Request for Proposals (RFP)
Wythe County Emergency Communications CAD

Subject: Supply and Implementation of a Full-Function Computer-Aided Dispatch (CAD) System for Wythe County's 911 Center.

Date Issued: February 7, 2025

1. Introduction
The Wythe County Emergency Communications Center is seeking proposals from qualified vendors to supply, implement, and support a comprehensive Computer-Aided Dispatch (CAD) system for our 911 Emergency Communications Center. This system will serve as a critical tool for enhancing the operational efficiency, accuracy, and speed of emergency response services across the jurisdiction.

2. Background
The county currently uses Motorola's Spilman CAD system. The County recently upgraded to Next Generation 911, and desires a secure CAD system that fully utilizes those new capabilities, provides timely and effective support and meets the needs of first responders across all disciplines. The new system should integrate with existing and future technologies to ensure seamless operation and improved service delivery. In addition to Spilman, the Wythe County Sheriff's Office utilizes Southern Software's evidence management module.

The Center currently seats four dispatchers, but expects to upgrade to six positions this spring. Wythe County utilizes Kenwood radios and repeaters, Telex consoles, Intrado call-handling, EsiNET networking, Active911, Carolina Recordings and other software, hardware and networks to meet its mission.

3. Scope of Work
The selected vendor will be responsible for:
- **Supply and Installation:** Providing a state-of-the-art CAD system capable of handling voice and data from various sources including landline, mobile, and VoIP.
- **Integration:** Ensuring the CAD system integrates with our current GIS, radio systems, and record management systems, including radio and telephone communication recording and playback. Must be compatible with VCIN and NCIC. It should also be compatible with anticipated future NG911 enhancements.
- **Training:** Offer comprehensive training for dispatchers, system administrators, and IT staff on the use, maintenance, and optimization of the system.
- **Support:** Providing ongoing technical support, software updates, and system maintenance services post-implementation.
- **Scalability:** The system should be scalable to accommodate growth in call volume and additional features as they become necessary or available.

4. System Requirements

- **Core Features:**
  - o Real-time call handling and dispatch capabilities.
  - o Automatic Vehicle Location (AVL) for tracking emergency response units.
  - o Incident management with detailed logging and reporting.
  - o Integration with mobile data terminals and mobile phones for field units.
  - o Enhanced mapping capabilities for precise location identification.
  - o Mobile device alerting and notifications.
- **Data Management:**
  - o Robust database and backup capacity for storing call history, incident details, and responder status.
  - o Compliance with data protection and privacy laws.
  - o Law enforcement records management.
- **Interoperability:**
  - o Ability to interface with other local, state, and federal emergency systems.
  - o Support for CAD-to-CAD data sharing for seamless operations across jurisdictions.
- **Off-site mobility:**
  - o The system should be accessible from remote disaster operations back-up sites if necessary.
- **Security:**
  - o High-level security protocols to protect sensitive data and ensure system integrity.

5. Proposal Submission

Proposals must include:

- **Vendor Profile:** Overview of the company, experience in similar projects, and client references.
- **Technical Proposal:** Detailed description of the proposed system, including how it meets or exceeds the stated requirements.
- **Implementation Plan:** Timeline from delivery to full operational status, including training and support rollout.
- **Cost Proposal:** Detailed pricing structure, including initial costs, annual maintenance, and any other ongoing expenses.
- **Support and Maintenance:** Strategy and projected costs for ongoing system support, software updates, and emergency response.

6. Evaluation Criteria

Proposals will be evaluated based on:

- **Functionality and Technical Fit:** How well the system meets the outlined requirements. Vendors selected to present demonstrations must be available to present in person to agency staff no more than 15 days from notification.
- **Vendor Experience and Reputation:** Proven track record in similar implementations.
- **Cost:** Competitive pricing and value for money.

- **Support and Service:** Quality and availability of pre- and post-implementation support.
- **Scalability and Future-proofing:** Ability to grow with technological advancements and service demands.

7. Submission Details
- **Queries:** All questions regarding this RFP must be submitted via email to Matt Hankins, Deputy Wythe County Administrator, at mchankins@wytheco.org by 2 p.m. **Friday, February 28, 2025.**
- **Submission Method:** Electronic submissions are preferred and should be sent to mchankins@wytheco.org. Hard copies may be mailed to Wythe County Emergency Communications Center, 290 South Sixth Street, Suite 351, Wytheville, VA 24382.
- **Deadline:** Proposals must be received no later than **Wednesday, March 12, 2025, at 2:00 PM EST**. Proposals will not be opened publicly. Vendors selected to present their produce should expect to receive an invitation by Wednesday, March 19, 2025.

8. Reservation of Rights
Wythe County reserves the right to reject any or all proposals, to waive informalities, and to negotiate with the selected vendor on the terms of the contract.