

**City of Hendersonville
Hendersonville Police Department**

Request for Proposal

Computer Aided Dispatch and Mobile Project



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I. SCHEDULE

The following is the current schedule as defined by the Hendersonville Police Department:

| Selection Process Step | Date(s) |
|--|-------------------|
| Release and Issuance of the Request for Proposal (RFP) | June 6, 2016 |
| Proposals Due | July 7, 2016 |
| Finalists Selected – Demos Scheduled | July 11-22, 2016 |
| Final Vendor Selection | August 1, 2016 |
| Begin Implementation | September 1, 2016 |
| Complete Implementation | March 1, 2017 |

Questions about this RFP may be directed to:

Tracey Cox, First Lieutenant
 Hendersonville Police
 145 5th Ave E
 Hendersonville, NC 29792
tcox@hvlnc.gov
 828-697-3038

Vendors must submit the original and an electronic copy of their proposal and supporting materials by:

July 7, 2016, 23:59 hours EST.

Send to:

Tracey Cox, First Lieutenant
 Hendersonville Police
 145 5th Ave E
 Hendersonville, NC 29792
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 828-697-3038

II. BACKGROUND INFORMATION

Purpose and Objective

The Hendersonville Police Department currently uses computer aided dispatch with mapping (CAD), records management system (RMS), and field based reporting (FBR) software.

The department wishes to add mobile software with mobile mapping (MOBILE) to our patrol fleet. This software would tie the officers in car laptop to the computer aided dispatch software.

While our current vendor offers this component, our department wishes to explore what other options and software are available. Depending on the cost and interoperability, the department will consider the following options:

1. Keep our existing software suite and add MOBILE from our current vendor.
2. Keep our current RMS and FBR software, and replace our CAD and add MOBILE.

Currently our CAD and RMS interface to allow dispatchers to check RMS master names and mug shots; however this process can be achieved by using RMS on an additional computer, which is available to our dispatchers.

Otherwise CAD is not used to generate OCA (case numbers) in RMS, so the reality is that the department could run effectively by using two separate vendors; one for CAD and MOBILE and our current vendor for RMS and FBR.

The objective is to get the most functions available and the best system for our budget.

Features desired (but not limited to) in CAD and MOBILE are listed below:

CAD

- Calls for Service Window
- Units Window
- Calls for Service Entry Window
- GEO Information, Landmarks
- Business and Alarms Database
- Unit Recommendation
- Pre-planned Calls
- Integrated Mapping
- Ability to Print/Fax Call Data
- Historical Call Lookup
- Wrecker Rotation
- Reports, including ADHOC
- Officer Log Entry
- Priority Dispatch Interface (future)
- The ability to transfer call data to other CAD systems
- Possible DMV/NCIC Interface
- Ability to Print as NC Standard Report Form

MOBILE

- Integration with CAD
- Ability to Make Call Notes, Log entries, Etc
- Ability to Access NCDMV, NCIC, DCI
- DCI Switched Messages, CAD Messages
- Integrated Mapping and Auto Vehicle Location

Process

The Hendersonville Police Department will review the proposals received and then narrow the number of acceptable vendors to a short list of finalists. Then, using subsequent interviews, reference checks, and/or demo site visits, the Hendersonville Police Department will make a final vendor selection.

The Hendersonville Police Department reserves the right to choose solely from the submitted proposals based on the needs of the department.

Vendors who partner with third-party software providers/subcontractors are invited to submit proposals, but preference may be placed with vendors who can provide a more complete solution, depending on the department needs and desires. Preference will be given to vendors currently working in the State of North Carolina.

Profile of Agency Issuing RFP

Hendersonville is a Western North Carolina mountain city with a population of approximately 15,000 residents. It is the County seat for Henderson County, with a population of more than 100,000. The daytime population is estimated as 40,000 – 50,000 and the Police CAD system logs approximately 30,000 calls a year plus another 15,000 security checks. Rapid population growth is not expected but annexation is always possible.

The police budget is approximately 4 million dollars a year and there are 41 full time sworn officers. Total employees number 65 including part time and volunteers.

Estimated Volumes and Quantities

The Hendersonville Police Department currently has the following users / equipment / licenses:

CAD

The department has 2 positions in its 911 Center, 1 that is manned 24/7 and the other that is manned at peak times, mainly between 08:00 – 23:00 hours. There is also one CAD position in the 911 Supervisors office.

The two main CAD positions utilize multiple monitors, including a 30 inch and a 24 inch. These positions also utilize other programs such as DCI, Eventide Voice Logger, etc, that will need to run on the same PC as CAD.

The department has about 3 CAD monitor and Reporting positions throughout the department, and has a mobile version of CAD that can be accessed online or by smartphone, and displays current call activity with the ability to see the call data, narrative, and the call location on Google maps.

