



Department of Purchasing & Contract Compliance

Felicia Strong-Whitaker, Interim Director

REQUEST FOR QUOTE NUMBER: 12CT83132YA WILL BE RECEIVED UNTIL Monday, April 02, 2012 @ 2:00pm local prevailing time ***LAST DAY FOR QUESTIONS IS March 26, 2012 AT 5:00pm est.***		
DESCRIPTION: Utility Locate Ticket Management System for Public Works Department		
Quotes must be submitted electronically using our on-line Vendor Self Service system at www.fultonvendoreselfservice.co.fulton.ga.us . You must be a registered vendor in order to respond to quotes.		
ANY QUESTIONS REGARDING PURCHASING PROCEDURES OR THE SPECIFICATIONS SHOULD BE ADDRESSED <u>ONLY</u> TO THE PURCHASING CONTACT PERSON LISTED BELOW. BIDDERS MAY NOT HAVE CONTACT WITH COUNTY OFFICERS, ELECTED OFFICIALS OR COUNTY EMPLOYEES REGARDING THIS BID PRIOR TO AWARD OF PURCHASE ORDER. VIOLATION OF THIS INSTRUCTION WILL RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.		
CONTACT NAME: Carolyn Towns	E-Mail Address : Carolyn.towns@fultoncountyga.gov	Telephone Number: (404) 612 4208
All information requested on this sheet must be completed. Unless specifications indicate "NO SUBSTITUTE", items determined by Fulton County to be "EQUAL OR BETTER" will be given full consideration. All prices QUOTED must be "FOB DELIVERED" unless otherwise requested, and must be submitted in the format requested. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.		
Company Name:		
Company Address:		
City	State	Zip Code
Telephone Number:	Fax Number:	E-Mail Address:
RESPONSES MUST BE SUBMITTED ON-LINE AT www.fultonvendoreselfservice.co.fulton.ga.us BY THE TIME AND DATE INDICATED.		
Person submitting QUOTE: (Please Print)		Date
Title		
*Signature of the person submitting QUOTE:		
*The individual submitting this e-quote must have binding authority to submit contracts on behalf of the responding company. By submitting a response, vendor agrees that their quote is an offer to sell. All bidders shall comply with all Fulton County purchasing laws, policies, and procedures, as well as relevant state and federal laws— including compliance with EEOC hiring guidelines and requirements under the Americans with Disabilities Act.		

**REQUEST FOR QUOTE
GENERAL TERMS AND CONDITIONS**

The following provisions are hereby made a part of this Request for Quote. Any contract or purchase order awarded as the result of this request shall be governed by these General Terms and Conditions. By submission of your responses to this quote, vendor agrees to furnish the product(s) and/or service(s) pursuant to these conditions.

1. **GENERAL.** These provisions are standard for all County contracts. The County may delete or modify any of these standard provisions for a particular contract or purchase order by indicating a change in the special instructions or provisions. **Any vendor accepting a purchase order award as the result of this request agrees that the provisions included within this Request for Quote shall prevail over any conflicting provision within any standard form contract of the vendor.**
2. **SUBMISSION OF RESPONSES.** Responses must be submitted for quotes on-line via the Vendor Self Service system at <https://fultonvendorselfservice.co.fulton.ga.us/webapp/VSSPROD/Advantage>. Response to quotes must be received no later than 2:00 p.m. on the date indicated.
3. **AMENDMENTS TO THE REQUEST FOR QUOTE.** Any amendment to pricing is valid only if in writing and issued by the County.
4. **NON-COLLUSION.** Bidder certifies that this bid is made without prior understanding, agreement or connection with any other corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. Bidder further understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that person signing is authorized to sign this bid or proposal for the bidder.
5. **CONFLICT OF INTEREST.** Vendor states that no County officer or employee, nor any business entity in which they have an interest: a) Has an interest in the contract awarded; b) Has been employed or retained to solicit or aid in the procuring of the resulting contract; c) Will be employed in the performance of such contract without immediate disclosure of such fact to the County.
6. **BASIS OF AWARD.** The County shall award to the overall lowest responsible and responsive vendor complying with the provisions of the Request for Quote. The following criteria may be considered by the County in selecting the most advantageous quote: a) Ability to perform the service required within the specified time; b) Conformance to specification; c) The quality of performance in previous contracts; d) Financial ability to perform the contract; e) Item pricing; f) vendor references. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.
7. **SAMPLES.** Samples of items when required, must be furnished free of expense to the County and upon request, be returned to the Vendor at the Vendor's expense. Samples of selected items may be retained for comparison purposes.
8. **NEW.** All items bid must be new. Used, rebuilt and refurbished items will not be considered unless specifically authorized by Fulton County in the written specifications.
9. **BRAND NAME SPECIFICATIONS AND APPROVED EQUIVALENTS.** Unless otherwise specified, manufacturer's names, trade names, brand names, information and/or catalog numbers listed in the specifications are intended only to identify the quality and characteristics desired. They are not intended to limit competition. The Vendor may offer any equivalent product which meets or exceeds the specifications. If quotations are based on equivalent products, the quote must: a) Indicate the alternate manufacturer's name and catalog number; b) Include complete descriptive literature and/or specifications; c) Include proof that the proposed equivalent will meet the specifications. The County reserves the right to be the sole judge of what is equal and acceptable to meet its needs in all respects. If Bidder fails to name a substitute, goods identical to the published standard must be furnished.
10. **INDEMNIFICATION.** Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless the County, it's Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or

arising out of any act or omission by contractor, its directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection with its acceptance, of the performance, or nonperformance, of its obligations under this agreements.

11. **TAXES.** Fulton County is exempt from the State of Georgia sales tax and exemption certificate will be furnished upon request.
12. **DELIVERY.** All prices must be FOB Destination, unloaded inside and assembled unless otherwise indicated.
13. **RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT.** If any item furnished by the Vendor fails to conform to specifications, or to the sample submitted by the Vendor, the County may reject it. Upon rejection, the Vendor must promptly reclaim and remove such item without expense to the County, and shall immediately replace all such rejected items with others conforming to such specification and samples. If the Vendor fails to do so, the County has the right to purchase in the open market a corresponding quantity of any such items and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual cost to the County. If the Vendor fails to make prompt delivery of any item, the County has the right to purchase such item in the open market and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual replacement cost to the County. The rights and remedies of the County identified above are in addition to any other rights and remedies provided by law or under the purchase order.
14. **INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting purchase order or master agreement. All invoices must include the purchase order number or master agreement number. Failure to comply may result in delayed payments. The County payment terms are Net 30 days unless a cash discount is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County and the correct invoice is received in the office specified on the purchase order.
15. **LEGAL REQUIREMENTS.** Federal, State, County and local ordinances, rules and regulations, and policies shall govern development, submittal and evaluation of quote and disputes about quotes. Lack of knowledge by any Vendor about applicable law is not a defense.
16. **ASSIGNMENT.** Any purchase order awarded shall not be assignable by the Vendor without the express written approval of the County, and shall not become an asset in any bankruptcy, receivership or guardianship proceedings.
17. **REJECTION OF BID.** Bids may be considered irregular and may be rejected if they show omissions, alternations of form, additions not called for, conditions, limitations, unauthorized alternate bids or other irregularities of any kind. The County reserves the right to waive minor technicalities or irregularities of bid.
18. **TERMINATION.** In the event any of the provisions of the purchase order are violated, the County may serve written notice of its intention to terminate the purchase order. Such notice will state the reason(s) for such intention, and unless within ten (10) days after serving notice upon the contractor, such violation has ceased and satisfactory arrangements for correction made, the purchase order shall, upon expiration of ten (10) days, be terminated. Further, the County reserves the right to terminate for its convenience any purchase order in whole or in part upon giving thirty (30) days prior written notice to the other party.
19. **DEBARMENT.** If a Bidder is presently debarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency which prohibits your firm from participating in any procurement, the Bidder must provide the County with that information as part of its response to this solicitation. Failure to fully and truthfully provide the information required, may result in the disqualification of your bid from consideration or termination of the purchase order, once awarded.
20. **RIGHT TO PROTEST.** Any actual or prospective Bidder who is aggrieved in connection with a solicitation or award of a contract/purchase order must submit its protest in writing to the Director of Purchasing & Contract Compliance, 130 Peachtree St. S.W., Suite 1168, Atlanta, GA 30303. A protest must be submitted to the Director of Purchasing & Contract Compliance in writing within 14 days after

such aggrieved entity knows or should have known of the solicitation, the award of contract/purchase order to another or other acts giving rise to a protest. An oral protest or a protest to an official, employee, user department, or other person apart from the Director of Purchasing does not comply with Fulton County Code Section 2-324 and does not toll the protest time period.

SIGNATURE BELOW IS THAT OF A PERSON AUTHORIZED TO SIGN CONTRACTS FOR THE QUOTING COMPANY WHO HAS READ, UNDERSTANDS, AND AGREES TO COMPLY WITH THE ABOVE GENERAL TERMS AND CONDITIONS.

COMPANY: _____ **SIGNATURE:** _____

NAME: _____ **TITLE:** _____ **DATE:** _____

THIS SIGNED FORM MUST BE SUBMITTED WITH YOUR BID. FAILURE TO DO SO MAY RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.

REQUEST FOR QUOTE SPECIFICATIONS

Quote Number: 12CT83132YA

Opening Date: 04/02/2012 @ 2:00pm EST.

**Utility Locate Ticket Management Services
Department of Water Resources**

1. DESCRIPTION

The Fulton County Department of Purchasing & Contract Compliance is soliciting quotes from qualified vendors to provide utility locate ticket management services to include receiving and processing utility dig ticket data from the Georgia 811 (GA811) Utility Processing Center (UPC) for the Department of Water Resources from date of award through one year later.

2. CONTACT PERSON

Please contact Carolyn Towns, Procurement Officer, at (404) 612-4208 or by e-mail carolyn.towns@fultoncountyga.gov, with any procedural or technical questions. All questions should be submitted in writing to the Purchasing contact person. Any responses made by the County will be provided in writing to all Bidders by addendum. No verbal responses shall be authoritative.

You must be registered in the County's AMS System in order for the Department of Purchasing & Contract Compliance to issue your company a Purchase Order or to receive payments. If you are not a registered vendor you may access and complete the vendor application via the County's Vendor Registration website (www.fultonvendorselfservice.co.fulton.ga.us). You must provide a copy of your current Business License in order to complete the vendor registration process.

If your company is a registered vendor, you can respond to all quotes online and in real time on this website.

