INdigital Response to the Livingston County RFP

Livingston County Fiscal Services
304 East Grand River Ave., Suite 204
Howell, MI 48843

Request for Proposals
RFP-LC-23-02
911 Phone System Upgrade and Maintenance Services
Proposals Due: Wednesday, February 22, 2023 by 2:00 p.m. EST

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Section 1.0: Bidder Responses to Scope of Services

1.1 Introduction

Livingston County 911 Central Dispatch is requesting proposals from qualified and experienced companies to provide 911 Phone System Upgrade and Maintenance Services for emergency and non emergency calls received by Central Dispatch located in Howell, Michigan. The County is seeking vendor(s) who are willing to partner with the County to provide an upgrade to its emergency/non emergency phone system and maintenance services for this system.

Livingston County 911 Central Dispatch seeks a Next Generation 9-1-1 (NG9-1-1) System to process all calls placed to 9-1-1 regardless of the network of origin (PSTN, VoIP, or other IP based originating sources) or type of call (IP, Analog, Text, Multimedia Data, etc.). Livingston County recognizes that a robust NG9-1-1 System capable of processing all Requests for Emergency Assistance (RFEA) in an efficient and accurate manner is critical to the safety of both the public and field responders. Livingston County desires to purchase an NG9-1-1 System that will meet both our current and future needs. Interoperability, innovation, cybersecurity, enhanced capability, remote diagnostics, and a System architecture designed to accept future types of calls are some of the most important objectives of this project. Livingston County 911 Central Dispatch would like to replace its existing system with a true NG9-1-1 solution. This RFP should focus on supporting a complete turnkey installation that meets all operational requirements and includes specifications for not only interconnected systems, but truly interoperable Systems. The importance of interoperability cannot be over-stressed. H.R. 2760, Next Generation 9-1-1 Act of 2019, states emergency communications centers must have the capability to:

1) receive 911 requests for emergency assistance

2) and related data such as location information and callback numbers from the public, then process and share the 911 requests for emergency assistance and related data with other emergency communications centers and emergency response providers,

3) regardless of jurisdiction, equipment, device, software, service provider, or other relevant factors, and without the need for proprietary interfaces.

The Livingston County 911 Dispatch Center seeks a comprehensive Next Generation 9-1-1 solution, also defined in H.R. 2760, Next Generation 9-1-1 Act of 2019 as an interoperable, secure, Internet Protocol-based System that:

- ▪ Enables the appropriate Emergency Communications Centers to receive, process, and analyze all types of 9–1–1 Requests for Emergency Assistance
- ▪ Acquires and integrates additional information useful to handling 9–1–1 Requests for Emergency Assistance; and
- ▪ Supports sharing information related to 9–1–1 Requests for Emergency Assistance among Emergency Communications Centers and Emergency Response Providers.

Response: Comply

The following INdigital/Motorola Solutions VESTA® 9-1-1 call handling solution option is a benchmark NG9-1-1 call handling system that makes migration to the latest NG9-1-1 call handling services safe and easy. VESTA® 9-1-1 call handling solution utilizes off the shelf hardware paired with VESTA's highly configurable and intuitive VESTA® 9-1-1 user interface that can be customized to meet the needs of Livingston County 911 Dispatch Center. The VESTA® 9-1-1 call handling solution complies with all of the current NG911/I3 industry standards, provides Livingston County 911 Dispatch Center (LCCD henceforth) with flexible and economical expansion if needed in the future and is competitively priced

from INdigital. INdigitals experience and exclusive focus on providing NG911 call taking solutions, their associated installation, training and support by INdigtal staff is unparalleled in the industry today.

INdigital accents the proposed Motorola Solutions VESTA® 9-1-1 call handling solution by providing robust NGCS elements for I3 enabled, IP call accounting/reporting and delivery to the VESTA® 9-1-1 call handling solution. The PFN network currently delivers the INdigital NGCS services to LCCD. This important component of our response and associated quotes will demonstrate our capability to meet all of LCCD's call handling goals and objectives for future system scalability and interoperability. INdigital as a licensed NG9-1-1 SSP in MI and in partnership with PFN, can quickly implement any additional requirement and/or services as they become necessary by enabling them for LCCD within the existing ESInet.

1.2 Minimum Mandatory Requirements

All Bids will be reviewed for compliance with the mandatory requirements. Bids deemed non-responsive will be eliminated from further consideration.
   • Vendor must be organized for the purpose of providing a 911 phone system upgrade and
      maintenance service and must demonstrate a minimum of five (5) years' previous 911 phone
      service and maintenance experience, within the last seven (7) years, with proven effectiveness
      in administering large scale emergency and non-emergency 911 phone service and
      maintenance programs equivalent or similar to the services being requested by Livingston
      County.
   • Vendor shall provide three (3) references in Section 2.2 that verify the Minimum Mandatory
      requirement of providing 911 phone system upgrade and maintenance programs.
   • Vendor must have a proven ability to provide supplies, materials, equipment, software, and labor
      for a 911 phone system upgrade and maintenance service program.
   • Vendor must have qualified and trained staff with sufficient back-up personnel to
      successfully complete the contract requirements.
   • Vendor must have the central office capability to supervise and monitor the program
      ensuring satisfactory provision of services and maintenance.

Response: Comply
INdigital currently employs field technicians and management personnel within 30 minutes of the Livingston County dispatch center with our Michigan office within 30 minutes from the PSAP. INdigital provides 7x24x365 support onsite and remote help desk though our National Service Operations Center (NSOC) located in Fort Wayne, Indiana. INdigital has been providing 9-1-1 call handling and servicing those systems for 15 years.

1.3 Scope of Work

This document provides the minimum requirements for the System along with options and required NG9-1-1 network interfaces. The intent of this document is to provide the requirements for a fully enabled NG9-1-1 solution.

Response: Read and Understood

Vendors shall provide their individual solution(s) and products configured in a manner consistent with the definition of NG9-1-1 as stated in H.R. 2760, Next Generation 9-1-1 Act of 2019. Furthermore, interoperability is a requirement from the onset. It is the vendor's responsibility to identify any additional partnerships that may be required to facilitate compliance with this requirement, and any additional costs must be clearly identified in this response. The vendor shall provide specific information as to how it will achieve interoperability, what specific elements the solution will contain, and all partnerships that will be included.

Response: Comply

History/ownership/business focus/sectors:

INdigital is a privately held public safety research and development company, with a rich history of providing *some of the earliest E9-1-1 and NG9-1-1 systems in the U.S.*, beginning in 1983 via work of the parent/owner company, New Paris Telephone company, which is one of (9) independent telephone owner companies of INdigital.

In 2003, INdigital began the commercial development of what would later become known as NG9-1-1 for the State of Indiana and used legacy class 5 switches under SS7 control to selectively route wireless 911 calls throughout the state and adjacent states border counties.