MOBILE

The department desires to obtain licensing for 32 users. All other costs, including GPS antennas and third party connection options, i.e. Netmotion, should be listed as separate line item costs. The department already has Verizon air cards.

System Configuration

The department currently is networked on a Microsoft Windows based system. All of our computers are about 4 years old and use Windows 7. The two main CAD stations are very robust. The other computers are in good condition and all are Dells. There are 3 servers utilized for CAD, RMS, and FBR. The versions of server software vary. All servers are Dell.

We prefer that any new software systems work on our existing workstation computers, with the only new additions being servers as needed.

Data Transfer

The Hendersonville Police Department would desire that all CAD call data from our existing system be transferred into any new systems. This should be listed as a line item option and priced separately.

The estimated CAD call data is approximately 425,000 calls spanning back to 1998.

III. PROPOSAL REQUIREMENTS

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

General Proposal Instructions

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

Proposal Evaluation Criteria

The contract will be awarded to the vendor who best meets the police CAD/MOBILE needs of the Hendersonville Police Department based on the following criteria.

- The total costs of the system, including direct and indirect costs.
- All cost associated with ongoing maintenance.
- The capability to provide the required software features.
- The financial stability, longevity, and strength of the vendor.
- Proven track record of successful law enforcement customers including reliability.
- Customer Service.
- Meeting deadlines.
- Successful data migration management.
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP.
- The flexibility of the application software, including the availability of tools for novice users to perform ad hoc analysis and reporting.
- Fit with HPD's and the City's technology direction.
- The quality and relevance of references.
- Vendor's proven ability to deliver products.
- Training and support offered by the vendor.
- Software upgrades provided at no additional charge.
- Project management methodology follows industry standards (PMBOK) and best practices.
- The capability to perform required conversions of existing data files.
- Adherence to the requested Proposal format. This includes the thoroughness of the Proposal, as well as the format of the presentation.

IV. PROPOSAL FORMAT

Please include the following items in the order listed below.

- Cover Letter
- Table of Contents
- Executive Summary
- Company Information
- Software Solution
- Hardware Information
- Implementation Services
- Support Services
- References
- Cost Proposal including recurring costs.
- Sample Contracts

Executive Summary

This section should be limited to a brief narrative highlighting the vendor's Proposal. The summary should be free of technical language and should illustrate the benefits and possibilities offered by the vendor. There should be no cost quotes in this section.

Company Information

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

- How long the company has been in business and brief company history.
- A brief description of the company size and organization.
- Total number of customers including the number of customers in North Carolina.
- Number of employees by department.
- Customer Services.

Software Solution

Please describe the proposed software features, functions, and capabilities, including whether the software performs all the functions desired in Section II.

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

Hardware Information

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

- Server specifications
- Database specifications
- Workstation specifications
- Network requirements
- Please provide a diagram of the proposed hardware configuration in this section

Implementation Services

Hendersonville Police Department will provide a designated project manager and expects the vendor to do the same. Include the following.

- Implementation methodology.
- Project manager responsibilities.
- Conversion information.
- Preliminary implementation schedule for all applications, including the required time for system and application training, program testing, and conversions.

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

- Available training
- Ongoing educational opportunities

Support Services

Please describe all support services for hardware and software, including:

- Hours of availability
- Access via toll free 800 number
- Cellular phone access to technical assistance when critical
- Call tracking system
- Priority code system used to help distinguish the level of urgency for each call
- Web site support
- How customers are notified of urgent software issues and how to resolve them

Provide information regarding your organized national users group, including frequency and location of meetings.

List regional users groups, state frequency of meetings, and specify the closest one to Hendersonville Police Department.

Provide information about periodic system enhancements, updates, and related costs.

References

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

Cost Proposal

Please provide all costs for the proposed system, including:

- Software licenses
- Implementation
- Project management
- Training
- Associated hardware
- Support
- Recurring costs for the next 3 years
- Custom programming that must be provided to meet the requirements of this RFP
- Estimated range of costs for conversion of each application, if available, and a description of data that would be typically converted
- Estimated third party software costs
- Estimated hardware costs

Sample Contracts

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

V. PROPOSAL TERMS AND CONDITIONS

Request for Proposal Format

Proposals must be made in strict accordance with the Request for Proposal format provided herein.

Bulletins and Addenda

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

False or Misleading Statements

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

Clarification of Proposal

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

Responsiveness

Proposals should respond to all requirements of this RFP to the maximum extent possible.

Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration, if the approach clearly offers us increased benefits.

Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected / disqualified. If not rejected, Hendersonville Police Department may demand correction of any deficiency and accept the corrected Proposal upon compliance with these instructions to proposing vendors.

Bid Modifications

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

Late Submissions

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

Acceptance of Proposals

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

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

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

Payment/Retainer

The City will negotiate a fee schedule with the selected vendor.

Training will be conducted on the campus of HPD and at a time and manner acceptable to multi shift personnel.