

**INVITATION TO SUBMIT PROPOSAL FOR
REPLACEMENT OF VOICE RECORDER SYSTEM**

**GENERAL MITCHELL INTERNATIONAL AIRPORT
MILWAUKEE, WISCONSIN**

Sealed proposals for the replacement of an existing airport voice recorder system for General Mitchell International Airport (GMIA) that will provide a turnkey management system comprised of hardware, software, installation, testing, training, maintenance, and all other services described in the Request for Proposal (RFP) will be received in the office of the Milwaukee County Clerk, 901 North 9th Street, Room 105, Milwaukee, Wisconsin, 53233 until 1:00 p.m. CST on June 27, 2008.

Proposal forms may be obtained from the Airport Administrative Offices of General Mitchell International Airport, 5300 S. Howell Avenue, Milwaukee, Wisconsin 53207 or from the Airport's website, **www.mitchellairport.com**, under the "Business Opps" link.

Interested parties shall submit their proposal on the approved forms and format contained in the RFP documents, based upon, but not limited to, the conditions outlined in the document titles "Information to Proposers."

The solicitations of proposals shall in no manner be construed as a commitment on the part of the Milwaukee County (hereinafter "County") to make an award. The right is reserved by County to waive minor irregularities in any proposal, to reject any or all proposals, to solicit new proposals, or to accept any proposal that is deemed to be more advantageous to GMIA staff.

DIRECTOR OF TRANSPORTATION AND PUBLIC WORKS
MILWAUKEE COUNTY

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- A Equipment Specifications
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SECTION I. GENERAL SCOPE

1. INVITATION

Milwaukee County (hereinafter "County") seeks competitive proposals from qualified Proposers to design and replace an existing Voice Recorder System at General Mitchell International Airport (GMIA) that will provide a turnkey management system comprised of hardware, software, installation, testing, training, maintenance, and all other services described herein. The Proposer shall be responsible for providing a software program consistent with the required standards to aid the Airport in the management of a Voice Recorder System located at General Mitchell International Airport in Milwaukee, Wisconsin.

The vendor shall be responsible for providing all application programs, the installation of software on user machines and servers, training of users and system administrators, and for providing technical support throughout the lifetime of the contract. The Proposer shall perform any data conversions and information uploads from the existing system to the new system, if required. GMIA is interested in obtaining a secure, efficient, and cost-effective system that will meet current needs and be flexible enough to readily adapt to future requirements.

This Request for Proposal (RFP) is intended to provide a standard base from which to evaluate alternatives for the Airport Voice Recorder System and to allow each respondent flexibility in providing the most appropriate and cost-effective system.

The acceptance of a proposal does not obligate GMIA to purchase any system. After receipt of the proposal, and prior to signing the contract, GMIA has the right to modify the system requirements by adding or deleting specific equipment or optional features.

The public bidding statutes and ordinances are not applicable to this award. County reserves the right to reject any Proposer that, in the County's opinion, does not have adequate qualifications. The County reserves the right to reject any or all proposals and to advertise for new proposals. The County reserves the right to waive minor irregularities and formalities.

2. DEADLINE FOR SUBMISSION

The original and six (6) copies of the proposal must be submitted before 1:00 p.m. CDT on June 27, 2008 in a sealed envelope clearly marked on the outside as follows:

OFFICIAL NOTICE NO. 6328
PROPOSAL FOR VOICE RECORDER SYSTEM
GENERAL MITCHELL INTERNATIONAL AIRPORT

County Clerk
County of Milwaukee
Room 105, Courthouse
901 North Ninth Street
Milwaukee, Wisconsin 53233

Proposals may be withdrawn by requesting such withdrawal in writing at any time prior to 1:00 p.m. CDT on June 27, 2008. After such date and time, proposals shall be binding without modification or amendment.

3. EVIDENCE OF QUALIFICATIONS

Proposer must present evidence that it is qualified and has the necessary facilities, equipment, experience and financial resources to fulfill the requirements of the specifications. In order to provide the County with this information, the selected Proposer must submit the information required in the Attachments A through F with its proposal documents.

4. PROPOSAL EVALUATION AND AWARD

A selection committee will review all properly completed proposals. The selection committee will make a recommendation to Milwaukee County's Transportation, Public Works and Transit Committee, to award a contract to the successful Proposer subsequent to the evaluation process.

