

Wythe County, VA

Public Safety Software RFP

Issue Date: December 7th, 2016

Issued By: Wythe County Board Of
Supervisors
340 South Sixth Street
Wytheville, VA 24382

Schedule of Events

Event	Date
Vendor Questions Due	December 13, 2016
RFP Response Due	December 29, 2016
Anticipated RFP Award Date	January 13, 2017

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RFP Response Instructions

Darlene M Lang

All communication regarding this RFP shall be directed to the following agency contact:

Darlene Lang
Wythe County Emergency Communications Center
290 South Sixth Street, Suite 106
Wytheville, VA 24382
(276)223-4533
(276)613-3097
dmlang@wytheco.org

Responses to this RFP are for the Wythe County Emergency Communications Center, The Wythe County Sheriff's Office and the Wythe County Board of Supervisors. Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

RFP Response Submission

- Submit 4 printed copies.
- Responses must be submitted in a sealed box or envelope to the address below.
Wythe County Board Of Supervisors
Attention: Martha Collins
340 South Sixth Street
Wytheville, VA 24315
- Response package must be labeled as follows:
Project name
Vendor name

RFP Response Format

Vendors must organize their RFP Response in the following format:

- Letter of Transmittal
- Table of Contents
- RFP Questionnaire (RFP Section 1.)
- Functional Specifications (RFP Section 2.)
- Pricing (RFP Section 3.)
- Attachments (if applicable)

1. RFP Questionnaire

1.1. Vendor Background

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

1. Provide a brief company history. Include number of years the vendor has been in business, specializing in CAD and RMS systems.
2. Describe the vendor's expertise providing services in the customer's surrounding geographic area. Include the number of current customers in the region as well as how long the vendor has had a presence in the region.
3. Describe the vendor's current customer base (total customers served, customer type(s), geographic influence, etc.). If the vendor specializes in any area, please describe. Include the average time (consecutive years) and the number of customers that have been with the vendor, in regards to the CAD and RMS systems.

1.2. Vendor References

Provide at least five (5) references of agencies that are currently using a system similar to the proposed solution. Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
- Years using system
- Programs/modules in use

1.3. Customization and Integration

1. Describe the system's customization capabilities.
2. Describe the system's imaging capabilities including how users capture, store, and use media.

3. Does the proposed solution include link analysis functionality that connects all record types associated with a case? If so, describe.

1.4. User Licenses and Privileges

1. Describe the proposed licensing structure (user, concurrent, etc.).
2. Using agency-defined privileges, will the agency be able to grant unlimited view-only licenses to outside departments, such as the District Attorney's Office?
3. Can the agency define security on world, agency, group, and individual levels for all screens within the system? If so, please describe.

1.5. Implementation and Training

1. Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.
2. Describe the vendor's training services to include levels available.
3. Describe all training documentation and instructional support available to the agency.

1.6. System Support

1. Describe the vendor's system support services.
2. Are there any costs associated with system updates, enhancements, and bug fixes? If so, describe.
3. Describe the account management resources available to the agency.

2. System Overview

Complete the following tables by selecting the correct column (Y / N) for each requirement. If additional explanation is required, information may be included in the comments column.

- Y Yes** – The proposed software meets or exceeds the requirement.
- N No** – The proposed software cannot meet the requirement.

2.1. Vendor Overview

The following are minimum requirements of the proposed solution. If the vendor does not currently meet these requirements, please describe any alternatives in the Comments column provided.

2.1.1. General Vendor Information				
Description		Y	N	Comments
1.	Is the vendor able to deploy the software solution on a Windows platform?			
2.	Does the system use a single database solution for all software modules?			
3.	Can users attach all types of media files to an individual record (e.g., image, sound, and video files) and open them in their native format?			
4.	Does the system provide more than 1,000 preformatted reports?			
5.	Does the system support the creation and storage of ad hoc reports?			
6.	Does the system provide data partitioning features to ensure security?			
7.	Does the vendor provide site licensing on all desktop and mobile modules for an unlimited number of users?			
8.	Does the vendor provide onsite training for all end users during implementation?			
9.	Are all services, including installation, project management, training, support, and go-live assistance, provided by the vendor?			
10.	Does the vendor include all upgrades and system enhancements at no additional charge as part of its support and maintenance?			
11.	Does the vendor operate an in-house customer service department to respond to customer issues?			

System Functionality

Information included in the tables that follow will provide a complete overview of system functionality. If the vendor's system does not currently provide the requested functionality, please describe any alternatives in the Comments column provided.

2.2.1. General System Specifications				
Description		Y	N	Comments
1.	Can system modules be added, licensed, and implemented separately as needed?			
2.	Is the system Next Gen 911 compliant?			
3.	Can users search any field, on any screen, in any order?			
4.	Can users search any field with wildcard characters?			
5.	Can users create ad hoc reports using third party report writers, such as Microsoft Office and Crystal Reports?			
6.	Can the agency define security on world, agency, group, and individual levels for all screens within the system?			
7.	Is the system CLOUD based or will data be housed at the customers locality?			
8.	Does the system provide messaging and real-time chat capability?			

