fully compatible with existing hearing-impaired end user equipment** _____

Voice mail

- ☐ **Messages retrievable by handset** _____
- ☐ **Messages retrievable from outside the office** _____
- ☐ **Visual indicator of messages** _____

Auto attendants

- ☐ **Generate recordings** _____
- ☐ **Transfer to telephone extensions** _____
- ☐ **Time of day/day of week service so after-hours message is dynamic** _____
- ☐ **Forward to an answering service after hours** _____
- ☐ **Forward to a voicemail box** _____
- ☐ **Multi-level menus for automated call processing and connection**
- ☐ **Dial by Extension and Dial by name capabilities**
- ☐ **Management Tool to build applications**

Call Center Requirements

- ☐ Agents log in and out of a queue _____
- ☐ Distribution is based on longest idle agent _____
- ☐ Visual display of calls holding in queue _____
- ☐ Message played while calls are held in queue _____
- ☐ Reporting _____

Call Accounting System

- ☐ Call record reports by individual departments _____
- ☐ Call Detailed reports _____
- ☐ Call Summary reports _____
- ☐ Battery backups for POE switches, routers, firewalls, and servers supporting voice communication system _____
- ☐ Portal that provides Real-time monitoring of vendor-provided equipment _____
- ☐ Portal that provides ability to make minor changes: i.e. Add hunt groups; change time of day in auto attendant; change business hours; changes to telephone's programming

Reporting Requirements – Management Level

Real Time for Call Centers

- ☐ Waiting Time of Oldest Call _____
- ☐ # of queue calls _____
- ☐ # of calls waiting _____
- ☐ # of Agents Logged In _____
- ☐ # of Agents Logged Out _____
- ☐ # of Agents idle _____
- ☐ # of Agents busy _____

Statistical Data

- ☐ **# of Answered Calls** _____
- ☐ **# of Abandoned Calls** _____
- ☐ **# of Incoming Calls** _____
- ☐ **Average duration of Calls** _____
- ☐ **Time Logged In** _____
- ☐ **Time Logged Out** _____
- ☐ **Average Wait Time Until Answered** _____

- ☐ **Conference Bridge** _____
Ability to create multi-party conferences. Multiple Conference Bridge ID's can be pre-defined.
Conferences can be secured with a pin.

- ☐ **Custom Announce On Hold (Enhanced Hold)** _____
On hold feature that provides the capability to pre-record custom call queuing announcements
that can be played to callers while they are waiting in queue to be answered by an operator.

	ATTACHEMENT E
	Verify Service Availability at Each Location by Check
	<u>Facility Name</u>
☐	Library Services / Central Library
	The following must circuit must be one vendor
☐	Library Services / Central Library
☐	Library Services/ Eau Gallie Public Library
☐	Library Services/ Franklin T. DeGroodt
☐	Library Services/ Melbourne Public Library
☐	Library Services/ Palm Bay Public Library
☐	Library Services/ Cape Canaveral Library
☐	Library Services/ Dr.Martin Luther King Jr
☐	Library Services/ Melbourne Beach Library
☐	Library Services/ Merritt Island Library
☐	Library Services Mims Scottsmore Library
☐	Library Services/ Titusville Public Library
☐	Library Services/ Port St. John Library
☐	Library Services/ Satellite Beach Library
☐	Library Services/ Suntree Viera Library
☐	Library Services/ West Melbourne Library
☐	Library Services/South Mainland Micco
	Library Services/ Cocoa Beach
Notes:	* Support for Jumbo frames & Burstable

ATTACHMENT E	ATTACHMENT E	ATTACHMENT E
ing the Box Associated with That Location		
<u>Address</u>	<u>City</u>	<u>TYPE OF DATA SERVICE</u>
308 Forrest Avenue	Cocoa	Internet
308 Forrest Avenue	Cocoa	Metro-E to Cocoa *
1521 Pineapple Ave.	Melbourne	Metro-E to Cocoa *
6475 Minton Rd., SE	Palm Bay	Metro-E to Cocoa *
540 Fee Ave.	Melbourne	Metro-E to Cocoa *
1520 Port Malabar Rd, NE	Palm Bay	Metro-E to Cocoa *
201 Polk Ave	Cape Canaveral	Metro-E to Cocoa *
955 E. University Blvd	Melbourne	Metro-E to Cocoa *
324 Ocean Ave	Melbourne Beach	Metro-E to Cocoa *
1195 N Courtenay Pkwy.	Merritt Island	Metro-E to Cocoa *
3615 Lionel Road	Mims	Metro-E to Cocoa *
2121 S Hopkins Ave.	Titusville	Metro-E to Cocoa *
6500 Carole Ave.	Port St. John	Metro-E to Cocoa *
751 Jamaica Dr.	Satellite Beach	Metro-E to Cocoa *
902 Jordan Blass Blvd.	Melbourne	Metro-E to Cocoa *
2755 Wingate Blvd.	West Melbourne	Metro-E to Cocoa *
7921 Ron Beatty Rd.	Micco	Metro-E to Cocoa *
550 North Brevard Avenue	Cocoa Beach	Metro-E to Cocoa *

[illegible]

NENA

ESQK Guidelines for VoIP to E9-1-1 Connectivity

Technical Information Document (TID)



ESQK Guidelines for VoIP to E9-1-1 Connectivity
NENA 03-507, Version 1, March 9, 2009

Prepared by:

National Emergency Number Association (NENA) Network Technical Committee ESQK Working Group

Published by NENA

Printed in USA



NENA
TECHNICAL INFORMATION DOCUMENT

NOTICE

The National Emergency Number Association (NENA) publishes this document as an information source for the designers and manufacturers of systems to be utilized for the purpose of processing emergency calls. It is not intended to provide complete design specifications or parameters or to assure the quality of performance for systems that process emergency calls.

NENA reserves the right to revise this TID for any reason including, but not limited to:

- conformity with criteria or standards promulgated by various agencies
- utilization of advances in the state of the technical arts
- or to reflect changes in the design of network interface or services described herein.

It is possible that certain advances in technology will precede these revisions. Therefore, this TID should not be the only source of information used. NENA recommends that members contact their Telecommunications Carrier representative to ensure compatibility with the 9-1-1 network.

Patents may cover the specifications, techniques, or network interface/system characteristics disclosed herein. No license expressed or implied is hereby granted. This document shall not be construed as a suggestion to any manufacturer to modify or change any of its products, nor does this document represent any commitment by NENA or any affiliate thereof to purchase any product whether or not it provides the described characteristics.

This document has been prepared solely for the use of E9-1-1 Service System Providers, network interface and system vendors, participating telephone companies, etc.

By using this document, the user agrees that NENA will have no liability for any consequential, incidental, special, or punitive damages arising from use of the document.

NENA's Technical Committee has developed this document. Recommendations for change to this document may be submitted to:

National Emergency Number Association
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203-1695
800-332-3911
or: techdoccomments@nena.org

Acknowledgments:

The National Emergency Number Association (NENA) Network Technical Committee developed this document.

NENA recognizes the following industry experts and their companies for their contributions in development of this document.

Version 1, March 9, 2009

Members	Company
Anand Akundi – NTC Chair	Telcordia Technologies
Tom Breen – NENA TC Chair	AT&T
John Garner – NTC Vice-Chair	AT&T
Anna Hastings – WG Leader	AT&T
Tom Hinkelman – Technical Editor	AT&T
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Selena MacArthur	Time Warner Cable
Susan Seet	Texas Commission on State Emergency Com
Terry Reese	Telcordia Technologies

This committee would also thank Roger Hixson (NENA Technical Issues Director) and Rick Jones (NENA Operational Issues Director) for their support and assistance.

