

***EVANSVILLE VANDERBURGH COUNTY
CENTRAL DISPATCH
REQUEST FOR PROPOSAL
2023***

Table of Contents

1.	Introduction.....	4
2.	Rules of Preparation	5
	2.1. Proposal Procedure	5
	2.2. Notification of Intent.....	6
	2.3. Instructions for Submitting RFP Questions.....	7
	2.4. Non-Mandatory Proposal Conference	7
	2.5. Proposal Submission Deadline.....	7
	2.6. Proposal Submittal	7
	2.8 Proposal Modification.....	8
	2.9 Proposal Evaluation Criteria	8
	2.10 Proposal Structure	9
3.	General Information, Background, and Overview	10
	3.1. Background.....	10
	3.2. Interface Descriptions	15
4.	Terms and Conditions.....	16
	4.1. Proposal Cost	16
	4.2. Proposed Contract.....	16
	4.3. Substantive Proposals	16
	4.4. Duly Authorized Signature.....	17
	4.5. Prime Vendor Responsibility	17
	4.6. Party Relationships.....	17
	4.7. Affirmative Action and Equal Employment Opportunity	17
	4.8. Proposal Validity Period.....	17
	4.9. Contract Includes Proposal and Addenda	17
	4.10. Insurance	18
	4.11. Costs	18
	4.12. Confidentiality of Documents	18
	4.13. Right to Reject Proposals	18
	4.14. Demonstrations	18
5.	Functional Requirements	19
6.	Platform Requirements	19

	6.1. Open Systems	19
7.	Standards	19
	7.1. Preferred Platform.....	20
	7.2. Server Requirements.....	20
8.	Project Management.....	21
	8.1. Project Management Methodology	21
	8.2. Sample Project Plan/Schedule	21
	8.3. Resumes	21
	8.4. Acceptance Testing and Cutover	21
9.	Training	21
10.	Documentation	21
	10.1. Online Help	21
	10.2. Search-enabled	21
	10.3. Other Documentation.....	22
11.	Warranty, Maintenance, and Support	22
	11.1. Defects.....	22
	11.2. Warranty Coverage	22
	11.3. Warranty	22
	11.4. Maintenance.....	22
	11.5. Product Upgrades.....	22
	11.6. Products Covered	22
	11.7. Support During Maintenance.....	22
	11.8. Support Availability.....	22
12.	Vendor Strength/References.....	23
	12.1. Vendor Strength.....	23
	12.2. Reference Sites	23
13.	Cost Proposal.....	23
	13.1. Cost Proposal Guidelines	23
	13.2. Base Cost	24
	13.3. Optional Costs.....	24
	13.4. Pricing Assumptions	24
14.	Addenda	24

1. Introduction

The objective is to procure a comprehensive, state-of-the-art, interactive public safety incident life cycle management system designed to enhance the delivery of public safety incident-related services in the areas of:

- Computer Aided Dispatch (CAD) System with an integrated map that can be accessed anytime/anywhere via a web browser and can scale to any size incident
- Law Enforcement Records Management System (RMS) with advanced analytics
- Mobile Computer Software for laptops and smart devices with map functionality
- Public Safety Reporting System utilizing advanced Analytics tools and a data warehouse with standard nomenclature to support self-serve capabilities.
- Machine learning/artificial intelligence or advanced computing to assist in early detection of major incidents that may not otherwise be identified in the traditional public safety workflow environment.
- Integration tool to support awareness of and integration with disparate systems from multiple agencies in order to improve awareness of and ability to manage incidents, events, and service requests from internal, external, and community sources.

