SECC

Scott Emergency Communications Center
400 West 4th Street
Davenport, Iowa 52801
(563) 328-4149

REQUEST FOR PROPOSAL # *SECC0209-1*

Public Safety Communications Systems and Law Enforcement Records Management, Field Reporting and Jail Management Systems

February 6, 2009

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Section 1 Executive Summary

1.1 Overview

Scott Emergency Communications Center (SECC) is requesting proposals for the design, implementation, and support of a Public Safety Computer Aided Dispatch (CAD) System for Law, Fire and EMS as well as a Law Enforcement Records Management (RMS), Jail Management (JMS) and Automated Field Reporting (AFR) System. SECC's vision for the CAD, RMS, JMS and AFR is a fully integrated system from a single vendor that includes specified interfaces and meets SECC's functionality requirements.

Throughout this document, the term "System" refers to the totality of components, both hardware and software, required for CAD, Mobile, Law RMS, JMS, AFR and interface applications that function to the performance levels indicated in this RFP.

The RFP is divided into multiple sections as follows:

Section 1: Executive Summary

Section 2: Proposal Submission Instructions

Section 3: RFP Terms and Conditions

Section 4: Background Information

Section 5: Scope of Services

Section 6: Proposal Evaluation Criteria

Section 7: Proposal Response Format Instructions

Appendices are in separate files located in this RFP folder.

1.2 Key Definitions

Throughout this document, capitalized terms are defined as follows:

CONTRACT	The agreement to be entered into for services between SECC and the successful party that submits the proposal accepted by SECC.
FINAL SYSTEM ACCEPTANCE	That date on which all of the following have taken place: ♦ All hardware, software and system components purchased and/or licensed to SECC under the terms of this Contract have been successfully installed, tested and accepted by SECC; ♦ All software modifications have been successfully completed, tested, and

accepted by SECC;

♦ All user documentation provided to SECC is verified to be complete and current with the Systems installed;

♦ All user and Systems management training has been completed;

♦ All tasks, subtasks, or components thereof that relate either directly or indirectly to this Contract have been completed by the CONTRACTOR and SECC executes a FINAL ACCEPTANCE document stating that all terms and conditions of this Contract have been successfully completed by the CONTRACTOR.

PRIME CONTRACTOR/ CONTRACTOR/ VENDOR	Any individual, partnership, corporation or joint venture potentially used by SECC to perform the services described in this RFP.
PROJECT WEBSITE	Location for all official notifications related to this RFP. All material posted is considered to be part of this RFP and will become part of the final Contract.
PROPOSAL	The document submitted by Proposers in response to this RFP.
PROPOSER/ PROPOSING PARTY	The firm or individual submitting the Proposal.
REQUEST FOR PROPOSALS	This Request for Proposals, including any amendments or other addenda hereto.
SECC	Scott Emergency Communication Center – an entity formed through an intergovernmental agreement between Scott County, the City of Davenport, the City of Bettendorf and the Davenport Hospital Ambulance Corporation (MEDIC EMS)
SUBCONTRACTOR	Any individual, partnership, corporation or joint venture engaged by the PRIME CONTRACTOR to perform services or provide products. All assigned contract services for this project will be governed by the same rules and regulations

	outlined in this RFP, be based on approval of SECC and be the sole responsibility of the PRIME CONTRACTOR.
SYSTEM	The totality of the prescribed hardware configuration and software elements, including subsystems, interfaces, servers, workstations, applications and operating software, and any other element defined and acquired through this RFP, except services.
SYSTEM APPLICATION COMPONENT OR SYSTEM COMPONENT	Single software element, including application, application module or interface.
TESTED AND ACCEPTED	Tested and accepted in accordance with the testing and acceptance criteria as described in this RFP and the Contract.

1.3   RFP Coordinator/Communications/Inquiries

Upon release of this RFP, all communications should be directed in writing via email to the RFP Coordinator listed below. Unless authorized by the RFP Coordinator, no other agency official or employee is empowered to speak for SECC with respect to this procurement. Unauthorized contact with any employee of any agency or department that is a part of SECC will result in disqualification from the RFP process. Any oral communication will be considered unofficial and non-binding on SECC.

Following the Proposal submittal deadline, Proposers shall not contact the RFP Coordinator or any other agency official or employee, except to respond to a request by the RFP Coordinator.

The RFP Coordinator for this RFP will be:

Gloria Fitzpatrick
Technology Systems Coordinator
Scott Emergency Communications Center
400 West 4th Street
Davenport, Iowa   52801

Phone: (563) 328-4152
Email: gfitzpatrick@scottcountyiowa.com

Section 2 Proposal Submission Instructions

2.1 Proposal Response Format

Proposals must be submitted in the format described in Section 7 of this RFP, using supplied forms where indicated. Failure to follow the format requested, or the failure to use the provided forms where indicated, could result in the rejection of a proposal.

2.2 Preliminary Schedule

Event	Date
Release RFP	February 6, 2009
Pre-Proposal Conference Questions Due	March 4, 2009
Pre-Proposal Conference	March 10, 2009
Deadline for Questions or Requests for Clarifications	March 17, 2009
Proposal Responses Due	March 31, 2009

2.3 Proposal Due-Date and Location

Proposals must be submitted no later than March 31, 2009 at 4:00 P.M. Central Standard Time to:

>   Gloria Fitzpatrick
>   Technology Systems Coordinator
>   Scott Emergency Communications Center
>   400 West 4th Street
>   Davenport, Iowa   52801

Proposals submitted by fax or email will not be accepted.

All proposals and accompanying documentation will become the property of SECC and will not be returned. The Proposer has full responsibility to ensure the Proposal arrives before this deadline and accepts all risks of late delivery of mailed proposals regardless of fault. SECC assumes no responsibility for delays caused by the US Post Office or any other delivery service.

2.4 Required Number of Proposals

Submit one (1) original and five (5) hardcopies of the Functional and Cost Proposals. The Cost Proposal must be sealed and submitted separately from the Functional Proposal. In addition, please submit two (2) electronic copies of both the Functional

and Cost Proposal on a compact disc and include with the original copy of the Functional Proposal. The original proposals must include original signatures, in ink, by authorized personnel, on all documents that require an authorized signature.

SECC, at its discretion, may make additional copies of the proposal for the purpose of evaluation only. Additional copies of submitted proposals may be requested by the Evaluation Committee at a later date.

2.5   Project Website

The website for this RFP and related documents is:

http://www.scottcountyiowa.com/secc/

All project correspondence will be posted on the Project Website. It is the responsibility of Proposers to check the Project Website regularly for information updates and RFP clarifications, as well as any RFP addenda.

2.6   Pre-Proposal Conference

A Pre-Proposal Conference is scheduled for March 10, 2009 from 9:00 AM to 11:00 AM Central Standard Time at:

> Scott County Board Room
> 600 W. 4th Street
> 1st Floor
> Davenport, Iowa   52801

SECC shall have in attendance key personnel to answer questions and discuss issues that may arise. Proposers are expected to raise any questions or issues they have concerning the RFP document at this point in the process. In order for questions to be answered at the Conference, they should be submitted via email to Gloria Fitzpatrick (*gfitzpatrick@scottcountyiowa.com*) by 12 PM CST on March 4, 2009. Questions not submitted in advance of the conference may be asked at the conference, but may or may not be answered at the conference itself.

SECC does not intend to issue minutes or notes from the Conference. However, written clarifications or addenda deemed necessary by SECC will be posted on the Project Website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses, or notices issued by SECC as a result of the pre-proposal conference.

Proposers should note that only written answers provided after the Conference will be binding. These answers shall represent SECC's official position and will supersede any previous oral statements made during the Conference or at any time by SECC personnel.

2.7   Questions and Clarifications Regarding the RFP

Any explanation desired by a Proposer regarding the meaning or interpretation of the Request for Proposals must be submitted via an email sent to Gloria Fitzpatrick (*bhitccock@scottcountyiowa.com*). The deadline for all questions and requests for clarifications or interpretations is 4:00 PM CST on March 17, 2009; SECC is not obligated to respond to questions or requests for clarifications or interpretations not received by the stated deadline.

If SECC determines that clarifications, supplemental instructions, or changes to this RFP are necessary, it will issue an official addendum to the RFP that will become part of this RFP and be included as part of the Contract. Oral explanations or instructions given before the award of the Contract will not be binding.

All addenda will be posted on the Project Website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses, or notices issued by SECC and posted on the Project Website. Proposers shall not be allowed to take advantage of any errors in or omissions found in this RFP. Full instructions will be given if such error or omission is discovered and called to the attention of SECC point of contact in a timely manner.

It is the responsibility of Proposers to assure that they have received addenda if any are issued. It shall be presumed that the Proposer has received any addenda so issued and such addenda shall become a part of the proposal submittal.

2.8   Proposal Submission

The Proposer's sealed proposal must be in the proposal response format outlined in Section 7 of this proposal and mailed or delivered pursuant to the following requirements:

1. Package Preparation. Offers and modifications thereof shall be enclosed in sealed packages and have the following identifying information on the outside:

   a. Name and Address of Proposer

   b. Closing Date and Time

   c. Request for Proposals Number

   d. Title of Procurement

2. Submit one (1) original and five (5) hardcopies of the Functional and Cost Proposals. The Cost Proposal must be sealed and submitted separately from the Functional Proposal. In addition, please submit two (2) electronic copies of both the Functional and Cost Proposal on compact discs and include both with the original copy of the Functional Proposal.

3. The Proposer should submit a formal transmittal letter on official company letterhead that contains the following:

   a. Statement of Interest: This statement should indicate your firm's general interest and capability to perform the project. It should also include a brief summary of any information that you feel might be especially important to SECC.

   b. Statement of Proposal Life: The proposal must have a proposal life of at least one hundred eighty (180) days from the date of the RFP due date. This shall represent the time during which the proposal is a firm offer and a Contract may be entered.

   c. Contact Person: Please include the name, title, address, telephone number, fax number and e-mail of the key contact person for any questions regarding your proposal.

   d. Signature of Authorized Representative: An authorized representative of the firm must sign the proposal. The proposals containing the original signatures should be clearly marked "Originals."

4. Submit Proposals to:

   Gloria Fitzpatrick
   Technology systems Coordinator
   Scott Emergency Communications Center
   400 West 4th Street
   Davenport, Iowa   52801

5. SECC shall not be responsible for the failure of mailed offers to be received by SECC by 4:00 p.m. CST on the proposal due date.

6. SECC will not accept any other methods of proposal delivery; telephone, facsimile, electronic, and telegraphic offers will not be accepted.

7. The only acceptable evidence to establish the time and date of receipt of proposals at SECC is the time-date stamp of such office on the proposal wrapper or other documentary evidence of receipt maintained by the office.

Section 3   Terms and Conditions

3.1   No Obligation to Proceed

SECC is under no obligation to proceed with this project and may cancel this Request for Proposals at any time without the substitution of another, if such cancellation is deemed in the best interest of SECC.

3.2   Withdrawal or Modification of Proposal

SECC may allow a Proposer representative bearing proper authorization and identification to sign for, receive, and withdraw the Proposer's unopened proposal prior to the submission deadline. A Proposer wishing to modify its proposal may do so by withdrawing the initial submission and then submitting a modified proposal prior to the deadline.

3.3   Proposal Validity Period

Submission of a proposal will signify the proposing party's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline unless otherwise agreed to in writing by both parties.

3.4   Proposal Verification

Proposer's responses are subject to verification. Misleading and/or inaccurate answers shall be grounds for disqualification at any stage in the procurement process.

SECC may contact individual Proposers for clarification or correction of minor errors and omissions. Upon such a request, the Proposer must furnish any requested information to SECC within two (2) business days or the proposal will be evaluated as originally received. Major errors or omissions, such as the failure to provide a cost schedule, will result in rejection of the proposal from further consideration.

3.5   Rejection and Waiver

SECC reserves the right to reject any or all proposals, as well as the right to waive informalities and minor irregularities in offers received. Furthermore, SECC may issue a new or modified Request for Proposals, if doing so is found to be in the best interest of SECC.

3.6   Proposal Costs

By submission of a Proposal, Proposers acknowledge that any and all costs incurred throughout the RFP process are ineligible for reimbursement by SECC.

3.7   Multiple Awards

SECC may award a Contract to a single Proposer or, at SECC's option, to multiple Proposers if deemed to be in the best interest of SECC.

3.8   Purchase Orders

The Proposer shall furnish no services, equipment, materials or labor unless a properly executed order is received from SECC directing the supply of the same.

3.9   Taxes

SECC is a tax-exempt organization. However, should any part of the contracted project be subject to taxes, unless otherwise specified in this solicitation document, the Proposer shall include, and be responsible for, paying all taxes that are applicable to the sale of goods or services.

3.10 Subcontractors

SECC requires a comprehensive solution from a Prime Contractor with legal, project management and financial responsibility for all hardware, software, integration and implementation services. One consolidated response with all cost items included in the cost summary shall be submitted.

As such, SECC intends to contract with one Prime Contractor who will be solely responsible for contractual performance and who shall be the sole point of contact for SECC with regard to contractual matters. In the event the Prime Contractor utilizes one or more Subcontractors, the Prime Contractor will assume all responsibility for performance of services by the Subcontractor(s).

SECC must be named as a third party beneficiary in all subcontracts. As requested in Section 7.2, a list of all Subcontractors proposed to take part in the performance of the Contract (at its outset) shall be provided to SECC for approval prior to Contract execution.

3.11 Use of Name

Upon entering into an agreement, the successful Contractor agrees not to use the name of Scott County, or any of the agencies comprising SECC, in commercial advertising, trade literature or press releases without the prior written approval of SECC.

3.12 Requirement to Meet All Proposal Provisions

Each Proposer should respond to all of the specifications and proposal terms and conditions. By virtue of the Proposal submission, the Proposer acknowledges agreement with and acceptance of all of the specifications except as expressly qualified in the Proposal.

3.13 Proposal to Become Part of Contract

The submitted Proposal, along with this Request for Proposals, will become part of the Contract that is negotiated between SECC and the successful party.

3.14 RFP Not Contractual

Nothing contained in this Request for Proposals shall create any contractual relationship between the Proposer and SECC.

3.15 Contract Negotiation

SECC reserves the right to negotiate all elements of the requirements, submittals, proposals, terms and conditions, and/or scope of services as part of the contract negotiation process prior to any formal authorization of the contract by SECC.

The Contract resulting from this RFP will be managed by the Board of Directors of SECC.

If at any time the contract negotiations are judged to be ineffective, SECC may cease all activities with a Proposer and begin contract negotiation and preparation activities with a different Proposer, continuing the process until a Contract is executed. As a part of this process, SECC may obtain "best and final offers" from all Proposers judged to be finalists. SECC reserves the right to cease all contract negotiation activities at any time and reject all proposals if such action is determined by SECC to be in its best interest.

3.16 Modifications to Scope of Work

In the event that sufficient funds do not become available to complete each task in the Scope of Work, the Scope of Work may be amended, based upon the cost breakdown required in the cost proposal.

3.17 Evaluation of Offers

SECC reserves the right to analyze, examine and interpret any offer for a period of one hundred eighty (180) days after the hour and date specified for the receipt of proposals. Further, in the evaluation of the proposals, SECC reserves the right to use any assistance deemed advisable, including contractors and consultants.

3.18 Award of Contract

If a Contract is awarded, the Contract will be awarded to that Proposer whose proposal, demonstration, and client references present a product that will be the most advantageous to SECC as set forth in the Evaluation Criteria in Section 6.2. SECC will negotiate with the selected Proposer to acquire the combination of functionality and implementation assistance that best meets SECC needs.

1. <u>When Award Occurs</u>: Award of Contract occurs when a Purchase Order is issued or other evidence of acceptance by SECC is provided to the Proposer. A Recommendation of Award does not constitute award of Contract.

2. <u>Contract Term</u>: The Contract term shall be for a period of up to two (2) years from date of execution of the Contract. This contract term may be extended as needed by mutual agreement between SECC and the Contractor.

3. <u>Type of Contract</u>: Firm fixed fee/firm fixed price.

4. <u>Draft Contract</u>: A copy of the proposed Contract to be entered into is located in Appendix A. As part of the proposal (see Section 7.2), the Proposer must either state acceptance of the terms and conditions of the Contract and SECC's preferred terms, or note exceptions taken.

5. <u>Debarment/Cancellation of Agreement</u>: Upon receipt of notice of debarment of a Proposer awarded a Contract as a result of this RFP, (the "Contractor"), or other ineligibility of the Contractor to receive funds from any agency of the federal government, the State of Iowa, any local public body of the State, or any state of the United States, SECC shall have the right to cancel the Contract with the Contractor for cause as provided in accordance with the terms of said Contract.

3.19 Public Records

After award of contract, proposal responses shall be considered public record and subject to review. If the Proposer believes a specific section of its proposal response is confidential, the Proposer shall mark the page(s) confidential and isolate the pages marked confidential in a specific and clearly labeled section of its proposal response. The Proposer shall include a written statement as to the basis for considering the marked pages confidential and SECC will review the material and make a determination.

3.20 Non-Collusion Affidavit

The Proposer warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under the Contract resulting from this RFP. The Proposer also warrants that, to the best of its knowledge, no officer, agent or employee of SECC who shall participate in any decision relating to this RFP and the resulting Agreement, currently has, or will have in the future, a personal or pecuniary interest in the Proposer's business. As such, each Proposer shall submit a single copy of the Affidavit of Non-Collusion included in Appendix B (see Section 7.2).

3.21 Insurance Requirements

The successful party shall maintain insurance that is sufficient to protect their business against all applicable risks, as set forth in SECC's Standard Insurance Requirements (Appendix C). Please review insurance requirements prior to submitting a proposal. If the successful party is unable to meet these standard requirements, please note current or proposed insurance coverage in the proposal submittal where requested (see

Section 7.2). Standard requirements may be negotiated if it is in the best interest of SECC.

3.22 Compliance with Laws and Regulations

The successful party shall comply with all federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; applicable permits, fees and taxes; and similar subjects.

3.23 Ownership of Documents

Any reports, studies, conclusions and summaries prepared by the successful Proposer shall become the property of SECC.

3.24 Indemnification

The successful Proposer shall hold harmless, defend, and indemnify SECC, SECC's officers, agents, and employees, and the officers, agents, and employees of the jurisdictions participating in SECC against any liability that may be imposed upon them by reason of the successful Proposer's failure to provide compensation coverage or liability coverage.

3.25 Current Manufacture

All Hardware and Software furnished under this specification should be standard products of manufacturers regularly engaged in the production of such equipment. All Hardware and Software must be the manufacturer's latest design. All material and equipment offered must be new and unused.

3.26 Purchase Alternatives

SECC reserves the right to purchase more or less of any item proposed at the unit price offered unless specifically limited in a Proposer's response. SECC reserves the right to procure Hardware, Software, or Components, as approved for compatibility by the successful Proposer, through alternative, third party or other resources at a lower cost.

3.27 Site License Option

The Proposer should provide the ability for SECC to purchase site licenses for all System Components proposed. The Proposer should propose individual user licenses and provide site licensing as an option. Clearly identify the licensing options in the Cost Proposal.

3.28 Current Version

The Proposer "Packaged" Application and System Software shall be the most current publisher or Proposer version, as of date of contract. The System proposed should be operational in two (2) or more Proposer locations as of the date of the proposal. Beta test versions will be not acceptable.

3.29 Prior Use

SECC reserves the right to use Hardware and Software furnished under this proposal prior to Final Acceptance. Such use shall not constitute acceptance of the work or any part thereof by SECC.