This early work became the primary focus of the company and aligned with NENAs earliest definitions of what we know as NG9-1-1 today. All of the following bullet points and information defined below are currently in progress:

1. Along this line of progress, INdigital completed a trunking consolidation project for Indiana to lower network costs, improve reliability and allow agencies served by different 911 system service providers and different selective routers to have full transfer capability with ANI/ALI data.
2. INdigital was successful in managing the regulatory filing and complaint process to secure the cooperation of the incumbent LECs that opposed the project. Today, all 911 SSPs connect to the IN911 network, one of the largest ESInet in the US and rely on peer exchange of call routing, delivery and centralized pANI management and administration. (Neustar issues pANI's under contract with the FCC, but INdigital coordinates their use and provides ALI database quality control for the state).
3. INdigital played a key role in the 'direct to 911' deployment of OnStar telematics beginning in 2005, and continues to advance technology in many areas.
4. Beginning at NENA ICE 5 and continuing forward, the company provides the network and support for these events, including the setup and management of pre-event VPN, event logistics and technical support and vendor assistance during the event. Several unique test fixtures and network emulation elements were created by INdigital to support these industry events.
5. INdigital is an active participant in FCC workshops and task forces, and company management was the co-chair or work group leader in multiple CSRIC task groups, committees or specialized task forces on virtually every aspect of E9-1-1 and NG9-1-1.

INdigital was also an active contributor in ATIS work groups, and provided significant contributions to the J-110-STD text-to-911 work group. The company is classified as a 'producer' within the ATIS structure.

1. INdigital has given numerous briefings to FCC bureau heads, key staff and policy makers. Management has developed, crafted and developed state legislation, and provided testimony to Congress in matters related to patent litigation as it affects the public safety industry.
2. Experience with this type of project includes work in:
3. The State of Indiana, one of the largest ESInet's in the US, serving 4.5 million residents, 91 counties, 123 PSAPs, 11 wireless carriers, (9) LEC wireline carriers and (4) 911 system service providers. Services include voice, non-voice (text), VoIP, telematics, NCIC, JTAC, CAD, RoIP, ALI/Database services, language translation and interstate 911 interoperability with all border states.
4. The State of Alabama is similar in scope where INdigital built out the statewide ESInet to serve their 4.875 million residents, 67 counties and 124 PSAP's.
5. Numerous regional and local ESInets in close to a dozen state's throughout the central region of the United States.

6. Installation and maintenance of 100's of NG9-1-1 answer positions throughout the INdigital serving area's. To date INdigital has not lost a single customer to another provider once we have started to provide our NG911 solution/services.

Current:

INdigital is focused 100% on providing our customers not only best in class options for your NG9-1-1 call handling hardware and software, but our complete suite of Next Generation Core Services (NGCS) products for i3 enabled NG9-1-1 call delivery (IP call delivery, selective routing and database services). Additionally we have developed 1) one of the industries leading text to and from 911 solutions and 2) our exclusive MEVO IP based backup 911 solution, for complete system backup of both 911 and administrative calls.

Today INdigital is one of the leading providers of i3 functional elements, Next Generation Core Services (NGCS) and supplier of NG9-1-1 enabled call handling systems. As noted previously, INdigital is the primary network provider and system integrator for the States of Indiana, Michigan, Alabama, New Hampshire, Vermont and Rhode Island ESInets. We have provided advanced 911 services since 2005 (pre-dating the NENA NG architecture) and have delivered tens of millions of emergency calls using Next Generation technologies as of today.

In addition to our work developing, deploying and operating the Indiana, Michigan, Alabama, New Hampshire, Vermont and Rhode Island ESInets networks, INdigital also provides 911 services in other regional locations in Ohio, Illinois, Kentucky, and West Virginia.

From the customer premise equipment (CPE) perspective INdigitals long and successful history of deploying the Motorola Solutions VESTA® 9-1-1 call handling solution over the past eight (8) years, secures INdigital as one of the nation's leading providers of the VESTA® 9-1-1 call handling solution. With Livingston 911's choice of the proposed INdigital VESTA NG9-1-1 call handling solution in a single-redundant onsite deployment configuration, INdigital will provide Livingston 911 with the experience, support and reputation of a regional industry leader, dedicated to providing the best in NG911 CPE solutions.

Service and Support:

INdigital operates a 24x7x365 Network Operations Center (NOC). The NOC offers multiple levels of technicians and technical support with service backgrounds in all elements of 9-1-1 services. NOC technicians can typically resolve most issues by dialing in remotely to identify and resolve troubles but when they can't we offer 3 tiers of on-call technicians to resolve the matter.

In the very unlikely situation that an issue isn't being resolved in a timely manner, INdigital's NOC provides customers with an In Case of Emergency (ICE) number to escalate support issues directly to management.

In addition to taking live calls at the INdigital staffed 24x7x365 NOC, INdigital also offers an online trouble ticketing system complete with ticket history, technician notes, customer notices of ticketing updates, and live chat options.

Industry Partners:

INdigital is also a technology partner providing software, hardware, and/or specialized network and functional element based services and transitional E9-1-1 to NG911 to several 911 system service providers and vendors throughout the country. In addition to their certified CPE NG9-1-1 testing with the Motorola Solutions VESTA NG9-1-1 systems on various projects, INdigital also has done interconnection and deployment of systems with AT&T, CenturyLink, Cincinnati Bell, Frontier and Peninsula Fiber Network.

Livingston County 911 Central Dispatch seeks to achieve the following primary objectives:

1. Cost-effectiveness
2. Interoperability
3. Multimedia capability
4. Compatibility with current and emerging consumer and responder broadband technologies
5. Cybersecurity

Response: Read and Understood
INdigital has proposed a solution aligning with all 5 objectives as well as additional points.

NG9-1-1 Core Network Core services provide call routing intelligence in an NG9-1-1 System. These services ensure that traffic initiated on, destined for, and processed by our dispatch center remains discrete from public traffic, secure, and properly routed. Each dispatch workstation must include the following:

Headset/Handset
The workstation shall provide an analog audio interface to a headset/handset and to the radio system / dispatch unit to accommodate both radio and 9-1-1 audio in the same headset/handset.

Response: Comply

Radio Integration
The workstation must be interfaced/integrated with the radio system. Telecommunicators shall use the same headset for both radio and telephone conversations.

Response: Comply

9-1-1 Client Software Requirements
The 9-1-1 client software must be compatible with Microsoft Windows™ latest operating system. Windows 7 is NOT an option. The screen layout must be customizable. If a fault occurs in the application or on a PC while a call is active the call must be presented to another Telecommunicator.

Response: Comply
The VESTA 9-1-1 call handling system uses current HP servers with Windows OS operating the most stable revision.

Telecommunicator Log-on
The system shall require Users to log-on with a Username/Password combination. Upon successful completion of the log-on, each Telecommunicator will be presented with a selection of pre-configured roles.

The screen layout presented to the Telecommunicator shall be based on a user/role combination. If a user/role combination has not been defined for the Telecommunicator then the screen layout presented to the Telecommunicator shall be based solely on the selected role. If a role has not been assigned to the Telecommunicator, the Default User/Default Role layout shall be presented. Telecommunicators shall be able to log-on at any position and be presented with the identical screen layout associated with the selected role.

Response: Comply

Call / Line Indicators
The workstation shall indicate incoming emergency and non-emergency calls by both audible and

visual means. 9-1-1 trunks shall have a different audible and visual signal from other lines. The workstation shall have the ability to visually display the status (connected, ringing, or on hold) of each emergency and non-emergency call.

Response: Comply

Routing Status
It is desirable that the workstation be capable of providing a visual display of the routing status of the call:

Normal – the first attempt to route the call was successful
Overflow – the first route was busy or congested
Alternate – the first route attempt failed, and another route was attempted
Transfer – the call was transferred
Not Available – no routing status was received.