With the following interface capabilities:

- Automatic Vehicle Location (AVL)
- Access to local, State, and Federal crime database
- Radio system interface (paging, alerting, push-to-talk, status)
- E9-1-1 interface (ANI/ALI) to include FCC Phase II integration, VOIP Support, and NG-911 Support; Vendor should have established sites of significant size live for at least 24 months
- Telephone Device for the Deaf (TDD) interface
- Alarms/Video interface and Automated Secure Alarm Protocol (ASAP to PSAP)
- Fire Station Alerting and Printing
- Custom interface builder to provide capabilities for us to build our own interfaces when we want.
- TEXTTY, RapidSOS, 3SI Tracking system and ESRI mapping
- Active Directory
- MFA

The Evansville Vanderburgh County Joint Department of Central Dispatch (Central Dispatch) extends an invitation to your company to submit a written proposal to provide the following:

- System design
- Hardware
- Software
- Interfaces
- Installation
- Implementation services
- Training
- Project management
- Maintenance
- Support

The Vendor should address the requirements for day-to-day operation with the appropriate capabilities, as well as the ongoing operational and management needs for the proposed system.

The solution must incorporate current technologies and standards-based components that are commercially available for both software and hardware computing systems.

It is expected that the system will be a commercial, off-the-shelf (COTS) application product instead of a custom solution, that can be hosted in either an on-premise solution or in a cloud hosted solution is preferred. Ability of vendors to demonstrate compliance with APCO CAD related standards is strongly preferred.

The Proposal should clearly define how the proposed system can satisfy Central Dispatch requirements, including the requirements of its member agencies as described below. This Request for Proposal (RFP) states the scope of the requirements and specifies the general rules for preparing the Proposal. Central Dispatch desires to purchase a complete system from a single Prime Contractor who will have complete responsibility for meeting the requirements specified within this RFP.

2. Rules of Preparation

2.1. Proposal Procedure

The procurement of the system described in this RFP will be conducted according to the following procedure:

- A copy of this RFP will be distributed to prospective Vendors.

-
- Notification of intent to offer ("Letter of Intent") will be received by the deadline specified in Section 2.2.
 - Vendor questions will be received as specified in Section 2.3.
 - A non-mandatory Proposal Conference will be held to address any issues concerning this RFP.
 - Central Dispatch may issue addenda prior to the Proposal deadline for the purpose of making clarifications and answering questions. Each addendum will be sent to those Vendors that replied with the required Letter of Intent and attended the non-mandatory Proposal Conference. The addenda will become part of the RFP and should be included with the Vendor's Proposal. Each Addenda must be signed.
 - Proposals must be received by the specified deadline in Section 2.6.
 - The evaluation team will review and evaluate the Proposals.
 - At Central Dispatch's discretion, a shortlist of the top Vendors may be assembled, and these Vendors may be asked to make presentations and perform demonstrations of their solution to the evaluation team; however, Central Dispatch at its sole discretion may enter into negotiations with a Vendor without developing a shortlist.
 - The evaluation team will recommend one firm with which Central Dispatch will enter negotiations.
 - Central Dispatch will notify the selected Vendor of its selection and arrange a mutually convenient schedule to commence contract negotiations.

2.2. Notification of Intent

Vendors who plan to submit a proposal must email a Letter of Intent by 6 P.M. CST on Monday, March 13, 2023, to ensure they timely receive addenda, answers to Vendor-submitted questions, and all other notices related to this RFP. The Letter of Intent must be delivered to the following:

Carrie James, Director
Evansville Vanderburgh County Central Dispatch
1331 Harmony Way
Evansville IN 47720

Or email cjames@evansvillegov.org

2.3. Instructions for Submitting RFP Questions

If additional information is required by the Vendor to further clarify the requirements stated within this RFP, written questions will be accepted by email until 1 P.M. CST on Friday March 10, 2023. Answers to those questions will be distributed to all Vendors who submit a Letter of Intent and attend the non-mandatory Proposal Conference.

