

**City of Morrow
Emergency 911 Communications**



**City of Morrow Request for Bids
for
Emergency Communications Computer Aided Dispatch System**

Be advised that any conversations (in reference to this Bid) between vendors and any City employee or City official outside of the contact identified in this Bid during the entire competitive process is strictly prohibited. Such actions will result in removal of the vendor from the Vendors List and rejection of the vendor's Bid. The ONLY official position of the City is that position which is stated in writing in this document. No other means of communication, whether written or oral, shall be construed as a formal or official response statement.

Issue Date:	January 7, 2015
Contact for Questions:	Anou Sothsavath, e911 Director anou@cityofmorrow.com
Proposal Due Date:	February 2, 2015 2:00 PM
Submit Responses to:	City of Morrow - e911 1500 Morrow RD Morrow, GA 30260

I. SCHEDULE

1. The following is the current schedule as defined by the Morrow Emergency Communications.

Selection Process Step	Date
Release and Issuance of Request for Bid (RFB)	January 7, 2015
Deadline for Inquiries	January 21, 2015
Deadline for inquiry responses (<i>All responses posted on City website</i>)	January 26, 2015
Deadline for Bids	February 2, 2015 2PM
Begin Implementation	March 1, 2015

2. Questions about this RFB may be directed to:

Anou Sothsavath, e911 Director

1500 Morrow RD

Morrow, GA 30260

678.902.0873

anou@cityofmorrow.com

ALL QUESTIONS MUST BE SUBMITTED VIA EMAIL TO anou@cityofmorrow.com

3. **Submission**

A **SIGNED** original and three (3) copies of the Bid must be received at Morrow City Hall, 1500 Morrow Road, Morrow, GA 30260. **Deadline for submittals is February 2, 2015 at 2pm.** The Bid must be date/time stamped by Morrow City Hall in order to be considered. Vendors are strongly encouraged to submit Bids in advance of the due date/time to avoid the possibility of missing the deadline due to unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The City assumes no responsibility for delays caused by any package or mail delivery service or unforeseen condition. A postmark on or before the due date WILL NOT be a substitute for receipt of Bid. Bids received after the due date and time will be not be returned. Additional time will not be granted to any single vendor, however, additional time may be granted to all Vendors when the City determines that circumstances require it. **FAXED OR E-MAIL BIDS WILL NOT BE ACCEPTED.**

4. **Envelope**

The signed Bid should be submitted in an envelope or package, sealed and **identified on the outside** of the envelope with contact name, contact email, company name and due date.

5. BID Opening:

The Bid packages will be opened and amounts recorded 15 minutes after the deadline for submittal at Morrow City Hall, 1500 Morrow Road, Morrow, Georgia 30260. The results will be posted on the city's website.

II. BACKGROUND INFORMATION

Purpose

The City of Morrow, Georgia desires to acquire a Computer Aided Dispatch (CAD) system.

- Although a records management system and a mobile data system is not included in this RFB, the selected CAD vendor will be the primary vendor of choice for the remaining components. However, ultimately the City will make the decision on deciding the other software components.
- In the event of a different software vendor for the RMS/Mobile the selected CAD system must have ability to integrate with the RMS/Mobile system with the Police Department and Fire/EMS Records Management components.

Objective

The objective of the Morrow Emergency Communications Department is to obtain an integrated solution that fosters data sharing, accessibility, and interoperability between law enforcement agencies using a single vendor. The selected vendor will have the comprehensive capacity to provide hardware, software, installation, training, conversion, and other services as required. The proposed solution will allow a degree of adaptability in terms of modification and expansion that the Morrow Emergency Communications Department ability to remain relevant and responsive to evolving organization needs.

The successful respondent will present an effective, efficient and carefully structured approach to system implementation. For purposes of this document, implementation refers to all efforts required to:

- Provide a complete and functioning turn-key system
- Prepare the Emergency Communications Department to use it effectively
- Support the transition from current operations to the use of the new system
- Provide warranty and on-going maintenance of the system

The selected system will have the following general characteristics.

- Meet the specified current functional requirements as outlined in this RFB.
- Be flexible enough to meet future functional requirements as projected in this RFP
- Provide a high level of availability, security, and reliability
- Be highly configurable, allowing the City to meet current and future needs without extensive software customization
- Provide a high level of user satisfaction

Provide an intuitive user interface for accessing stored data and the successful respondent will have:

- A proven track record of successful implementations of similar systems in similarly sized agencies which operate in a multi-jurisdictional, multi-discipline dispatch environment.
- A long term commitment to development and support of software in the Public Safety market.
- A history of involvement in the Public Safety market demonstrating proactive improvements to its product line.
- A commitment to long term, 24/7 customer support.
- A skilled, knowledgeable staff throughout the proposal, implementation and maintenance phase of this procurement.

Opportunities for Improvement

There have been numerous industry advancements in CAD and 911 system functionality since the Morrow Emergency Communications Department purchased the existing systems. Examples of functionality that can be gained with the new system include:

Technology Architecture Advances

- New systems can be set up to automatically fail-over to a secondary server in a different location in the event of a catastrophic incident such as a flood, tornado, fire, extended power failure, etc. that incapacitates the primary server(s). This is a major advancement over the technology currently being used; the existing system would be lost in these scenarios.
- A system that has reporting tools that all agencies can use will free-up some time of IT resources that are currently doing all report development.
- Systems that enable non-technical system administrators to modify system parameters will free-up some time of the IT resources, leaving more time for the tasks that truly require technical expertise.

System Administration Advances

- New systems are configurable by Call Center management and do not require knowledge of programming or special commands. Currently, configuration requires technical knowledge and extensive training.
- New systems offer role-based security access so a user can be granted rights to perform specialized tasks that others cannot do.

Requirements:

Essential Functions for a CAD System

Essential Functions for a CAD System					
Description		Y	N	M	Comments
1.	Will the system be Phase II Compliant with the potential to upgrade to Next Generation 911 compliant?				
2.	Is the E9-1-1 interface Phase II compliant?				
3.	Does the system populate CAD calls with ANI/ALI information?				
4.	Can system modules be added, licensed, and implemented separately as needed?				
5.	Is the system multi-jurisdictional, allowing agencies, share data while also protecting agency-specific or confidential data?				
6.	Does the system include Resource/Unit Management including AVL (Automated Vehicle Location)?				
7.	Are all system modules integrated through one central database to maximize information sharing and reduce redundant entry?				

Essential Functions for a CAD System

Description		Y	N	M	Comments
8.	Can dispatchers query name, vehicle, and property records without exiting CAD?				
9.	Can users operate the system using function keys, a command line, and mouse point-and-click operations?				
10.	Can the agency hide fields in the system without the need for vendor assistance?				
11.	Does the system provide spell check for narratives?				
12.	Does the system include narrative fields of virtually unlimited length?				
13.	Does the system provide Integrated Notifications or an interface to a third party notification application?				
14.	Does the system provide workstation to workstation and workstation to Mobile messaging?				
15.	Does the system provide time stamping of status changes, task accomplishments, notifications, etc.?				
16.	Does the system allow police/EMS/fire units to be dispatched and tracked separately for a single call?				
17.	Can multiple incidents be generated and cross-referenced from a single call?				
18.	Does the agency have the option to operate with only dispatchers, or with both call takers and dispatchers?				
19.	Can dispatchers and call takers simultaneously enter information into the same record?				

Essential Functions for a CAD System

Essential Functions for a CAD System					
	Description	Y	N	M	Comments
20.	Can dispatchers view a call taker's entries and assign a unit before the call has been routed?				
21.	Does the system recommend units for dispatching?				
22.	Does the system alert the call taker of potential duplicate calls?				
23.	Can dispatchers assign primary and secondary uses to a specific unit?				
24.	Can dispatchers change the status of all units in a shift with a single command?				
25.	Are dispatchers visually and audibly alerted when a timer expires?				
26.	Does the system automatically log dispatch times in the radio log, and are radio log time stamps associated with the full incident report?				
27.	Can the system interface with dispatch protocol software?				
28.	Does the system display maps created using Esri ArcGIS?				
29.	Is CAD mapping fully integrated with the dispatch system so that call locations are automatically plotted?				
30.	Is mapping compliant with Phase II wireless requirements?				
31.	Does the system use AVL to track the location of all units through Global Positioning System (GPS) receivers?				
32.	Does the system accommodate GPS devices that are connected to Mobile Data				

Essential Functions for a CAD System				
Description	Y	N	M	Comments
Computers(MDC)?				
33. Does the system provide a bi-directional interface with dispatch protocol software, such as ProQA®?				
34. Can response plans display the information required to request mutual aid from other agencies?				
35. Does the system generate incident numbers for false alarms and unregistered alarms?				
36. Can users generate citations, letters, summaries, and manage the collection of fines?				
37. Does the system provide feature allowing dispatchers to send information to a responding agency's printer?				
38. Can the system be configured to automatically send a report?				
39. Can users simultaneously perform real-time queries of the state of Georgia systems as well as the National Crime Information Center (NCIC)?				
40. Does the interface have confirmation hit request?				
41. Does the interface have confirmation hit reply?				

Process

The Emergency Communications Department will review the Bid received and then narrow the number of acceptable vendors to the top 3 finalists. Then, using subsequent interviews, demos, reference checks, and/or site visits, the Emergency Communications Department will make a final vendor selection. The Emergency Communications

Department reserves the right to chose solely from the submitted Bid based on the needs of the City of Morrow. The city will not pay for any travel related cost associated with the pre-bid, demo, and/or site visit.

Vendors who partner with third party software providers/subcontractors are invited to submit Bid, but preference will be placed with vendors who can provide a more complete solution. Preference will be given to vendors currently working in the State of Georgia and are complaint with reporting requirements.

Profile of Agency Issuing RFB

The city of Morrow is located 10 minutes south of the Atlanta airport. The City's Emergency Communications Center currently provides Public Service Answering Point (PSAP) and dispatch services for two cities serving approximately 9,343 people.

Morrow is a metropolitan Georgia city with a population of approximately 6,715 residents. Morrow is situated in an area with traffic flow of 75,000 tourists. The police department generates between 7 – 8,000 reports a year and is extraordinarily busy. Rapid population growth is not expected but annexation is always possible.

The e911 Budget is about 1 million dollars a year and there are 12 sworn emergency communications officers.

The police budget is about 4 million dollars a year and there are 31 full time sworn officers. Total employees number 36 including volunteers.

The fire department budget is about 2.1 million dollars a year and there are 33 full time officers.

The Communications Center provides dispatching services for two (2) police departments, two (2) fire stations and one (1) EMS services.

Estimated Volumes and Quantities

The table below summarizes the estimated volumes of transactions and records associated with the Morrow Police Department's application processing requirements. The Emergency Communications Department desires a system that can expand as new technology becomes available and or the needs of the city change. For example the ability to add a more robust Crime/Intelligence Led Policing analytical section as personnel become more informed.

Description	Volume/Quantity
Total Morrow Population	6,000
County Population	259,424
Number of Police Departments	7
Number of Fire Departments	2
Number of EMS	2
Annual Emergency Calls for Service	20,732
Annual Non-Emergency Calls for Service	39,912
Number of CAD workstations	4
Number of RMS workstations	2
Number of Mobile laptops	25

System Configuration

Current Network

The City's Network is Microsoft Windows Based System running Windows Server 2003, 2008, and 2012. The system is mainly a 2003 Domain but we are working on migrating to a 2012 Domain. The network is connected through Dell Switches. Many workstations are running Windows XP but we are currently migrating over to Windows 7.

The currently email system used by the city is Microsoft Exchange 2010. Currently utilizing a barracuda firewall and web filter. The city uses DLink switches.

Current System Configuration

The current CAD system is Windows that runs Visionair. Dispatch accesses the system from Windows XP machines.

All (4) CAD workstations will be replaced when the new software system will be installed.

This RFP does not include converting existing data for use on the new system. The City anticipates saving the current data for the period required by State of Georgia Records Retention Regulation. At the expiration of the record retention period, the City anticipates it will destroy those records from the existing system.

CAD Interfaces

Police

The Morrow Police Department uses a Synergistics Software (SSI) for their Records Management System and Mobile Data Terminals. The system is a SQL based software and the server resides in our facility.

Fire/EMS

The Morrow Fire Department uses Firehouse software for their records management and reports. The fire and EMS units also have First Look Pro, a fire pre-planning software program installed listing pre-response plans, floor and building layouts and hazardous materials lists for certain properties in the jurisdiction installed in the vehicle computers. The EMS reporting software is ImageTrends.

GCIC

Currently the Dispatch Center uses a Criminet to access the Georgia Crime Information Center system. The new CAD software must either interface with Criminet or have the ability to connect to the state GCIC through the CAD software.

E-911

The system must have the capability to import subscriber information, ANI and ALI for each E911 caller, as provided by the telephone company, into the CAD call entry process, eliminating the need for redundant data entry either automatically or via hot-key. As an option, the E911 data can be simultaneously imported into the mapping system for immediate centering and display. Our statewide E-911 system is provided by AT&T.

Net Clock

The system must have the capability to synchronize the CAD server and all workstations using a Spectracom NetClock/GPS 9283 master time clock. Optionally, the CAD server may use a secure Internet connection to receive national atomic clock data. The intent of this section is to ensure that any time/date stamps within the database created by the system are, and continue to be, accurate.

Recording

The center utilizes an Eventide NexLog 740 Recorder, 36 channel system.

The applications outlined in this RFP will replace the applications currently operating as described above, as well as manual processes where automation is not currently utilized.

The proposed applications will be required to operate in a Windows environment using Microsoft SQL Server as the backend database management system.

Legacy Data Access

The Emergency communications department would not like access to its legacy data.

III. PROPOSAL REQUIREMENTS

This section outlines the information that must be included in your Proposal. Vendors should review this list to ensure that their Bids include all required information prior to submission.

General Proposal Instructions

1. The proposal must be signed and dated by a representative of the vendor's company who is authorized to negotiate contracts.
2. Vendors submitting Bids should allow for normal mail or delivery time to ensure timely receipt of their Proposal.
3. All functionality checklists must be included in your response. Failure to include any of the requested information within your Proposal may result in rejection/disqualification.
4. No negotiations, decisions, or actions shall be executed by the vendor as a result of any discussions with any e911 official, employee and/or consultant. Only those transactions provided in written form from e911 may be considered binding. Also, the e911 will honor only written and signed transactions from vendors.
5. The Emergency Communications or the City of Morrow shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.
6. The contents of each vendor's Proposal, including technical specifications for hardware and software, and hardware and software maintenance fees, shall remain valid for a minimum of 120 calendar days from the Proposal due date.
7. Please note that e911 may not purchase all or any of the applications or all the equipment listed in this Request for Proposal.
8. e911 will be awarding a contract to a single vendor for all core applications.

Proposal Evaluation Criteria

The contract will be awarded to the vendor who best meets the CAD needs of emergency communications department based on the following criteria.

The total costs of the system, including direct and indirect costs. The system will

consist of four (4) CAD workstations and Server.
All cost associated with ongoing maintenance.
The capability to provide the required software features.
The financial stability, longevity, and strength of the vendor.
Proven track record of successful law enforcement customers.
 Including reliability
 Customer Service
 Meeting Deadlines
 Successful data migration management
The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFB.
The flexibility of the application software, including the availability of tools for novice users to perform ad hoc analysis and reporting.
Fit with e911's and the City of Morrow's technology direction.
The quality and relevance of references.
Vendor's proven ability to deliver products.
Training and support offered by the vendor.
Software upgrades provided at no additional charge.
Adherence to the requested Proposal format. This includes the thoroughness of the Proposal, as well as the format of the presentation.

IV. PROPOSAL FORMAT

Please include the following items in the order listed below.

Cover Letter

Table of Contents

1. Executive Summary
2. Company Information
3. Software Solution
4. Hardware Information
5. Implementation Services
6. Support Services
7. References
8. Cost Proposal

9. Sample Contracts

10. E-Verify

Section 1 – Executive Summary

This section should be limited to a brief narrative highlighting the vendor's Proposal. The summary should be free of technical language and should illustrate the benefits and possibilities offered by the vendor. It should be between one (1) and five (5) pages long. There should be no cost quotes in this section.

Section 2 – Company Information

Vendor must provide the following information about the vendor's company that demonstrated its ability to support the commitments set forth in the RFP. The vendor should outline the company's background, including:

How long the company has been in business and brief company history.

A brief description of the company size and organization.

Total number of employees by department

Customer Services

Research and Development

Administration

Financial data, including the audited financial statements for the past three years.

Section 3 – Software Solution

Provide general information about the proposed application software, as well as other application modules not requested in this RFP that may be of interest or benefit to emergency communications department.

Section 4 – Hardware Information

Describe the hardware necessary to operate your proposed software system, including the following:

Server specifications

Database specifications

Workstation specifications

Network requirements

Please provide a diagram of the proposed hardware configuration in this section.

Section 5 - Implementation Services

Emergency communications department will provide a designated project manager and expects the vendor to do the same. Including the following.

Implementation methodology.

Project manager responsibilities.

Project Manager Resumes. Project managers cannot be software trainers.

Conversion information.

Preliminary implementations schedule for all applications, including the required time for system and application training, program testing, and conversions.

Training is key to system selection and implementation. All training must be conducted on site. User training should employ a train-the-trainer approach.

Address the following:

Available training

Ongoing educational opportunities

Section 6 - Support Services

- a. Please describe all support services for hardware and software, including:
 - Hours of availability
 - Access via toll free 800 number
 - Cellular phone access to technical assistance when critical
 - Call tracking system
 - Priority code system used to help distinguish the level of urgency for each call
 - Web site support
 - How customers are notified of urgent software issues and how to resolve them
- b. Provide information regarding your organized national users group, including frequency and location of meetings.

- c. List regional users groups, state frequency of meetings, and specify the closest one to Emergency Communications Department.
- d. Provide information about periodic system enhancements, updates, and related costs.

Section 7 – References

Provide references for a minimum of three (3) completed installations that use the proposed system in a comparable computing environment. Where possible, at least one such reference should be in the state of Georgia. The information should include agency name, address, contact name, telephone number, date of installation, and a list of applications.

Section 8 – Cost Proposal

Please provide all costs for the proposal system, including:

Software licenses

Implementation

Project management

Training

Associated hardware

Support

Recurring costs for the next three years

Custom programming that must be provided to meet the requirements of this RFP

Estimated range of costs for conversion of each application, if available, and a description of data that would be typically converted

Section 9 – Sample Contracts

Provide copies of all sample contracts application software and maintenance services.

Section 10 - E-Verify

E-Verify: All Vendors must submit an affidavit to certify that they participate in the Federal Employment Eligibility Verification.

V. PROPOSAL TERMS AND CONDITIONS

Request for Bid Format

Bids must be made in strict accordance with the Request for Bid format provided herein.

Bulletins and Addenda

Any bulletins or agenda to the Bid specifications issued during the period between issuance of the RFB and receipt of Bids are to be considered covered in the Bid and in awarding a contract they will become a part thereof. Receipt of bulletins or agenda shall be acknowledged by vendors in their proposal cover letter.

False or Misleading Statements

If, in our opinion, a proposal contains false or misleading statements or references that do not support a function, attribute, capability, or condition as contended by the vendor, the entire proposal shall be rejected.

Clarification of Proposal

We reserve the right to obtain clarification of any point in a vendor's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of the vendor's proposal.

Responsiveness

Bids should respond to all requirements of this RFB to the maximum extent possible. Vendors are asked to clearly identify any limitations or expectations to the requirements inherent in the proposed system. Alternative approaches will be given consideration, if the approach clearly offers us increased benefits.

Rejection of Proposal

Bids that are not prepared in accordance with these instructions to vendors may be rejected/disqualified. If not rejected, Emergency communications department may demand correction of any deficiency and accept the correct Bid upon compliance with these instructions to purposing vendors.

Bid Modifications

Any bidder may modify their bid by written or fax communications up to two days prior to the closing time. The written or fax communication should not reveal the bid price as this will not be known until the sealed bid is opened.

Late Submissions

Regardless of cause, late qualifications will be accepted and will automatically be disqualified from further consideration. It shall be the Vendor's sole risk to ensure delivery at the designated office by the designated time. Late qualifications will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

Acceptance of Bids

The contents of the proposal of the successful bidder will become, at our option, a contractual obligation if a contract ensues. Failure of the successful bidder to accept this obligation may result in cancellation of the award.

Bids submitted are offers only and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the proposing vendors. The Emergency Communications Department reserves the right to terminate the selection process at any time and to reject any or all Bids.

Emergency communications department reserves the right to accept the Bid that is, in its judgment, the best and most favorable to the interests of the Emergency Communications Department and to the public; to reject the low price Bid; to accept any item of any Bid; to reject any and all Bid; and to waive irregularities in any Proposal submitted or in the Request for Proposal process, provided; however, the waiver of any defect or informality shall not be considered a waiver of any future or similar defect or informality. Proposing vendors should not rely upon or anticipate such waivers in submitting their Proposal.

Payment/Retainer

The City will pay 20% to retain the vendor, 20% upon completion of software configuration for Morrow's requirements, 20% upon implementation and 20% upon completion of training. The remaining 20% will be paid upon successful implementation of the product and completion of services rendered.

Training will be conducted on the property of e911 and at a time and manner acceptable to multi-shift personnel.

The successful vendor shall have a minimum of \$2 million in General Liability insurance naming the City as an additional insured and Worker's Compensation insurance.