Section 4 Background Information

4.1 Agency Sizes

The following Table summarizes current sizes of SECC agencies:

	Davenport	Bettendorf	Scott County	Medic EMS
Service Area (Square Miles)	65	21	458	N/A
Population Served	100,000	32,000	30,000	161,000
Dispatch Center Staff	23	10	11	30
Law Enforcement Agency Size	206	45 Sworn 13 Civilians	49 (Plus 40 Volunteer Reserves)	N/A
Fire Department/EMS Agency Size	Career: 142 Civilian: 3	Career: 23 Volunteer: 26 Civilian: 5	Volunteer: 485 Civilian: 10	135
Number Law Enforcement Stations	1	1	8	N/A
Number Fire/EMS Stations	7	4	13	8

4.2 Current Environment Overview

The following Table summarizes the Communications Systems currently in use by SECC agencies:

	Davenport	Bettendorf	Scott County	Medic EMS
CAD	InfoCell	Cody	Cody	Zoll
Mobile	Aether Packet Cluster	Aether Packet Cluster	Fastware InfoCop	Zoll Navigator
Phone	Positron Viper	Positron Lifeline	Positron Viper	Positron Lifeline
AVL	No	Police – Yes Fire - No	Yes	Yes
Toning/Paging	Zetron	Zetron	Zetron	Zoll
Data Transport	Verizon	Alvarion 900 MHz	Verizon	Verizon

SECC and SECC agencies anticipate the new System to replace the existing CAD, Mobile and Law Enforcement RMS, JMS and Field Reporting applications. Medic EMS

intends to retain its existing Zoll CAD. In addition, Medic EMS and each of Fire agencies intend to retain their existing Fire RMS applications. The following Table summarizes the Records Management, Jail Management, Field Reporting, and related systems currently in use by SECC agencies:

	Davenport	Bettendorf	Scott County	Medic EMS
Law RMS	InfoCell	Cody	Cody	N/A
Field Reporting	InfoCell	CodyMobile	CodyMobile	Zoll Charting
Evidence	Evidence Tracker	The BEAST	The BEAST	N/A
JMS	N/A	N/A	DSI	N/A
Fire/EMS RMS	Zoll	FirePoint	NFIRS	Zoll
Document Imaging	OnBase	Command Business Systems	Canon imageWARE	N/A

4.3 SECC

Bordered on the south and east by the Mississippi River, Scott County encompasses 458-square-miles of large rural areas and an urban population center. Total county population is approximately 161,000 and includes the cities of Davenport, with a population of approximately 100,000, and Bettendorf, with a population of approximately 32,000. The cities of Davenport and Bettendorf are the largest cities in Scott County, and are part of the Iowa/Illinois metropolitan area known as the Quad Cities. The remaining 90% of Scott County is agricultural land, a valuable row crop and livestock production area.

In September 2003, the Mayors of Davenport, Bettendorf and the Scott County Board Chair established a blue ribbon committee to investigate possible shared public safety services and savings across governmental boundaries. After an independent study was conducted, the blue ribbon committee recommended the implementation of a new consolidated 911 center to serve the needs of all emergency public safety agencies within Scott County. As such, in 2007, Scott County, the City of Davenport, the City of Bettendorf and the Davenport Hospital Ambulance Corporation (MEDIC EMS) entered into an intergovernmental agreement to form the Scott Emergency Communications Center (SECC).

SECC is in the initial stages of building a new consolidated communications center. The new communications center is expected to be completed by the summer of 2010. As part of the communications center project, SECC intends to implement a new integrated public safety system designed to meet the needs of the jurisdictions represented by SECC. The desired public safety system will comprise Computer Aided Dispatch and Mobile Systems that serve Law Enforcement, Fire and, potentially, EMS,

as well as an integrated Law Enforcement Records Management, Jail Management and Field Reporting System that will replace existing legacy systems.

With an expected staff of 54, the new communications center will house 12 call taker and dispatch stations. The existing Scott County communications center, located in the basement of the County Building, will serve as a mirrored backup site.

SECC is still analyzing data transport options, but is leaning toward a combination of a commercial wireless provider (e.g. Verizon) and 802.11 hot spots.

4.4 Scott County

The Sheriff Department headquarters, along with the Communications Center and the Scott County Jail, is located in the County Building at 400 W. 4th Street in Davenport. The Department is using the Cody suite of public safety products, including CAD, Police RMS, and Field Reporting. Deputies use Fastware's InfoCop to access IOWA/NCIC in the field, but otherwise do not have a mobile application for silent dispatch.

Scott County supports a Verizon EVDO network; currently 40 mobile data computers are EVDO broadband enabled. Raytheon is hosting a message switch for mobile access to the IOWA NCIC application. Scott County anticipates the public safety software procurement will include an IOWA NCIC interface to replace the Raytheon message switch.

The Sheriff's Department Communications Center dispatches for the following Scott County agencies:

Law Enforcement Agencies:
Scott County Sheriff's Department
Buffalo Police Department
Blue Grass Police Department
Walcott Police Department
Eldridge Police Department
Long Grove Police Department
McCausland Police Department
Princeton Police Department
Le Claire Police Department

EMS Agencies:
Medic (different from Medic EMS)
Durant Ambulance
Wheatland Ambulance
Bennett Ambulance

Other Agencies:
Scott County Conservation
Scott County Emergency Management

Fire Agencies:
Buffalo Fire Department
Blue Grass Fire Department
Walcott Fire Department
New Liberty Fire Department
Maysville Fire Department
Donahue Fire Department
Dixon Fire Department
Long Grove Fire Department
Eldridge Fire Department
McCausland Fire Department
Princeton Fire Department
Le Claire Fire Department
Riverdale Fire Department

The Scott County Jail, run by the Sheriff's Department, houses approximately 370 inmates. Scott County is in the process of expanding the jail to house approximately 400 inmates. The facility accommodates men, women and juvenile inmates, as well as a number of weekend and work release prisoners, and provides extensive training and programming opportunities to its inmates. The Sheriff's Department has used a DSI Jail Management System since 2003; while the Department is generally content with the application, it is considering procuring a new system to take advantage of the benefits afforded by an integrated law enforcement records management and jail management system. The decision will be based on a combination of factors, including functionality and cost of the proposed system relative to the benefits of continuing with DSI.

4.5   Davenport

The Davenport Police Department procured a CAD and Law RMS from InfoCell, a company that is no longer in business. When InfoCell went out of business, Davenport bought the source code and has since been responsible for all enhancements and maintenance.

Davenport uses a commercial provider (Verizon) to meet data transport needs. Police officers in the field access InfoCell for queries and field reporting via a Citrix environment. Through the Citrix environment, officers can also access a number of other applications; anything that resides on a desktop in the station is accessible in the mobile environment.

Davenport officers use the Aether PacketCluster Mobile application for accessing IOWA/NCIC, messaging, querying past incidents and viewing pending calls. Davenport does not have AVL currently, but plans to procure it prior to the implementation of the new system.

The Davenport Police Department uses Evidence Tracker to manage property and evidence. The Department does not want to replace the system and expects an interface between the new RMS and Evidence Tracker.

The Davenport Fire Department uses the Zoll Fire RMS application. It is satisfied with the application and does not intend to replace it. However, the new CAD will need to include an interface to the Fire RMS.

4.6   Bettendorf

The City of Bettendorf Police Department uses Cody's CAD and Law RMS. Although the Department owns Cody's Field Reporting application, the application is underutilized and officers tend to enter reports directly into the RMS in the station.

Bettendorf uses a private 900 MHz data system (Alvarion) for data transport. After implementation of the new public safety software applications, it intends to use this network for all police mobile data needs, including field reporting, AVL and messaging.

As in Davenport, Bettendorf officers use the Aether PacketCluster Mobile application for accessing IOWA/NCIC, messaging, querying past incidents and viewing pending calls.

The Bettendorf Police Department uses The BEAST to manage property and evidence. The Department does not want to replace the system and expects an interface between the new RMS and The BEAST.

The Davenport Fire Department uses the FirePoint Fire RMS application. It is satisfied with the application and does not intend to replace it. However, the new CAD will need to include an interface to the Fire RMS.

Bettendorf police officers have AVL in their vehicles. The AVL is used for officer safety and directions, but not for dispatch. Although the Fire Department does not perceive a need for AVL at this time, it entertains the possibility of using it in a consolidated dispatch environment.

4.7   MEDIC EMS

MEDIC is a non-profit EMS and medical transport provider serving Scott County and surrounding areas. MEDIC uses a Zoll CAD system that also meets its hospital billing and patient reporting requirements. Upon completion of the new Communications Center, MEDIC will move dispatch operations from its current stand-alone center to SECC. MEDIC will continue to use its Zoll CAD and anticipates an interface between Zoll and the new CAD system. It is open to considering the possibility of migrating to the new system at a later date. Regardless, MEDIC does not plan to consolidate its operations with SECC, but will co-locate its dispatch center with SECC in the new building. MEDIC EMS uses Zoll AVL, which is an important component because of the potential for inter-state medical transport. It uses a commercial carrier, Verizon, for data transport.

4.8   GIS

Currently, there is not a county-wide GIS database; the County pulls GIS data from the Cities of Davenport and Bettendorf to populate its CAD geofile on the cities' data. The City of Davenport Public Works Department maintains Davenport's ESRI-based GIS data and the City of Bettendorf Fire Department manages Bettendorf GIS updates to the Qwest 911 geofile. Scott County is in the process of developing a county-wide enterprise GIS database and expects the addressing portion to be completed by mid 2010.

Section 5 Scope of Services

5.1 Project Overview

SECC is procuring a contemporary Public Safety Information System. The desired Public Safety Information System will comprise Computer Aided Dispatch and Mobile Systems that serve Law Enforcement, Fire and, potentially, EMS, as well as an integrated Law Enforcement Records Management, Jail Management and Field Reporting System. SECC expects the successful Proposer to provide the software, hardware and services described in the remainder of this section.

5.2 Software Systems

SECC expects the Proposer to provide all the software necessary for a fully functioning and fully integrated System at the time of implementation completion. Proposers are responsible for providing a System with sufficient capacity and performance capabilities to support the volumes noted in Appendix D. The proposed System should be sized to meet the performance standards for the projected volumes plus a margin for unexpected volume growth. The selected Proposer will assume any costs associated with increasing the System capacity as necessary to support the specified volume requirements within a five-year period after Final Acceptance.

All proposed software versions must be generally available and operational in a live environment on or before the proposal deadline. The module version for each module proposed must be identified within the Proposers responses. No mid-implementation upgrades will be considered or allowed by SECC during this project.

The following is a list of systems that are expected to be included in the Proposer's solution:

1. Computer Aided Dispatch (CAD). A robust and highly reliable regional Police and Fire/EMS CAD system that is fully integrated with other System Application Components and meets the functional and performance requirements identified in this RFP. The CAD solution should include real-time mapping, AVL functionality and identified interfaces, including interfaces with the Zoll CAD system and the FirePoint and Zoll Fire RMS Systems. Additionally, the CAD configuration must address system redundancy factors, and incorporate backup, failover and recovery solutions.

2. Mobile Data System (MDS): A regional Mobile Data System, including real-time mobile mapping and AVL functionality, that is fully integrated with CAD and the proposed Law Enforcement Field Reporting System to ensure a seamless transition from incident management to case reporting. The MDS should operate to specification on both Panasonic ToughBook and Data911 mobile computers. Furthermore, it must support all necessary peripherals, including citation printers, magnetic stripe readers, bar code readers and other hardware that can facilitate law enforcement field operations.

3. <u>Law Records Management System (RMS)</u>: A regional Law RMS to perform a broad range of functionality including the tracking of accidents, arrests, bookings, citations, warrants, protection orders, permits, gang involvement and other key data. The system should provide a single set of master indices and facilitate information sharing among the Scott County law enforcement agencies, while allowing for individual agency control over security features and agency data. Law enforcement officers must be able to access RMS data in the field.

4. <u>Automated Field Reporting (AFR)</u>: A regional Field Reporting System allowing field users to complete reports in a mobile environment and submit those reports electronically to the RMS via an agency-specified report approval process. AFR software should, at a minimum, provide for the pre-population of report forms, agency-defined workflow for online routing of reports, supervisor receipt and review of reports, editing and re-routing of reports, case assignment and automatic report distribution.

5. <u>Jail Management System (JMS)</u>: A JMS to manage bookings, fingerprinting, inmate tracking, medical needs and inmate prescriptions, education/programming, and other duties required as part of jail operations.

5.3 Interfaces

In addition to the integration of the proposed System Components, the Proposer will be responsible for providing interfaces to key SECC and external systems.

1. <u>IOWA/NCIC</u>. SECC and SECC law enforcement agencies must be able to access IOWA/NCIC from within CAD, the mobile application, the RMS, the field reporting application and the JMS. The Iowa Online Warrants and Articles (IOWA) Criminal Justice Information Network is a Iowa statewide law enforcement network that supports electronic message exchange with other jurisdictions throughout Iowa. IOWA is the state's gateway into the NLETS network for access to the National Crime Information Center (NCIC). In addition to conducting queries from within the public safety applications, SECC needs to be able to upload, update, edit, and remove warrant, protection order, stolen property and other IOWA System required information. Additionally, SECC would like the ability to populate field reporting module fields with IOWA/NCIC query returns. Note that the Proposer is responsible for ensuring that it obtains Iowa State NCIC certification.

2. <u>Bettendorf Fire FirePoint RMS</u>. The interface must transfer incident data into the Bettendorf Fire Department's FirePoint Fire RMS at the completion of each fire incident, upon an agency-defined action, or on an agency-defined schedule. The Fire Department should be able to initiate an NFIRS report before incident closure and populate the report with pertinent CAD data. Additionally, if a closed and transferred call is updated in CAD, the interface

should be designed to recognize the information as an update to a previously transferred CAD incident and update that record appropriately. Finally, the interface must include the ability to reconcile calls for service against submitted NFIRS reports, as well as update premise information in CAD with appropriate information captured in the RMS.

3. <u>Davenport Fire Zoll RMS</u>. The interface must transfer incident data into the Davenport Fire Department's Zoll Fire RMS at the completion of each incident, upon an agency-defined action, or on an agency-defined schedule. The Fire Department should be able to initiate an NFIRS report before incident closure and populate the report with pertinent CAD data. Additionally, if a closed and transferred call is updated in CAD, the interface should be designed to recognize the information as an update to a previously transferred CAD incident and update that record appropriately. Finally, the interface must include the ability to reconcile calls for service against submitted NFIRS reports, as well as update premise information in CAD with appropriate information captured in the RMS.

4. <u>MED-COM Zoll CAD</u>. SECC and MED-COM anticipate a bi-directional interface between the two agencies' CAD systems such that: the agencies can transfer 911 calls to each other; SECC can receive requests for police or fire assistance from the Zoll CAD system; and MED-COM and SECC can view the other agency's activity on calls to which both are dispatched. The two agencies must be able to exchange information such that the receipt of such information automatically updates incident data available to dispatchers and responding personnel. Data exchanged includes: Incident Number; Location (parsed address data); Call Type; Call Priority; Caller Name; Caller Phone Number; Time Stamps (all); Incident Comments; Call Source; and Company.

5. <u>GIS</u>. Scott County is in the process of developing a county-wide ESRI-based GIS database. The street network layer will use a combination of center-line and X/Y coordinate data. The County will also provide a boundary layer containing data on jurisdictional and agency-specific boundaries. The CAD, Mobile and RMS applications must be able to map attributes from the County GIS database to the CAD/Mobile/RMS geofiles. They must also be able to support the import of any map layers (e.g. parcel data, fire pre-plans, public safety response plans, hazmat information, bodies of water, etc.) that the County supports.

6. <u>AVL and Mapping</u>. GPS devices located in the vehicles will supply coordinate information to the MDS application in the public safety vehicles. Based on the coordinate information, Mobile and CAD mapping applications will update vehicle location and provide a visual representation of vehicle locations on a map, as well as text location information in the unit status display. Vehicle location will be recorded in the unit history. AVL information will be fed back to the CAD application as a basis for both closest and most

appropriate unit recommendation and directions to calls for service. Users of remote CAD terminals and mobile computers must also have the ability to view unit locations on a dynamic map.

7. Positron Viper. The CAD system must be able to import Phase I and Phase II E911 ANI and ALI information into the CAD call taker screen upon initiation of a call for service. During the process of transferring the data, the caller location should be geo-verified. Name and address data should be parsed to pre-fill granular name and address fields (e.g. last name, first name, street number, street name, street suffix, etc.).

8. TTY/TDD Device: The CAD system must be able to interface with Telecommunications Device for the Deaf (TDD) and Text Telephone (TTY).

9. Zetron. SECC plans to use Zetron Paging and Fire Station Alerting systems. Dispatchers must be able to identify appropriate emergency responders to be notified in a given situation and page those individuals, using the Zetron Paging system, from within the CAD application. The CAD application should support pre-determined paging patterns based on agency-defined protocols and be able to send appropriate pages via the Zetron paging system. Similarly, dispatchers must be able to alert fire stations via the Zetron Fire Station Alerting system from within the CAD application.

10. Time Synchronization. All CAD and RMS servers must be synchronized to a master time source to ensure the CAD server time and all subsequent time stamps will be synchronized with the time source.

11. M/A-COM EDACS Radio. An interface with Tyco's MA-COM EDACS push-to-talk radio system should allow CAD to receive data that reflect user ID, radio status, emergencies, calls, system status, and system time. All radio traffic should be time stamped within the CAD system. Should GPS be incorporated into the radios, location information would also be sent to and displayed in CAD.

12. ProQA. SECC requires a certified ProQA interface for police, fire and medical incidents. The integration with ProQA will transfer initial CAD incident data to ProQA upon initiating a ProQA session. The call taker answers questions in ProQA until ProQA makes an emergency response recommendation. At that point, data are returned to CAD, updating the CAD incident in preparation for incident dispatch.

13. Telestaff. The CAD system must be able to import roster information from Telestaff. In addition, the law enforcement RMS must be able to support a two way transfer of roster and personnel information between the RMS and Telestaff.

14. IOWA DOT (TraCs). SECC law enforcement agencies use the Iowa Department of Transportation's Traffic and Criminal Software (TraCs) for

crash reporting, citation writing and filing, reporting operating while intoxicated, and commercial vehicle inspections. It will be necessary to assess whether data should be collected in TraCs and imported into the RMS or vice versa. In either event, law enforcement personnel should input the traffic data only one time for both internal data storage and submission to the Department of Transportation.

15. The Crime Fighter BEAST (Bar Coded Evidence Analysis Statistics and Tracking). The RMS must interface with Bettendorf's BEAST evidence management system. Law enforcement personnel should enter property information in the field reporting application and print out a bar code label with data that can be read by the BEAST application. Law enforcement personnel, in particular investigators, must be able to access BEAST property and evidence data from within the RMS via links to case files and reports. Case disposition information entered in the RMS should update BEAST property files to trigger appropriate property disposition activities.

16. Evidence Tracker. The RMS must interface with Davenport's Evidence Tracker evidence management system. Law enforcement personnel should enter property information in the field reporting application and print out a bar code label with data that can be read by the Evidence Tracker application. Law enforcement personnel, in particular investigators, must be able to access Evidence Tracker property and evidence data from within the RMS via links to case files and reports. Case disposition information entered in the RMS should update Evidence Tracker property files to trigger appropriate property disposition activities.

17. State Pawn Uploads. The RMS must be able to receive electronic pawn slips. Transfer of data into the RMS should trigger an automatic IOWA/NCIC stolen property query, as well as a query into the appropriate local property database (RMS, BEAST, or Evidence Tracker) for potential property matches.

18. Rock Island RMS (OSSI PISTOL). SECC requires a two-way read-only interface between the proposed law enforcement RMS and the neighboring Rock Island OSSI PISTOL RMS. Currently, SECC law enforcement agencies have web access to the Rock Island RMS. The new system should allow the law enforcement personnel to query the Rock Island RMS from within the Proposed RMS, AFR and JMS.

19. DSI JailTracker Jail Management System. Scott County Sheriff's Office is considering the possibility of procuring a new JMS that is integrated with the Law RMS. In the event that it does not procure a new JMS, it will require an interface between the new Law RMS and the DSI JailTracker JMS. The Law RMS should be able to send electronic booking information from the field reporting system to the DSI JailTracker JMS for import into DSI's booking system. The DSI JMS should automatically update corresponding name index information in the RMS. Such information would include custody status,

AFIS returns, and mug shots. Additionally, law enforcement personnel should be able to query the JMS from within the RMS.

20. CJIS.   The State of Iowa is creating a statewide integrated criminal justice information system that would enable automated information sharing in a common format among state, local and federal criminal justice agencies. The RMS will need to export appropriate data to the CJIS data warehouse and provide the ability to query the CJIS data warehouse from within the RMS application.

21. OnBase Scanning Software. OnBase is a document imaging application used by the City of Davenport. The law enforcement RMS will need to be able to export reports in either pdf or image format, along with a unique identification number, most likely the case number, for archival purposes.

22. AFIS LiveScan. The Scott County Sheriff's Department requires a two-way interface to send booking information to the Live Scan system to pre-populate appropriate fields.

23. IowaVINE. The Scott County Sheriff's Department requires an interface with IowaVINE to send booking information to Iowa's victim notification system. Changes to prisoner status within the JMS should update the IowaVINE system.

5.4   Hardware and System Software

The Proposer will supply all necessary server hardware and system software to ensure that the application software provided by the Proposer will perform at its optimum capabilities for SECC users. SECC will provide all workstation and peripheral hardware, but expects the Proposer to provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance.

SECC expects a minimum of three environments: Production, Backup, and Training/Testing.

It is the expectation of SECC that the proposed pricing for all hardware and system software will be highly competitive and consistent with State of Iowa vendor agreements. SECC considers servers as commodities and typically acquires such standard devices at a significant discount. As such, SECC reserves the right to purchase hardware from sources other than the Proposer.

5.5   Implementation and Support

The Proposer, with appropriate involvement from SECC employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training and construction of interfaces.

5.6   Site Preparation

The Proposer shall provide minimum and maximum electrical requirements, as well as other permitted ranges of environmental variations, necessary for satisfactory operation of the System. The Proposer shall be responsible for visiting SECC and SECC member agency facilities to obtain information to determine what is necessary to fully prepare the installation site, and then presenting to SECC a set of tasks necessary to comply with the electrical and environmental requirements. Upon completion of site preparation by SECC, the Proposer shall inspect the premises and notify SECC in writing that SECC and its member agencies have complied with such requirements. The cost of any physical or environmental alteration or modification required for the successful installation, operation, and/or maintenance of the System (either by the Proposer or SECC and its member agencies) that is attributable to incomplete or erroneous site specifications provided by the Proposer shall be borne by the Proposer at no cost to SECC and its member agencies.

5.7   Project Management

The contracting firm will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test planning and execution, training plan, implementation methodology, post-implementation support, and documentation.

1. The Proposer must present a comprehensive project plan showing time and resources required to accomplish tasks. The plan should include three major phases: planning, implementation and post-implementation. The Proposer must employ professional project management software such as Microsoft Project.

2. The Proposer shall provide a Project Manager who, along with SECC's Project Manager, will be responsible for coordinating the following:

    a. Project plan development and implementation, project status reporting and any sub-contractor work

    b. System changes and modifications requested to the project plan

    c. All technical, educational, documentation and support services

3. During the course of the project, until final System acceptance, the contracting firm's Project Manager will:

    a. Attend monthly status meetings

    b. Submit monthly status reports, covering such items as:

        i.   Progress of work being performed

        ii. Milestones attained

      iii.   Resources expended

      iv.   Problems encountered

      v.   Corrective action taken

   c. Participate in weekly project status conference calls

5.8   Documentation

Documentation must be developed to support the software, as well as SECC and SECC agency business processes. Any software tools or utilities that are desirable to tune, test, maintain or support the System must be specified in the documentation. Any tailoring or configuring must be documented and delivered to SECC. At a minimum, the contracting firm shall provide SECC with the following:

1. User documentation
2. Configuration documentation
3. Interface documentation
4. System Administration manuals
5. Application Software Tutorial
6. Data dictionaries
7. Database setup and maintenance
8. Entity relationship diagrams
9. Report creation and maintenance
10. Ad hoc reporting
11. System documentation

All user documentation, including application and interface documentation, help documentation, and software tutorials should be available on-line and accessible from within the relevant application. Additionally, the successful Proposer is expected to provide sufficient copies of each type of user documentation such that each SECC agency can receive a copy.

5.9   Testing

The implementation must include adequate provisions for functional, performance and reliability testing. SECC requires Proposer involvement in the development and execution of all test plans to assure that the System delivers the expected results.

Satisfactory completion of a mutually agreed-upon Acceptance Test for each stage of the implementation is required, as is a Final Acceptance Test in a fully integrated environment (to ensure components work together as intended). The Acceptance Test will include a confirmation of each functional requirement identified in this RFP, in addition to required performance and reliability acceptance procedures that SECC may require.

Specific test requirements are described in Appendix F.

5.10 Warranty

The entire System solution as proposed in this RFP should include a first year warranty for proposer-supplied hardware and software for a minimum of twelve (12) months after the formal Final System Acceptance date. The warranty should include all system and application software updates, enhancements and refinements, as well as all professional services necessary to support the software. SECC also requires a warranty for implementation services (e.g. work products, developed modifications, and System configuration) for the same period of time. The warranty should conform to contractually agreed specifications, and protect against any defects or damage caused by Manufacturers, Proposers, or proposed subcontractors, in the System's equipment or software.

Additionally, the Proposer will warrant its responses to the functional requirements included in this RFP and any other element of this RFP and will agree to attach its RFP response to any Contract reached with SECC.

If the Proposer is unable to perform under these guidelines, then a separate provider of SECC's choice will be used and the repair costs passed on to the Proposer.

5.11 Support and Maintenance

SECC expects that a five (5) year maintenance and support agreement will be offered.

5.12 Post-Implementation Support

The Proposer and its implementation team, with appropriate involvement from SECC employees, must provide ongoing support for 90 days after the date of successful System implementation in a production environment. Upon completion of the 90 day period, if there are no outstanding issues, SECC will provide formal acceptance of the System.

5.13 Account Manager

Proposer will provide SECC with an Account Manager who will be the single point of contact throughout the Proposer's relationship with SECC. The Account Manager may be subjected to background checks before being allowed access to SECC's Systems and information. SECC reserves the right to request a change in the Account Manager if it feels the relationship is not progressing smoothly.

5.14 Training

SECC recognizes that the involvement, understanding and commitment of employees are essential to the successful implementation of the proposed System. As such, SECC employees will assist in all key process design and configuration decisions.

The Proposer is expected to provide the following types of training programs:

1. A training program for SECC's core project implementation team that includes the training necessary to understand the overall System architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.

2. A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of System.

3. A training solution to support the training of end-users in the functionality of the various proposed System components. To support the training of end users, SECC envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

4. Post-implementation training for on-going end-user training of the initial System, as well as for future version releases. Again, SECC envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

All training material should meet the following requirements:

1. Training materials should be provided three (3) weeks prior to the start of any training course.

2. Training materials must be for the version of the software that will be deployed. Training materials for previous/older versions of software is unacceptable.

3. Training materials should be customized by the Proposer to include functionality defined in this RFP and any functionality that is developed through the implementation process.

4. All training material will be provided in electronic format for unlimited duplication by SECC and its member agencies.

5. A minimum of three (3) hardcopies of all training material will be provided.

6. Training materials should reflect sound adult learning principles, and all training sessions should include a demonstration of knowledge and skills transferred by the persons being trained.

Additionally, the Proposer should provide a training System that will allow users to simulate live operations for all proposed System Components without degrading System performance. A simulated System or training database should be provided to SECC as soon as possible after Contract signing to allow SECC personnel to become familiar

with each System Component. A minimum of two workstations per major system component (CAD, Mobile, RMS, AFR, and JMS) is preferred.

Section 6 Proposal Evaluation

6.1 Evaluation Procedures

Proposals will be evaluated by an Evaluation Committee. The Evaluation Committee will consider the completeness of a proposal and how well the proposal meets the needs of SECC and SECC agencies. Evaluations will be based on criteria as outlined in Section 6.2 (Scoring and Evaluation Factors). All proposals will be evaluated using the same criteria and possible points.

6.2 Scoring and Evaluation Factors

The evaluation factors reflect the totality of considerations represented in the requested proposal responses.   While cost is important, other factors are also significant and SECC may not select the lowest cost proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives within a reasonable budget.

All viable proposals will be evaluated using the same criteria and possible points. Evaluations will be based on the criteria listed below, which correspond to information requested in various sections of the proposal:

- Vendor Experience and Resources

- Hardware/Software Design and System Architecture Approach

- System Software

- Application Software and Integration

- System Testing and Acceptance

- Implementation and Project Management

- Training and Documentation

- Customer Support, Warranty and Maintenance

- Cost Proposal

6.3 Presentations, Committee Interviews and/or Additional Information Reviews

After the proposals are evaluated, the Evaluation Committee will determine which parties to invite to make a formal presentation to the Evaluation Committee. The SECC may:

- Contact officials from other jurisdictions regarding the proposing party, their prior work experience and their ability to successfully complete the scope of services.

- Conduct site visits to verify system operations and garner additional information regarding the proposing party and the proposed systems.

- ▪ Request clarification or additional information from a proposing party in order to assist in the evaluation process

- ▪ Require changes in the scope of services as deemed necessary by the SECC before Contract execution

6.4   Final Selection

The Evaluation Committee will formulate its recommendation for award of the Contract, and forward its selection to the appropriate parties for approval.

6.5   Contract Award and Execution

SECC reserves the right to enter into a Contract without further discussion of the submitted proposal. Therefore, the Proposal should be initially submitted on the most favorable terms the proposing party can offer. A sample Contract is provided in Appendix A.   Please review the Contract prior to submitting a proposal. SECC intends to use this Contract as the baseline agreement with the successful party.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiation of the final Contract.

The RFP document and the successful party's proposal response, as amended by agreement between SECC and the successful party, including e-mail or written correspondence relative to the RFP, may become part of the Contract documents. Additionally, SECC may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from competition or in Contract cancellation or termination.

SECC shall not be bound, or in any way obligated, until both parties have executed a Contract. The proposing party may not incur any chargeable costs prior to final Contract execution.

Section 7 Proposal Response Format

This section describes the format that Proposers *must* use to respond to the RFP. **Failure to follow format requested in this section, or failure to use the provided forms, could result in a proposal being rejected.**

There are two parts to the proposal, the Functional Proposal and the Cost Proposal. Instructions for each are detailed below. Submit one (1) original and five (5) hardcopies of the Functional and Cost Proposals. The Cost Proposal must be sealed and submitted separately from the Functional Proposal. In addition, please submit two (2) electronic copies of both the Functional and Cost Proposal on a compact disc with the original copy of the Functional Proposal. The original proposals must include original signatures, in ink, by authorized personnel, on all documents that require an authorized signature.

Several parts of the RFP require the use of Response Forms, which are located in Appendix H. The Proposer must use the Response Forms when indicated and include in the appropriate section. **Unless otherwise instructed**, **do not retype or alter these forms.**

7.1 Proposal Format

SECC expects the Functional Proposal to be divided into twelve (12) clearly marked and identified sections. The Vendor's proposal *must* follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals. **Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.**

The following table describes each section. Label each section as described in the table. The paragraphs following the table explain the detail requested for each section and are referenced accordingly in the table. Proposal numbers should correspond to question numbers in the detailed requests for information.

SECC realizes that the Vendor's proposal may contain the same information in different sections. When information is requested multiple times, please copy the information into each pertinent section so that the Evaluation Committee can evaluate each section individually.

The Cost Proposal must be submitted in a separate sealed envelope. Instructions for the Cost Proposal Format are in Section 7.13.

Proposal Format Overview		
Proposal Section	**Description**	**RFP Reference**
1	Executive Summary/Table of Contents	N/A
2	Proposer General Information	7.2
3	Proposer Financial Qualifications	7.3
4	Proposer References	7.4
5	Hardware	7.5
6	System Software	7.6
7	Application Software	7.7
8	System Testing and Acceptance	7.8
9	Implementation and Project Management	7.9
10	Documentation	7.10
11	Training	7.11
12	Warranty and Maintenance	7.12
13	Cost Proposal	7.13

7.2   Proposal Section 2: Proposer General Information

The information in this section provides basic Vendor information.

1. Identify the Prime Contractor and all Sub-Contractors.

2. For each Contractor and Sub-contractor, fill out and include the Contractor/Subcontractor Information Form (Appendix H – Form A).

3. If the Proposer is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation should be submitted with the proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is not sufficient.

4. The successful Proposer will be required to sign a Contract for this engagement with SECC. SECC's contract as presented in Appendix A will act as the contract for this System. Unless exceptions to SECC's contract

language are noted here, the Proposer is presumed to have accepted the Contract in Appendix A. List any section number(s) to which the Proposer is taking exceptions and describe the exception taken. Include suggested wording for any exception taken.

5. Include in this section the "Affidavit of Non-Collusion," which can be found in Appendix B.

6. Submit a statement or show ability to carry the insurance specified in Appendix C, or note current or proposed coverage per Section 3.21 (Insurance).

7. Provide information about:

    a. The Proposer's experience in the market for public safety information systems

    b. The company's history

    c. The company's strategic plan for the proposed products

7.3   Proposal Section 3: Proposer Financial Qualifications

1. For the Prime Contractor, fill out and include the Vendor Financial Background Form (Appendix H – Form B).

2. Provide a copy of the company's latest audited financial statements.

3. If the Proposer has had a contract terminated for default during the past three (3) years, this fact should be disclosed along with the Proposer's position on the matter(s). If the Proposer has experienced no such terminations for default in the past, then Proposer should indicate as such.

7.4   Proposal Section 4: Proposer References

1. Each Vendor (Contractor and Sub-contractor) must complete and include the Reference Form (Appendix H – Form C). Each reference provided should be for a configuration similar to that requested by SECC (e.g. number of jurisdictions, agencies' sizes, population served, and/or scope of services).

    2. At least three (3) references should be for systems installed within the last three years.

    3. At least three (3) references should be for systems installed more than three years ago.

    4. At least three (3) references should be for regional and multi-jurisdictional CAD and RMS configurations.

5. At least three (3) references should reflect the population served and size of SECC considered as a single entity.

6. At least three (3) references should reflect the application configuration desired by SECC (e.g. CAD/Mobile/RMS/JMS/AFR).

7.5 Proposal Section 5: Hardware

Clearly label and identify each sub-section for easy reference.

7.5.1 System Diagram

1. Provide a diagram of the proposed System design. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobile data components and interface points, as well as a representation of the System environments (Production, Backup, and Training/Testing).

   Note: All items listed in Hardware Costs should be included in the diagram.

2. Is there support for virtualization of the CAD server configuration?

3. Can the CAD configuration support a KVM switch?

7.5.2 Proposed Hardware Configuration

1. Fill out and include the Server Configuration Form (Appendix H – Form D).

2. Describe the ability of the proposed servers to support the requirements and processing performance characteristics for the volumes described in Appendix D for at least five years from the date of overall Final Acceptance.

3. Fill out and include the Recommended Workstation Hardware Form (Appendix H – Form E).

7.5.3 Server Upgrades and Expansion

1. Describe the role in capacity expansion provided by the Proposer as well as tasks required of SECC.

2. Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions?

7.5.4 Concurrent Operations

1. SECC expects all System components (e.g. CAD, Mobile, RMS, Field Reporting, JMS, etc.) should operate concurrently. How will Proposer ensure concurrent operation of all System components without any System degradation?

2. Identify instances where more than one software application will utilize the same data server and describe how the Proposer will configure the server to ensure concurrent operations with no System degradation.

3. How will Proposer ensure that the Field Reporting will not interfere with or take precedence over mobile dispatch operations on mobile computing workstations?

7.5.5 <u>System Reliability</u>

1. SECC expects seven day, twenty-four hour operations for the System. Describe how the Proposer will guarantee 99.999% System Availability both initially and during the life of any license and maintenance contract.

7.5.6 <u>System Redundancy, Failover, and Restore</u>

1. Describe how the Proposer's server configuration will provide the redundancy necessary to guarantee the performance criteria stated in Appendix G.

2. Describe the proposed method of providing a highly available, redundant System, specifically addressing how failure of each of the following components is handled:

   a. Servers

   b. Processors

   c. Disk Storage

   d. Power supply (UPS)

3. What degree of user intervention is required to activate the redundant System Component in each of the above cases?

4. How much time is required until operations commence on the backup System Component?

5. What steps, degree of user intervention and how much time is required to return operations to the primary CAD, Mobile, RMS, Field Reporting, or JMS Application?

6. Describe your proposed method of restoring data files.

7.5.7 <u>System Backup</u>

1. Describe the Proposer's recommended approach for System Backup.

2. Will the Proposer's recommended approach for System Backup enable a full backup of the System?

3.   What is the maximum time a full backup will take?

4.   Describe the tasks required by SECC personnel and the level of technical knowledge required to perform the backup.

5.   How will the Proposer's recommended System Backup process affect the live operation of the System?

6.   Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.

7.   Can the System perform incremental backup (i.e. only data/files updated since last backup)?

8.   Can the System back up specified files or applications (as opposed to a complete disk image)?

9.   Can the full backup be performed unattended?

10. Can full backup be scheduled to occur automatically without any System or System Component downtime?

11. Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.

7.5.8 Hardware Installation and Site Preparation

1.   How long after contract signing will Proposer provide minimum and maximum electrical requirements, as well as other permitted ranges of environmental variations, necessary for satisfactory operation of the System (see Scope of Services, Site Preparation)?

2.   How long after contract signing will Proposer visit SECC agency sites to determine the tasks necessary to comply with the electrical and environmental requirements.

3.   Describe any environmental requirements for all recommended and/or proposed hardware.

4.   What is the delivery lead time (from date of contract signing) in number of days for any system hardware?

7.5.9 Network Compatibility

1.   Describe how the field reporting system works in an environment of intermittent mobile computer connectivity.

2. What is the slowest wired network connection speed that will still ensure the Proposer's system can meet the System Performance requirements in Appendix G?

3. What is the slowest wireless network connection speed that will still ensure the Proposer's system can meet the System Performance requirements in Appendix G?

7.6 Proposal Section 6: System Software

Clearly label and identify each sub-section for easy reference.

7.6.1 Operating System

1. Provide the name and version number of the proposed Operating System.

2. SECC requires licenses for the Operating System. Does the Proposer provide licenses for the Operating System?

    i.   If yes, how many licenses?

    ii. If not, what is the Proposer's recommended alternative?

3. SECC requires that the Operating System for the proposed servers is capable of supporting real-time applications and is supported by the CPU manufacturer. Does the proposed Operating System meet this requirement? If not, explain why it fails to meet the requirement and present the Proposer's justification.

4. If the Proposer's recommended Operating System incorporates any proprietary or non-standard components, provide justification for the component and a detailed integration approach.

7.6.2 System Software Applications and Utilities

1. Fill out and include the System Software Form (Appendix H – Form F), identifying the name, company, and release level of the following applications and programs that the Proposer recommends above and beyond the main CAD/Mobile/RMS/JMS/Field Reporting Applications:

    a. Database Management System

    b. Communications Protocol

    c. Languages/Development Tools

    d. Utility/Report Writer Programs

    e. Administrative Tools

7.7   Proposal Section 7: Application Software

Clearly label and identify each sub-section for easy reference.

7.7.1   <u>Major System Components</u>

1. Fill out and include the Application Software Module Form (Appendix H – Form G). Identify all Application modules included in the CAD, Mobile, RMS, JMS and Field Reporting Applications, as well as the module in which desired functionality (see Appendix E, Functional Requirements) is located. Include the module name, version number, if it is part of the base package or optional, developer, development language, operational status, date first installed, and the number of sites where it is installed and operational. All modules listed must be included in the Cost Proposal.

2. Use the Excel Workbook provided in Appendix E to indicate how Proposer can satisfy SECC's functional requirements. Complete the spreadsheet, but do not modify or alter the workbook format in any manner. Modification or alteration of the workbook format may result in rejection of the proposal. The Proposer should include the workbook in electronic format on a compact disk in this section.

   a. <u>Please leave the workbook as an Excel file; do not convert to .pdf.</u>

   b. All detailed requirements in Appendix E are numbered in the left-hand column. These identification numbers should not be changed or omitted in the proposal.

   c. Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal. Proposers are asked to indicate their ability to comply with the requirement at follows:

      i.   "C" indicates that the requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to SECC. The cost of requirements receiving this Response Code is included in the cost of the base software.

      ii. "N" indicates that the proposed system cannot comply with the requirement. If a Proposer is answering "N" because it cannot meet the requirement in its entirety, please indicate why in the "Comments" section.

      iii. "A" indicates that the Proposed system can meet the requirement by modifications to existing software; by use of software tools such as an application report writer, query tool, etc.; or by new custom software programming. All "A"

responses should have supporting explanations in the "Comments" section describing how a given requirements will be met. Any additional work shall be performed by the Proposer and any additional costs must be noted in the in the "Comments" section.

    d. Note that a blank response will indicate to the Evaluation Committee that the Proposer cannot meet the requirement.

7.7.2 <u>Interfaces</u>

1. Fill out and include the Interface Identification Form (Appendix H – Form H). For each interface:

    a. Describe your specific experience with the desired interface, including: number of sites installed, data initially installed, the operational status, direction of data exchange, and the development language or tool.

    b. Described your proposed approach to developing the interface.

    c. List any assumptions or constraints (e.g. communications protocol) to successfully completing the interface.

    d. Describe the services being provided and any assumptions regarding working with the interfacing agency or organization to develop the interface.

2. Describe your approach to integrating your software with varying and new technologies as they become available.

3. Describe your approach and experience providing seamless integration among the proposed System Components.

4. Are there any constraints that limit data access between components anywhere within the proposed system such that redundant data entry may be necessary?

7.7.3 <u>Security Features</u>

1. Describe the role of System Administration in developing and maintaining security profiles. Include the process for changing individual profiles to support personnel movement.

2. Describe to what level of depth security and permissions may be controlled within an application module.

3. Describe what security functions are supported by security within the application software versus those provided by system software or the operating system.

4. Does the system have the ability to support active directory or LDAP authentication?

5. Describe how audit trails are generated and what information is provided. Include any limitations or constraints to meeting SECC audit trail requirements (see requirements in Appendix E).

6. Describe how the proposed System manages unsuccessful log-on attempts. Can SECC establish the number of attempts allowed? What is the reporting or alerting mechanism used to communicate unauthorized access?

7. What security functions maintain data integrity in the System?

8. How will the proposed security prevent the tampering of historical data?

7.7.4 Geofile

1. Will the proposed System utilize the same geofile for both CAD and RMS?

2. If the solution requires a separate RMS geofile, describe how the RMS solution can ensure address verification consistent with addresses in the existing CAD geofile.

3. What utilities are provided to manage the geofile?

4. Describe the system administration tasks required to create, update, and maintain the geofile.

5. What is the impact of GIS updates on system performance?

7.7.5 System Administration

1. What periodic System management functions should be performed to maintain System performance?

2. How much System Administrator time is needed per week?

3. What are your recommendations for staffing to support the System?

    a. Position type(s)

    b. Position description(s)

    c. Required level of training or background experience

4. Please provide a comprehensive list of which RMS components are configurable at the agency level versus those that must be configured at the system-wide level.

5. Please provide a comprehensive list of which CAD components are configurable at the agency level versus those that must be configured at the system-wide level.

6. What types of features can be configured at the agency level (e.g. windows views, table default values, output format, query masks, etc.).

7. What types of features cannot be configured at the agency level (e.g. windows views, table default values, output format, query masks, etc.).

7.7.6 Site License

1. Does the Proposer provide a site license option(s) for all system components proposed? If yes, please provide site licensing as an option in the Cost Proposal.

2. Which option (user-based or site license) provides the most cost effective licensing option for SECC?

7.7.7 Source Code

SECC requires that the source code be made available at least through an escrow-type arrangement. As soon as software becomes "non-supportable," the source code must be made available.

1. Does the Proposer supply the source code with the System?

   a. Is programming documentation provided along with the source code?

   b. Is source code provided for customized software?

2. Is the source code available through direct purchase? If yes, include the cost as an option in the Cost Proposal.

3. Is the source code available through other arrangements? If yes, please describe.

7.7.8 System Upgrades and Updates

1. Outline the delivery process options for installation fixes, upgrades, and new releases.

2. Are remedial software updates to fix minor errors provided as part of a scheduled program?

3. How often does the Proposer provide enhancements?

4. Are updates provided to meet legislative (including local, state and federal) changes? Is there an additional charge for these updates?

5. Is installation of new releases mandatory?

6. If you are proposing customized applications, will customized applications be upgraded along with the standard applications?

7. What will be the process to upgrade customized applications?

8. How long is maintenance continued for older releases?

9. Is new or updated documentation supplied with upgrades/new releases?

10. Describe in depth the process by which upgrades are deployed on different system components. For example, does each workstation require attention by a person with administrative rights or can workstations receive upgrades via the network? Can mobile computers receive upgrades over the wireless network?

11. Describe any impact to systems (e.g. interference to normal operations, system shutdown, etc.) that will occur during software upgrades.

12. If SECC decides to upgrade System hardware, will there be a fee to install the software on the new hardware?

13. How many hours of installation assistance are provided with updates at no charge? If additional installation assistance is required for updates, include the hourly charge in the cost proposal.

14. How many hours of conversion assistance are provided with updates at no charge? If additional conversion assistance is required for updates, include the hourly charge in the cost proposal.

15. How many hours of training assistance are provided with updates at no charge? If additional training assistance is required for updates, include the hourly charge in the cost proposal.

16. What other training assistance for updates is provided?

7.7.9 Miscellaneous Software Application Questions

1. What factors can cause delays when logging on to:

     a. CAD

     b. Mobile Computing Application

      c. RMS

      d. Field Reporting

      e. JMS

2. Is it possible to add CAD events from a non-dispatch (or call taker) position (e.g. a web-browser at an administrative workstation)?

3. How will a change in a resource deployment response plan impact reporting statistics (e.g. response times, etc.)?

4. How does the master name index accommodate foreign national surnames that do not conform to American name conventions?

5. Is it possible for the JMS to automatically update the MNI in the RMS with release information?

6. It is likely that crash reporting will be done using TraCs. How will the Law RMS RMS store crash report data created using TraCs?

7. Will it be more cost effective to capture crash reporting and citation data in TraCS and import into the Law RMS or to capture the information in the Law RMS and export to TraCs?

8. Is all law enforcement CAD incident data transferred to the Law RMS? If not, what CAD fields are transferred to the RMS?

9. How does the System identify law enforcement incidents requiring reports for which no report has been submitted? Can the System notify the responsible officer or deputy? The supervisor? Appropriate records personnel?

10. How does the System identify fire incidents requiring reports for which no report has been submitted? Can the System notify the responsible officer or deputy? The supervisor? Appropriate records personnel?

11. How can the System track and report on administrative activity for accountability purposes? For example, since the Communications Center is the only "around the clock" administrative operation, SECC dispatchers will be entering all Scott County warrants. SECC wants to be able to track that activity in order to account for personnel time spent on this non-dispatch function.

7.8 Proposal Section 8: System Testing and Acceptance

1. SECC requires a design review process and approval to confirm that the proposed software meets all defined user requirements prior to commencing

software implementation. Describe your approach to confirming requirements and determining modifications necessary to meet SECC's specifications.

2. Does Proposer agree to the error severity level designations outlined in Appendix F? Clarify any exceptions

3. Does Proposer agree to the required Functional Acceptance Testing criteria in Appendix F? Clarify any exceptions.

4. Does Proposer agree to the required Performance testing/Stress Testing criteria in Appendix F? Clarify any exceptions.

5. Does Proposer agree to the required Reliability Testing criteria in Appendix F? Clarify any exceptions.

6. Does Proposer agree to the required Final System Acceptance Testing criteria in Appendix F? Clarify any exceptions.

7. Does Proposer agree to the Ongoing System Performance criteria in Appendix G? Clarify any exceptions.

8. Appendix F outlines functional, performance, and reliability test requirements. Provide an Acceptance Test Plan that incorporates these requirements and addresses the following elements:

   Note: SECC will consider non-responsive any vendor that does not provide an Acceptance Test Plan, or at a minimum a sample of the plan, that illustrates the process and parameters underlying their test approach, including, but not limited to:

   a. How each of the functional specifications in the RFP will be tracked, documented and tested prior to System Application Component Acceptance and Final Acceptance.

   b. How additional functionality not contained in the RFP but ultimately included in the System will be tested.

   c. How integration of System and System Components will be verified.

   d. How Proposer can verify and demonstrate the elimination of redundant data entry within the system and including all interfaces.

   e. The delineation of testing tasks between SECC and Proposer personnel.

   f. Time allotted for System Application Component Acceptance testing.

   g. Time allotted for Final Acceptance Testing.

7.9   Proposal Section 9: Implementation and Project Management

Clearly label and identify each sub-section for easy reference.

7.9.1   Project Management

1. Describe the Proposer's approach to the project management services it will provide. Refer to the "Project Management" section of the Scope of Services section in this RFP.

2. Indicate the problem identification, tracking and resolution techniques that the Proposer will use.

3. Include in this section a realistic project plan including a delivery and implementation schedule. The schedule should not be dated, but should break out the implementation schedule in terms of weeks following contract signing. The schedule should show periods of performance and milestones for deliverables. Tasks to be performed by the Proposer as well as by SECC should be specifically identified.

4. Include in this section an implementation Statement of Work that breaks down the System implementation by tasks and delineates Proposer and SECC responsibilities within each task.

7.9.2   Project Team

1. Provide an organizational chart, specifying precisely the primary personnel involved in the project. Note that these individuals must be available for oral interviews if the Proposer is selected as a finalist.

2. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Note that this individual must be available for oral interviews if the Proposer is selected as a finalist.

3. Include in this section:

    a. Resumes for the proposed personnel

    b. Information on public sector experience of the proposed personnel

    c. Information on the experience of the proposed personnel in implementing the proposed solution.

    d. Estimated percentage of time the personnel will be working on SECC project.

    e. Estimated percentage of time that work will be done on-site vs. off-site.

4. Any personnel working on the project will be subject to a background investigation before being allowed to work with SECC on the proposed system. Is there any reason that Proposer would object to this condition of Contract?

5. Identify the resources required of SECC to successfully implement the proposed system. Include the following:

    a. Resource function and number of resources needed

    b. Assignments

    c. Skills required to accomplish the assignments

    d. Suggested SECC project team structure

7.10 Proposal Section 10: Documentation

1. Will the Proposer supply comprehensive hard and soft copy documentation for the System as requested in the "Documentation" section of the Scope of Services in this RFP? Identify any requested documentation that the Proposer does not provide.

2. Provide an example of each type of documentation requested in the "Documentation" section of the Scope of Services in this RFP.

3. Is the System documentation consistent with instructions supplied by the online help for the proposed Software Applications? Describe any inconsistencies.

4. Will all documentation be tailored to include SECC-specific requirements or any functionality developed during the implementation process.

5. Are any quick reference guides, cheat sheets and FAQs provided? If yes, include an example.

6. Will you provide authority to copy documentation for internal use as necessary?

7. Will you be willing to provide a complete set of user documentation for the finalist evaluation phase?

8. Is documentation available for upgrades? If so, is it an entirely new set of documentation or does it only reflect the changes?

7.11 Proposal Section 11: Training

1. Provide a training plan that addresses the training requirements outlined in the "Training" section of the Scope of Services in this RFP. Include the key

elements of the Proposer's training approach, including the approach to providing System, Software Application and System Administration training, taking into account the number of potential users, the number of agencies and the wide range of functions.

2. Use the Training Form (Appendix H – Form I) to provide a description of classes, including:

   a. Types of training classes that will be provided and the expected participants (e.g., roles, functional areas)

   b. Number of participants for each class

   c. Prerequisites for all participants

   d. Length of each class in hours

   e. Total number of trainer hours proposed

3. Does the Proposer provide refresher training? If yes, describe what refresher training is available. Include the cost of refresher training in the Cost Proposal as an option.

4. Does the Proposer provide any computer-based training options (either on-line or via a CD) to bring new employees up to speed on the System?

5. Describe any additional training that is not included but that could be made available. Include the cost of such training in the Cost Proposal as an option.

6. Referring to expectations described in the "Training" section of the Scope of Services in this RFP, describe the training documentation that will be provided. Provide examples that will assist in the evaluation of the Proposer's training documentation.

7. Describe your approach for allowing users to simulate live operations (as described in the "Training" section of the Scope of Services in this RFP), during training, without degrading System performance.

8. How soon after contract signing will the Proposer provide a simulated System or training database to SECC per the requirements in the "Training" section of the Scope of Services in this RFP?

9. It is anticipated that the Proposer and SECC will work together to develop a final training plan that will include training formats (e.g. train-the-trainer, end user training), locations, time frames, curriculum, etc. Describe Proposer's role and associated tasks in supporting the development of the final training plan.

10. What level of flexibility will SECC have in determining how to best use the proposed training hours?

7.12 Proposal Section 12: Warranty and Maintenance

1. Include in this section a copy of the Proposer's standard warranty.

2. Will the proposed System include a minimum first year warranty commencing at final System Acceptance? If not, explain.

3. Will the Proposer cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?

4. Will the Proposer cover repair costs for work it is unable to perform based upon warranty guidelines?

5. What are the options for purchasing additional years of support and maintenance upon expiration of the warranty period? Costs must be included and clearly identified in the Cost Proposal.

6. What other services are available on a year-by-year basis? Costs must be included and clearly identified in the Cost Proposal as an option.

7. Will the Proposer include as part of the warranty and support and maintenance agreements any supplemental training and documentation necessary to support the provider's most recent software release?

8. Describe the Proposer's support procedure, including how the Proposer :

    a. Logs support calls

    b. Tracks incidents

    c. Monitors the escalation of problems

    d. Diagnoses and corrects problems on-line from remote locations

    e. Resolves problems

9. Does the Proposer provide any enhanced support methods such as email or web-based support requests?

10. Describe the Proposer's escalation procedure for support-related issues.

11. What is the Proposer's policy regarding support of third-party components included in the proposed system? Has Proposer ever dropped support of a third party component? If so, what is the Proposer's procedure for doing so and how much notice is given to customers?

12. Who will support Proposer-supplied hardware (e.g. manufacturer or Proposer)?   Will the Proposer provide labor, equipment and other materials necessary to maintain the hardware in good operating condition and in conformance with the Performance Requirements?

13. What is the process for identifying hardware issues and assigning responsibility for resolution of the issues?

14. Does the Proposer offer System Software and Application Software updates, enhancements and refinements as part of the warranty and maintenance and support agreements? Is the cost included in the annual maintenance and support fee? Identify and explain in detail any exceptions.

15. Are professional services for updates, enhancements and refinements included as part of the warranty and maintenance and support agreements? Is the cost included in the annual maintenance and support fee? Explain in detail and identify any exceptions. If the cost is not included, provide an estimate of the number of hours of professional services required annually and provide the hourly rate for professional services as part of the Cost Proposal.

16. What professional services are included as part of the warranty? As part of the support and maintenance agreement?

17. Will the Proposer provide labor, equipment and other materials necessary to maintain the Application and System Applications in good operating condition and in conformance with the Performance Requirements? Identify and explain in detail any exceptions.

18. What professional services are not included as part of the warranty? The support and maintenance agreement? Include in the Cost Proposal the hourly cost for professional services not included as part of the warranty or support and maintenance agreements.

19. Does the Proposer support user groups? If so, describe the user group process as it pertains to future product enhancements.

7.13 Cost Proposal

1. Submit one (1) original and five (5) copies of the Cost Proposal, as well as two (2) copies in electronic format on a compact disc. The Cost Proposal must be submitted in a separately sealed binder or folder distinctly marked as the Cost Proposal.

2. Each subsection of the Cost Proposal must be clearly identified and labeled.

3. Please note that:

a. Proposals must be for a fixed price solution.

b. All costs for every component referred to in the proposal, including options, must be included in the cost proposal.

c. Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms will be considered non-responsive.

d. The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).

e. Should the Proposer have failed to either include in the price, or to deliver to SECC, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide same at the Proposer's own expense.

4. The first five (5) subsections require using provided forms to present a detailed breakdown and summary costs by categories for the following proposed System components:

a. Hardware

b. System Software

c. Application Software

d. Implementation Costs

e. Optional Costs

5. The sixth subsection summarizes the total one-time costs and the seventh subsection identifies recurring system costs for five (5) years following System Acceptance. Both require the use of provided forms.

6. In addition to the Cost Proposal, Proposers may attach pricing sheets in their own format.

7.13.1 Hardware Costs

1. Using the Hardware Cost Form provided in Appendix H (Form J), list all provided hardware as requested in the "Hardware and System Software" section of the Scope of Services in this RFP.

a. Include total purchase costs and annual maintenance costs for each hardware item.

b. The Total Purchase Cost from this section should agree with the Hardware total in the Total One Time Cost Summary Form (Form O).

    c. The Total Annual Maintenance Cost from this section should agree with the Hardware total in the Recurring Cost Summary Form (Form P).

    d. The "Annual Maintenance Cost" should represent the average maintenance cost for years two (2) through six (6).

2. Ensure that all listed hardware is included in the System Diagram requested in Section 7.5.1.

7.13.2 <u>System Software</u>

3. Using the System Software Cost Form provided in Appendix H (Form K), list all System software proposed for the system as requested in the "Hardware and System Software" section of the Scope of Services in this RFP.

    a. Include total costs and annual maintenance costs.

    b. The Total Purchase Cost from this section should agree with the System Software total in the Total One Time Cost Summary Form (Form O).

    c. The Total Annual Maintenance Cost from this section should agree with the System Software total in the Recurring Cost Summary Form (Form P).

    d. The "Annual Maintenance Cost" should represent the average maintenance cost for years two (2) through six (6).

1. Ensure that pricing reflects all software options referred to in Section 7.6 of this RFP.

7.13.3 <u>Application Software Costs</u>

1. Using the Application Software Cost Form provided in Appendix H – Section L, list all proposed Application Software.

    a. The Application Software Cost Form includes seven (7) tables that must be completed:

        i.   Table 1: CAD Application Costs

        ii.   Table 2: Mobile Application Costs

        iii. Table 3: Law RMS Application Costs

        iv. Table 4: Field Reporting Application Costs

        v.   Table 5: JMS Application Costs

       vi.   Table 6: Interface Costs

       vii.   Table 7: Other Module/Component Costs

       viii.   Table 8: Total Application Software Cost

   b. Include the total package cost, the cost of any customizations, and the annual maintenance expense for each application.

   c. The Total Purchase Cost from this section should agree with the Application Software total in the Total One Time Cost Summary Form (Form O).

   d. The Total Annual Maintenance Cost from this section should agree with the Application Software total in the Recurring Cost Summary Form (Form P).

   e. The "Annual Maintenance Cost" should represent the average maintenance cost for years two (2) through six (6).

2. All modules included on the Application Software Module Form referred to in Section 7.7.1 must be included on the Application Software Cost Form.

3. All interfaces included on the Interface Identification Form referred to in Section 7.7.2 must be included on the Application Software Cost Form. Note that the costs associated with interfaces include all costs associated with the development, testing and deployment of the defined interface.

7.13.4 <u>Implementation Costs</u>

1. Use the Implementation Cost Form provided in Appendix H (Form M) to describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to:

   a. Installation of Hardware/Software

   b. System Integration

   c. Project Management

   d. Training

   e. Out of Pocket Expenses (Travel, Per Diem, etc.)

   f. Any other costs (describe).

2. Note that costs not identified will not be accepted in a final Contract.

3. The Total Purchase Cost from this section should agree with the Implementation total in the Total One Time Cost Summary Form (Form O).

4. The Total Annual Maintenance Cost from this section should agree with the Implementation total in the Recurring Cost Summary Form (Form P).

7.13.5 Optional Costs

1. Use the Optional Cost Form provided in Appendix H (Form N) to describe and list all optional cost items that could be associated with implementation of the System.

2. Any optional costs to which the Proposer refers in the Functional Proposal must be identified on the Optional Cost Form in order for that option to be considered in the evaluation process.

3. The Total Purchase Cost from this section should agree with the Optional Cost total in the Total One Time Cost Summary Form (Form O).

4. The Total Annual Maintenance Cost from this section should agree with the Optional Cost total in the Recurring Cost Summary Form (Form P).

7.13.6 Total One Time Costs

1. Using the Total One Time Cost Form provided in Appendix H (Form O), present a summary of all one-time costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

7.13.7 Recurring Costs Summary

1. Provide a five year cost schedule that presents the annual cost for an extended maintenance and service warranty.

2. Provide a one-time cost for an extended maintenance and service warranty over a five-year period.

3. Using the Recurring Cost Form provided in Appendix H (Form P), present a summary of all recurring costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

7.13.8 Hourly Rates

1. What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least one year from date of contract signing.

2. Present rates for each of the following:

    a. Analyst

      b. Programmer

      c. Project Manager

      d. Trainer

      e. Data Conversion

      f. Other (describe)

7.13.9 Licensing

1. Include copies of your standard contract and/or licensing agreements for the following:

      a. Hardware Purchase/Lease

      b. Hardware Maintenance

      c. Software Purchase/Lease

      d. Software Maintenance

7.13.10   Payment Schedule

1. Include a copy of the proposed payment schedule.