All questions regarding the RFP must be mailed or emailed to the following:

Carrie James, Director
Evansville Vanderburgh Central Dispatch
1331 Harmony Way
Evansville, IN 47720
(812) 426-7325
cjames@evansvillegov.org

2.4. Non-Mandatory Proposal Conference

A non-mandatory Proposal Conference will be held by teleconference on Friday, March 10, 2023 at 9 AM CST. A representative of Central Dispatch will present an overview of the project and receive questions from the attendees. Questions must be submitted in accordance with the instructions in Section 2.3. Subsequent questions may be addressed or require a written response following the conclusion of the conference. All questions with written responses, a list of attendees, and minutes of the Proposal Conference will be sent to all Vendors that timely submit a Letter of Intent and attend the Conference.

2.5. Proposal Submission Deadline

Central Dispatch will receive sealed proposals until 8 A.M. CST on Thursday, March 23, 2023. Proposals not received by the specified time and date will not be considered or eligible to participate further in this RFP and procurement. Below is an outline of the RFP schedule and deadlines:

2.6. Proposal Submittal

Physical Submittal

One pdf of the technical proposal and one pdf of the cost proposal must be mailed in a sealed envelope to:

Evansville Vanderburgh County Central Dispatch
1331 Harmony Way
Evansville IN 47720

Vendors must allow sufficient lead-time to ensure receipt of their proposals by the date/time specified. Late proposals will not be accepted.

2.7 Proposal Opening

Sealed proposals will be publicly opened at 8:30 AM CST on Thursday, March 23, 2023 at a meeting of the Board of Directors of the Evansville Vanderburgh County Joint Department of Central Dispatch, which will occur at the office of Central Dispatch located at 1331 Harmony Way in Evansville, Indiana.

2.8 Proposal Modification

Proposals may be modified, withdrawn, and/or resubmitted in writing prior to the deadline for proposal submission by an authorized representative of the Vendor or by formal written notice. After this deadline, no withdrawals or resubmissions may be made for any reason. Proposals shall remain valid for 120 calendar days from the date of submission.

2.9 Proposal Evaluation Criteria

The evaluation criteria will be used to evaluate the responses:

- Capability to meet Central Dispatch's broad requirements
- Compatibility with other software and hardware used by Central Dispatch
- Experience in implementing Systems of comparable or greater size and complexity
- History and longevity of company providing public safety software solution in the United States
- Capability to support
- Total cost (initial)
- Results of reference checks
- Ease of use and operation
- Ability to support non-routine operations and events that place unexpected demands on the system(s) being procured—such as natural disasters, loss of facilities, cyber-attacks/intrusions, and other related events.
- Professionalism of Vendor's team

An evaluation team composed of representatives of Central Dispatch will evaluate proposals on a variety of quantitative and qualitative criteria. Cost will be only one of the determining factors in awarding the contract. The Cost Proposal will be evaluated once evaluations are completed for the Technical Proposal.

2.10 Proposal Structure

All Vendors must structure their proposals in the following manner:

- **Cover Letter:** a cover letter, signed by an authorized representative of the Vendor, must be submitted. It must contain the name and address of the corporation or business submitting the proposal, as well as the name, email address, telephone number, and title of the person authorized to represent the Vendor. A contact should be named in the cover letter as the initial point of submitting questions regarding the proposal. The cover letter should also include a validity period for the Proposal for a minimum of 120 days from the Proposal submittal date
- **RFP Addenda:** signed copies of all addenda, if issued
- **Table of Contents:** include a table of contents for the proposal
- **Executive Summary (Section 1):** the Vendor shall submit an executive summary of the Company's experiences and history, the proposed system, covering the main distinguishing features and benefits, in non-technical terms. The Executive Summary shall condense and highlight the contents of the solution being proposed by the Vendor in such a way as to provide the Evaluation Committee with a broad understanding of the Proposal
- **Functional Requirements (Section 2):** this section of the Proposal must begin with an overview of the proposed system. Vendors should include a diagram showing the major components (hardware, software, basic network layout), accompanied by short descriptions of the proposed components in terms of their value/benefit to Central Dispatch. Following the System Overview, Vendors are to include a copy of RFP Section 5 containing embedded responses. RFP content may not be modified with the exception of changes indicated by issued addenda. Following the completed matrix, please provide explanations for requirements coded with N or T. Please refer to RFP Section 5 for more information.
- **Platform Requirements (Section 3):** this section shall contain responses to RFP Section 6
- **Project Management and Implementation (Section 4)** · this section shall contain responses to RFP Section 8
- **Training and Documentation (Section 5)** · this section must contain responses to RFP Sections 9 and 10
- **Warranty, Maintenance, and Support (Section 6)** · this section must contain responses to RFP Section 11
- **Reference Information (Section 7)** · this section shall begin with a brief history and background on the company for both the Prime/Vendor and any