TABLE OF CONTENTS

1	EXECUTIVE OVERVIEW	6
1.1	PURPOSE AND SCOPE OF DOCUMENT	6
2	INTRODUCTION.....	7
2.1	OPERATIONAL IMPACTS SUMMARY	7
2.2	SECURITY IMPACTS SUMMARY	7
2.3	DOCUMENT TERMINOLOGY	7
2.4	REASON FOR ISSUE/REISSUE	7
2.5	RECOMMENDATION FOR ADDITIONAL DEVELOPMENT WORK	7
2.6	DATE COMPLIANCE.....	7
2.7	ANTICIPATED TIMELINE.....	8
2.8	COSTS FACTORS.....	8
2.9	FUTURE PATH PLAN CRITERIA FOR TECHNICAL EVOLUTION	8
2.10	COST RECOVERY CONSIDERATIONS.....	8
2.11	ADDITIONAL IMPACTS (NON COST RELATED)	9
2.12	INTELLECTUAL PROPERTY RIGHTS POLICY	9
2.13	ACRONYMS/ABBREVIATIONS/DEFINITIONS.....	9
3	TECHNICAL DESCRIPTION.....	11
4	VOIP SOLUTIONS DEFINED	11
4.1	9-1-1 SOLUTION (i1)	11
4.1.1	Static/Fixed VoIP with Native Telephone Number	11
4.1.2	Nomadic – Native/Non-Native Telephone Numbers.....	11
4.2	INTERIM/MIGRATORY SOLUTION (i2)	12
4.2.1	Delivery of a Single 10-digit Number	13
4.2.2	Delivery of Two 10-digit Numbers	13
4.3	DEFINITION OF “PRE-i2”	13
4.3.1	Location Validation.....	13
4.3.2	Routing	13
4.3.3	ESGW Routing.....	14
4.3.4	ALI Steering.....	14
4.3.5	Single ESN vs. Multi ESN.....	14
4.4	i3 IP-BASED SOLUTION	15
5	ESN CONSIDERATIONS	15
5.1	PRE-i2 RECOMMENDED METHODS.....	15
5.2	PSAPs USING SELECTIVE TRANSFER	15
5.3	IMPLICATIONS IN CHOICE OF ESN ON ALI DISPLAY	16
5.4	IMPLICATIONS OF ALI STEERING PROTOCOL.....	16
6	ESQK ASSIGNMENT AND MANAGEMENT METHODS.....	16
6.1	SUMMARY OF OPTIONS	16
6.1.1	Option 1.....	16
6.1.2	Option 2.....	17
6.1.3	Option 3.....	18
6.2	RECOMMENDATION	19
7	ESQK CONSERVATION.....	19

7.1	AGGREGATION OF ESQK POOLS.....	20
7.2	VPC LEAVING BUSINESS	20
7.3	VPC MERGERS/ACQUISITIONS	20
7.4	ESZ MERGERS.....	20
7.5	POOL SIZE CHANGES IN ACCORDANCE WITH SUBSCRIBER SIZE.....	21
7.6	NPA SPLITS/NETWORK REARRANGEMENTS	21
8	ESQK EXHAUST	21
9	ROLES AND RESPONSIBILITIES.....	22
9.1	VPC OPERATOR.....	22
9.2	9-1-1 AUTHORITY	22
9.3	VSP	23
9.4	ESGW PROVIDER	23
9.5	9-1-1 SSP	23

1 Executive Overview

2 1.1 Purpose and Scope of Document

3 NENA formed an Ad Hoc Working Group to address and provide guidance on VoIP E9-1-1
4 deployment issues that need a national approach – specifically Emergency Services Query Key
5 (ESQK) assignment methods.
6

7 First and foremost, it is recognized as a preliminary matter that full compliance with the NENA
8 Interim Solution (i2) recommended standard may not be completely feasible **in initial deployments**,
9 due to dependency on establishing the core Interim Solution functions, such as Validation Databases
10 (VDBs) and Emergency Services Zone Routing Databases (ERDBs) and associated Root Servers
11 nationally. This should not delay initial VoIP E9-1-1 service or delay subsequent efforts and
12 commitments to reach full i2 compliance and wireline equivalent service levels within a reasonable
13 time as i2 capabilities become available. Second, it is also recognized that additional immediate
14 guidance is needed related to the assignment of ESQKs, which are central to the provision of E9-1-1
15 for VoIP services.
16

17 This document is a guide to orient VSPs, ESGW operators, and VPC operators on the use and
18 assignment of ESQKs for 9-1-1 Emergency Services Gateway (ESGW) to Selective Router (SR)
19 connectivity and call routing. It is not in the scope of this document to explain exact details of any
20 particular 9-1-1 SR, but to act as a way to understand the dynamics of the assignment and use of
21 these routing codes. As stated earlier, this document is secondary to any network disclosure or
22 other translation policy guides from any 9-1-1 System Service Provider. The reader of this
23 document is encouraged to contact the 9-1-1 System Service Provider for any detailed questions on
24 SR translations or policy details.
25

26 The Working Group seeks to give the reader the knowledge required to better understand and
27 implement service, using recommended methods that are applicable in the field today.
28

2 Introduction

2.1 Operational Impacts Summary

The working group has determined that no additional operational impacts would result due to the recommendations set forth in this TID. Current operational environments with respect to Phase I or Phase II wireless call delivery would have addressed any issues related to the delivery of a routing key or query key as the ANI of a 911 call. The recommendation submitted by the working group minimizes the operational impacts associated with the application of an Emergency Services Query Key (ESQK) for 911 call delivery from a VoIP end point.

2.2 Security Impacts Summary

No security risks have been identified.

2.3 Document Terminology

The terms “shall”, “must” and “required” are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are identified by the words “desirable” or “preferably”.

2.4 Reason for Issue/Reissue

This document is issued to serve as a NENA Technical Information Document to address the need for guidance on obtaining, assigning and using ESQKs in the implementation of VoIP E9-1-1 service under i2 and pre- i2 infrastructures.

NENA reserves the right to modify this document. Upon revision, the reason(s) will be provided in the table below.

Version	Date	Reason For Changes
Original	03/09/2009	

2.5 Recommendation for Additional Development Work

None identified.

2.6 Date Compliance

All systems that are associated with the 9-1-1 process shall be designed and engineered to ensure that no detrimental, or other noticeable impact of any kind, will occur as a result of a date/time change up to 30 years subsequent to the manufacture of the system. This shall include embedded application, computer based or any other type application.

To ensure true compliance, the manufacturer shall upon request, provide verifiable test results to an industry acceptable test plan such as Telcordia GR-2945 or equivalent.

2.7 Anticipated Timeline

Application of the recommendation in this TID would follow current business practices.

2.8 Costs Factors

The working group considered three alternatives with regard to the administration of Emergency Services Query Keys in the implementation of VoIP E9-1-1 service under i2 and pre- i2 infrastructures. The recommended approach minimizes costs for all impacted parties.

2.9 Future Path Plan Criteria for Technical Evolution

In present and future applications of all technologies used for 9-1-1 call and data delivery, it is a requirement to maintain the same level or improve on the reliability and service characteristics inherent in present 9-1-1 system design.

New methods or solutions for current and future service needs and options should meet the criteria below. This inherently requires knowledge of current 9-1-1 system design factors and concepts, in order to evaluate new proposed methods or solutions against the Path Plan criteria.

Criteria to meet the Definition/Requirement:

1. Reliability/dependability as governed by NENA's technical standards and other generally accepted base characteristics of E9-1-1 service
2. Service parity for all potential 9-1-1 callers
3. Least complicated system design that results in fewest components to achieve needs (simplicity, maintainable)
4. Maximum probabilities for call and data delivery with least cost approach
5. Documented procedures, practices, and processes to ensure adequate implementation and ongoing maintenance for 9-1-1 systems

This basic technical policy is a guideline to focus technical development work on maintaining fundamental characteristics of E9-1-1 service by anyone providing equipment, software, or services.

2.10 Cost Recovery Considerations

Normal business practices shall be assumed to be the cost recovery mechanism.

2.11 Additional Impacts (non cost related)

The information or requirements contained in this NENA document are not expected to have significant technical or operational impacts, based on the analysis of the authoring group.

2.12 Intellectual Property Rights Policy

NENA takes no position regarding the validity or scope of any Intellectual Property Rights or other rights that might be claimed to pertain to the implementation or use of the technology described in this document or the extent to which any license under such rights might or might not be available; nor does it represent that it has made any independent effort to identify any such rights.

NENA invites any interested party to bring to its attention any copyrights, patents or patent applications, or other proprietary rights that may cover technology that may be required to implement this standard.

Please address the information to:

National Emergency Number Association
4350 N Fairfax Dr, Suite 750
Arlington, VA 22203-1695
800-332-3911
or: techdoccomments@nena.org

2.13 Acronyms/Abbreviations/Definitions

See NENA 00-001 - NENA Master Glossary of 9-1-1 Terminology located on the NENA web site for a complete listing of terms used in NENA documents.

The following Acronyms are used in this document:		
Acronym	Description	** (N)ew (U)pdate
ALI	Automatic Location Identification	
ANI	Automatic Number Identification	
ATM	Asynchronous Transfer Mode	
ATIS	Alliance for Telecommunications Industry Solutions	
CAMA	Centralized Automatic Message Accounting	
CAS	Call path Associated Signaling	
CBN	Call Back Number	
CdPN	Called Party Number	
CGL	Calling Geodetic Location parameter	
CHGN	Charge Number parameter	
CpCAT	Calling party CATegory	

The following Acronyms are used in this document:		
CPE	Customer Premises Equipment	
CPN	Calling Party Number parameter	
E9-1-1	Enhanced 9-1-1	
ESN	Emergency Service Number	
ESP	Emergency Service Protocol	
ESRN	Emergency Service Routing Number	
ESQK	Emergency Service Query Key	
ESGW	Emergency Services Gateway	
FCC	Federal Communications Commission	
FG-D	Feature Group D	
GDP	Generic Digit Parameter	
IAM	Initial Address Message	
ISDN	Integrated Services Digital Network	
ISUP	ISDN User Part	
LEC	Local Exchange Carrier	
MF	Multi-Frequency	
MSC	Mobile Switching Center	
MTP	Message Transfer Part	
NCAS	Non-Callpath Associated Signaling	
NPA	Numbering Plan Area	
OLI	Originating Line Identification parameter	
PAM	PSAP to ALI Message specification	
PSAP	Public Safety Answering Point	
PSTN	Public Switched Telephone Network	
RNA	Routing Number Authority	
SIF	Signaling Information Field	
SIO	Service Information Octet	
SS7	Signaling System Number 7	
TIA	Telecommunications Industry Association	
TID	Technical Information Document	
VSP	VoIP Service Provider	

** Required entry of New or Update. Any change made to an existing Acronym, Abbreviation or Definition constitutes an Update.

3 Technical Description

This NENA TID provides a reference and guidelines for Public Safety Authorities, E9-1-1 SSPs, VPCs, and VSPs on the assignment of ESQKs. This document is subject to any network disclosure or configuration documents published by any company that provides interconnection to a SR.

4 VoIP Solutions Defined

NENA has defined three phases of VoIP deployment for E9-1-1: i1, i2, and i3.

4.1 9-1-1 Solution (i1)

The NENA i1 solution refers to immediately available technologies for VoIP 9-1-1 service.

4.1.1 Static/Fixed VoIP with Native Telephone Number

A solution that delivers E9-1-1 service for static/fixed VoIP users emulates a traditional wireline call. Static/fixed VoIP service refers to the inability to move the instrument while maintaining the same service characteristics. For those i1 solutions that emulate a traditional wireline call, the Callback Number (CBN) is transmitted from the i1 ESGW to the E9-1-1 SR via dedicated E9-1-1 trunks.

The CBN is the input to the selective routing process and is transmitted to the PSAP via traditional router-to-PSAP MF signaling schemes or Integrated Services Digital Network (ISDN) trunks or other signaling arrangements. The CBN is subsequently used by the PSAP to retrieve the Automatic Location Identification (ALI) information from the ALI database. Typically, there are NPA and porting restrictions that must be taken into consideration when using a CBN as the key to the ALI data. As with wireline, the ALI database is pre-provisioned at the time of VoIP service establishment with the subscriber's address. In i1 static solutions, the CBN travels from the ESGW to the PSAP in the call path. All of the ALI data is retrieved directly from the ALI database using the CBN as the query key. There is no ALI steering.

At this time, this solution is already supported by a number of service providers using existing landline trunk specifications.

This solution does not use ESQKs and is out of scope for this TID.

4.1.2 Nomadic – Native/Non-Native Telephone Numbers

Nomadic is a reference to a communication instrument that is constrained within an access network such that the location can be represented as a definitive civic address for that network attachment.

The end user may move the instrument from one network attachment to another but cannot maintain a session during that move. Non-Native Telephone Numbers refers to a telephone number that is not valid for the local exchange associated with the subscriber's location or location of the VoIP end point (e.g. different area code or international telephone number). Conversely, a Native TN is where the end user is assigned an NPA-NXX native to any of the local exchanges within the region covered by the customer's serving PSAP.

The i1 solutions for Nomadic – Native/Non-Native Telephone Numbers route 9-1-1 calls from a VSP to an appropriate 10-digit emergency number that serves the caller's area. Routing of the call is based on the caller's location. Examples of i1 solutions for these types of VoIP end points may use one of the following methodologies.

- **10 Digit Direct:** A subscriber record, including their address, are pre-provisioned and stored in a TN-to-PSAP 10 digit emergency number database using the subscriber's Telephone Number as the key. Once the pre-provisioning step has completed, an emergency call from the subscriber can be handled. The VoIP Service provider obtains routing instructions by querying the TN-to-PSAP database. The response to the query includes the designated local 10-digit emergency telephone number (TN) based on the caller's location. The VoIP Service Provider uses the returned TN to route the call through the public switched network. There is no Automatic Location Identification (ALI) record delivered with the call so no location information is available to the PSAP. If the agency has Caller Identification service and the caller's TN was provided with the network signaling, the PSAP may receive the subscriber's callback telephone number otherwise, no call back number will be available.
- **10 Digit Mediated:** This is the same method as above with the exception that the caller is routed to the VSP's or a third party's contracted call center and the call may be transferred to the appropriate PSAP 10 digit emergency number manually.

It should be noted that the primary objective is to deliver ANI and ALI with VoIP originated 9-1-1 calls. Because the above solutions do not incorporate ANI and ALI as well as other limitations (not detailed in this TID), these solutions are not recommended.

4.2 Interim/Migratory Solution (i2)

The NENA Interim Solution (i2) has been designed to accommodate emergency calls originated by static and nomadic VoIP customers, without modifications to the existing E9-1-1 infrastructure.

The i2 NENA Standard is predicated upon existing wireless "Wireline Compatibility Mode" concepts described in J-STD-036. In order to provide some or all of the service options described in this document, some components of the E9-1-1 infrastructure (selective routers and/or ALI database) may need to be equipped with Wireless E911 features.

This solution involves the use of ESQK resources.

4.2.1 Delivery of a Single 10-digit Number

In the NENA VoIP i2 Migratory Solution as defined in NENA 08-001 Issue 1, only the ESQK is sent to the SR. The other ALI data is delivered via a separate data link to the ALI database. The SR uses the ESQK to query the SRDB (which may be an ALI-SRDB) for PSAP routing information, then sends the ESQK on to the PSAP with the call. The PSAP uses the ESQK to query the ALI database for the ALI data. The ALI database will obtain the location information and call back number from the VoIP Positioning Center (VPC) and will transmit it back to the PSAP. The VPC assigns the ESQK from a pool designated for a specific PSAP ESZ on a per call basis.

4.2.2 Delivery of Two 10-digit Numbers

NENA TID 03-503 - SS7 Guidelines for Wireline and VoIP Emergency Services Gateway Interconnection to 9-1-1 Selective Routers, describes a method for passing both the ESQK and the Calling Party Number (CPN) in band with the call signalling to the SR. While NENA i2 Issue 1 does not include provisions for the delivery of the CPN to the SR, it is nevertheless a solution that needs to be considered based on its potential merits. The i2 Issue 2 Working Group is currently assessing the possibility of delivering 20 digits to the SR.

Many North American E9-1-1 Service Providers supporting Wireless Phase 1 and 2 have already upgraded the Selective Routers to allow for the delivery of two 10-digit numbers to the Selective Router. To extend this capability to VoIP, it will require the ESGW to support the delivery of those (i.e., the CPN plus the ESQK) to the SR.

4.3 Definition of “pre-i2”

Pre-i2 evolved as the VPCs and VSPs implemented the concepts of i2 in the absence of many of the required components described in the NENA i2 standard such as the LIS, the ERDB and the VDB. There is no pre-i2 “standard”. However, a description of a “pre-i2” VoIP solution would typically include the following functionality:

4.3.1 Location Validation

In the absence of a shared, accessible VDB, VPC vendors are using commercially available GIS Systems to geo-code the user provided civic address. If the user supplied address successfully geo-codes the address is considered valid. Some VPC operators are constructing proprietary VDB like databases by collecting MSAG data and using them for further address validation.

4.3.2 Routing

The standard i2 solution assumes the availability of MSAG based ERDBs for the purpose of determining proper call routing. In the absence of ubiquitous i2-compliant ERDB availability,

however, VPCs have resorted to the use of GIS-based routing. GIS based routing entails geo-coding a civic address to a LAT/LONG and using a point and polygon algorithm with a set of shape files. This requires the maintenance of shape files at either the landline ESN or PSAP level depending upon the requirements of the 911 governing authority. Even after the evolution of MSAG-based routing per the NENA i2 standard, some legacy use of shape files may remain as a fall back mechanism in default scenarios.

Note: When the pre-i2 routing functionality fails and default routing must be invoked, it will be performed in the same manner as default routing in an i2-compliant solution. Calls may be routed to a 10-digit PSTN number at a PSAP, or may be defaulted to a commercial call center contracted by a VSP or VPC for human intervention.

4.3.3 ESGW Routing

In both an i2 and pre-i2 solution, all VoIP 911 calls are routed through an ESGW to the selective router via a route identifier established by the ESGW Operator.

4.3.4 ALI Steering

Some VoIP deployments rely upon ESQK shell records to be displayed upon receipt of an ESQK. Under the circumstances, this may be the best possible solution due to a lack of ALI steering between the ALI database and VPC. In this document, solutions that only deliver ESQK shell records are not considered pre-i2 because they deliver neither location information, nor call back number.

4.3.5 Single ESN vs. Multi ESN

Although pre-i2 technology can accommodate multiple ESNs per PSAP, most pre-i2 deployments have relied upon a single VoIP ESN per PSAP. In an i2 compliant implementation, separate pools of ESQKs are assigned per ESN that are the same as or equivalent to the wire line ESNs in the 911 MSAG. This is to ensure selective routing, selective transfer functions and display of ELTs comparable to wire line E9-1-1 services.

In most instances, the 9-1-1 Authorities have chosen a single ESN for VoIP and have established a new VoIP only ESN with VoIP-specific ELTs. However, some 9-1-1 Authorities have used only a single, existing landline ESN for routing. In these cases, a Call-Taker needs to be aware that the ELT information may not be accurate.

4.4 i3 IP-based Solution

i3 refers to technologies in which IP-capable PSAPs will receive E9-1-1 VoIP calls via an IP network with E9-1-1 features, replacing the existing TDM infrastructure as we know it. NG9-1-1 is beyond the scope of this document.

5 ESN considerations

For VoIP, use of wireless ESNs are not appropriate. VoIP service providers currently provide calling services that replace or replicate wireline-type service.

The ESN used for VoIP E9-1-1 should be either the primary routing ESN or the associated ESZ level administrative ESN. Use of administrative ESNs for assignment of ESQK pools depends on the availability of an i2 compliant ERDB function or the availability of wireline ESZ boundary information either in the form of 'shape files' or tabular MSAG data that is supplied to the applicable VPC provider.

5.1 Pre-i2 Recommended Methods

For pre-i2 implementations, ESQK pools may be associated with a single primary routing ESN per PSAP. This is not ideal, and does not provide the equivalent of wireline E9-1-1 features, such as display of specific responding agencies in the ALI data and support of selective transfer capabilities. Pre-i2 arises due to the lack of VDBs/ERDBs and an automated LIS. Without an ERDB it is difficult to do ESZ level routing. In some circumstances 9-1-1 Authorities are requesting ESZ level routing using shape files that they provide and maintain.

5.2 PSAPs using Selective Transfer

The use of Selective Transfer supports the PSAP call taker's ability to have the E9-1-1 system automatically determine which responding agency should get a one-button transferred 9-1-1 call., This is based on pre-established database relationships, where multiple Fire, EMS, or even Law Enforcement responders exist within the PSAP's overall jurisdictional area. The ability to use this feature depends on the existence of a detailed ESN for that set of responding agencies per ESZ in the Selective Routing switch, as a function of the original 9-1-1 call processing. The presence of just an overall single primary routing ESN in the SR does not allow Selective Transfer to work.

As a result, in order for PSAPs who actively use Selective Transfer to continue this procedure for VoIP 9-1-1 calls, the ESQK pools for a given primary PSAP must be set up against each detailed ESN rather than a single Primary ESN. As an example, If the PSAP uses 20 detailed ESNs to support 20 different combinations of responding agencies or ESZs, twenty 20 ESQK pools will be required for the primary PSAP. VPC service vendors must accommodate the requirements for ESQK pools for each detailed ESN where the Public Safety Authority requires it to maintain normal operations and levels of service.

Version 1, March 9, 2009

5.3 Implications in choice of ESN on ALI Display

Use of the ESNs associated with the landline MSAG entries will result in wire line equivalency in the ALI Display at the PSAP. If the PSAP jurisdiction is served by multiple ESZs, then the use of a single VoIP ESN will result in an ALI display with nonspecific ELT information similar to wireless.

5.4 Implications of ALI Steering protocol

Unless special modifications are made by the VPC, applications where the PSAP ALI Messaging (PAM) protocol is used will not display a VoIP class of service. If PAM is used, ELTs sent from the VPC will be displayed at the PSAP. Conversely, in applications where the E2 or E2+ protocol is used, the ALI display will include a VoIP class of service and the ELTs will match the ESN of the shell record of the ESQK associated with the call. ALI steering links between ALI service providers and VPCs may support both protocols on a shared data link (i.e., a single link may be used for both VE2 and PAM).

6 ESQK Assignment and Management Methods

Careful consideration was given to the advantages and disadvantages of each ESQK assignment option and of what will achieve the best balance to maintain E9-1-1 functionality, transition to full i2 compliance, potential costs and efforts on involved parties, and conservation of numbering resources. It has been concluded by the Working Group that the best option for VoIP E9-1-1 deployment is that ESQKs pools be assigned by VPCs across all related VSPs.

6.1 Summary of Options

The NENA Interim Solution (i2) specifies ESQK pools by VPC by ESZ level ESNs. ESQKs will be assigned and administered by the Routing Number Authority.

For purposes of ESQK assignments, several options have been raised:

(1) ESQK pools assigned to VPC. VPC allocates ESQKs by PSAP ESZ for all interconnected VSPs;

(2) ESQK pools assigned to VPC. VPC assigns ESQK block to VSPs and allocates VSP block by PSAP ESZ; and

(3) ESQK pools assigned to VSPs. Each of these options has different advantages and disadvantages.

6.1.1 Option 1

RNA assigns ESQK pools to VPCs by NPA and 911 Governing Authority. VPC allocates by PSAP ESZ for use by all VSPs.

PROs	CONs
♦ Uses fewer ESQK pools than any other option and correspondingly fewer shell records are stored in ALI ♦ VPCs are generally more familiar with MSAGs and 9-1-1 databases than VSPs, and possibly more able to do routing on MSAG or ESN boundary. ♦ Fewer entities that need to be informed of ESZ-ESN updates by Public Safety Authorities ♦ Minimum effort required for new VSP to begin service ♦ Less testing required (testing of previously tested ESQKs does not have to be repeated with addition of new VSP) ♦ Minimizes exhaust of N11 codes for use as ESQKs ♦ May not have to increase ESQK pool size when adding a new VSP ♦ Can minimize the number of VSP to PSAP contacts ♦ Less administration for the RNA ♦ Where network based Selective Transfer is required, ESQK pools must be assigned to each ESN. Therefore fewer ESQK pools are required if ESQK pools are assigned per VPC ♦ Simplifies implementation of steering and maintenance of steering tables	♦ The CoID in the shell record is that of the VPC, in the event of a steering failure the VSP would have to be identified by contacting the VPC

299 6.1.2 Option 2

300 RNA assigns ESQK pools to VPC by NPA and 911 Governing Authority. Each VPC further
301 allocates ESQK pools to each VSP on a PSAP ESZ basis.

302 The working group has included Option 2 to demonstrate that all possible ESQK assignment options
303 were reviewed. Option 2 shares all of the drawbacks of Option 3 without any of the benefits of
304 Option 1 or Option 3. In addition, Option 2 requires a significantly greater quantity of ESQK pools
305 than either Option 1 or 3 and there has been no identified interest in Option 2 in the industry.
306 Therefore the list of Cons for Option 2 has been omitted from this section. For a list of the
307 drawbacks to Option 2, please see Section 5.1.3, Option 3, below.

308 **6.1.3 Option 3**

309 RNA assigns ESQK pools to VSPs by NPA and 911 Governing Authority.

PROs	CONs
✦ CoID of the VSP is in the Shell record ✦ VSP could become a VPC without acquiring ESQK pools.	✦ Uses many more ESQK pools than Option 1 and greatly increases the number of records are stored in ALI ✦ Greater number of entities that need to be informed of ESZ-ESN updates by Public Safety Authorities ✦ Increases effort required for new VSP to begin service ✦ ESQK pools for every VSP must be tested and dramatically increases demand on resources of all stakeholders, including PSAPs. ✦ Would increase the number of VSP to PSAP interactions and contacts ✦ More administration for the RNA than Option 1 ✦ If a VSP changes VPC, retesting of ESQK pools to the PSAPs would be required
	✦ Moving ESQKs from one VPC to another VPC may negatively impact live 9-1-1 calls. ✦ Where network based Selective Transfer is required, ESQK pools must be assigned to each ESN. Therefore the number of ESQK pools required increases exponentially. ✦ Greatly increases the complexity of implementing ALI steering and the maintenance of steering tables ✦ Accelerates exhaust of N11 codes for use as ESQKs. ✦ If a VSP goes out of business, the ESQK pools assigned to the VSP may be stranded ✦ Obtaining allocations requires a relationship with each 911 governing authority. Smaller VSPs may not have

	the capability to manage relationships with numerous 911 authorities. ♦ In the event of an ALI failure, VPCs may be better prepared than VSPs to answer calls on a 24X7 basis for in-progress emergencies ♦ Huge quantity of RNA Forms required ♦ RNA ESQK pool sizing calculations, whether to establish a minimum number to allocate to a VSP or to determine the actual quantity required for a particular VSP, will result in rounding up. The resultant allocation has the net effect of increasing the quantities being allocated which may exceed actual need, and could potentially lead to a large number of ESQKs sitting idle for long periods of time
--	--

310 6.2 Recommendation

311 The working group considered the options listed above and recommends Option 1: *Assignment of*
312 *ESQKs to VPCs, shared among all VSPs served by that VPC.* The practicalities of deployment and
313 the more efficient use of numbering resources strongly favor Option 1. The primary value in Option
314 3 of having the identity of the VSP from the shell record, thus allowing the PSAP to contact the VSP
315 even if the ALI query fails was recognized. However, that value is mitigated by losing the identity
316 of the VPC in that instance, and it is the VPC which must address the ALI query failure. In addition,
317 while some VSPs will have efficient 24/7 support for 9-1-1 calls that experience difficulties, not all
318 VSPs are expected to have 24/7 staffed centers. The VPCs may be in the best position to
319 immediately supply available information on the call, determine and correct the problem, and if
320 necessary, bridge in the VSP with the PSAP.

321 7 ESQK Conservation

322 North American Numbers (based on E.164 ITU-T recommendation) are valuable resources that
323 should be managed efficiently. ESQK assignments require number administration resources in the
324 form of an RNA. The VPC operator, as a beneficiary of those resources, is expected to efficiently
325 manage their number utilization. This includes proper initial pool sizing (understanding that the
326 nomadic nature of VoIP may prevent an accurate sizing) and ongoing best management practices to
327 ensure the appropriate number of resources are allocated. Furthermore, the VPC operators are
328 expected to return to the RNA any unused ESQKs for reutilization elsewhere. Refer to the RNA
329 Administration Guidelines [ATIS- 0300089 - p-ANI Administration Guidelines] for ESQK

reclamation and returns. This document is maintained under the direction of the Alliance for Telecommunication Industry Solutions (ATIS) and the Industry Numbering Committee (INC). The RNA documentation is located on the ATIS web site using the following URL:
<http://www.atis.org/inc/docs.asp>

7.1 Aggregation of ESQK Pools

VPCs may acquire ESQKs in a variety of ways. A VPC may gain ESQKs that are associated with a given ESZ from more than one source, or in different allocations over time. Each of these assignments may have varying quantities of ESQKs. The VPC may treat all ESQKs for a given ESZ as a single pool, shared across all VSPs it serves.

7.2 VPC Leaving Business

Of the options listed above, Option 1 provides the best means to conserve ESQK pool(s) if a VPC leaves the business. ESQK resources allocated to a VPC operator that leaves the business must be returned to the RNA.

Since ESQK pools at a VPC are shared across VSPs for a PSAP ESZ, when a VSP contracts with a different VPC operator, the VSP will use the same ESQK pools shared by all other VSPs using that VPC operator. The VPC operator may need to evaluate the ESQK pools due to the addition of new VSP customers. Additional ESQK pools may be required to support the new PSAP ESZs not previously accommodated by the VPC operator with the introduction of a new VSP.

7.3 VPC Mergers/Acquisitions

When VPC operators merge their operations or there is a business acquisition of one VPC operator by another, this action may have an impact on the allocated ESQK resources. Option 1 above allows the least cumbersome method for ESQK conservation in the case of VPC mergers/acquisition. A thorough analysis of the ESQK pools that are in use by the separate entities, how they overlap and the amalgamated traffic requirements must be taken into consideration to properly size the number of resources required. After the analysis is complete, any excess ESQK resources must be returned to the RNA. In a merger/acquisition situation, it is unlikely that the combined quantity of ESQKs assigned to both VPCs would be needed to serve their collective VSP clients. This may result in a significant number of ESQK resources being returned to the RNA.

7.4 ESZ mergers

With an ESZ merger (e.g., a PSAP consolidation) two or more ESZs may combine to form a single ESZ represented by a single ESN. A thorough analysis of the ESQK pools that are in use for each ESZ must be conducted. After the analysis is complete, any excess ESQK resources must be returned to the RNA.

7.5 Pool Size changes in accordance with Subscriber Size

When a VPC operator gains or loses a new VSP customer, the VSP will use the same ESQK pools shared by all other VSPs using that VPC operator. The VPC operator may need to evaluate the ESQK pool size due to the addition or subtraction of a VSP customer. Any excess ESQKs should be returned to the RNA.

As the number of subscribers covered by a VSP significantly changes the ESQK pool size may have to be evaluated as above.

7.6 NPA Splits/Network Rearrangements

It may occur that an area code geographic split changes the permissible NPAs a PSAP can receive. For this to happen, all of the following conditions must apply:

- ♦ The split must be geographic.
- ♦ Telephone numbers in the affected PSAP boundary are changed to the new NPA.
- ♦ The PSAP is only capable of receiving 8 ANI digits from the SR.
- ♦ The PSAP can not accommodate the old area code.

This is expected to be rare, but possible. If it occurs, ESQKs allocated from the old NPA must be returned to the RNA and new ones from the new NPA allocated by the RNA.

8 ESQK Exhaust

ESQK resources are considered a public resource and are not owned by the ESQK Requestor or the RNA. The RNA will assign ESQKs to facilitate the most effective and efficient use of a finite numbering resource in order to prevent premature exhaust. As discussed in Section 5, the working group supports assignment of ESQKs to VPCs for shared use among VSPs (Option 1). This method of assignment maximizes the use of ESQK resources. However, even with the efficient management and use of ESQK resources, it is anticipated that the current ESQK resource (using the 211 NXX and, in some cases, the 511 NXX) will reach exhaust as pre-i2 deployments convert to full i2 deployments and additional ESQK pools are required for landline ESZ boundaries.

The RNA is responsible for ESQK relief planning. The RNA will track and monitor p-ANI assignments (including ESQKs). When the projected exhaust of the 211/511 resources within an NPA¹ is within 2 years, the RNA will notify the Industry Numbering Committee (INC). INC will examine the available options and will determine the next non-dialable resource to be utilized for p-ANI purposes.

¹ It is assumed that more than one NPA will be applicable and when the last NPA is exhausted this process will be invoked.

Refer to the RNA Administration Guidelines [ATIS- 0300089 - p-ANI Administration Guidelines] for additional information on the role of the RNA and the INC. This document is maintained under the direction of the Alliance for Telecommunication Industry Solutions (ATIS) and the Industry Numbering Committee (INC). The RNA documentation is located on the ATIS web site using the following url: <http://www.atis.org/inc/docs.asp>

Analysis of the ESQK quantities suggest that even 5-6 VPCs each with an average pool size of 5 ESQKs, and all primary PSAPs requesting VoIP carriers to route by landline ESNs in the USA is a combination that may exceed the available codes in the NPA-211 number set nationally. Exhaustion in many urban areas would occur more rapidly, due to the number of ESNs in use. This is rapidly accelerated if individual VSPs are assigned sufficient ESQKs (Option 2 or Option 3) instead of assigning ESQKs to VPCs (Option 1).

9 Roles and Responsibilities

The roles and responsibilities outlined below will coincide with Option 1 of the ESQK assignment and management methods.

9.1 VPC Operator

- Request ESQK resources from the RNA.
- Manage ESQK resources efficiently.
- Return un-used/obsolete ESQK resources to the RNA.
- Provide Projections of ESQK resources required to the RNA for resource planning.
- Work with the appropriate 9-1-1 Authority to determine optimal pool size and ESN coverage.
- Allocate appropriate ESQK during a 9-1-1 call.
- Establish new ESQK pools, as required when new ESNs are established.
- Establish shell records in the appropriate ALI DB for each ESQK assigned.
- Work with the applicable E911 SSP to determine the allowable NPAs for a given PSAP.
- Coordinate ESQK testing/verification with the VSP, ESGW, 9-1-1SSP and the appropriate 9-1-1 Authority.
- Rework ESQK assignments from splits and merges of ESNs.
- Rework ESQK assignments from geographic NPA splits.
- Identify 24 x 7 contact for E9-1-1 emergency resolution.
- Work cooperatively with VSPs, ESGW providers, E9-1-1 SSPs, and 9-1-1 Authorities to resolve any failure scenarios regardless of which stakeholder initially became aware of the problem.

9.2 9-1-1 Authority

- Work with the VPC Operators to determine optimal ESQK pool size
- Determine whether single ESN or wireline equivalent ESNs will be used
- Establish MSAG entries to support ESQK shell records.
- Notify applicable entities of ESN additions or deletions

- Promptly inform the VPC and ESGW providers and identified VSPs of any 9-1-1 system changes that may affect E9-1-1 Service.
- Support all testing/verification activities to be undertaken by VSP, ESGW, or VPC, if applicable.
- Where the 9-1-1 Authority desires to assert more control over the ESQK assignment process, the 9-1-1 Authority may request to be an approver.
- Work cooperatively with VPCs, VSPs, ESGW providers, and E9-1-1 SSPs to resolve any failure scenarios regardless of which stakeholder initially became aware of the problem.

9.3 VSP

- Identify to the VPC Operators the quantity of end users and their geographical location to assist the VPC in determining ESQK pool sizes.
- Support all testing/verification activities to be undertaken by VPC, ESGW, or 9-1-1 Authority, if applicable.
- Promptly respond to any 9-1-1 system changes that may affect E9-1-1 service.
- Work cooperatively with VPCs, ESGW providers, 9-1-1 Authorities and E9-1-1 SSPs to resolve any failure scenarios regardless of which stakeholder initially became aware of the problem.

9.4 ESGW Provider

- Preserve the integrity of the ESQK and/or CBN received from the VSP and then delivered to the SR.
- Support all testing/verification activities to be undertaken by VPC, VSP, or 9-1-1 Authority, if applicable.
- Promptly respond to any 9-1-1 system changes that may affect E9-1-1 service.
- Work cooperatively with VPCs, VSPs, 9-1-1 Authorities and E9-1-1 SSPs to resolve any failure scenarios regardless of which stakeholder initially became aware of the problem.

9.5 9-1-1 SSP

- Load MSAG entries in appropriate ALI DB to support ESQK shell records.
- Load shell records in the appropriate ALI database for each VPC.
- Update SR DB with ESQK and ESN from ESQK shell records.
- Notify the RNA of changes/additions to NPAs in the 9-1-1 Selective Router.
- Promptly inform the VPC and ESGW providers and identified VSPs of any 9-1-1 system changes that may affect E9-1-1 Service.
- Support testing/verification activities to be undertaken by VSP, ESGW, VPC or 9-1-1 Authority, if applicable.
- Work cooperatively with VPCs, VSPs, ESGW providers, and 9-1-1 Authorities to resolve any failure scenarios regardless of which stakeholder initially became aware of the problem.

VOICE AND DATA NETWORK SERVICES

P-7-21-11

Attachment G – Parks & Recreation WiFi – Wireless Internet for Guests

OVERVIEW, BACKGROUND, AND SCOPE OF SERVICES

1. **OVERVIEW:**

Brevard County is seeking proposals from Internet Service Providers to replace the existing infrastructure with wireless internet access at three county campgrounds.

2. **INSTALLATION & QUALIFICATIONS:**

Brevard County Parks & Recreation desires an Internet Service Provider (ISP) to have ownership of Campground Guests Internet Services. The County would grant permission to said ISP to install wireless devices in the campground areas to provide minimum shared bandwidth of 8\4 MBPS. If a registered campground customer wants increased bandwidth or other cable network services, such service can be purchased directly from the ISP.

3. **REQUIREMENTS:**

- Contractor shall provide all hardware, software, telecommunication lines, and other equipment required to provide improved wireless internet services at each campground location included in this Request for Proposal
- A predetermined level of internet bandwidth and the ability to sell campground customers increased bandwidth or other cable network services directly from the ISP on demand
- Zero deductible equipment replacement in the event of device failure
- Included in the cost proposals are future technology upgrades on all equipment throughout the life of the contract
- 24 Hour Network Monitoring
- Phone Technical Support Center for staff and guests (24 hours by 7 days a week)
- Lightning Surge Protection on all equipment
- Free weekly Encryption, Captive Portal, and Password updates at no-charge
- Minimum bandwidth and adequate Wi-Fi coverage to distribute shared Internet bandwidth to registered campground's guests of speeds: 6 to 10 MBPS download & 2 to 4 MBPS upload
- ISP to provide monthly service performance, connectivity, and bandwidth utilization reports to Brevard County Parks & Recreation Management, or provide staff the ability to real-time performance monitoring, such as:
 - Access Point (AP) Status.
 - Actual Bandwidth.
 - Optionally, allow Park Staff to restart malfunctioning AP devices.
- Minimum Service Level Agreement (SLA) for repair times:
 - 24 Hours Technical Support
 - 4-6 turnaround time for any major outage at a location
 - AP or interconnect device replacement within 24 hours
 - Technicians should have all required parts on-hand
- Proposal shall include a description of equipment and services proposed for use in establishing the WiFi internet network service and any equipment or protocols employed to reduce impacts to environmental and cultural resources found in the county campgrounds. Contractor's proposal shall address the following items:
 - Contractor shall install, maintain, and manage the installed system(s) and maintain ownership of all Contractor supplied equipment installed within the campgrounds.
 - Contractor shall identify locations of equipment within the parks and any proposed alterations to the county structures or new construction needed to accommodate network installation and operation.
 - Contractor shall provide a Wi-Fi network that isolates and protects client devices from each other and from internet-based attacks. Proposal shall include a description of the security measures that will be used to keep the Wi-Fi network secure.
 - Contractor shall provide security updates or patches needed to keep Wi-Fi network secure.

- Contractor shall provide 24/7 support for the service. Proposal shall include a network service and maintenance plan.
- Contractor shall use its own servers for providing the Wi-Fi service and shall not have any data stored or transmitted to County servers.
- Contractor shall provide a portal that allows users to login to the system without assistance from Parks staff. Proposal shall include a description of the process to be used by to login to the system.
- Proposal shall include the speed and download standards the system will have.

4. DATA AND PRICING PLAN:

- Proposal shall include a service and pricing plan that identifies the various types of network services to be made available and a breakdown of prices for those services.
- Contractor shall provide Wi-Fi services with an option of unlimited data, incremental data, or pay-as-you-go data to visitors while they are guest at the campgrounds. Proposal shall include a sample of the end user agreement that will be used.
- Contractor shall provide a payment portal that campground guests will use to pay an access fee for Wi-Fi for a designated time period. Proposal shall include a service and pricing plan that identifies the various types of network services that shall be made available.
- Contractor shall provide customer service for campground guests using Wi-Fi service. Proposal shall describe how it will support customers using the Wi-Fi service.
- Contractor shall be required to remit a percentage of the fees charged to campground guests who use the Wi-Fi service, to Parks and Recreation in the form of a concession fee. Payment of fees shall be negotiated as either monthly or quarterly and shall be accompanied with a report that verifies gross receipts collected during the period of time being reported.

5. SELECTION OF INTERNET SERVICE PROVIDER:

The criteria for selection of an Internet Service Provider (ISP) who meets the above qualifications will be made based on based on these factors:

1. The ability to deliver wired versus wireless internet infrastructure at each campground.
2. The ability to respond to customer inquiries and requests 24 hours a day, seven days a week.
3. The ability to troubleshoot issues and make repairs in a reasonable time frame.
4. The willingness to partner with the Parks and Recreation Department to deliver quality services to meet the growing demands of our camp grounds guests.
5. The willingness to implement a wired infrastructure and possibly to add infrastructure to provide additional services to camp grounds guests on demand, such as upgraded bandwidth and possible other cable services that are offered by the selected ISP.
6. A minimum administrative access for Parks and Recreation staff to view network performance in real-time in order to ensure SLA is achieved with an adequate service level being met.
7. Internet Security
8. Firewall Protection
9. Content Filtering
10. Virus Protection
11. The ability to assist Parks and Recreation and/or Brevard County IT department in the event of malware attack

6. Contract Period:

The contract will be for a term of two (2) years from the start date of the contract, with an optional additional two (2) year term, followed by an optional one (1) year term. Proposal prices shall remain firm for the first twenty-four (24) months of this contract. The awarded Contractor may have an opportunity to request an annual price adjustment for the optional second, two-year renewal period and then the optional one-year renewal period. The request for price adjustment must be submitted in writing no later than ninety (90) calendar days prior to the annual anniversary of the contract start date. The request for price adjustment must include written justification (raw material price increase, labor, etc.) for the increase and a copy must be sent to the Purchasing Manager. Any approved request for price adjustment will not take effect until the anniversary of the contract start date and any such granted price adjustment will be in effect for the twelve (12) month period following the said anniversary start date. Written request for price adjustments shall not exceed the rate of inflation

determined by the Consumer Price Index (CPI). Any price adjustment shall be approved by the Purchasing Manager or designee prior to the new price becoming effective.