Response: Comply
The INdigital ALI platform currently servicing your site includes enhanced information and is able to be displayed within the ALI record by configuration.

Graphical User Interface
The GUI must consist of several windows, each of which can be located and docked in a position on the screen deemed most optimal by Livingston County 911 Dispatch.

Response: Comply

Screen Layout Lock
The screen layout shall be automatically locked when the Telecommunicator logs in to the answering position.

Response: Comply

Print Capabilities
The workstation shall provide an interface port for manual printing of ALI and TDD conversation upon call release. It is required that the workstation can send print jobs to a network printer.

Response: Comply

Status Windows
The workstation shall present the Telecommunicator with the status of the following categories:

- Number of Active 9-1-1 Calls
- Number of 9-1-1 Calls on Hold
- Number of 9-1-1 Calls Ringing
- Number of Active Call takers

Response: Comply

The numbers shall be summarized and presented on icons. Telecommunicators shall be able to open windows for each status category to obtain more information about calls in each category to include:

- ANI
- Trunk

- Position
- Call taker
- Start Time

Response: Comply

Automatic Number Identification

The workstation must be capable of providing visual display of the emergency caller's telephone number. Automatic Location Identification The workstation shall be capable of providing visual display of the calling party's street address information based on the information received from either legacy ANI or IP based calling party number information. The workstation must also be capable of extracting geographical coordinate information from the ALI file, or IP equivalent data, received and transmitting this information to geographical mapping software.

Response: Comply

Wireless Call Handling

The workstation shall present wireless calls and shall include all standard call handling features.

Response: Comply

TDD Detection

The workstation shall be capable of detecting emergency calls originating from Baudot type Telecommunication Devices for the Deaf (TDD) equipment and indicating to the Telecommunicator the presence of the TDD call.

Response: Comply

TDD Communication The workstation must allow Telecommunicators to communicate with TDD/TTY callers directly from their 9-1-1 workstation keyboard, without requiring the use of any external device. Telecommunicators must also be capable of manually connecting to emergency calls originating from ASCII-type TDD/TTY equipment, as well as originating both Baudot and ASCII calls from their answering position.

Response: Comply

RTT Communication

The workstation, and overall system, must support Real-Time Text (RTT)

Response: Comply
The system is expected to comply with RTT in a future release that may be available at time of system build.

Call Review

The workstation shall allow the Telecommunicator to view the ANI information of at least the last 10 calls released at the answering position.

Response: Comply

Instant Messaging

Instant messaging must be available from each workstation and able to be configurable or disabled. Each workstation shall have the ability to send an instant message to any other workstation on the system.

Response: Comply

The VESTA CPE is not currently enabled with this feature but is expected to be available in later releases.

Automatic ALI Rebid
The workstation shall automatically update X/Y coordinates at regular intervals. This feature shall be configurable as to the number and frequency of intervals on a per wireless provider basis or as a universal system setting.

Response: Comply

ALI Parsing
The workstation shall guarantee that ALI data is appropriately and consistently displayed when interfacing with different ALI providers that send their information in various formats (i.e. wireline vs. wireless).

Response: Comply

Conference
The workstation must provide the Telecommunicator the ability to remain on a call and add a new party to the conversation without putting the caller on hold - the caller must remain on the line at all times. Any party shall be able to drop out of the conference, leaving the others talking as long as at least one of the other parties possesses supervision on their connection.

Telecommunicators shall be able to mute any participant in the conference and shall be able to exclude any participant from hearing other parties in the conference to allow for private consultation. The status of the call shall be presented visually in a window that also shows the status of all other calls at the workstation (active, abandoned, on hold).

Response: Comply

Callback
The workstation shall have the ability to callback a 911 caller by dialing the ANI received during the 911 call setup.

Response: Comply

Call back is a standard feature for all incoming 911 calls that have been disconnected by means of a single operation.

The workstation should provide a single feature key to perform this operation. Manual dialing of the number by the Telecommunicator shall not be necessary.

Response: Comply

The callback of emergency TDD and wireless calls should be performed in the same manner.

Response: Comply

TDD callback is standard however we recommend the use of Texty which is currently installed at Livingston County.

Hold
The answering position must allow the telecommunicator to place up to five 911 or administrative calls

on hold with a single keystroke or mouse click.

Response: Comply

Call Handling Functions – The VESTA 9-1-1 solution call handling functions are very robust and include, multiple party conferencing, single button transfers, extensive dial directory, ALI displayed on the screen layout and/or IP telephone (if equipped), silent monitoring, barge-in, abandoned call management, pocket dialing call prevention, queue activity display and much more.

The system must store the ANI/ALI information while the call is on hold, hence avoiding repetition of the ALI request.

Response: Comply

Forced Disconnect
Telecommunicators shall be capable of releasing an existing 911 call at any time, regardless of whether the calling party has hung up.

Response: Comply

Muting
Telecommunicators must have the ability to block a caller from hearing and talking with the remaining parties in the conference.

Response: Comply

Monitor
Any authorized Telecommunicator or supervisor must have the ability to silently listen to another telecommunicator's telephone conversation from his/her workstation. Such action must not cause any audio or visual disturbance at the monitored answering position.

Response: Comply

Barge-In
The workstation shall give the Telecommunicator the ability to barge into an existing call by clicking on the appropriate circuit indicator on their screen or pressing the appropriate line appearance on the telephone.

Response: Comply

Upon entering any 911 or administrative call for which ANI/ALI or Caller-ID information is available, such information shall immediately be seen on the Telecommunicator's display.

Response: Comply

System Availability
It is a requirement that the System deliver an industry standard up time of 99.999%. The proposer must describe any predictable maintenance or upgrade process affecting hardware, firmware, or software that would require the proposed solution to be removed from service for any length of time.

Response: Comply
The system when used in conjunction with the currently deployed MEVO systems and the MI ESInet fully meets this requirement.

Automated Call Distribution (ACD)

The System must be equipped without additional cost to provide functional equivalent to a legacy ACD. The following functional capabilities for routing calls internal to the ECC are required:

- Ring All
- Ring All with Conference (Rings all Telecommunicators. As each answer, they are joined in the conference)
- Priority (Round Robin)
- Longest Idle

Response: Comply

Fault Tolerance

The System must be designed so that no single point of failure exists. Whether hosted or premise based, the System must be fault tolerant and this capability must be proved by the vendor. The Bidder shall describe their System architecture with respect to the major components or modules and describe how the System will react to a failure of each major component or module. To reiterate, regardless of architecture, the System MUST NOT contain a single point of failure.

Response: Comply

1.4 Technical Proposal

In preparing a technical proposal, vendors must submit a response that includes the following:

1) Company Profile

Date organized to provide 911 phone and maintenance services to county and government municipalities.

Corporate background and depth of equipment service and support, including number of employees and number of years in business.

Provide this information using Company Profile form found in Section 2.1.

Response: Comply

2) References

Vendor must provide three (3) references that include name of institution, address, contact person, and phone number.

Provide this information using References form found in Section 2.2.