subcontractors proposed/optioned. Following the Vendor History and Background, the Vendor must include a response to RFP Section 12

- **Appendices** - the Vendor may include supplemental information and reference it from within the Proposal response. This is particularly appropriate for lengthy responses on a single subject. Brochures describing the hardware, software, or services are also examples of appropriate materials to include. Understanding the Vendor's intent should be possible without reading the supplemental information
- **Cost Proposal** - detailed cost information must be included in a separate proposal marked "Cost Proposal". Section 13 of the RFP provides the format for the Cost Proposal

3. General Information, Background, and Overview

The following information is intended to provide the Vendor with an overview of the communications environment for Central Dispatch

3.1. Background

Central Dispatch currently uses Central Square One Solution CAD/RMS/JMS. We have used this system since it's inception in 2003 when it was OSSI owned. The system is quickly becoming obsolete and due to this we require a system that is adaptable and expandable to next generation innovations. We require a system that is intuitive and user friendly. The current CAD system is able to handle dispatching and coordination of at minimum 7 agencies across law and fire. The current CAD system is integrated with VESTA phone system. The current CAD system uses conversion software to enable mapping from a third party. The current database is a SQL database.

DESCRIBE THE CURRENT OPERATING ENVIRONMENT AND SYSTEMS IN PLACE; GIVE INSIGHT INTO HISTORY; PRESENT PROBLEMS THAT SHOULD BE SOLVED, BACKGROUND/INSIGHT INTO THE SCALE AND SIZE OF PROBLEMS; GIVE AGENCY/AGENCIES AND JURISDICTION(S) INFORMATION; DIAGRAM THE ORGANIZATIONAL STRUCTURE OF THE REQUESTING ORGANIZATION.

EXAMPLES OF SPECIFICS TO INCLUDE:

- As of 2021, Vanderburgh County (including Evansville) has a population over 182,000 people which is projected to grow 2.7% by 2030 (according to https://www.stats.indiana.edu/profiles/profiles.asp?scope_choice=a&county_changer=18163). According to usafacts.org, our population has increased 7 out of 10 years between 2010 and 2020. Vanderburgh County has a total area of 236.33 sq. mi.

The following information is for Evansville Vanderburgh Central Dispatch:

-
- Central Dispatch dispatches for two (2) law enforcement agencies, one (1) city fire department, and 4 suburban fire departments.
 - At this time, Central Dispatch has no plans to consolidate with other counties.
 - Main site-Evansville Vanderburgh Central Dispatch. Secondary site—located at 3500 N. Harlan
 - Main site has 11 consoles with 2 consoles for supervisors, 4 calltakers/dispatchers and 4 dedicated dispatchers, and 1 training console. Secondary site has 7 consoles with one being a supervisor console, 3 dedicated dispatch consoles and 3 calltaker/dispatch consoles.
 - Physical distance between sites is 6.3 miles
 - We have a SQL database and use HARRIS P25 radio system. We use VESTA as our 911 phone system.
 - At this time, we use Central Square One Solution for CAD/RMS/JMS
 - Evansville Vanderburgh Central Dispatch has a maximum of 12 concurrent users on a normal day.
 - Maximum of 2 concurrent supervisor positions being used during peak shifts
 - Evansville Vanderburgh Central Dispatch maximum users is 12.
 - PROVIDE SPECIFICS ON TESTING ENVIRONMENT REQUIREMENTS
 - Testing environment should be identical to a live system