3. PRODUCT/SERVICE SPECIFICATIONS

BACKGROUND

The Fulton County Department of Water Resources maintains two utility systems, in two geographical areas. The Water distribution system exists in the area within Fulton County GA north of the Chattahoochee River. The Water distribution System is identified as UPC Member Code FUL01. The Wastewater Collection System exists within Fulton County north of the City of Atlanta city limits identified as UPC Member Code FUL02 and in unincorporated Fulton County south of the City of Atlanta, identified as UPC Member Code FUL03. Each Member Code has a grid established in the UPC system

The services furnished shall provide the following capabilities:

- Receive and process utility locate tickets in the format that is provided by the UPC GA811. Processing shall include establishing the ticket in a graphical format and transmitting it to the appropriate Member Code or processing an immediate response for user identified specific work types.
- Present to the appropriate member code location/workstation, utility locate tickets within the UPC established grid for that member code transmitted by the UPC call center.
- Provide for response to tickets with legally mandated GA811 responses. Vendor shall be knowledgeable of and provide responses to GA811 utilizing the GA811 [Positive Response Information System \(PRIS\)](#) defined codes
- Deliver all responses to GA811 and retain the responses for later review (up to seven years)
- Provide for multiple types of reports easily produced by selecting the type of data to be queried including but not limited to work type, locator, date range, member codes, and response type
- Provide for selecting automatic responses from the GA811 PRIS defined list of response codes for each of the ticket work types
- Provide for all ticket data and responses including attachments such as maps, pictures, sketches, drawings, etc., to be kept and archived for a period of no less than 7 years.
- Provide a picture of the work area geographically described by the call center for all tickets for 95%+ of all tickets and transpose the geographical data into map or picture presentation.
- Provide an internet accessible database and graphic user interface installed on vendors servers accessible from either fixed or mobile workstations with internet access. Supporting publically available programs such as Internet Explorer or Flash Player shall comply with Technical Standards but may be upgraded to current versions if not current.
- Features available for use shall include a sketch tool, a scanning tool and a camera tool that provide for sketches, scanned images, and photographs to be attached to tickets. These “tools” shall provide for attaching County generated (picture, scans or sketch) files to the tickets and transmitting them electronically as attachments to the tickets. No devices or hardware are to be furnished under this requirement.
- Attachments shall be archived with responses but not transmitted as part of the response to GA811.
- Query Fulton County’s GIS plant mapping environments to quickly display where infrastructure is relative to the ticket data in the latest GIS data.
- Be compatible with Fulton County GIS system and Information Technology (IT) standards under Appendix titled “Technical Requirements”. Technical Requirements are general in nature and provided so as to assure any vendor supplied software associated with these services shall be fully functional and operational utilizing County’s hardware and software versions. The following refinements to Technical Standards apply. As part of testing requirement, the vendor will be required to certify that any software supplied by vendor is properly installed and functional. This sign off is by the vendor stating the service is fully functional and may be implemented. Any on-site post implementation support will be required only to the extent necessary to achieve full functionality as specified.

4. PRICING SHEETS

Item	Unit	Quantity	Unit Price
Monthly UPC Tickets processed up to 12,000 per month	MNTH	12	
Tickets received greater than 12,000 per month for each additional 1,000 tickets or portion thereof	Ea.	8	
Training Session (4 hours) at each of four locations on Work Station Operation	Ea.	4	
Training Session (4 hours) at each of four locations on Mobile Laptop Operation	Ea.	4	

5. SPECIAL CONDITIONS/INSTRUCTIONS

The successful vendor shall be responsible for the following:

- Provide functionality for Fulton county to receive and process utility locate tickets by any reasonable method within 14 days of award of contract and full functionality as described herein within 60 days of award.
- Be familiar with the data transfer requirements of Georgia Utility Protection Center (GA811)
- Receive and process utility locate dig ticket data from the Georgia 811 (GA811) Utility Protection Center (UPC).
- Must be familiar with the data transfer requirements of Georgia Utility Protection Center (GA811).
- Be knowledgeable of GA811's defined Work Types, Response Codes and ticket response time requirements.
- Provide functionality for Fulton county to receive and process utility locate tickets by any reasonable method within 14 days of award of contract and full functionality as described herein within 60 days of award.
- Furnish, install and set up all software and licenses required to make the

service functional through internet connectivity on 8 computer workstations in 4 different locations and on 16 mobile laptops. All work stations and mobile laptops shall be furnished by Fulton County and shall have internet connectivity provided by Fulton County.

- If requested by Fulton County, provide training on the use of their service. Training shall consist of 4 hour training sessions at (each) one of 4 locations within Fulton County.
- Provide printed instructional material, Power Point type presentation of service operation and hands on instruction at the work stations that will utilize the vendor's service for Utility Locate Ticket Processing.
- Own and have in place, the necessary hardware to furnish this service and vendor is not expected to furnish additional hardware or receive payment for hardware under this procurement.
- Provide 20 laminated quick reference instruction sheets for use by field personnel. Separate 4 hour training sessions shall be provided for the mobile laptop users at the same 4 locations. Training shall occur after the service is operating satisfactorily on Fulton County's hardware (see Technical Requirements Appendix included).

SPECIAL INSTRUCTIONS

Total price quoted shall be equal to the sum of the extensions of the unit prices and estimated quantities for all items listed in the pricing sheets.

The quoter must provide evidence of having provided Utility Locate Ticket Management Services to GA811 or another State's UPC's member utility companies via the internet interfacing with, receiving ticket data from and transferring ticket data to the UPC for a minimum of 1 year. Evidence of such qualifications shall be by providing three (3) references by submitting names, addresses, contact person, telephone numbers and e-mail addresses of at least three (3) UPC member utility companies with ticket management systems equivalent to GA811 for which vendor is currently providing such service and has provided this service for at least one year, and/or has provided the services in the last three (3) years. ***This information shall be uploaded as an attachment to the RFQ when entering your on-line bid pricing. Failure to provide this information may deem your quote as "non-responsive" and disqualification of your quote.***

The service areas (grids) associated with each Member Code may be modified by Fulton County at some time during the contract term. Fulton County has not modified grids in the past but might do so in the future in response to a change in operational assignments. Any adjustments to the grids will be provided by the County as shape files. The vendor shall be required to provide all adjustments required to adapt to the revised grids. Such adjustments to the grids shall be performed by the vendor at no additional cost.

Vendor shall provide unit pricing for the 8 training sessions; however, Fulton County may reduce or eliminate sessions, dependent upon the need for training. Pricing for all training will be included in the evaluation of the total amount quoted.

The successful vendor shall provide a single monthly invoice for all three member codes separated into an amount billed for each of the three Member Code areas (FUL01, FUL02 and FUL03) proportional to the number of utility locate tickets received for each.

A flat fee shall be paid for the service on a monthly basis for all tickets processed for all three member codes combined. The total number of tickets processed for all three member codes combined shall not exceed 12,000 per month. Tickets in excess of 12,000 per month will be compensated for as extra work as indicated in the quote pricing form. Any set up or other fees shall be included in the monthly flat fee.

Appendix

Technical Requirements

1.1 TECHNICAL REQUIREMENTS

1.1.1 HARDWARE AND SOFTWARE REQUIREMENTS

This section presents the requirements for the County's hardware and software standards. Actual memory sizes, processor speeds, peripherals and system software standards packages shall be recommended by the Proposer.

(Please provide complete hardware specifications within your response. Refer to below "County Standards" for acceptable configuration information.)

Fulton County desires to be provided with both the cost to purchase all hardware and connectivity for this solution as well as an optional complete, end-to-end, turnkey solution including all hardware necessary for the solution. Vendor must include a complete itemized hardware recommendation. Vendor's recommended hardware specifications must conform to the County hardware standards specified in this section. The goal is to have a high-performance system rather than an economical one.

Servers, desktops, laptops and tablet PCs shall not require administrator rights to operate. The County standard prohibits providing administrator or root privileges to servers for executing any software in the production environment.

Servers are procured by DoIT, through the Fulton County Purchasing Department as warranted by many factors, including current utilization of existing infrastructure, the requirements of planned projects, and the availability of specific funding for new equipment. Some platforms will share components and others will not, depending upon the unique circumstances for each project and product. Sharing and re-use are promoted when feasible. Agencies work with DoIT to develop a technical task plan and budget estimate for the project's hardware, software, middleware, peripherals, storage, maintenance, and connectivity. DoIT will assess the requirements in light of the current environment (and other factors) to confirm which components must be purchased by appropriate agency, and which will be paid for through DoIT funding. Servers are procured from currently listed standard models and configurations whenever possible.

1.1.1.1 End User Software

Component	Current Standards
Operating System	Windows7
Word Processor	Microsoft Word 2010
Spreadsheets	Microsoft Excel 2010
Presentations	Microsoft PowerPoint 2010
Database (Desktop)	Microsoft Access 2010
E-Mail Client	Microsoft Outlook 2010 Outlook Web Access (latest release)
Project Management	Microsoft Project Professional 2010
Graphics	Microsoft Visio Professional 2010
Web Browser	Microsoft Internet Explorer IE8/IE9
Antivirus	Microsoft Forefront Server/Client Security
Mainframe Terminal Emulation	Rocket Software - Blue Zone
PDF Files Read/Write	Adobe Acrobat Reader/Adobe Acrobat
Other	Must be approved

1.1.1.2 End User Hardware

	Desktop PC	Laptop
Platform	HP 8100 Elite CMT HE Chassis - Tower	HP ProBook 6550B
CPU	Intel Core i5-650 Processor	Intel Core i3-350M Processor
Disk Configuration	160 GB , SATA 7200RPM hard drive	160GB 7200 RPM Hard Drive
Media Drive	16X DVD R/W combo drive	DVD R/W combo drive
Memory	4GB PC3 RAM	4 GB DDR3 RAM
Monitor	HP Compaq LA1951g 19" LCD Monitor	Wide Screen 15.6" LCD Display
Video Card	Intel Integrated Graphics	Intel Integrated Graphics
Interface Card(S)	Ethernet 100/1000	Ethernet 100/1000, 802.11 a/n wireless, Bluetooth 2.1, V92 Modem
Operating System	Windows 7 (preferred) / Windows XP	Windows 7 (preferred) / Windows XP
File System	NTFS	NTFS
Maintenance	3 Year on-site, next business day (24x7x365)	3 Year Depot (24x7x365)
Additional Hardware	Keyboard, Optical Mouse	6 Cell battery, Carrying Case

1.1.1.3 Enterprise Applications

Application	Current Standards
ERP	CGI - AMS Advantage v3.8.x
Database	Oracle 11g R1 MS SQL Server 2008 R1 64bit
E-Mail	Microsoft Exchange 2010 Blackberry Enterprise Server 5 Symantec Enterprise Vault 9.0 Cisco Ironport E-mail Security

1.1.1.4 Operating System Software

Item	Current Standards
Operating Systems	Microsoft Windows Server 2008 R2 Standard Edition; Microsoft Windows Server 2008 Enterprise Server (clustering or servers with 4 processors or more) Oracle Enterprise Linux v5.5 Red Hat Enterprise Linux v5.5
Storage	SAN/NAS
Virtualization	VMware Oracle VM

1.1.1.5 Application and Database Server

	Application Server	Database Server
Type	INTEL	INTEL
Platform	Dell PowerEdge R710	N/A
Power	Dual Redundant	Dual Redundant
Hard Drive Configuration	Internal: 2 ea. 73GB 15KRPM serial attached SCSI Additional Drives (separate enclosure): 5 ea. 300GB 15KRPM serial attach SCSI RAID1/RAID5	Internal: 2 ea. 146GB 15KRPM serial attached SCSI 6Gbps hot plug Additional Drives (separate enclosure): 5 ea. 300GB 10KRPM serial attach SCSI Hot Plug RAID1/RAID5
CPU	2 ea. Intel Xeon X5570, 2.93GHz, 8M Cache, 6.40GT/s QPI, Turbo, HT	4 each Intel Xeon E7540, 2.0GHz, 18MB cache, 6.4GT/S QPI, Turbo HT, 6 Core, 1066MHz.
Network Interface Cards	4 each. Full Ethernet 10/100/1000 Base-T	2 each, Dual Port Gigabit (1000Mb) NIC w/TOE iSCSI PCIe.
RAM	48GB (12x4GB), 1066MHz dual ranked RDIMMs optimized for 2 processors.	128GB (32x4GB), 1066MHz Quad Ranked RDIMMs for 4 processors, Power Optimized.
HBA	Fiber channel. Dual (2ea.) Qlogic 4GB Optical fiber channel. Model 2460 or better.	Fiber channel. Dual (2ea.) Qlogic Dual Channel, 4Gb Optical fiber channel HBA PCIe.
External Storage Controller	SAS RAID controller, external, PCIe, 256MB Cache.	SAS RAID controller, external, PCIe, 512MB Cache (minimum).
Maintenance	3 Year, 24/7, 4 hour on-site (or NBD if specified), parts & labor included.	3 Year, 24/7, 4 hour on-site, parts & labor included
Additional Hardware Requirements	Rails w/ cable management. Internal DVD+/- RW, SATA drive.	Rails w/ cable management arm. Internal DVD+/- RW, SATA drive.

1.1.1.6 Networks and Telecom

Component	Current Standards
Protocols	TCP/IP - Network environment is pure IP

	EIGRP - WAN, MAN, Campus, Access & Distribution layer routing protocol BGP4 - ISP routing protocol SCCP, H.323 - IP Telephone and Video protocols
Structured Cabling Standard Access Layer Cabling	CAT-5E – Legacy PC and Server Connectivity CAT-6 – New construction where applicable Single-Mode Fiber – Data Center, Campus, and Metro connections depending on distance Multi-Mode Fiber - Data Center, Campus, and Metro connections depending on distance
WAN, MAN, Campus & Internet Connection Types	T1 Frame Relay – Legacy WAN Locations 10Mb & 100Mb MetroEthernet – New and upgraded WAN & MAN locations 100Mb MetroEthernet – Internet connectivity Gigabit Ethernet – Campus, Access & Distribution uplinks Gigabit and 10Gigabit – Data Center uplinks & Server connectivity
Campus MAN, WAN Connectivity	Cisco 2600/2800 – WAN sites Cisco 7200 – WAN aggregation Cisco 3750G – WAN, MAN & Campus Uplinks Cisco 4500 – Large site Distribution switches Cisco 6500/Sup720 – Data Center, Core, and Campus Distribution Cisco ONS 15454 – Inet MAN
Campus Switching	Cisco 3750POE – Wiring Closets Cisco 3750G – Building Closet aggregation & MetroEthernet termination
Internet Connectivity, Security, Web Content Caching	Cisco ASA 5550 – Internet Firewalls Cisco ASA 5520 – VPN Termination Aventail EX7000 – Clientless VPN Termination Cisco VPN 3000 – Legacy VPN Termination Cisco IronPort S370, M1070 – Web Content, URL filtering & Caching
Content Switching/Load Balancing	Cisco CSS 11506
IP Telephone Applications and Platforms	Cisco CUCM 7.1.5 Cisco IPCC/UCCX Premium Express 7.0.1 Cisco Unity 7.0.2 – Unified Messaging with Exchange Cisco Emergency Responder 7.1.1 Berbee Informacast 6.0.1 Cisco MCS 7845-H2, 7845-I3, 7835-I3 – IPT Application servers

Networks and Telecom (cont'd)