In seeking the best and highest quality of services, the following criteria will be considered when evaluating proposals. No one criterion or combination of criteria will be controlling in the selection process. Selection will be based on the best judgment of the selection committee in seeking the best and highest-quality services using the following criteria as a guide:

Percentage	Criteria
20%	<u>Demonstrated Quality of Product.</u> The quality, soundness, and innovation demonstrated by the product proposed for the Airport Voice Recorder System. The Proposer's proven ability to provide quality and consistent service in a medium hub airport environment
30%	<u>Qualifications and Experience.</u> Excellence of the Proposer's qualifications and successful past experience in designing and implementing an Airport Voice Recorder System
10%	<u>Organization.</u> Degree and depth of professional qualifications of the individuals assigned by the Proposer to design and implement the Airport Voice Recorder System
10%	<u>Quality and Clarity of Response.</u> Comprehensiveness and understandability of the proposal and how it meets the Airport's defined needs
20%	<u>Experience.</u> Proposer's recent experience in designing and upgrading Airport Voice Recorder Systems
10%	<u>References.</u> The overall quality of the Proposer's references

5. COUNTY'S RESERVATION OF RIGHTS

The County reserves the right to reject any or all proposals and to cause rebidding, or take such other course of action, as County deems appropriate at County's sole discretion. The County reserves the right to negotiate for the modification of any proposal with its selected Proposer.

6. CAUSES FOR DISQUALIFICATION

The County reserves the right to reject any proposer that, in the County's opinion, does not possess adequate qualifications. The County reserves the right to waive minor irregularities and formalities.

More than one proposal for the same RFP under the same or different names will not be considered. Reasonable grounds for believing that the Proposer is interested in more than one proposal for the same RFP will cause the rejection of all proposals in which the Proposer is interested. One or all proposals will be rejected if there is reason for believing that collusion exists among the Proposers, and no participant in such collusion will be considered in future proposals.

Proposals will not be accepted from any Proposer that is in arrears or is in default to the County upon any debt or contract or that is or was a defaulter as surety or otherwise, upon any obligation to the County or has failed to perform faithfully any previous contract with the County or has refused to enter into a contract with the County after having been awarded same.

In addition, the following may be considered sufficient for the disqualification of a Proposer and the rejection of the proposal:

- a. Submission of a proposal package which is incomplete, conditional, ambiguous, obscure or which contains alterations not called for, or irregularities of any kind.
- b. Lack of the business skills or financial resources necessary to operate, design, and successfully implement a Voice Recorder System, as revealed by either financial statements or experience statements.
- c. Lack of responsibility as shown by past work, references, or other factors.

7. EXPENSES

All expenses incurred by the Proposer in preparing its response to this RFP and in seeking this award shall be borne solely by the Proposer.

8. PURCHASE AGREEMENT

The successful Proposer shall enter into a written agreement for the purchase of the system and any additional maintenance contract as negotiated between Proposer and County within sixty (60) days after award by the Milwaukee County Board of Supervisors. Any written agreement between the Proposer and Milwaukee County pursuant to this RFP shall contain the County's standard terms and conditions, as contained in agreements of similar type. The Airport Director may grant additional time to execute any applicable agreement if warranted.

9. ANTI-LOBBYING PROVISIONS

Except as otherwise provided herein, all Proposers will refrain, under penalty of disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process, including the evaluation team. This is not meant to preclude Proposers from discussing their proposals with one or more members of the County, provided such meetings are scheduled, conducted in person, and are posted as open meetings by the County at least 24 hours prior to the scheduled meeting. The County's posting shall include and detail the participants, the subject matter and shall invite the public and press to participate. No contacts made by telephone, other than to schedule a public meeting, are permitted, and copies of contacts made via letter, FAX, e-mail or other written method shall be made available to the public, press and all Proposers.

10. PROPOSAL PROCESS AND ANTICIPATED AWARD SCHEDULE

Outlined below is a schedule of events included in this RFP process:

<u>Activity</u>	<u>Projected Date</u>
Issue RFP	April 21, 2008
Deadline for Written Questions	May 30, 2008
Proposal Due Date	June 27, 2008
Short-list Interviews	July, 2008
County Board Committee Meeting Action	Sept, 2008
County Board Action	Sept, 2008
Purchase system	September, 2008

11. RFP QUESTIONS AND COMMENTS

Any questions or comments regarding discrepancies or omissions in this Request for Proposal must be submitted prior to May 30, 2008 to:

Wilfredo Rivera
 General Mitchell International Airport
 5300 S. Howell Ave
 Milwaukee, WI 53207
 Fax: (414)747-4525
 wrivera@mitchellairport.com

Responses to the written questions or comments will be distributed to all interested parties in the form of an addendum to the proposal document. Milwaukee County will not respond to any oral requests and will not be responsible for or bound by any oral instructions.

12. PROTEST AND APPEAL

Written protests or appeals must be received no later than three (3) working days after the Proposer's receipt of the written notification of the status of the agreement award. Protest and appeal reviews will be conducted in accordance with Milwaukee County General Ordinances Chapter 110.

13. CODE OF ETHICS

Section 9.05 (amended March 17, 2004) of the General Ordinances of Milwaukee County states:

(2) (1) No person(s) with a personal financial interest in the approval or denial of a contract being considered by a County department or with an agency funded and regulated by a County department, may make a campaign contribution to any County official who has approval authority over that contract during its consideration. Contract consideration shall begin when a contract is submitted directly to a County department or to an agency until the contract has reached final disposition, including adoption, county executive action, proceedings on veto (if necessary), or departmental approval. This provision does not apply to those items covered by Section 9.15 unless an acceptance by an elected official would conflict with this section.

SECTION II. SCOPE AND CONDITIONS OF VOICE RECORDER SYSTEM

The following summarizes the scope and the key components that the Voice Recorder System is to contain. This is not intended to be a complete description of the management system requirements.

The Proposer should describe in its proposal the extent to which Proposer's management system will be able to meet the requirements outlined in this section.

1. PROPOSER REQUIREMENTS

- A. Provide all hardware, software, training, manuals, system setup, and labor as specified in this RFP.
- B. Successful installation of the requested system at a minimum of one airport of equal or greater size than General Mitchell International Airport. At least three references are required. Please list the customer, a contact name and telephone number, and a description of the system installed and the date it was installed.
- C. Provide continuous, unlimited telephone technical support 24 hours a day, 7 days a week, 365 days per year.
- D. Respond to all requirements listed in Appendix A (Equipment Specifications) in writing, including an itemized cost list for all hardware required to implement and operate the proposed system.
- E. Respond to all requirements listed in Appendix B (Technical Requirements), in writing, giving detailed descriptions and application examples where possible.
- F. Possess qualifications and recent airport experience in audio engineering design necessary to perform the required professional services including the following recent experience in Airport Voice Recorder System design and/or upgrades.
- G. Provide the replacement of the existing Voice Recorder System (Model #) with a nonproprietary Windows-based operating system server.
- H. Design/plan for a non-proprietary Windows-based server-based access Voice Recorder System software, specify/design the appropriate configuration of the software to work with all existing peripheral devices, and design/plan the re-establishing of the existing Voice Recorder System database(s) into the new Voice Recorder System software.
- I. Be capable of storing and selectively retrieving any portion of up to six (6) months' worth of audio information for recall. The system will support CD ROM/DVD-type storage media, as well as high-density RAID hard drives. The digital recording and retrieval system will replace the use of conventional VCRs.
- J. Design and plan the addition of approximately 20 to 25 additional audio channels to the Voice Recorder System.

- K. Devise an approach to seamlessly migrate over from existing system to a new system, with minimal impact on airport operations. All information contained in the existing Voice Recorder System must be seamlessly migrated to databases in the new Voice Recorder System.
- L. Relocate the existing Operations Voice Recorder computer room, to the server room located behind the GMIA Operations Badging Office. All radio equipment or any analog line that is attached to the existing Voice Recorder System must be moved to the new location without causing any disruption to Airport Operations and its personnel. The Proposer will verify that the existing Operations computer room can properly support all of the planned new equipment installations (verify that existing electrical power, electrical grounding, uninterruptible power sources, ambient temperature and humidity controls; physical space and mounting considerations are sufficient and appropriate for any new systems and audio storage equipment.) The Proposer will provide any necessary computer room design changes in order to bring the computer room up to a level suitable for the new planned equipment.
- M. Analyze the input/outputs and software functions/databases used in conjunction with the existing system software and recommend software to replicate this functionality as much as possible with new Windows-based Voice Recorder System software (e.g., alarms priorities and acknowledgments, authorization levels, historical reporting and audit trail, reports, etc.).
- N. Examine the existing Voice Recorder System; determine a system upgrade approach that will minimize or eliminate disruption to GMIA audio recording; and develop comprehensive specifications and other documents suitable for integration; and provide a refined construction cost estimate.
- O. Provide complete and comprehensive design engineering services, including verification of existing conditions, analysis, calculations, appropriate sizing for anticipated conditions, review code/plan compliance, and identify necessary and incidental project issues in order to mitigate problems and risks throughout the course of the project. The engineer(s) responsible for the design(s) must provide Milwaukee County with final plans stamped and signed by the responsible engineer(s) with their Wisconsin Registration Seal(s).

2. PLANNING AND IMPLEMENTATION

Upon award, the successful Proposer shall provide the following. All items detailed below shall be inclusive of time and materials.

- A. Prepare a detailed project work plan with tasks, which must be completed to successfully implement the system.
- B. Prepare a project schedule to reflect product delivery, time frames, and responsibilities.
- C. Configure, install, and implement the selected software. Provide GMIA with a complete checklist of system configuration, implementation, and installation instructions.
- D. Project work plan must include work breakdown of Proposer's and GMIA's responsibilities and tasks, estimates of manpower requirements, and the duration of each task and subtask.
- E. Provide training for appropriate system users and support staff.
- F. Prepare the design of any interfaces required between third-party software systems.
- G. Develop any necessary interfaces based upon the design.
- H. Assist in the conversion of existing data.

3. SUPPORT AND MAINTENANCE SERVICES

The proposed software system's pricing shall include a one (1) year (12 months) Support and Maintenance Agreement. The proposed Support and Maintenance Agreement shall include, but shall not be limited to, the following services:

- A. Telephone Assistance: Successful Proposer shall maintain a telephone hotline that allows GMIA to seek technical or operational assistance. Monday through Friday, 8:00 a.m. to 7:30 p.m., CDT.
- B. System Maintenance
- C. Training
- D. Enhancements, Major Enhancements
- E. New Releases

4. GUARANTEE/WARRANTY

A minimum one (1) year guarantee for software functionality and system hardware components (parts, labor, and workmanship) shall be provided. Proposer shall specify the warranty period for each of the components and covered elements of the proposed system. It is GMIA's intent to enter into a multiyear agreement for maintenance support services for the software from the licensor. The licensor's warranty shall remain in effect so long as GMIA continues to pay for regular support and maintenance of the software.

- A. Media Defects: Proposer will warrant that the media, including on-line access, on which the licensed software is provided, shall be free of defects in material and workmanship and will replace any defective media at no cost to GMIA.
- B. Function and Features: Proposer will warrant that the licensed software shall possess all material functions and features as described in the Specifications of this RFP and in the Proposer's Response to the RFP, including any agreed-upon change request during development.
- C. Performance: Proposer shall warrant and guarantee that the system will be of the highest-quality prevailing within the industry, that the licensed software and components are free from all known defects at the time of delivery and installation; and that the system will perform as specified. Proposer will warrant that the licensed software shall perform in accordance with the Specifications, the User Manuals, and the Documentation. Performance warranties should also apply to any updates and enhancements to the licensed software.
- D. Compatibility: The licensed software shall be compatible with the Operating System, application programs, CPUs, and networks specified in the Documentation, the Recommended Hardware Configuration, and the Environmental Specifications.
- F. Conformance to Specifications: Proposer warrants and represents to GMIA that the system shall operate without Specification Nonconformities for a period of twelve (12) months from Final Acceptance (the Warranty Period). If, within the Warranty Period, GMIA shall give Proposer oral or written notice of a Specification Nonconformity contained in the System, Proposer shall investigate such Specification Nonconformity as soon as possible but not later than four (4) hours after receipt of such notice and will classify the problem with concurrence by GMIA as either a problem preventing normal operations (Category A), or other problem (Category B). Proposer

will provide a temporary fix or work-around for all Category A problems within four (4) hours of receipt of such notice and provide a permanent fix or work-around within twenty-four (24) hours unless GMIA agrees in writing to a longer time. Category B problems will be corrected within five (5) days. No maintenance charges will be assessed during the Warranty period. Proposer will provide GMIA (during Airport Administration normal business hours) with eight (8) hours a day, five (5) days a week access to Customer/Maintenance Services. At any time during the first one hundred eighty (180) days of the Warranty Period, if Proposer has failed to correct any Specification Nonconformity within thirty (30) days of notification thereof, GMIA may elect to terminate the Agreement and request a refund of all fees paid to Proposer pursuant to this Agreement, provided GMIA returns to Proposer all System Equipment hereunder, including documentation, after GMIA has had a reasonable time to procure substituted system from a third party.

G. Hardware Configuration: Proposer warrants that the Recommended Hardware Configuration shall be adequate in all aspects for the licensed software to function in accordance with the Specifications and to fulfill the current and reasonably anticipated future information processing needs of the licensed software.

5. TRAINING

Proposer shall provide free training to Operations staff, Administrators, and any other requiring to be trained in this software.

6. SYSTEM ACCEPTANCE AND PERFORMANCE CRITERIA

Upon completion of software/hardware installation, data conversion, and training, the proposed solution system will go through an Acceptance Test period. The Proposer is expected to submit a proposed acceptance-testing plan for review and approval by GMIA. The plan should adopt the performance criteria and functionality as set forth in the Technical Specification as accepted by the Proposer and the user manual for the software.

The Proposer should confirm that they will accept the following conditions/milestones for GMIA's acceptance of the proposed system and associated proposed components:

- A. GMIA's acceptance of the proposed project work plan.
- B. GMIA's acceptance of the application software requirements (including any modification requirements) and the data conversion plan.
- C. Proposer shall notify GMIA in writing that the system (including any custom code components) has been installed, vendor tested, all training has been completed, and that the system is ready for acceptance testing. This shall include conversion data of existing audio files.
- D. At the conclusion of each of the tests described above, GMIA will promptly inform Proposer in writing if the software has passed or failed to pass the test. If the software does not pass all aspects of the test, GMIA shall provide Proposer detailed information with documented examples concerning the failure to pass the test. If within 30 days after receipt of such written notice, Proposer is not able to remedy the cause of the failure to pass the test, then GMIA shall have the right to return the software to Proposer, within 90 days after the date of such written notice to Proposer, for a full refund of the price paid by GMIA for the software. In addition to GMIA's other stated rights in the Software Purchase Agreement, GMIA also may request replacement of the system or terminate any future order and keep any part of the system that has been accepted and paid for by GMIA.
- E. Airport will operate the system for a period of 90 days, beginning within five (5) business days following the Proposer's turnover of the installed system. This point marks the beginning of the ninety (90) day acceptance test.
- F. If the system passes the Acceptance Test, GMIA will provide written notice of acceptance within five (5) working days following the acceptance test period. The official date of acceptance shall be the first day following successful completion of the Acceptance Test.
- G. GMIA will notify the Proposer immediately of any occurrence of system downtime. System downtime will be determined as follows:
 - (1) Downtime will result whenever the system is not able to perform its specified/documented functions due to a failure of hardware or software.
 - (2) Downtime will not accumulate when the failure occurs due to no fault of the Proposer.

- (3) Downtime will begin at the time the Proposer is officially notified of failure and will end when the failure is remedied.
 - a) The Proposer will have a specified period of time (e.g., 12 business hours) to remedy problems. Time period will be defined during the contracting process.
 - b) If Proposer fails to remedy the downtime problem within the period specified, the problem will be counted as a "downtime incident" for acceptance testing purposes.
 - c) If no more than five (5) "downtime incidents" occur within the Acceptance Test period, the system will be deemed to have passed the Acceptance Test.
 - d) At any point during the Acceptance Test period, should more than five (5) "downtime incidents" accrue, GMIA will begin a new Acceptance Test period.
 - e) If the system fails to function as specified or if the system incurs more than five (5) "downtime incidents" in consecutive Acceptance Test periods, the system will be deemed to have failed the Acceptance Test. Proposer shall then be instructed to remove the system, including all components and equipment. Title to any equipment shall remain with Proposer, and GMIA will not be responsible for the condition of or any loss or damage to the equipment and any and all funds paid shall be returned to County.
 - f) Proposer shall be responsible for all costs associated with the Acceptance Test(s).

7. BACKGROUND

General Mitchell International Airport has a Voice Recorder System utilized to live record an amount of 17 lines, and 7 radio frequencies. These lines are critical to the operation of the Airport. Also, these lines and frequencies have interaction with the general public, and GMIA is required to do monitoring and recording of the lines for litigation purposes.

SECTION III. SUBMISSION REQUIREMENTS

To expedite the evaluation of proposals, each Proposer MUST organize its proposal as described below. Proposals which do not follow the specified format outlined below may be deemed unresponsive and disqualified from the process. In addition, failure on the part of the Proposer to provide the required documentation may be cause for rejection of the proposal.

1. Executed Affidavit Form (Attachment A)
2. Qualification and Business Information Questionnaire (Attachment B)
3. Experience and Qualifications Statement and References (Attachment C)
4. Equal Opportunity Certificate for Milwaukee County Contracts (Attachment D)
5. Cost Proposal (Attachment E)
Proposer Is Required to Submit the System Cost Proposal Inclusive of the Elements Contained in Appendix A.
6. Equipment Specifications (Appendix A)
7. System Design and Technical Requirements (Appendix B)
Proposer is to describe the system offered in response to this request for proposal as described in Section II. Include responses to each item contained in Appendix A.