Response: Comply

3) Operational Requirements

Proposal must clearly define an action plan for providing phone and maintenance services as outlined in the Scope of Services (Section 1.3) and a preliminary transition plan that includes a timeline with projected dates of completion. INdigital's Michigan office is located less than 30 minutes from Livingston Co 911 and 2 of our 4 Michigan field technicians live less than 30 minutes from Livingston Co 911 making response time very quick and parts access very easy. Generally time from order to install is between 90-120 days.

The plan for transition from the current operator must include the hiring and training of staff, security clearances, and other factors deemed relevant to assure that there is no operational or security break in the system during said transition subject to the approval of 911 Central

Dispatch. The Vendor must agree to fully cooperate with any subsequent contractor to ensure a smooth transition. Vendors shall include a proposed delivery schedule for all equipment and software associated with this RFP. INdigital will install the new VESTA system in parallel with the current system and cut one station over at a time so there is no downtime during the installation process. Equipment is generally onsite ready for install between 90-120 days from order.

Response: Comply

4) Equipment and Features – Hardware, Firmware, and Software

Provide a clear description of phone equipment and features, including additional features that may be of interest to Livingston County. We are proposing a refresh of your current VESTA 911 solution delivered with updated software including all current generally available features and functions.

Response: Comply

5) Subcontractors

Subcontractors used by the Vendor must be disclosed in the proposal. The County has the right to approve subcontractors.

Response: Comply

Vendors are encouraged to be creative with their proposals and to offer any other options that may be of interest to Livingston County

1.5 Statewide Cooperative Contract

Livingston County will host the resulting contract for the Michigan Association of Counties CoPro+ Program. The awarded contractor will work with the CoPro+ Program to market and extend the resulting contract to other government municipalities and educational entities throughout Michigan. This contract will enable government municipalities and educational entities to "piggyback" and purchase from the competitively awarded contract.

Services will be requested by participating entities as specific needs arise. Participating entities will issue individual requests along with specific response information required, deliverables, and any special terms and conditions. The order will be executed by, and the contractor will respond directly to, the requesting entity.

All pricing submitted to Livingston County and participating entities through the resulting contract shall include 2.0% administrative/remittance fee to be remitted to MAC/CoPro+ by the awarded vendor. It is the awarded vendor's responsibility to keep all sales reports up to date and on file with MAC/CoPro+.

As part of the proposal response, bidders should describe how their services could be scaled to entities of different sizes and types (i.e., governments vs schools). INdigital ONLY serves the 911 industry. It's what we love and it's our total focus everyday! INdigital has 9-1-1 call handling customers ranging in size from 1 position to 87 positions and everything in between. INdigital manages over 1,300 call handling positions in 9-1-1 centers today across multiple states.

Section 2.0: Bidder Information and Acceptance

1. The undersigned declares that the Bid Documents, including, without limitation, any RFP Addenda, and Exhibits have been read.

Response: Comply

2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of **RFP-LC-23-02 – 911 Phone System Upgrade and Maintenance Services**.

Response: Comply

3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid and that each Bidder who is awarded a contract shall be, in fact, a Prime Contractor, not a subcontractor, and agrees that its Bid, if accepted by Livingston County, will be the basis for the Bidder to enter into a contract with Livingston County in accordance with the intent of the Bid Documents.

Response: Comply

4. The undersigned acknowledges receipt and acceptance of all addenda.

Response: Comply

5. The undersigned agrees to the terms, conditions, certifications, and requirements listed in Section 2.

Response: Comply

6. The undersigned acknowledges that Bidder will be in good standing in the State of Michigan, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated Bid Documents.

Response: Comply

7. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a contract they will make no claim against Livingston County based upon ignorance of conditions or misunderstanding of the specifications.

Response: Comply

8. Patent indemnity: Vendors who do business with the Livingston County shall hold Livingston County, its officers, agents and employees, harmless from liability of a nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
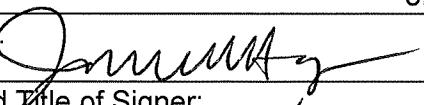
Response: Comply

9. Insurance certificates are not required at the time of submission. However, if awarded, the Contractor agrees to meet the minimum insurance requirements posted in the terms and conditions. This documentation must be provided to Livingston County, prior to award, and shall

include an insurance certificate and additional insured certificate, naming Livingston County, which meets the minimum insurance requirements, as stated in the terms and conditions.

Response: Comply - attached

2.1   Company Profile

Official Name of Bidder: Communications Venture Corporation	**Type of Entity/Organization (check one):**
Street Address: 1616 Directors Row, Fort Wayne	_X_ Corporation
	☐ Joint Venture
	☐ Limited Liability Partnership
County: Allen	☐ Partnership
	☐ Limited Liability Corporation
State: Indiana **Zip Code:** 46808	☐ Non-Profit / Church
Website: INdigital.net	☐ Other:
Primary Contact Name: Larry Stidham	
Primary Contact Phone Number: (260) 469-2151	
Primary Contact Email Address: lstidham@indigital.net	
Federal Tax ID Number: 35-1957521	**Dun & Bradstreet (D&B) Number (if applicable):**

Has your company ever been debarred by the Federal Government?   ☐ Yes   **X** No *If yes, has it been lifted and if so, when?*
Has your company ever been debarred by State Governments?   ☐ Yes   **X** No *If yes, has it been lifted and if so, when?*
Brief history of your company, including the year it was established: INdigital is a provider of Next Generation Core Services including i3 ESInet IP call delivery both audio and text, NG911 Call Handling, Backup and disaster recovery IP phone system, and real time analytics. INdigital was established in 1995.

The individual below is authorized to sign on behalf of the company submitting this proposal. Proposals must be signed by an official authorized to bind the provider to its provisions for a period of at least 90 days.
Signature: *[signature]*
Name and Title of Signer: *Jeffrey A. Humbarger*
Date: 2/17/2023

*Please include a current W-9 and evidence of insurance coverage as outlined in Section 4.5: Insurance Requirements.

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 2/21/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Telcom Insurance Services Corp. 1700 East Douglas Avenue Wichita, KS 67214 www.TelcomInsGrp.com	**CONTACT NAME:** Kathleen K. Smith **PHONE (A/C, No, Ext):**	**FAX (A/C, No):** 301-474-6196 **E-MAIL ADDRESS:** kks@telcominsgrp.com

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED Communications Venture Corp. INdigital Telecom 1616 Directors Row Fort Wayne IN 46808	**INSURER A:** Rural Trust Insurance Company	11134
	INSURER B: Farmington Casualty Company	41483
	INSURER C: Great American Spirit Insurance Company	33723
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES   CERTIFICATE NUMBER: 73070735   REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	**COMMERCIAL GENERAL LIABILITY** ☐ CLAIMS-MADE ✓ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ✓ LOC ☐ OTHER:	✓		RTIC-00300P-07	9/4/2022	9/4/2023	EACH OCCURRENCE	$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
							GENERAL AGGREGATE	$2,000,000
							PRODUCTS - COMP/OP AGG	$2,000,000
								$
A	**AUTOMOBILE LIABILITY** ✓ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ✓ HIRED AUTOS ONLY ✓ NON-OWNED AUTOS ONLY	✓		RTIC-00300P-07	9/4/2022	9/4/2023	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	✓ **UMBRELLA LIAB** ✓ OCCUR ☐ **EXCESS LIAB** ☐ CLAIMS-MADE ☐ DED ✓ RETENTION $10,000	✓		RTIC-00300P-07	9/4/2022	9/4/2023	EACH OCCURRENCE	$10,000,000
							AGGREGATE	$10,000,000
								$
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [N] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N	N/A	UB-3L152835-22	9/4/2022	9/4/2023	✓ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$1,000,000
							E.L. DISEASE - EA EMPLOYEE	$1,000,000
							E.L. DISEASE - POLICY LIMIT	$1,000,000
C	Cyber/Tech E&O - Primary - Layer 1			CYP 1467993-06	9/4/2022	9/4/2023	Limit - $5,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

When required by written contract, the following are included as additional insured: Livingston County, all elected and appointed officials, all employees and volunteers, all boards, commissions, and/or authorities and board members, including employees and volunteers thereof. It is understood and agreed by naming Livingston County as additional insured, coverage afforded is considered to be primary and any other insurance Livingston County may have in effect shall be considered secondary and/or excess. 30 day notice of cancellation will be provided, except in the event of non-payment which is 10 days.

CERTIFICATE HOLDER	CANCELLATION
Livingston County Attn: Fiscal Services - Procurement 304 E. Grande River Ave, Suite 204 Howell MI 48843	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. **AUTHORIZED REPRESENTATIVE** *Peter J. Elliott* (signature) Peter J. Elliott

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ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

73070735 | INDITEL-01 | 2022 Master Certificate with E&O | Kathleen K. Smith | 2/21/2023 9:28:33 AM (EST) | Page 1 of 1

Form **W-9**

(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer
Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

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

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Communications Venture Corporation

2 Business name/disregarded entity name, if different from above

INdigital

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

1616 Directors Row

6 City, state, and ZIP code

Fort Wayne, IN 46808

Requester's name and address (optional)

7 List account number(s) here (optional)

Print or type.
See Specific Instructions on page 3.

Part I   Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.
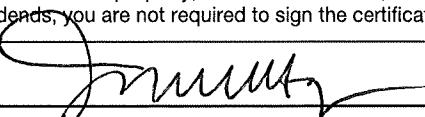
Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

☐☐☐ - ☐☐ - ☐☐☐☐

or

Employer identification number

3 5 - 1 9 5 7 5 2 1

Part II   Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign
Here**

Signature of
U.S. person ▶

Date ▶ 2/17/23

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

• Form 1099-DIV (dividends, including those from stocks or mutual funds)

• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)

• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)

• Form 1099-S (proceeds from real estate transactions)

• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

• Form 1099-C (canceled debt)

• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

2.2   References

Provide a minimum of three (3) references for services of similar scope.

Entity Name: Calhoun County Consolidated Dispatch Authority	
Contact Name: Michael Armitage	Title: Executive Director
County: Calhoun	State: MI
Phone Number: (269) 781-9709	Years Serviced: 6 Years
Contact Email: MArmitage@calhouncountymi.gov	
Description of Services: 9 Positions of Motorola VESTA 9-1-1	
Annual Caseload/Volume: 95,832 (9-1-1 calls)	
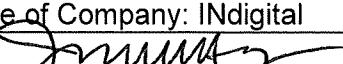
Entity Name: Kalamazoo County Dispatch Authority	
Contact Name: Jeffery Troyer	Title: Executive Director
County: Kalamazoo	State: MI
Phone Number: (269) 488-6616	Years Serviced: 4 Years
Contact Email: JTroyer@kccda911.org	
Description of Services: 19 Positions of Motorola VESTA 9-1-1	
Annual Caseload/Volume: 144,708 (9-1-1 calls)	
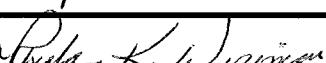
|	
Entity Name: Grand Rapids Police Department Communications Center	
Contact Name: Reed Wakeman	Title: Communications Manager
County: Kent	State: MI
Phone Number: (616) 456-3840	Years Serviced: 6 months
Contact Email: rwakeman@grcity.us	
Description of Services: 16 Positions of Motorola VESTA 9-1-1	
Annual Caseload/Volume: 128,290 (9-1-1 calls)	

2.3 Certificate of Compliance with Public Act of 517 of 2012

I certify that neither ___INdigital___ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, are an "Iran Linked Business" engaged in investment activities of $20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded Contract as a result of this Invitation to Proposal, Company will not become an "Iran linked business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN $250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

Name of Company: INdigital
By: _(signature)_
Title: Chief Financial Officer
Date: 2/17/23

Notary	
State of _Indiana_	
County of _Allen_	
Sworn to and subscribed before me, a notary public in and for the above state and county, on this _17th_ day of _February_, 20 _23_.	
Notary Public _(signature)_	
My commission expires: _Sept, 3, 2030_	

RHONDA K WIREMAN
Notary Public - Seal
Allen County - State of Indiana
Commission Number NP0657590
My Commission Expires Sep 3, 2030
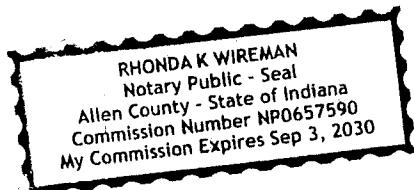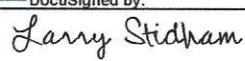
2.4   Proposal Submission Checklist

To enable consistent Proposal evaluation, the following Proposal Contents/Format has been developed.

FAILURE TO SUBMIT THE REQUESTED DOCUMENTS COULD RESULT IN DETERMINING THE SUBMISSION AS NON-RESPONSIVE AND REJECTED.

Complete?	Item Description
X	Section 1 – Bidder Responses
X	Section 2.1 – Company Profile with W-9 and Certificate of Insurance
X	Section 2.2 – References
X	Section 2.3 – Certificate of Compliance with Public Act 517 of 2012
X	Section 2.4 – Proposal Submission Checklist
X	Pricing Proposal
X	Addendum Signature Page (s) *(If applicable)

Submitted proposal contains all competed forms/certifications as listed above:

Authorized Signature:	*DocuSigned by:* *Larry Stidham* 345AAD5EDE994D2
Printed Name of Authorized Representative: Larry Stidham	
Title: Vice President Sales & Marketing Communications	
Date: 02/21/2023	

Livingston Co MI - Motorola Vesta System

INdigital

Attachment A - 1 Year				**issue date:**	**2/22/23**

Proposal Summary:
This quote contains costs for the "full system", new hardware will be installed for Admin, DDS and MDS servers. New Hardware for (10) Workstations and ancillary IWS equipment (keyboards, mice, etc). All associated installation time and materials to complete the deliverables listed as line items within the quote.

(1) years of software support for VESTA 911 System
(1) years of INdigital Hardware, Software Support & Monitoring for the VESTA 911 System

Annual Service costs years 2,3,4,5 (yellow 9, 18)   This quote is valid for 120 days.

line	qty	Part #	Description	Price	Extended
1			**Vesta 911 Geo Host and Remotes**		
2	1	Vesta System	Core geo redundant Vesta Controller plus ancillary		
3			systems, and 34 Vesta IWS and ancillary equipment	$ 262,815.60	$ 262,815.60
4					
5				section total	$ 262,815.60
6			**Motorola Software Support**		
7	1	Motorola Software	Motorola VESTA Software Support	$ 24,348.52	$ 24,348.52
8					
9				section total	$ 24,348.52
10			**Professional Services**		
11	10	IN460523	Installation and configuration per workstation	$ 1,000.00	$ 10,000.00
12	1	IN460522	Installation and configuration per host site (A/B)	$ 3,750.00	$ 3,750.00
13					
14				section total	$ 13,750.00
15			**Maintenance, Support and Services**		
16	1	IN460521	INdigital 24/7/365 Service/Maint./Support-1YR	$30,735.75	$ 30,735.75
17					
18				section total	$ 30,735.75
19					
20				**Total**	$ 331,649.87
21					
22			*Annual Service costs years 2,3,4,5 (yellow 9, 18)*		
23			*INdigital & Motorola SPT/MNT/MON/SVC*	*$ 55,084.27*	
24					
25		**NOTE:**	2.0% administrative/remittance fee for MAC/CoPro+ additional		$6,633.00

Livingston Co MI - Motorola CommandCentral Cloud Services

INdigital

| Attachment B - 1 Year / OPTIONAL | | **issue date:** | **2/22/23** |

Proposal Summary:

CommandCentral Smart Transcription is a cloud-based service that takes the voice audio from a 9-1-1, non-emergency or administrative call and transcribes it into a searchable text transcript.

CommandCentral Citizen Input is a cloud-based service that allows citizens to send video, photographs and recordings to the PSAP (Public Safety Answering Point) in a controlled, permission-based procedure.

(1) year of software support for Citizens Input & Smart Transcription
(1) year of INdigital Hardware, Software Support

Annual Service costs

years 2,3,4,5 (yellow 9, 13)
This quote is valid for 120 days.

line	qty	Part #	Description	Price	Extended
1			**Vesta 911 CommandCentral Cloud Services**		
2	1	Vesta System	VESTA 9-1-1 Citizen Input & Smart Transcription		
3			bundled service - 1 yr	$ 16,093.40	$ 16,093.40
4					
5				section total	$ 16,093.40
6			**Motorola Software Services**		
7	1	Motorola Software	Motorola Implementation Services	$ 11,384.80	$ 11,384.80
8					
9				section total	$ 11,384.80
10			**Maintenance, Support and Services**		
11	1	IN460521	INdigital 24/7/365 Service/Maint./Support-1 Year	$1,694.04	$ 1,694.04
12					
13				section total	$ 1,694.04
14					
15				**Total**	$ 29,172.24
16					
17			*Annual Service costs years 2,3,4,5 (yellow 9, 18)*		
18			*INdigital & Motorola SPT/MNT/MON/SVC*	**$ 14,277.24**	
19					
20		**NOTE:**	2.0% administrative/remittance fee for MAC/CoPro+ additional		$583.44

Livingston Co MI - Motorola Vesta System

INdigital ℠

Attachment A - 5 Year		**issue date:**	**2/22/23**

Proposal Summary:

This quote contains costs for the "full system", new hardware will be installed for Admin, DDS and MDS servers. New Hardware for (10) Workstations and ancillary IWS equipment (keyboards, mice, etc). All associated installation time and materials to complete the deliverables listed as line items within the quote.

(5) years of software support for VESTA 911 System
(5) years of INdigital Hardware, Software Support & Monitoring for the VESTA 911 System

This quote is valid for 120 days.

line	qty	Part #	Description	Price	Extended
1			**Vesta 911 On-premise Call Handling System**		
2	1	Vesta System	Single redundant Vesta Controller plus ancillary		
3			systems, and 10 Vesta IWS and ancillary equipment	$ 262,815.60	$ 262,815.60
4					
5				section total	**$ 262,815.60**
6			**Motorola Software Support**		
7	1	Motorola Software	Motorola VESTA Software Support 5 Years	$ 106,586.54	$ 106,586.54
8					
9				section total	**$ 106,586.54**
10			**Professional Services**		
11	10	IN460523	Installation and configuration per workstation	$ 1,000.00	$ 10,000.00
12	1	IN460522	Installation and configuration per controller	$ 3,750.00	$ 3,750.00
13					
14				section total	**$ 13,750.00**
15			**Maintenance, Support and Services**		
16	1	IN460521	INdigital 24/7/365 Service/Maint./Support-5 Years	$185,040.60	$ 185,040.60
17					
18				section total	**$ 185,040.60**
19					
20				**Total**	**$ 568,192.74**
20					
21			**NOTE:** 2.0% administrative/remittance fee for MAC/CoPro+ additional		$11,363.85

Livingston Co MI - Motorola CommandCentral Cloud Services

Attachment B - 5 Years / OPTIONAL	issue date:	2/22/23

Proposal Summary:

CommandCentral Smart Transcription is a cloud-based service that takes the voice audio from a 9-1-1, non-emergency or administrative call and transcribes it into a searchable text transcript.

CommandCentral Citizen Input is a cloud-based service that allows citizens to send video, photographs and recordings to the PSAP (Public Safety Answering Point) in a controlled, permission-based procedure.

(5) years of software support for Citizens Input & Smart Transcription
(5) years of INdigital Hardware, Software Support

This quote is valid for 120 days.

| line	qty	Part #	Description	Price	Extended
1			**Vesta 911 CommandCentral Cloud Services**		
2	1	Vesta System	VESTA 9-1-1 Citizen Input & Smart Transcription bundled service - 5 yrs		
3				$ 75,831.81	$ 75,831.81
4					
5				section total	$ 75,831.81
6			**Motorola Software Services**		
7	1	Motorola Software	Motorola Implementation Services	$ 11,384.80	$ 11,384.80
8					
9				section total	$ 11,384.80
10			**Maintenance, Support and Services**		
11	1	IN460521	INdigital 24/7/365 Service/Maint./Support-5 Years	$7,982.30	$ 7,982.30
12					
13				section total	$ 7,982.30
14					
15				**Total**	$ 95,198.91
16					
17		**NOTE:**	2.0% administrative/remittance fee for MAC/CoPro+ additional		$1,903.98
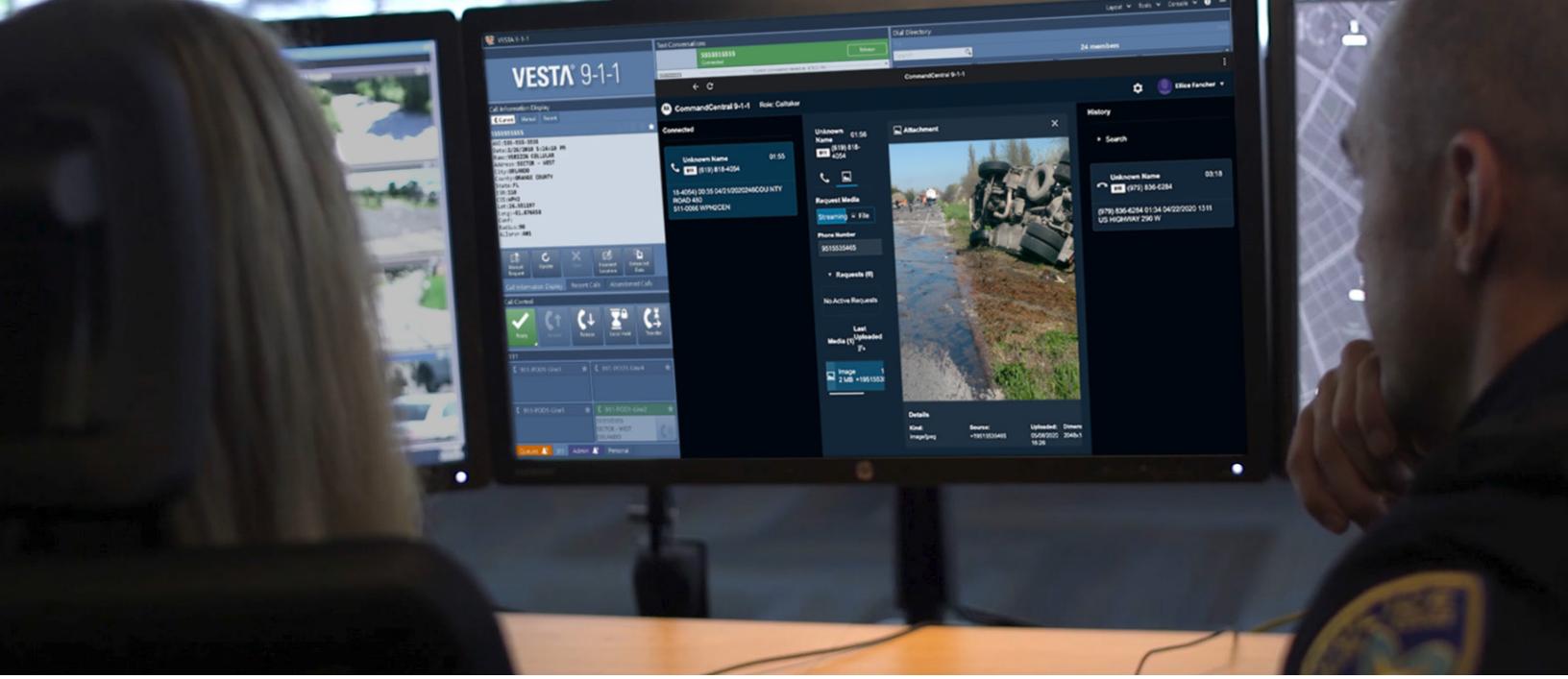
CITIZEN INPUT
COMMANDCENTRAL

ENHANCE OPERATIONS. SAVE TIME. SAVE LIVES. INTEGRATED WITH VESTA® 9-1-1 AND CALLWORKS

CommandCentral Citizen Input is a cloud-based service that allows citizens to send video, photographs and recordings to the PSAP (Public Safety Answering Point) in a controlled, permission-based procedure. Agencies stress that visual content cannot flow into the PSAP as 9-1-1 calls do because of the potential to increase stress in an already stressful job. Citizen Input solves this problem since no visual content is sent without the PSAP's permission.

Citizen Input is integrated with the VESTA® 9-1-1 and CallWorks CallStation platforms to enhance operations while permitting new media types into the PSAP on the existing call handling solution.

While accepting visual content is uncomfortable for some, it could also help shorten the time of the call, or the time to respond in the field. "If a picture is worth a thousand words, a video is worth a million words," says Marty Kimble, the 9-1-1 Coordinator for Cherokee County, Oklahoma. "When we can see the images coming in, and pass those to first responders, they can escalate or deescalate how they respond and that offers us an exciting future."

MOTOROLA SOLUTIONS
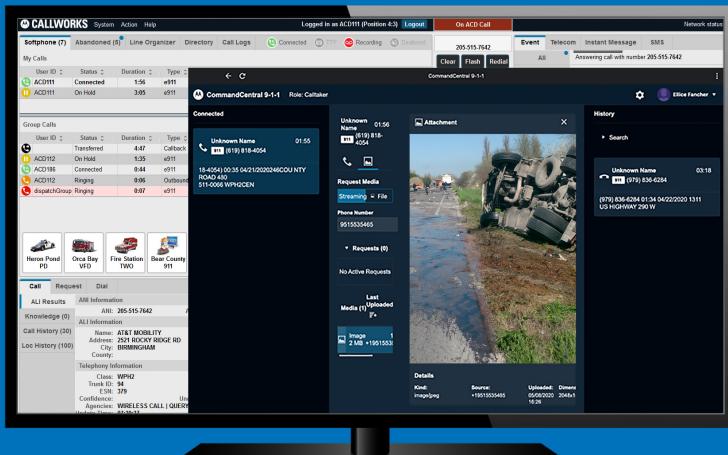
CommandCentral Citizen Input with CallWorks

COMMANDCENTRAL CITIZEN INPUT

A cloud-based service that helps PSAPs protect their call handling investment. Receive video, photographs and recordings in the PSAP using a permission-based procedure.

Citizen Input is part of the CommandCentral software suite that integrates all elements of the public safety workflow. Be a part of CommandCentral and gain new intelligence to improve decisions and protect citizens and first responders.

KEY CAPABILITIES

- No app download is required on citizen devices
- Works with Motorola Solutions' call handling platforms
- Offered as a managed subscription service
- Visual content can be accepted and stored without ever being seen by call takers
- Enhanced operations with VESTA 9-1-1 and CallWorks as an integrated solution; end-to-end reporting that includes the call detail and associated visual content as one record
- The PSAP authorizes the citizen to submit visual content by sending an SMS message

- Security processes built into the service reduce the risk of cyber-attacks
- All records are immediately stored for evidentiary purposes and ease of tracking in CommandCentral Vault with chain of custody protections
- Short learning curve for call takers since there are no changes on how they answer voice and text calls today on their VESTA 9-1-1/CallWorks system
- No impact to VESTA 9-1-1/CallWorks call handling functionality

THE COMMANDCENTRAL PLATFORM

We build software for mission-critical environments where every second matters. CommandCentral Citizen Input and the other applications in our CommandCentral software suite help PSAPs unify data and streamline workflows so you can improve the safety of critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our CommandCentral suite is transforming the public safety experience with a focus on evolution, not revolution. Let us help you digitally transform your operation.

For more information, please visit us on the web at: www.motorolasolutions.com

MOTOROLA SOLUTIONS

SMART TRANSCRIPTION
COMMANDCENTRAL

GAIN REAL-TIME TRANSCRIPTION OF LIVE CALLS

CommandCentral Smart Transcription is a cloud-based service that takes the voice audio from a 9-1-1, non-emergency or administrative call and transcribes it into a searchable text transcript. As a result, PSAPs (Public Safety Answering Points) gain enhanced capability in managing 9-1-1 calls to save time and save lives.

Smart Transcription is integrated with the VESTA® 9-1-1 platform, offering an easy yet comprehensive way to verify caller information, monitor calls in real-time and store transcripts for post-call analysis.

THE VALUE OF SMART TRANSCRIPTION

Saves time and increases efficiency for call takers by providing quick reference to key details from the call and supports citizen understanding

Decreases the load on call takers' working memory of locations, suspects, weapons and vehicles by providing a visual reference to the conversation

Gives supervisors the ability to monitor calls in real time from anywhere and know exactly what's happening on the floor

Acts as a training tool by offering trainees a tangible reference to focus on and learn from as they understand the appropriate way to interact with callers, officers and systems

Assists in investigative purposes by giving detectives the ability to search for key vehicles, suspects and location history

KEY FEATURES

- Integrated real-time audio transcription from VESTA 9-1-1
- Real-time and post-call transcription
- Keywords and full text search capability
- Quick search and review historical transcripts
- Agent, console and call metadata provided
- No app download required on citizen device
- Security processes built into the service to reduce the risk of cyber-attacks
- Ability for supervisors to monitor transcripts
- Transcripts stored, along with metadata, for investigations, case summaries or locating conversation patterns over time
- Short learning curve for call takers since there are no changes on how they answer voice and text calls today on their VESTA 9-1-1 system
- No impact to VESTA 9-1-1 call handling functionality

MOTOROLA *SOLUTIONS*

COMMANDCENTRAL SMART TRANSCRIPTION USER INTERFACE
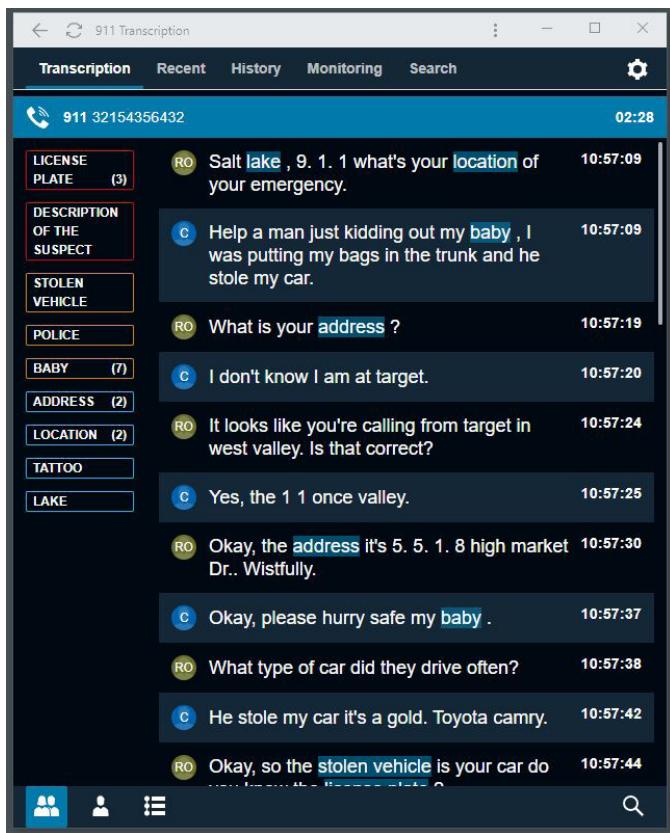
Left side of screen displays keywords color-coded by priority and shows the number of times words are spoken within the transcript. Right side shows the real-time, live call transcription between caller (blue) and call taker (gold). The display also indicates the call is a 9-1-1 call in front of the calling party's phone number.

THE COMMANDCENTRAL PLATFORM

We build software for mission-critical environments where every second matters. CommandCentral Smart Transcription and the other applications in our CommandCentral software suite help PSAPs unify data and streamline workflows so you can improve the safety of critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our CommandCentral suite is transforming the public safety experience with a focus on evolution, not revolution. Let us help you digitally transform your operation.

For more information, please visit us on the web at:
www.motorolasolutions.com

MOTOROLA SOLUTIONS

"Smart Transcription opens new doors and methods of researching and understanding a call real-time – from anywhere – since it is cloud-based. It creates a lot more possibilities for us and some we don't even know yet."

– Raymond Chiozza, Director, Shelby County 9-1-1, TN

USE CASES

Keywords - It may not matter if someone says the word 'president'. But if the President is coming to town and the word 'president' is in the transcript, all of a sudden, it could matter.

Real-Time Research - When many calls come into the center about a specific event, like an active shooter, it gives the detective and investigator the ability to go back through the transcripts and gain useful information for their reports and overall investigation.

Monitoring - During an incident, such as a robbery, a supervisor can monitor calls in real time from home and see the agent status of all call takers as well as the live transcript.

COUNTY OF LIVINGSTON, MICHIGAN

REQUEST FOR PROPOSAL
FOR
911 PHONE SYSTEM UPGRADE AND MAINTENANCE SERVICES

RFP-LC-23-02

ADDENDUM #1

Questions & Answers

The purpose of this addendum is:

- to communicate questions received and answers to the questions.

QUESTIONS	ANSWERS
Do you already have existing Microsoft 365 licenses?	Yes.
What is the exact number of O365/M365 G1, O365/M365 G3 and O365/M365 G5 licenses?	800 - G3 licenses.
What is the total number of users who need to be set up with the system?	Twenty-eight (28).
Do you require a contact center/call center?	No.
Do you require call recording, number porting, and paging features?	No, Livingston County has call recording equipment and uses CAD for paging.
What is the total count of your analog devices?	Ten (10).
How many types of phones are required, are there any preferences for brands/models?	Vesta 911.
Where are your customer emails hosted?	Office 365.
What is your current Telecom provider, and are you open to switching?	AT&T and Windstream. Livingston County is not open to switching.
What is the number of call handling stations required?	Ten (10).
What is the number of administrative lines and type (POTS, PRI, SIP, etc.) currently installed? If SIP or PRI, how many DID's?	Seven (7) administrative lines. SIP and seven (7) DIDs.
Is Livingston County providing its own IP based	Yes.

network printer on same subnet as Call handling Equipment?	
What is the annual 911 call volume?	67,000 911 calls.
What is the annual administrative call volume?	90,000 administrative calls.
Is a MIS/Call reporting package required?	No.
May we have an extension on the RFP deadline of 2.22.23?	No.
Will RFP amendments be mailed directly to the bidders or made available only through the BidNet service?	Amendments will be emailed to vendors and posted to the BidNet website.
How many call-taking positions will need to be provisioned for the system, both primary and dark backup?	Primary – 10. Dark Backup – 4.
Is text to 911 required to be integrated in the call taker interface? (Section 1.0 Bidder Responses to Scope of Services, page 3, 2nd paragraph)	Yes.
How many admin lines does the County require to be integrated with the CPE? If yes, will they be SIP or analog? (Section 1.0 Bidder Response to Scope of Services, page 7, 7th paragraph)	None.
Does the long-term recording solution used by the County require an IP or analog interface from the CPE?	Yes.
Will the County require an ALI map solution to be provided by the CPE vendor? (Section 1.0 Bidder Response to Scope of Services, several references to ALI but not to an ALI map)	Yes.
Will the CPE vendor be responsible for running the network cables from the equipment room to the call taking positions?	No.
Will *all* 911 ingress be delivered via ESInet? (Section 1.3 Scope of Work, page 4, 3rd paragraph)	Yes.
Will the County require a call statistics & analytics solution to be included in the proposal?	Yes.
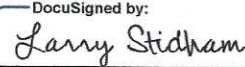
Livingston County Fiscal Services
304 East Grand River Ave., Suite 204
Howell, MI 48843
517-540-8740

ACCEPTANCE/ACKNOWLEDGEMENT OF ADDENDUM #1

RFP-LC-23-02
911 Phone System Upgrade and Maintenance Services

To be signed and returned with proposal submission.

Company: INdigital	Date: 02/20/2023
Authorized Signature: *Larry Stidham* (DocuSigned by) 345AAD5EDE994D2...	
Printed: Larry Stidham	