Component	Current Standards
Wireless	Cisco Wireless Control System 6.0 Cisco 4400 Wireless LAN Controllers Cisco 5500 Wireless LAN Controllers Cisco Aironet 1131AG Access Points Cisco Aironet 1250N Access Points Cisco Aironet 1141N Access Points Cisco Aironet 1310 Wireless Bridge
Data Center Management	Main UPS's - Manufacturer GE Model SG Series (225-KVA) PDU – PDI (50-KVA) Model M4 Sever Cabinets: APC - PDU's Models: <ul style="list-style-type: none"> • AP7832 • AP7841
Closet Power Management	UPS Models: <ul style="list-style-type: none"> • Smart-UPS 3000 RM XL • Smart-UPS 2200 RM XL • Smart-UPS 3000 RM XL • Smart-UPS 1500 RM XL • Smart-UPS 1400 RM XL • Smart-UPS 8000 RM XL • Smart-UPS RT 8000 XL • Smart-UPS RT 5000 XL • Symmetra LX 16000 RM All UPS Models – connected via Male-Twist-Lock connector All UPS Models – equipped with temperature sensors Monitoring application – Utilizing APC - InfraStruXure Central
Data Center and Closet Video Monitoring	Camera Type: <ul style="list-style-type: none"> • NetBotz 320 • NetBotz 420 • NetBotz 450 • NetBotz 500 Monitoring application – Utilizing APC - InfraStruXure Central (devices and surveillance view)
Video Conferencing	Polycom/Tandberg

1.1.2 INTERFACE WITH OTHER SYSTEMS

The proposed system should interface into existing systems running other applications for Fulton County. The system should have the ability to export as well as import any data required via the XML format. This includes the following systems among others as defined by Fulton County:

Apache 2.2 – See Acceptable Standards below

Interface	Description	Comment
Web Service	<ul style="list-style-type: none"> • Supports machine-to-machine interaction over the enterprise network • Meets W3C specification using XML messaging that follows the SOAP standard. • Machine readable description of the operations offered by the consumable system written in the Web Services Description Language (WSDL) 	Best solution for supporting machine-to-machine data transmission over a network.
be Really Simple Syndication (RSS)	<ul style="list-style-type: none"> • Family of web formats used to publish content in a standardize format • Data format follows the RSS specification using standardized XML 	Good approach providing a structured data feed which can be easily processed.
HTML	<ul style="list-style-type: none"> • Traditional browser markup language transmitted over HTTP. 	Weak approach and should be used <i>sparingly</i> as the user interface design may not be compatible with that of the portal

1.2 TESTING REQUIREMENTS

The system will undergo a process of certification, which shall include the following, prior to acceptance by the Fulton County Government:

- The proposer shall certify in writing to the County that the application system is completely installed, meets all design requirements, is free of defects, the data conversion is complete, accurate, correct and the total system (application, file building, conversion, back-up and recovery procedures) is ready for operation.
- The proposer shall be prepared to demonstrate all functions of the system prior to the start of user acceptance testing.
- The proposer shall provide documentation and interface specifics on each interface to our existing Fulton County systems.
- Upon receipt of the letter of certification from the proposer by Fulton County, a sixty (60) day period of user acceptance testing will commence. User acceptance testing will include an intensive exercise of each

component and module of the system simulating a normal workload. This testing will provide assurance that the various components and modules of the system operate as specified. During this period, the system shall demonstrate a total availability of 99.99% or more.

- Acceptance Criteria
 - The Application Software meets the current published product specifications and documentation;
 - The Application Software is capable of running a variety of data on a repetitive basis without failure;
 - The Application Software meets the requirements and specifications described in this document and discussed with Contractor during the analysis;
 - All Documentation has been delivered and reasonably accurately reflects the operation of the Application Software;
 - All specified training has been conducted and accepted by Fulton County.
 - The Interfaces properly provide the data necessary without disrupting the performance of the system or disrupting any of the original data files.
- Once this acceptance testing is complete and Fulton County verifies the acceptable installation, the warranty period will begin.
- The system will be considered “unavailable” if any of the following conditions occur:
 - Any component or module capability is not available to all active workstations.
 - Any feature or specification either required within this document or stated in the manufacturer’s response or literature does not perform as stated.
 - Conversion of all existing data files is not complete or is incompatible
 - Interface to existing systems has not been completed
 - Reporting features are not available
 - Training for support and user personnel is incomplete or has not been accepted by the technical designee specified the “Professional Services” section.

In addition, if the system is reloaded in entirety, either manually or automatically, the system will be assumed to be down for one full hour or actual time if greater, per occurrence. Scheduled system reloads will be counted as actual time down only.

In the event that the required level of reliability is not demonstrated at the end of the sixty day period, the County may, completely at its own discretion, allow a period, not to exceed sixty (60) days, during which the Proposer is allowed to correct any deficiencies with the system. If this extension is allowed, the Proposer shall reinitiate certification by submitting a revised letter of certification to the County within the sixty (60) day extension period specifying the corrections

made to the system. The certification process described here will then be repeated. This statement of the possibility of extension in no way obligates the County to do so.

Final acceptance will be made after the warranty period begins. This period will be a sixty-day (60) period of on-site post implementation support provided by the proposer to resolve any issues that arise after the system has been placed into production.

1.3 TRAINING REQUIREMENTS

The Vendor shall provide a detailed training plan outlining the documentation to be provided, training goal, learning objectives, and learning methods. The training plan shall also include any prerequisites required for training for both the user and technical support. If learning objectives are not met at the end of the training period, the Vendor shall provide alternates means to meet learning objectives.

1.3.1 USER TRAINING

The types and amounts of user training that will be supplied at no additional cost shall be described. The proposer shall include a plan that results in acceptable training for system operation. Vendor shall recommend best practices and system configuration for effective system set up. Using this information, the vendor will prepare a manual (DVD/CD only) that defines all work flow processes and procedures for users. The vendor shall provide a sample of the typical manual or training approach as part of the response.

1.3.2 DoIT TRAINING

The proposer shall prepare a training plan for County staff that will enable them to operate and support the system. This plan shall include any courses to be provided off-site, classroom training, and on-the-job training necessary for systems analysts, computer operators, security personnel, programmers, and database, web and network personnel. Training to provide complete support and custom programming and custom reporting will be provided to IT staff. Describe any prerequisite knowledge or skills required. If there are additional costs for this training it shall be clearly identified in the proposal.

Additionally, a description of the number and type of staff required to support the system must be provided. The skill sets required of each individual should be included in this description. The description of staffing requirements should include all management, technical and functional areas for the ongoing support of the system. Training should be provided for a minimum of two employees in all support roles. "Train the trainer" methods of instruction will not be accepted.

During this training, Fulton County will designate senior technical personnel in each class to evaluate the training provided in order to ensure that the training and the instruction provided is sufficient to provide the necessary knowledge and

skills. At the end of the first day of any training class, a signoff must be obtained from this designee in order for the proposer to meet this requirement.

1.4 APPLICATION DOCUMENTATION

It is required that the vendor provide an electronic copy, and optionally a paper copy of the following documentation. Please list all reproducible (DVD or CD format only) copies of documentation that will be provided prior to final system acceptance. For example:

1. User training manuals for all transactions and functions supported
2. Data Dictionary
3. Data model/entity relationship diagrams and data flow diagrams
4. System module chart (application flow) showing each application module and its relation to the other modules
5. General system design and reference information
6. System transaction flow and control
7. List of all application programs, with summary of their purpose or function including a table of all procedures or processes and which processes are called by what other processes
8. Detailed program documentation within each source module
9. Table definitions and record layouts
10. Definition of all system control tables
11. Report and workstation display formats
12. A listing of all "canned" reports complete with full descriptions of these reports.

The County shall be granted the rights the approval to duplicate application documentation at no additional charge provided that all proprietary markings of the Proposer are retained on all duplicates. Any duplicates produces will be utilized for the County only.

1.5 GIS STANDARDS

Any software application purchased by the County or any application service subscribed to by the County with a mapping component must meet the following requirements:

1. Any functions designed to display, query, and/or identify geographic features shall have the ability to interface with the County's Enterprise Geospatial Database by one or more of the following methods:
 - a. consumption of an ESRI ArcGIS Server Tiled Map Service, Dynamic Map Service or feature service
 - b. consumption of a OGC Web Mapping Service (WMS)
 - c. consumption of a OGC Web Feature Service (WFS)

2. Any functions designed to automatically determine the geographic position of a location based on an address within Fulton County, shall have the ability to interface with the County's Enterprise Geospatial Database by consuming an ESRI ArcGIS Server geocoding service.
3. Any functions designed to create, delete, query, or update geographic features or perform complex operations and analysis on geospatial data, shall have the ability to interface with the County's Enterprise Geospatial Database by one or more of the following methods:
 - a. Consumption of an ESRI ArcGIS Server geoprocessing service
 - b. SQL simple feature access as specified by the OpenGIS Consortium and implemented in Microsoft SQL Server 2008
4. The application must support the current releases and service packs of ESRI ArcGIS Server and Microsoft SQL Server 2008 at project initiation. As these software platforms evolve and new production releases are introduced, the application provider must certify the supplied application within 6 months from release date.
5. The map interface must be read natively by any browser without requiring third party plug-ins.

6. INSURANCE & RISK MANAGEMENT PROVISIONS

Insurance and Risk Management Provisions Utility Ticket Locate Management Services

It is Fulton County Government's practice to obtain Certificates of Insurance from our Contractors and Vendors. Insurance must be written by a licensed agent in a company licensed to write insurance in the State of Georgia, with an A.M. Best rating of at least A- VI, subject to final approval by Fulton County. Respondents shall submit with the bid/proposal evidence of insurability satisfactory to Fulton County Government as to form and content. Either of the following forms of evidence is acceptable:

- A letter from an insurance carrier stating that upon your firm/company being the successful Bidder/Respondent that a Certificate of Insurance shall be issued in compliance with the Insurance and Risk Management Provisions outlined below.
- A Certificate of Insurance complying with the Insurance and Risk Management Provisions outlined below (Request for Bid/Proposal number and Scope of Services must appear on the Certificate of Insurance).
- A combination of specific policies written with an umbrella policy covering liabilities in excess of the required limits is acceptable to achieve the applicable insurance coverage levels.

Upon award, the Contractor/Vendor must maintain at their expense, insurance with policy limits equal to or greater than the limits described below. Proof of insurance must be provided to Fulton County Government prior to the start of any activities/services as described in the bid document(s). Any and all Insurance Coverage(s) and Bonds required under the terms and conditions of the contract shall be maintained during the entire length of the contract, including any extensions or renewals thereto, and until all work has been completed to the satisfaction of Fulton County Government.

Accordingly the Respondent shall provide a certificate evidencing the following:

1. WORKERS COMPENSATION/EMPLOYER'S LIABILITY INSURANCE – STATUTORY (In compliance with the Georgia Workers Compensation Acts and any other State or Federal Acts or Provisions in which jurisdiction may be granted)

Employer's Liability Insurance	BY ACCIDENT	EACH ACCIDENT	\$100,000
Employer's Liability Insurance	BY DISEASE	POLICY LIMIT	\$500,000
Employer's Liability Insurance	BY DISEASE	EACH EMPLOYEE	\$100,000

2. COMMERCIAL GENERAL LIABILITY INSURANCE (Including contractual Liability Insurance)

Bodily Injury and Property Damage Liability	Each Occurrence	\$1,000,000
(Other than Products/Completed Operations)General Aggregate		\$2,000,000

Products\Completed Operation	Aggregate Limit	\$2,000,000
Personal and Advertising Injury	Limits	\$1,000,000
Fire Damage	Limits	\$100,000

3. BUSINESS AUTOMOBILE LIABILITY INSURANCE

Combined Single Limits Each Occurrence \$1,000,000
(Including operation of non-owned, owned, and hired automobiles).

4. UMBRELLA LIABILITY Each Occurrence \$1,000,000
(In excess of above noted coverages)

5. PROFESSIONAL LIABILITY Per Claim/Aggregate \$1,000,000/\$2,000,000
Extended Reporting Period 3-5 Years

Certificates of Insurance

Certificates shall state that the policy or policies shall not expire, be cancelled or altered without at least thirty (30) days prior written notice to Fulton County Government. Policies and Certificates of Insurance are to list Fulton County Government as an Additional Insured (except for Workers’ Compensation and Professional Liability) and shall conform to all terms and conditions (including coverage of the indemnification and hold harmless agreement) contained in the Insurance and Risk Management Provisions. The General Liability Additional Insured language should apply to on-going and completed-operations, using ISO form CG 2010 (11/85 version) or equivalent.

The Contractor agrees to name the Owner and all other parties required of the Contractor/Vendor shall be included as additional insureds on the CGL, using ISO Additional Insured Endorsement forms CG 2010 11/85 or its equivalent coverage to the additional insureds. This insurance for the additional insureds shall be as broad as the coverage provided for the named insured Contractor. It shall apply as Primary Insurance before any other insurance or self-insurance, including any deductible, non-contributory, and Waiver of Subrogation provided to the Additional Insureds.

Additional Insured under the General Liability, Auto Liability, Umbrella Policies (with exception of Workers Compensation and Professional Liability), with no Cross Suits exclusion.

If Fulton County Government shall so request, the Respondent, Contractor or Vendor will furnish the County for its inspection and approval such policies of insurance with all endorsements, or confirmed specimens thereof certified by the insurance company to be true and correct copies.

Such certificates and notices **must** identify the “Certificate Holder” as follows:

Fulton County Government – Purchasing and Contract Compliance Department
130 Peachtree Street, S.W.
Suite 1168
Atlanta, Georgia 30303-3459

Certificates **must** list Project Name (where applicable).

Important:

It is understood that **Insurance in no way Limits the Liability of the Contractor/Vendor.**

USE OF PREMISES

Contractor/Vendor shall confine its apparatus, the storage of materials and the operations of its workers to limits/requirements indicated by law, ordinance, permits and any restrictions of Fulton County Government and shall not unreasonably encumber the premises with its materials.

PROTECTION OF PROPERTY

Contractor/Vendor will adequately protect its own work from damage, will protect Fulton County Government's property from damage or loss and will take all necessary precautions during the progress of the work to protect all persons and the property of others from damage or loss.

Contractor/Vendor shall take all necessary precautions for the safety of employees of the work and shall comply with all applicable provisions of the Federal, State and local safety laws and building codes to prevent accidents or injury to persons on, about, or adjacent to the premises where work is being performed.

Contractor/Vendor shall erect and properly maintain at all times as required by the conditions and progress of the work, all necessary safeguards for the protection of its employees, Fulton County Government employees and the public and shall post all applicable signage and other warning devices to protect against potential hazards for the work being performed.

INDEMNIFICATION AND HOLD HARMLESS AGREEMENT

To the fullest extent of the Law, Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless Fulton County, its Commissioners, officers, employees, subcontractors, successors, assigns and agents, from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any costs of judgments, settlements, court costs, attorney's fees or expenses, regardless of the outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or arising out of any act or omission by Contractor/Vendor, its directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection (directly or indirectly) with its acceptance, or the performance, or nonperformance, of its obligations under these agreements. Such obligations shall not be construed to negate, abridge or otherwise reduce any other rights or obligations of indemnity which would otherwise exist as to any party or person as set forth in this paragraph.

Contractor/Vendor further agrees to protect, defend, indemnify and hold harmless Fulton County, its Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all claims or liability for compensation under the Worker's Compensation Act, Disability Benefits Act, or any other employee benefits act arising out of injuries sustained by any employees of

Contractor/Vendor. These indemnities shall not be limited by reason of the listing of any insurance coverage.

CONTRACTOR/VENDOR ACKNOWLEDGES HAVING READ, UNDERSTANDING, AND AGREEING TO COMPLY WITH THIS INDEMNIFICATION AND HOLD HARMLESS AGREEMENT, AND THE REPRESENTATIVE OF THE CONTRACTOR/VENDOR IDENTIFIED BELOW IS AUTHORIZED TO SIGN CONTRACTS ON BEHALF OF THE RESPONDING CONTRACTOR/VENDOR.

COMPANY: _____ SIGNATURE: _____

NAME: _____ TITLE: _____

DATE: _____