2.2.2. Core Integration				
Description		Y	N	Comments
1.	Does the system operate using central tables for all information entered into the system (names table, vehicles table, property table, wants/alerts table)?			
2.	Can records be accessed from all system modules without the need to re-enter search criteria?			
3.	Does the system automatically link records when associated information is reported in multiple locations?			
4.	Can users enter and view alert codes for any record in the system?			
5.	Does the system validate addresses using industry standard Esri® GIS technologies?			
6.	Does the system support multiple agencies on the same database?			

2.2.3. CAD Specifications				
Description		Y	N	Comments
1.	Can dispatchers query name, vehicle, property, and law incident records without exiting CAD?			
2.	Does the system allow police/EMS/fire units to be dispatched and tracked separately for a single call?			
3.	Can multiple incidents be generated and cross-referenced from a single call?			
4.	Can dispatchers drag and drop units to calls or calls to units?			
5.	Is CAD mapping fully integrated with the dispatch system so that call locations are automatically plotted?			
6.	Can users customize the CAD map by adding a variety of layers, such as streets, major buildings, landmarks, police districts, and fire/EMS zones?			
7.	Does the system use AVL to track the location of all units through Global Positioning System (GPS) receivers?			
8.	Does the system provide an integrated interface between the CAD system and an E9-1-1 system?			
9.	Can users track alarm information including address, type, priority, etc.?			
10.	Does the system integrate with APCO Meds?			
11.	Does the system have a CAD line option?			
12.	Does the system allow ANI/ALI information to auto populate and generate new incidents in the CAD as the call is answered?			
13.	Does the CAD system allow for the dispatcher, while taking notes for a call, conduct another task (ex: assign a unit on or off duty) then continue with the notes, without losing the notes or having to go back into that portion of the CAD?			
14.	Does the system support analysis dashboards that allow users to compare crime statistics for a specific time period and location?			

2.2.4. RMS Specifications				
Description		Y	N	Comments
1.	Can users create law records with a variety of fields?			
2.	Do law records automatically link to all associated records?			

2.2.4. RMS Specifications				
Description		Y	N	Comments
3.	Can the system automatically generate separate incident numbers for each agency using the system?			
4.	Can the system track dissemination information?			
5.	Can users generate Incident Based Reports (IBR) from law incidents and arrests?			
6.	Can users track changes in evidence location, status, and custody?			
7.	Is evidence automatically linked to owner, property, and vehicle information already stored in the system?			
8.	Does the system have barcoding capabilities to track the location and movement of evidence?			
9.	Can users record traffic accident information including accident number, severity code, individuals involved, etc.?			
10.	Does the system allow users to plot data recorded in the system (incidents, persons of interest, etc.) on a pin map without requiring a third party product?			
11.	Can the system track pawned property data?			
12.	Does the system allow users to lock away sensitive cases, names or information that is only accessed based on permissions?			

2.2.5. Mobile Specifications				
Description		Y	N	Comments
1.	Does the MDC system completely integrate with the CAD/RMS system?			
2.	Does the MDC system utilize large, easy-to-read fonts?			
3.	Can users search multiple databases with a single query?			
4.	Does the MDC have automated field reporting capabilities, allowing users to enter incident, accident, citation, and field interview information?			
5.	Does the system display maps that were created using Esri® ArcGIS?			
6.	Does the system provide driving directions, including travel time and distance?			
7.	Does the system recommend units based on the fastest route, not necessarily the shortest route?			
8.	When a license is scanned, does the system automatically populate the appropriate fields with the driver's information?			
9.	Does the system support voiceless dispatch?			

10.	Does the system provide an eCitation and eCrash reporting capability? Which eCitation are compatible with this system?			
11.	Does the system have IBR validation as part of the Automated Field Reporting (AFR)?			
12.	Does the system have a mobile phone app? Please describe the apps functionality.			

2.2.6. Additional Interface Specifications				
Description		Y	N	Comments
1.	Can users simultaneously perform real-time queries of multiple state systems as well as the National Law Enforcement Telecommunications System (NLETS)/National Crime Information Center (NCIC)?			
2.	Can the system display photos returned from a query?			
3.	Can a query return be attached to a CAD call record?			
4.	Can users search records information from multiple external agency databases simultaneously?			
5.	Can users define query settings to search data within specific groups and agencies?			

3. Pricing

Agency Sizing

Provide the following pricing information for each component of the proposed solution. This should include enough licenses to support the full staff of the Wythe County Sheriff’s Office and Wythe County Emergency Communications Center. These numbers are:

- 55 Sworn
- 25 Mobile
- 22 Civilian

Cooperative Purchasing

The contract, if awarded, will be to the vendor who best meets all terms of the specifications and project requirements of this RFP. The County guarantees no minimum or maximum contracts as a result of award of this proposal. Wythe County reserves the right to allow all municipalities authorized in the Commonwealth of Virginia to purchase any goods and/or services awarded as a result of this RFP. However, it is understood that the extension of such contracts are at the discretion of the vendor, and the vendor is only bound to any contract between the vendor and Wythe County.

3.1 Pricing – Software

Required Modules

Provide pricing information for all required applications/modules included in the proposed solution.

Module	Price	# of user licenses included in price	Price per additional user license
System Core (Master Tables)	\$		\$
Imaging	\$		\$
Computer-Aided Dispatch	\$		\$
CAD Mapping	\$		\$
Automated Vehicle Locator	\$		\$
Records Management System	\$		\$
Evidence Management	\$		\$
Evidence Barcode and Audit	\$		\$
Traffic Information	\$		\$
Pin Mapping	\$		\$
Offender Tracking	\$		\$
Mobile Data Computing	\$		\$
Mobile Queries	\$		\$
Mobile Quickest Route	\$		\$
Automated Field Reporting	\$		\$
Mobile Mapping	\$		\$
Driver License Scanning	\$		\$

Module	Price	# of user licenses included in price	Price per additional user license
Mobile State and National Queries (DCI/NCIC)	\$		\$
Voiceless Dispatch	\$		\$
Smartphone and Tablet App	\$		\$
Civil Process	\$		\$
Personnel Management	\$		\$
Fleet Maintenance	\$		\$
Pawn Property	\$		\$
Total Price for Required Modules		\$	
Check all the following that are included in the quoted Required Modules price: <ul style="list-style-type: none"> <input type="checkbox"/> Complete integration of all modules with no internal interfaces <input type="checkbox"/> Licenses for all modules and all users necessary <input type="checkbox"/> First-year maintenance on software <input type="checkbox"/> Technical support and customer service <input type="checkbox"/> Onsite end user training at implementation <input type="checkbox"/> Ongoing end user and administrative training 			

Required Interfaces

Provide pricing information for all required interfaces included in the proposed solution.

Check if Existing Interface	Interface	Price	# of licenses	Price per additional license
<input type="checkbox"/>	E9-1-1 Interface	\$		\$
<input type="checkbox"/>	VA IBR Reporting Interface	\$		\$
<input type="checkbox"/>	APCO Meds Interface	\$		\$
<input type="checkbox"/>	Linx Interface	\$		\$
Total Price for Required Interfaces			\$	

Total Price for Required Modules and Interfaces

\$ _____

3.2 Pricing – Professional Services

Implementation Services	
Total price for implementation project management	\$
Check all the following that are included in the quoted implementation and project management price: <ul style="list-style-type: none"> <input type="checkbox"/> Onsite project management services <input type="checkbox"/> PMP-certified project managers <input type="checkbox"/> Code table setup <input type="checkbox"/> Connection with state database 	
Total price for software and hardware installation	\$
Check all the following that are included in the quoted software and hardware installation price: <ul style="list-style-type: none"> <input type="checkbox"/> Multiple onsite installation visits 	
Total price for travel and per diem	\$
Total Price for Implementation Services	\$

Training Services	
Total price for administrative training	\$
Check all the following that are included in the quoted administrative training price: <ul style="list-style-type: none"> <input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Defined timeframe for Go-live <input type="checkbox"/> Training database that utilizes agency-specific data <input type="checkbox"/> Complete administrator training <input type="checkbox"/> Post Go-live refresher training 	
Total price for end user training	\$
Check all the following that are included in the quoted end user training price: <ul style="list-style-type: none"> <input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Post Go-live refresher training <input type="checkbox"/> Pre-Implementation project team training <input type="checkbox"/> Access to online training database 	
Total price for Go-live assistance	\$
Check all the following that are included in the quoted Go-live assistance price: <ul style="list-style-type: none"> <input type="checkbox"/> Post Go-live onsite refresher training 	
Total travel and per diem estimate	\$
Total Price for Training Services	\$

Total Price for Implementation and Training Services \$ _____

3.3 Pricing – Hardware

Unit	Price	Quantity	Extended Price
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
Total Price for Hardware			\$

3.4 Pricing – Warranty, Maintenance, and Support

Support	Standard Business Hours	24/7 Support
First-year support (12 months)	\$	\$
Second-year support (required modules)	\$	\$

3.5 Pricing – Summary

Inclusions	Price
Total Software Modules	\$
Total Interfaces	\$
Total Professional Services	\$
Total Hardware	\$
Total Support (first year)	\$
Grand Total	\$

Prices MUST be valid for sixty (60) days from the date of RFP response date, December 29th, 2016.