



## MCCD responses to Xybix survey dated January 14, 2015

**Please describe your RFP process. What considerations had you made ahead of time?**

**What initiated the process for you?** Our RFP process asked for proposals from qualified Vendors who were already on an approved public purchasing contract list. We asked for on-site demos and prototypes prior to publishing our RFP. MCCD chose this process because we realized that to create specifications (detailed) would be very tedious and time consuming. The on-site demos and prototypes would afford us an education and the opportunity to learn enough about consoles and dispatch furniture in order for us to make an intelligent selection.

**What challenges did you face in selecting new furniture and remodeling your center?**

We needed to move agencies within our facility and in doing so not reduce any agency's workspace. We knew that maximizing our square footage would be very important in being able to do this.

**What factors influenced your decision to select Xybix?** There were many factors that influenced our decision to select Xybix. From the very, very beginning they (everyone) had the "in-it-to-win-it" attitude and approach. Our salesperson (Megan Lewis) came to our facility in advance of the already scheduled prototype set-up and took measurements. No other Vendor did this. Xybix showed for the prototype with some preliminary drawings. While we changed them considerably those drawings gave us a strong starting point in designing our layouts. No other Vendor did this. We immediately held our first of many GoTo Meetings with a Designer from Xybix. No other Vendor did this. At a national conference we were introduced to their install Manager and had the chance to question and discuss with him on what to expect if we did select Xybix. So, through all of this and meeting many people with the Xybix team we established a rapport and a comfort level of not only their product but with their experience and expertise. Then ultimately their price was well within our budget and included the features that we had previously expressed we wanted.

**Please describe the pre-installation and installation process. Is there anything you would have liked to have happen differently?** The entire installation process was stellar!! From the very beginning when that same Installation Manager (Kelly Smith) came to MCCD and met with ALL of our internal team, until the very last was finished went without a flaw. In fact, the project finished a day ahead of a very aggressive schedule. This Vendor definitely "planned their work and worked their plan".



What advice would you give to prospective customers looking to update their dispatch center and operations? My basic advice would be to select Xybix. Establish your own comfort level that the furniture provider is honest and experienced. Develop your own ideas about how you generally want your layout to function and then rely on the expertise of Xybix make that work. They know what they are doing and, in our experience, they do everything right! MCCD has no regrets and highly recommends Xybix!

*“Xybix did everything right! I can’t emphasize that enough! From our initial meeting with Xybix and throughout, until the punch list was complete, they did it right! Without hesitation I can say that every Xybix employee I dealt with is honest, committed, knowledgeable and earnestly worked hard to not only get our business, but to also make sure that our project (despite its size and complexity) went smoothly and finished right on schedule. We took our time and thoroughly vetted each Vendor, their product and proposals. We here at MCCD are extremely pleased with our finished product and highly recommend Xybix! They are a great Vendor and partner in such an important investment. I could go on-and-on with multiple examples of how they helped us with their expertise, but instead I will just welcome anyone to contact me to discuss more or to ask any particular questions.”*

**Charlie McNichol**  
**Deputy Director**  
**Mobile County Communications District (911)**