The following information is for Vanderburgh County Sheriff's Office:

- Number of employees per agency or service (sworn/non-sworn): VCSO-241, Medical-19, Prosecutor office-18 and VCCC-29.
- Total number of field units for each agency (total fire, ems, law enforcement units with cad ids & number that have mobile data computers and/or tablet/handheld devices) VCSO-56; VCSO Freedom application-78; Suburban Fire Freedom application – 135.
- Number of units on duty per shift per agency: on an average day VCSO and assorted agencies we support 150.
- Typical number of concurrent CAD users per shift (concern being defined as the normal daily maximum of users which would be on at one time for CAD mobile, and RMS: 0
- Number of concurrent mobile computer positions (laptops) per agency or service being used during peak shift: VCSO approx. 15 on day shift Monday thru Friday less on evening shifts and weekend crews.

-
- Number/Location of remote CAD users during peak shift (limited CAD capability/view only) if applicable: Jail staff 5; VCCC 2; I.T. 2; Investigations 15; Operations 4 (reception/civil process); Motor patrol 10; Operations Supervisors 6.
 - Number of maximum RMS users during peak shift (including both units in the field and office RMS staff): 65.
 - Number of maximum crime analysis users during peak shift that create reports 0.
 - Number of maximum crime analysis users during peak shift that view reports 0.
 - Number of maximum real time crime center users or equivalent positions during peak shift 0.

INCLUDE A DESCRIPTION OF DATABASES AND COMMUNICATIONS SERVICES (SUCH AS NCIC, NLETS, E9-1-1 CONTROLLERS, MDT SWITCHES, AVL CONTROLLERS, REMOTE DATABASES, JAIL MANAGEMENT SYSTEMS-The JMS system will be a part of the CAD/RMS package, COURT SYSTEMS INCITE, STATE ACCIDENT REPORTING Aries, HUMAN RESOURCES/PERSONNEL SYSTEMS, AND PAGING OR SIGNALING DEVICES) TO WHICH THE VENDOR MUST INTERFACE. INCLUDE APPROPRIATE TECHNICAL SPECIFICATIONS, DATA FLOW DIAGRAMS, AND POINT-OF-CONTACT INFORMATION FOR EACH INTERFACE.

- VINE – Victim notification:
- CPC:
- Canteen:
- CorEMR:
- Incite/Odyssey:
- Aries:

The following information is for Evansville Fire Department:

- Number of employees per agency or service (sworn/non-sworn) 385/9.
- Total number of field units for each agency (total fire, ems, law enforcement units with cad ids & number that have mobile data computers and/or tablet/handheld devices) 24.
- Number of units on-duty per shift per agency—on average day 18.
- Typical number of concurrent cad users per shift—(concurrent being defined as the normal daily maximum of users which would be on at one time for cad, mobile, and rms) 22.
- Number of concurrent mobile computer positions (laptops) per agency or service being used during peak shift 18.

For fire agencies, the number of apparatus and vehicles with mobile computers and whether the mobile computers are kept on 24/7 21 vehicles 18 on 24/7.

- Number/location of remote cad users during peak shift (limited cad capability/view only] (if applicable) 6.
- Include a description of databases and communications services (such as NCIC, NLETS, E9-1-1 controllers, MDT switches, AVL controllers, remote databases, jail management systems, court systems, state accident reporting, human resources/personnel systems, and paging or signaling devices) to which the vendor must interface. Include appropriate technical specifications, data flow diagrams, and point-of-contact information for each interface.
- First Due RMS FTP file interface.

The following information is for Vanderburgh County Fire Departments and Evansville Emergency Management.

- County Fire Agencies, McCutchanville Fire, German Twp. Fire, