

AGENDA ITEM 19

Hear presentation and update on the Georgetown Community Clinic.

Jo Ann Ford updated the court on the growth and efforts of the Georgetown Community Clinic. Jack Hunnicutt discussed the Federally Qualified Health Center (FQHC) grant that the clinic applied for April 30, 2003. The grant if awarded would bring over \$1,000,000 a year for health care to Williamson County.

Commissioner Heiligenstein said he would like to look into a longer term commitment from Williamson County towards the Georgetown Community Clinic.

AGENDA ITEM 20

Discuss and take appropriate action on the closure of Silverstone Drive in The Woods of Fountainwood for a block party on Saturday, May 31, 2003 from 6:00 p.m. to 11:00 p.m.

Moved: **Commissioner Boatright**

Seconded: **Judge Doerfler**

Motion: To authorize the closure of Silverstone Drive in The Woods of Fountainwood for a block party on Saturday, May 31, 2003 from 6:00 p.m. to 11:00 p.m.

Vote: 5 - 0

AGENDA ITEM 21

Consider authorizing advertising and setting date of June 18, 2003 at 2:00 p.m. in the Commissioners' Courtroom to receive bids for furniture, expenses, and equipment for the Jail.

Moved: **Commissioner Boatright**

Seconded: **Commissioner Heiligenstein**

Motion: To authorize advertising and setting the date of June 18, 2003 at 2:00 p.m. in the Commissioners' Courtroom to receive bids for furniture, expenses, and equipment for the Jail.

Vote: 5 - 0

AGENDA ITEM 22

Consider awarding proposals received for Automated Emergency Notification System to Dialogic Communications.

Moved: **Judge Doerfler**

Seconded: **Commissioner Limmer**

Motion: To award proposal received for Automated Emergency Notification System to Dialogic Communications.

Vote: 4 - 0. **Commissioner Hays** was absent from the dais.

< Attachment >

Request for Proposal
Automated Emergency Notification System
Tabulation Sheet

The Request for Proposal for an AENS was considered by a total of six (6) vendors.

The following factors were considered in the evaluation of the RFP's:

- Price (while cost of the services provided was an important factor, it was not the sole determining factor)
- Product experience in the Emergency Management Industry
- On-site vs. Off-site solutions capability (WCEMS is primarily interested in off-site, but wanted to investigate the options available to us)
- Other Applications available
- Ease of Implementation

Vendor Name	Price	Product Experience	On-site vs. Off-Site	Other Applications	Ease of Implementation
Dialogic Communications	1 st Year = \$32,000 2 nd & Subsequent Years = \$18,000 First 150,000 numbers called included in price. \$0.15 per call after 1 st 150,000.	Extensive	Both Options with combinations	Fixed List notifications	Within 45 days of award. Minimal training
First Call Network	1 st Year = \$30,111 2 nd & Subsequent Years = \$24,089 \$40 per computer line hour usage	Extensive	Off-site only	Fixed List notifications	Within 4-5 days of award. Minimal training
Reverse 911	1 st Year = \$40,590 2 nd & subsequent years \$8,785 \$0.20 per call	Extensive	On-site only which would require significant computer hardware purchase and maintenance which ultimately impacts costs over time on our end in addition to cost of services.	Fixed List notifications	Within 120 days of award providing hardware is purchased and installed. Significant training needed to use software/hardware.

approved
11-27-03
John C. Daugherty

Vendor Name	Price	Product Experience	On-site vs. Off-Site	Other Applications	Ease of Implementation
Twenty First Century Crisis Communications	Difficult to determine. Some costs built in, others are rated on an hourly basis. No way of knowing exact costs. \$0.30 per call	Minimal Emergency Mgmt Experience per reference list	Off-site only	Fixed List notifications	Within 60 days of award. Minimal Training to operate
Intrado	1 st & Subsequent Years = 69,120 \$0.23 per connected call	Extensive	Off-site	Fixed List notifications	Within 60-90 days of award Minimal training to operate
StaffComm	1 st & Subsequent Years = \$87,300	No Emergency Management Experience	On-site only	Fixed List	Within 120 days of award. Minimal Training to operate

It is recommended that Dialogic Communications be awarded the contract to provide AENS Services to Williamson County.



***Dialogic Communications
Corporation***

**Formal Request for Proposals #03WC903
"Automated Emergency Notification System"**

**Williamson County, Texas
Wednesday, April 30, 2003 @ 2:00 PM**

COPY

**Rick Wimberly
Director of Homeland Security
Dialogic Communications Corporation
730 Cool Springs Blvd.
Suite 300
Franklin, TN 37067
DID 615.791.3967
Voice 800.723.3207 x 3967
Cell 615.294.3967
Fax 615.790.1329
E-Mail rick.wimberly@dccusa.com**

**WILLIAMSON COUNTY
PURCHASING DEPARTMENT**

FORMAL REQUEST FOR PROPOSALS

AUTOMATED EMERGENCY NOTIFICATION SYSTEM

NUMBER: 03WC903 OPENING DATE & TIME: APRIL 30, 2003 - 2:00 PM

RESPONSE BY



**DIALOGIC COMMUNICATIONS
CORPORATION**

**Contact:
Rick Wimberly
DIALOGIC COMMUNICATIONS CORPORATION
800-723-3201 (extension 3967)
Email: rick.wimberly@dccusa.com**

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Introduction

Dialogic Communications Corporation is pleased to respond to this RFP by Williamson County for an automated emergency notification system. As the company background will show, DCC is deeply experienced in providing services and solutions of this type and enjoys a unique leadership position in the notification field.

In addition to meeting the requirements of the RFP and providing affirmative answers to questions, DCC offers three important, distinctive general advantages:

Power: DCC's solutions provide unmatched power to deliver notifications quickly, efficiently, and accurately.

Options: DCC's deep and dedicated experience has led to a versatile product and services offering that will allow the establishment of a solution to meet the County's needs, including for unforeseen circumstances that could develop in the future. Specific Options for County consideration are outlined below.

Track Record: Clearly, an critical advantage offered by DCC. The company serves over 1,500 notification clients including some of the most demanding organizations in the nation. DCC's reputation for service is unique and verifiable, and supported by a very strong commitment by all 125 of the company's employees and encouraged by top management. This track record helps ensure success for DCC's customers.

DCC is offering Williamson County three basic alternative approaches:

On-Site System: The County houses a notification server with telephone lines dedicated to its operation.

DCC Hosting Center Service: No hardware or dedicated telephone lines are required by the county, but the same functionality exists such as ability to define specific notification lists, notification scenario rules, and geographic area selection. DCC's state-of-the-art Hosting Center in Tennessee would be used to originate calls.

Host/Affiliate Scenario: Williamson County could be associated with another DCC notification system in the area (i.e. Round Rock). Resources such as hardware, telephone lines, training and system management could be combined.

NOTE: Any combination of the above could be offered. For example, Williamson County may opt to adopt the Host/Affiliate Scenario in conjunction with Round Rock, but utilize DCC's Hosting Center as a back-up facility.

WILLIAMSON COUNTY PROPOSAL FORM
AUTOMATED EMERGENCY NOTIFICATION SYSTEM

PROPOSAL NUMBER: 03WC903

PROPOSAL OPENING DATE & TIME: APRIL 30, 2003 – 2:00 PM

The undersigned, by his/her signature, represents that he/she is authorized to bind the proposer to fully comply with the terms and conditions of the attached Request for Proposal, and Specifications for the amount(s) shown on the accompanying Proposal sheet(s). By signing below, you have read the entire document and agreed to the terms therein.

NAME OF PROPOSER: Dialogic Communications Corporation

Mailing Address: 730 Cool Springs Blvd, Suite 300

City: Franklin State: TN Zip: 37067

Email Address: rick.wimberly@dccusa.com

Telephone: (615) 790-2882 Fax: (615) 790-1329


Signature of Person Authorized to Sign Proposal

Date of Proposal: April 28, 2003

Name and Title of Signer: Bill Carman, Vice President of Sales

(Please Print or Type)

DO NOT SIGN OR SUBMIT THIS FORM
WITHOUT READING ENTIRE DOCUMENT

THIS FORM MUST BE COMPLETED, SIGNED AND RETURNED WITH PROPOSAL

PROPOSAL CHECK LIST

Please check the following prior to sealing and submitting your Proposal.

1. Official Williamson County Proposal Form Completed, signed, and enclosed?

YES X NO

2. Have you included a list of References as required?

YES X NO

3. All Proposal specification sheets completed (including company name at bottom of each sheet) and attached?

YES X NO

4. Have you included and marked (original or copy) four (4) Proposal Sets as required?

YES X NO

5. Have you written the name of your business on the front of the sealed envelope?

YES X NO

6. Have you written the Proposal name, Proposal number, and Proposal opening date & time on the front of the sealed envelope?

YES X NO

7. Are you using an overnight delivery service to deliver your proposal? If you are have you written the Proposal name, Proposal number, and Proposal opening date & time on the outside of the delivery service envelope?

YES X NO

Company History

Dialogic Communications Corporation is celebrating its 20th year of providing high-speed notification solutions. Over the years, the company has established itself as the clear leader of automated notification by responding aggressively to input from its customer base.

DCC has been selected to provide notification solutions by some of the demanding organizations in the country, large and small. The company's customer base includes:

- Local communities large and small including City of Boston, New York City, Los Angeles County and numerous communities of comparable size to Collin County, including communities in Texas (see Prior Project Experience).
- Federal organizations such as The White House, Congress (both houses), Department of Homeland Security, FEMA, FBI, Justice Department and numerous military organizations
- Public health organizations throughout the country.
- Private corporations for continuity of operations and business interruption prevention; and
- Other organizations with need to deliver interactive notifications to quantities of people quickly (i.e. Texas Education Agency).

DCC is very active in the nation's Homeland Security efforts as evidenced by the national and local organizations the company serves.

DCC is based in Franklin, Tennessee just south of Nashville where approximately 100 of the company's 125 employees are based. Visitors to DCC's state-of-the art corporate headquarters often comment about being impressed by the employees' spirit and professionalism, and true dedication to customer service. *A visit to DCC is encouraged.*

DCC was formed twenty years ago to provide automated telephony services to a broad spectrum of organizations. However, after early adopters of the technology, primarily in the nuclear industry, expressed a need for automated notification for emergency purposes, DCC's direction and focus became clear. First, virtually every nuclear plant in the country adopted DCC technology, followed by military operations, then local public safety and other local government organizations.

Customers Served/References

The following list of five references per Williamson County's request represents a small sampling of DCC customers using similar solutions. Additional references can be provided upon request.

City of Bowling Green (KY): Purchased DCC technology over five years ago after deep competitive analysis; uses the technology extensively for emergency and non-emergency applications, including coordination of multi-jurisdictional organizations (including the area's Anti-Terrorism Task Force and Drug Interdiction Program) Currently expanding its system using federal ATTF grant money.

Officer Barry Pruitt
Bowling Green Police Department
911 Kentucky Street
Bowling Green, KY 42101
270.393.4596
pruib21@bgky.org

Bexar (TX) Metro 9-1-1: Using DCC technology, this three county 9-1-1 district in Texas has established its own Dialogic Hosting Center. PSAPs in the three counties can access a special web site to activate emergency notifications utilizing map and telephone data maintained on a daily basis.

Bill Buckholtz
Bexar Metro 9-1-1
911 Saddletree Court
San Antonio, TX 78231
210.408.3911
bill@bexarmetro.org

Will County (IL): After using another hosted notification system for ten years, Will County converted to DCC's off-site solution because of ease-of-use, cost, call-out accuracy, high level of automation and track record.

Brenda Lutz
Will County
302 North Chicago Street
Joliet, IL
815.740.8351

San Diego County: San Diego County uses DCC's Hosting Center services as a county-wide emergency response system, and is expanding to community notifications.

Gina Anderson
County of San Diego
6255 Mission Gorge Road
San Diego, CA 92120
619.285.6591

City of Asheville (NC): Asheville has activated a highly successful notification program over the last year. Notifications have spanned from emergencies such as a highly dangerous suspect at large to routine notifications such as welcomes to newly-annexed areas. Asheville is a very progressive user of ESRI technology.

GIS Manager Heidi Reiber
P.O. Box 7148

100 Court Plaza
Asheville, NC 28802
828.259.5424

Richland County (SC): This capital city of South Carolina purchased the system for routine community notifications. Among other successes, the County has located several missing persons using DCC technology.

Sergeant Chris Cowan
Richland County Sheriff's Department
5523 Two Notch Road
Columbia, SC 29202
803.259.2524

Hamilton County (OH) 9-1-1: Uses DCC technology for a variety of applications, particularly to aid emergency response. Hamilton County is serving as a beta site for new DCC technology.

Tom Rapp
Hamilton County Sheriff's Department
1000 Sycamore Street
Cincinnati, OH 45202
513.825.2280

Santa Fe (NM) Office of Emergency Management: Utilizes the system for community notification and EOC staffing. Recently attended three-day DCC training session in Tennessee.

James Leach
35 Camino Justicia
Santa Fe, NM 87508
505.992.3086
sfoem@yahoo.com

Boone County Emergency Management: This border community of Kentucky and Ohio, home of one of the largest airports in the country, uses the DCC technology for a variety of emergency management applications – including locating missing children.

Bill Fletcher
2950 Washington Square
Burlington, KY 41005
859.334.2279

City of Amherst, NY: Amherst is a heavy ESRI GIS user, and chose the DCC solution after a thorough competitive analysis. Additionally, DCC provided Amherst with a Voice Mail system.

Officer Steve Piotrowsky
Amherst Police Department
500 John James Audubon Parkway
Amherst, NY 14228
716.689.1370
spiotrowski@amherst.ny.us

City of Dublin, CA: Multiple departments within this northern California city of 30,000 uses DCC technology for community and internal notification needs.

Jason Behrman
100 Civic Plaza
Dublin, CA 94568
925.833.6657

jason.behrmann@ci.dublin.ca.us

Response to Questions

NOTE: Williamson County questions are noted in bold italics. DCC answers follow.

What future enhancements does the company have planned to better serve its customers?

Over its 20-year history, DCC has constantly updated its technology based primarily on input from a diversified (and vocal) customer base. More recent efforts have been focused on the following general areas:

- Web solutions
- Larger call-outs
- Compatibility with customer GIS solutions
- Kits/templates for specific applications (Anti-Terrorism, Interoperability, School Safety, Missing Persons including Amber Alert, etc)
- Interfaces with other products
- Use of browser and .net platforms

Enhancements are regularly introduced, and will continue to be introduced in these and other areas.

List and detail any computer hardware requirements for the use of your AENS.

The answer depends on the solution deployed by Williamson County. If Williamson County decides to utilize a solution connecting it to other systems, or to DCC's hosting center, existing hardware can likely be utilized. If the County choose an on-site solution, hardware will be required that will accommodate special boards for telephone line connectivity, depending on the number of ports desired. (DCC can provide hardware as an option.) General hardware requirements for an on-site solution are as follows:

- IBM compatible PC platform
- 104 Keyboard required
- PS2 Mouse
- 450 MHz, or greater required
- Hard drive space available:
 - Minimum: 4 GB
 - Recommended: 6 GB or greater
- Chassis Requirements:
 - Physical Size: Tower/Rack unit
 - PCI slots: 5 (5 volt), free (full length) slots. Number is dependent upon required telephone line capacity.
 - RAM: Minimum: 256
 - COM Ports: 2 free ports
 - Audio: "SoundBlaster Compatible (6 Khz sampling rate) non- Plug N Play recommended
 - Video: SVGA 256 Color, 800x600 resolution required
 - Floppy disk controller: At least 1 meg/sec required

- CD-RW CD-ROM: the CD-ROM is required, (CD-RW is recommended for data back-up)
- 3.5" Floppy drive bay required
- Headset w/microphone and/or speaker w/microphone
- Two external U.S. Robotics modems w/cables – 56 baud minimum

List and detail any computer software requirements for the use of your AENS.

Like hardware, software will depend on the solution chosen. For an off-site system, internet connectivity will be required. For an on-site system, the following will be required:

- Windows 2000
- PC Anywhere
- Norton Ghost Imaging

List and detail any telephone (hardware and software) requirements for the use of your AENS.

For an off-site solution, there are no telephone requirements (except for any necessary to provide web connectivity). For an off-site solution, the answer depends on the number of telephone ports to be used. Either analog or digital (T-1) services can be obtained.

Define the responsible party for obtaining the telephone data for building the AENS for Williamson County

Williamson County will have an option of using "commercial" telephone data provided by DCC or "9-1-1" data or both. "Commercial" data is derived primarily from the published white pages with enhancements by the database compiler. DCC can provide commercial telephone data. "9-1-1" data, by statute, must be obtained by the governmental customer. It is not available to DCC directly, although DCC regularly enters into confidentiality agreements that allows the company to process the data for specific customer use.

DCC recommends that Williamson County utilize both "commercial" and "9-1-1" telephone data. While the 9-1-1 database is likely more complete, it is usually provided only under the condition that its use be limited to "emergency" purposes. "Commercial" databases carry no such restriction, thus having access to both databases will provide the County with optimum flexibility. (DCC's technology contains easy point-and-click processes for using one telephone database instead of another.)

In descriptive format, respond to Williamson County's requirements for an AENS. Include costs of each requirement.

DCC is offering Williamson County three basic alternative approaches:

On-Site System: The County houses a notification server with telephone lines dedicated to its operation.

Estimated cost: \$46,925 (First Year)
\$5,500 (Subsequent Years for 24/7 Support)
\$2,000 (Subsequent Years for DCC-supplied phone data and handling)

NOTE: County supplies 24 dedicated phone lines in this scenario.

DCC Hosting Center Service: No hardware or dedicated telephone lines are required by the county, but the same functionality exists such as ability to define specific notification lists, notification scenario rules, and geographic area selection. DCC's state-of-the-art Hosting Center in Tennessee would be used to originate calls.

Estimated Cost: \$36,000 (First Year)
\$18,000 (Subsequent Years)

Host/Affiliate Scenario: Williamson County could be associated with another DCC notification system in the area (i.e. Round Rock). Resources such as hardware, telephone lines, training and system management could be combined.

Estimated Cost: \$28,775 to \$43,175 (First year – depending on option)
\$3,500 to \$5,500 (Subsequent Years 24/7 Support)

NOTE: Any combination of the above could be offered. For example, Williamson County may opt to adopt the Host/Affiliate Scenario in conjunction with Round Rock, but utilize DCC's Hosting Center as a back-up facility.

Does the vendor offer a choice between on-site, off-site or both solutions? If so, describe how each of the systems will work.

DCC offers on-site, off-site, and on-site/off-site solutions. The off-site solutions could be based on a relationship with either DCC's large Hosting Center in Tennessee (with redundant back-ups) or to other DCC systems in the area (i.e. City of Round Rock).

On-Site Solutions: Involves installation of dedicated AENS server at a County facility connected to a number of dedicated telephone lines. The more phone lines connected to the system, the faster notifications will be delivered. On-Site solutions can be placed on a County Network, or can be web accessed.

Off-Site Solutions: Involves use of hardware and telephone lines located elsewhere, either at DCC's state-of-the-art Hosting Center in Tennessee or at another facility with a DCC system ("Host" system). In this scenario, the Williamson County system would be an "Affiliate" system. The Affiliate system would have much of the same capabilities as an On-Site system, except no hardware or dedicated phone lines would be required. The Affiliate would transmit notification information to the Host system either through web or network connectivity.

On-Site/Off-Site Solutions: This involves installation of an On-Site system, but with back-up capabilities provided through another system. The On-Site system would generally be used when notification objectives can be accomplished through use of the on-site system with its finite number of dedicated phone lines. The Off-Site system would be used in cases when the calling capabilities of the on-site system were not considered sufficient to meet notification objectives, or in the even of failure of the on-site system.

Does your system allow Williamson County to activate the AENS at several different levels, to include the following:

County-wide

City

Unincorporated municipality

Emergency 911 centers

Fire Departments

Police Departments

Yes, in fact notification levels can be as precise as the County desires.

Does the AENS have the capability to make notifications via multiple formats (e.g., telephone, both land-line and cellular; wireless text messaging, fax or email)? Are these notifications prioritized? If so, describe the prioritization hierarchy.

Yes, DCC's system has capabilities to notify via all formats mentioned. The notification priority is based on customer choice. One type of notification may require that one sequence of devices be used. Another type may require a different sequence.

Is the AENS capable of supporting various types of wireless devices in notifications? Describe these types

Wireless devices such as cell and PCS are supported simply by dialing telephone numbers. Pager devices are supported through establishment of a "pager script" for roster members. The proper pager script is associated with a particular individual through a drop-down menu. Other wireless devices such as Blackberries are accessed through the same protocols used for e-mail.

Is there an optional remote access to the AENS from a desktop computer? If so, describe how access can be obtained (e.g., direct to vendor, via Williamson County ISP, or both).

With the solution is on-site, off-site, or both, desktop remote access is available. Either web capability will be established, or software can be loaded on individual desktops.

Does the AENS support multiple and simultaneous automated emergency notification?

Yes. Priority levels are established so that higher priority notifications get precedence over lower priority.

What are the timeframes of activation upon notification by Williamson County? Describe the time sequence from Williamson County notification of AENS to AENS beginning notification.

On an on-site solution, notification commences immediately upon direction to proceed either via a work station or telephone. On an off-site solution, notification can commence within three minutes of transmitting the notification "suitcase" from the Affiliated system to the Host system...or immediately if the "suitcase" had been transmitted from the Affiliate to the Host previously.

Is the AENS capable of prioritizing notifications based on the needs of Williamson County?

Yes. The County can determine the priority of a notification. Higher priority notifications get precedence over lower priority notifications active at the same time. Resources are split evenly when simultaneous notifications with comparable priority levels are active.

Describe the sources of telephone data the AENS will use to build the telephone database, including who is responsible for obtaining this data, who is responsible for the accuracy and reliability of the data and who is responsible for updating the data.

DCC proposes the use of two types of telephone databases for the general population, Commercial and 9-1-1.

Commercial: Commercial databases would be obtained by DCC from the world's leading telephone number compiler. The base source of the data would be published white pages with the database supplemented by the compiler by obtaining telephone data from other sources. While this data may not include non-published numbers, it is a very comprehensive database. Also, there are no limitations on its use – thus, it can be used for both emergency and non-emergency notifications. The commercial database also includes Standard Industrial Classification (SIC) Codes for each phone number so that the numbers can be easily separated by type of organization.

9-1-1: 9-1-1 data is essentially the same database used in local 9-1-1 centers to help identify the identify and location of a caller. While this type of database is generally more comprehensive than a "Commercial" database, its use is generally limited to "emergencies" only. The source of the data will be the vendor who manages 9-1-1 data for Williamson County. (The City of Round Rock is obtaining the 9-1-1 database from Intrado.) DCC can

likely offer services to "geo-code" the 9-1-1 data so that it can be used in association with a GIS notification interface.

How does the AENS address unlisted telephone numbers?

Commercial: In the case of Commercial databases, some unlisted numbers will be included - based on the telephone database compilers' success in obtaining them through sources other than the white pages. In some communities where only Commercial telephone data is utilized for notification purposes, DCC's customers have conducted sign-up campaigns for citizens wishing to make sure their telephone numbers are included in the notification database. In some cases, citizens have been asked to complete a form. In others, they've been directed to a web site.

9-1-1: 9-1-1 databases generally include non-published numbers.

Does the AENS allow for subscription to AENS by people that maintain an unlisted telephone number?

Yes. Any telephone number can be easily added to the database either by the end using customer or by DCC.

Does the AENS allow for subscribers to subscribe with specific contact information that is beyond the telephone database? Is this a cost that is included in the package or is it an optional cost and who will be responsible for the cost?

Yes. Any information can be associated with a telephone number. There is no additional cost for this.

Does the AENS allow for an opt-out option by any telephone user that does not want to receive the automated emergency alert notification? Describe this process.

Yes; modifications can easily be made to the database by either the customer or DCC. NOTE: DCC recommends against using an automatic process where recipient of a notification can automatically opt out of future notifications by indicating their desire to do so by pressing a telephone key. Such a process would allow someone (perhaps a minor) to irresponsibly or mistakenly keep the phone they had answered from receiving future emergency notifications.

How many dedicated telephone circuits does the AENS have that will be dedicated to Williamson County?

On-Site Solution: Through an on-site solution, Williamson County can have as many phone lines as desired dedicated to notifications.

Off-Site Solution: The off-site DCC Hosting Center solution proposed by DCC includes a service level of between 200 to 500 phone lines at any given point. Should Williamson County

decide to associate with another area system, phone lines available will be based on the number of phone lines available to the Host system.

Based on a 30 second message, what is the minimum number of calls the system can make in a 10-minute period? 30-minute period? 60-minute period?

The answer depends on the number of lines available, and solution adopted.

Does the AENS have pre-designated account numbers that reflect the total number of dialing circuits? Does the AENS insure that the circuits do not exceed local telephone network capabilities to prevent potential problems? Describe this accounting system and its purpose

Yes, DCC's proposed solution, whether on-site or off-site, will reflect the number of dialing circuits available or used for any notifications. The number of lines can be scaled to ensure that local telephone network capabilities are not exceeded. Generally, 200 to 500 lines will not exceed local network capabilities. However, if network capabilities are exceeded, the system will re-dial those not reached when circuitry is available.

Does the AENS have the capability to add/delete listed or unlisted phone numbers "on the fly" or at any time upon the request of Williamson County or "subscribers"?

Yes

Does the AENS have the ability to remove duplicate phone numbers and prevent duplicate calls? Describe the method used to do this.

Yes, duplicate phone numbers can be removed through simple point-and-click. However, making duplicate calls should not be a concern because, even when duplicate numbers are sent from the database to the call-out engine, the call-out service (whether on-site or off-site) will recognize the duplicate numbers and place only one call for each number.

How does the AENS handle the "telephone zappers" that are used to prevent unwanted calls?

The answer depends on the phone service available, but processes are generally available to circumvent such blockers, often through a dialing sequence or through capabilities of the highly specialized "talker boards" DCC utilizes.

What types of security features are in place to prevent computer hacking in order to steal telephone databases or other protected information?

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Numerous security features are included. In fact, DCC's systems are located in some of the most secure government and commercial environments in the country.

- The software contains multiple levels of security access to be set by system administrator
- The only means of possible access to an on-site system is through dial-up modems. These modems can be disconnected until such time they are needed (i.e. for diagnostics), and remote operation can be monitored by watching the screen.
- DCC's Hosting Center undergoes several security audits annually by government and private customers.

Does the AENS comply with the Health Insurance Portability and Accountability Act (HIPAA)?

Yes

The AENS vendor certifies that he/she will take reasonable steps to safeguard telephone database information. It is understood that unauthorized disclosure of confidential information by the AENS is prohibited and may result in legal liability including, but not limited to contractual sanctions, civil penalties and criminal prosecution.

Understood. Confidentiality agreements can be executed if desired.

Does the AENS have the capability to allow for "check" numbers that can be dialed with every notification for activation of certain individuals/teams or for quality assurance purposes, that will receive the same information as the notification information?

Yes

Does the AENS provide for delivery of recorded messages via the following methods: pre-recorded, stored on-the-fly, and/or customized at the time of activation?

Yes

Does the AENS have the ability to add pre-defined scenarios and geographic areas, including call lists?

Yes

Does the AENS have the option for Williamson County to submit fixed list notifications? What format will the AENS accept these lists and what is the maximum

number of fields allowed to be submitted? Are there a maximum number of lists and numbers that can be submitted?

Yes. Fixed list notifications are a standard feature of DCC technology, as deployed in over 1,500 operations. These lists can be developed either through DCC's interface or imported from an ASCII file. There's no maximum number of fields that can be submitted, number of lists, or numbers.

Does the AENS allow for the option of reactivation, or multiple activations of the exact same phone numbers as a previous notification with a different or new message?

Yes

Does the AENS have the ability to prioritize a selected call lists (e.g., call closest to incident first and work away from incident)?

Yes

Is the AENS capable of targeting certain areas of notification based on the selection of Williamson County (e.g., ring around incident, selecting out certain numbers, irregular or "free form" polygons as defined by a plume)?

Yes

Does the AENS provide interactive capability by including provisions for touch tone responses upon request of the notification?

Yes

What is the maximum number of digits that a caller may use in the interactive response?

No maximum.

Does the AENS provide reports to Williamson County based on an activation of the system? What formats will the reports be provided? Can there be multiple formats defined by Williamson County (e.g., fax, email, etc) to specific individuals?

Yes, reports can be provided via fax, email, printer, or pager including multiple reports provided to multiple individuals.

Does the AENS have the ability to re-call busy, no answer and operator intercept telephone numbers? If so, how many re-calls will be conducted.

Yes. As many re-calls will be conducted as the customer wishes.

Does the AENS have the ability to leave a message on answering machine, voice mail, or answering service?

Yes

How does the AENS handle caller identification systems (Caller ID) in regards to where the call is coming from? How is "call blocking" handled?

Yes. See answer above regarding "call blocking".

Does the AENS have the ability to determine if the notification is received by a human or machine? Describe this process of determination.

Yes, the determination is made by the highly specialized boards used in the DCC system which utilize state-of-the-art recognition technology.

Does the AENS have the capability for delivering the message in multiple languages? Who is responsible for the translation of these messages? Can these multiple language messages be done "on-the-fly" by Williamson County defining the language the message is to be delivered?

Yes. Multiple languages can be utilized. DCC can provide translation of voice segments to be used on a recurring basis. Translating "on-the-fly" messages will be the responsibility of the County (although DCC may be available to assist).

When delivering multiple language messages, does the AENS have the capability of interactivity for the caller to determine the language they wish to hear the message?

Yes

Does the AENS have the ability to repeat the message delivered when a caller requests?

Yes

Does the AENS have TTD (telephones for the deaf or hearing impaired) capabilities? Describe how this is different from the standard calling, including any delays because of text messaging requirements.

Yes. Messages for TTD can be pre-recorded and played to a specified list of phone numbers as needed.

Is the AENS capable of using Williamson County's GIS data? What format is required or can the system accept multiple formats (define these formats). Are there provisions to prevent duplication of available GIS information?

DCC can handle data in ESRI and ESRI-compatible formats, which includes virtually all formats used by local government. Duplication of GIS information is generally not a material factor.

Does the AENS have the ability to edit map data for proper placement of addresses and telephone numbers in relation to map points?

Yes

Is the AENS capable of having telephone numbers geographically coded onto maps and allow geographic regions to be chosen by different shapes and sizes?

Yes

What is the process and timeframe for updates to the maps and street files? Who is responsible for providing these updates and what is the timeframe for implementing the updates once received?

Updates can be handled by either DCC or County personnel. When DCC is involved, approximately two weeks should be allowed from time the updates are received by DCC and delivered to the system. (The timeframe will be shorter when DCC's Hosting Center application is utilized.)

Does the AENS archive previous database edits during updates to prevent total loss of data? Where and how are these archives stored?

Yes. There's a special file where edits are stored.

Describe in detail the process of activation of the AENS by Williamson County.

On-Site Solution – Specialized List – Keyboard Activation:

1. Scenario (which includes lists and notification "rules") is identified through drop-down menu.
2. Message is selected through drop-down menu. If "on-the-fly" message is recorded, a pop-up screen will direct user to record
3. Start button is pressed; notification begins.

On-Site Solution – Specialized List – Telephone Activation:

1. User calls special phone number
2. Personal ID number is entered
3. Scenario ID number is entered
4. If "on-the-fly" message is required, user is directed to record
5. User is asked to press "9" to activate
6. Notification proceeds

On-Site Solution – Geographic Notification – Keyboard Activation:

1. GIS application is opened
2. Desired map data lists and notification lists are chosen through point-and-click
3. Geographic area is selected
4. Notification "rules" are chosen, including order in which geographic points are to be notified
4. Message is selected through drop-down menu. If "on-the-fly" message is recorded, a pop-up screen will direct user to record
5. Start notification is clicked.

Off-Site Solution: The same processes are followed as above, however instead of "start notification", a button is clicked that sends the notification "suitcase" holding all required files to the Host system. Upon receipt by Host system, Host system sends email to user stating that "suitcase" has arrived and is ready for activation via telephone. This process takes approximately three minutes.

Does the AENS have redundant capabilities for the following? Are these redundancies off-site? How many off-site redundancies are available?

Dialing capability

Storage of map data

Telephone number data

Customer account files

Yes. DCC utilizes two off-site redundant system that back-up all aspects mentioned above.

Does the on-site AENS have emergency generator and alternate power supply back-up?

Yes

Does the AENS have the ability to be customized using pre-determined account numbers and capable of independent billing of multiple accounts.

Yes

Does the AENS provide initial on-site training for all users, including system administrators and system users?

Yes

Does the AENS provide a detailed User's Guide with written instruction and activation procedures? What grade or reading level is the document written to?

Yes. Elementary level.

Does the AENS provide 24/7/365 technical support?

Yes

Can the system be fully operational within 120 days of awarding the contract?

Yes. It can be fully operational within 45 days of awarding the contract.

What is the cost breakdown of the system, including:

base system

all available options

per call costs

set-up fees

annual fees

training

24/7/365 technical support

hardware (if any)

software (if any)

map updates

street updates

telephone database updates

On-Site System		
Communicator/GeoCast Software	\$	21,275
24 Port Solution	\$	14,400
Hardware Package	\$	3,750
Training/Installation	\$	3,500
Commercial Phone Data	\$	1,000
(County supplies 9-1-1 data)		
Phone Data/Map Processing	\$	1,000
Hosting Center Back-up	\$	2,000
		=====
Total On-Site (1st Year)	\$	46,925

DCC Hosting Center		
First Year:		
Hosting Center Subscription (First Year)	\$	25,000
Communicator/GeoCast		

150,000 Calls per Year
(15-cents per call for additional calls)

9-1-1 Data Processing \$ 2,000
County Supplies 9-1-1 Data
\$500 per Update (4 per Year Recommended)

"Commercial" Telephone Data \$ 1,000
DCC supplies Data
2 Updates per Year

Training/Installation \$ 3,000

DCC Training Center Tuition for 2 people \$ 1,000

=====

FIRST YEAR TOTAL \$ 32,000

Subsequent Yrs (up to four):

Hosting Center Subscription (First Year) \$ 15,000
Communicator/GeoCast w/ Web Access
150,000 Calls per Year
(15-cents per call for additional calls)

9-1-1 Data Processing \$ 2,000
County Supplies 9-1-1 Data
\$500 per Update (4 per Year Recommended)

"Commercial" Telephone Data \$ 1,000
DCC supplies Data
2 Updates per Year

=====

ANNUAL TOTAL (after 1st Year) \$ 18,000

Host/Affiliate

Communicator/GeoCast Software \$ 13,275
"Suitcase Sender" Software Send/Receive \$ 8,000
On-Site Training/Installation \$ 3,500
Commercial Phone Data \$ 1,000
(County supplies 9-1-1 Data)
Phone Data/Map Processing \$ 1,000
Hosting Center Back-up \$ 2,000

=====

TOTAL \$ 28,775

Optional: Expansion of Host System (24 addtl ports) \$ 14,400

NOTE: No phone liens or dedicated hardware required, however PC
must have web connectivity.

TOTAL AFTER OPTION \$ 43,175

What options are required for the system and what option(s) may Williamson County opt-out of?

Addressed elsewhere.

Are there any increased costs with upgrading and making changes to the base system, once implemented? Describe and justify these costs.

The answer depends on the solution adopted. Generally, upgrades are considered to enhance delivery times by increasing the number of phone lines connected to the system. In an on-site solution, add \$600 per line for expansion to cover software and hardware costs. For a DCC Hosting Center solution, enhancements may include increasing the number of annual phone calls contracted. Add \$1000 for every additional block of 15,000 calls.

AGENDA ITEM 23

Consider awarding bids received for Justice of the Peace Pct. #4 building in Taylor to the lowest bidder meeting specifications - RGD Builders, Inc.

Bob Space mentioned that awarding this bid is necessary prior to being able to negotiate to lower the price of the contract. There will be no notice to proceed given to the contractor at this time.

Moved: **Commissioner Limmer**

Seconded: **Judge Doerfler**

Motion: To award bids received for Justice of the Peace Pct. #4 building in Taylor to the lowest bidder meeting specifications - RGD Builders, Inc.

Vote: 5 - 0

< Attachment >



R. GILL

P.O. Box 217 Round Rock, Texas 78680-0217 • rgill@raygilljr.com • Ph 512-255-7852 Fax 512-255-5445

May 22, 2003

Frankie Limmer
Commissioner Precinct No.4
Williamson County, Texas
412 Vance St. Suite 213
Taylor, TX 76574

RE: Justice of the Peace Precinct 4 bid

Commissioner Limmer,

I have reviewed the bids and verified the references of the low bidder and recommend that the contract be awarded to the apparent low bidder which is:

RGD Builders, Inc.
2400 W. Braker Lane, Suite G
Austin, TX 78758
Phone 512-339-1588
Fax 512-339-6439

Bob Daugherty is the principal in charge.

If you have any questions or comments, please call at your convenience.

Sincerely,



Ray Gill, Jr.

approved 5-27-03
John C. Daerfler