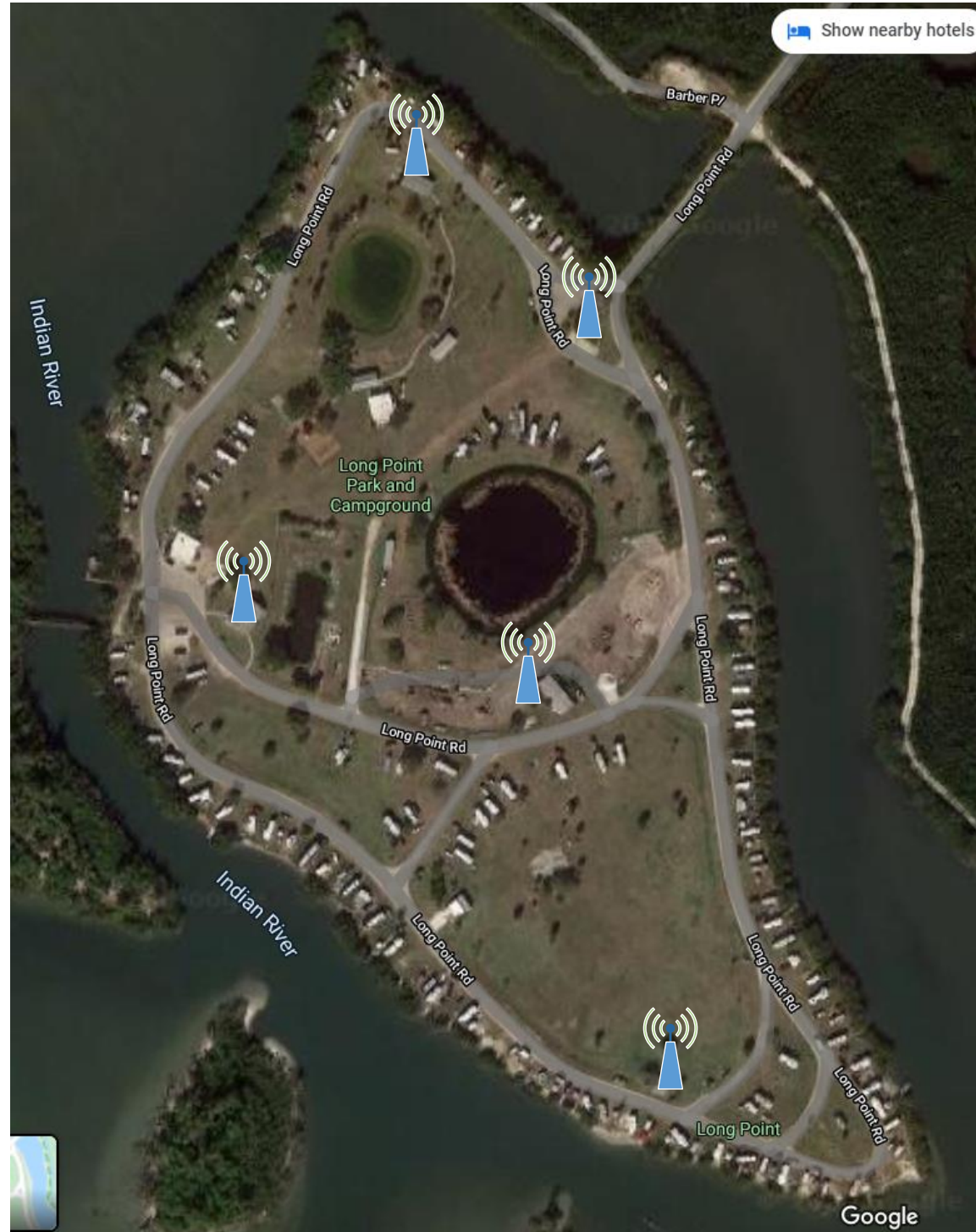
Manatee Hammock Campground



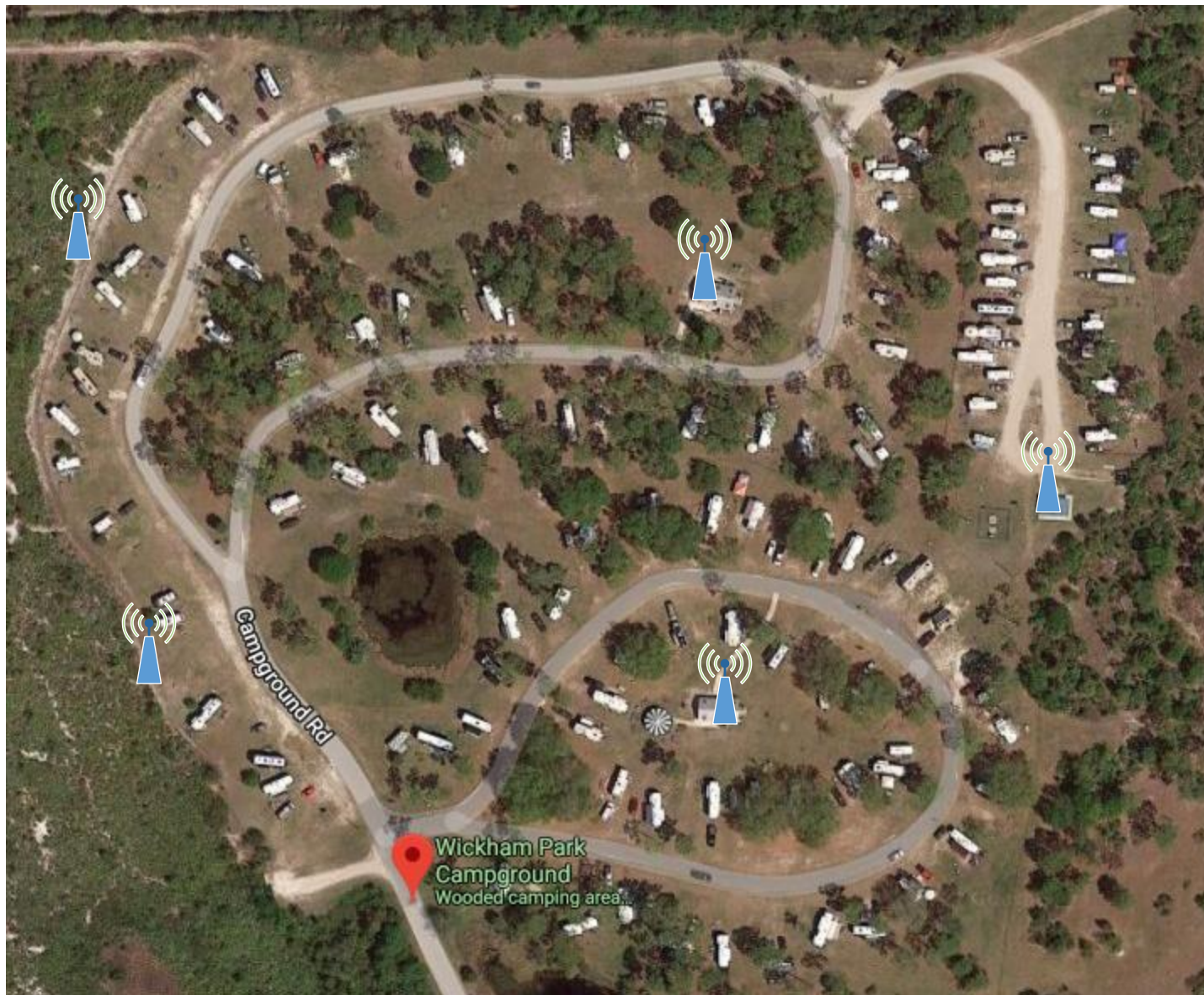
Signal Strength ~
300 ft.

Long Point Campground

Signal Strength ~
300 ft.



Wickham Park Campground



Signal Strength ~
300 ft.

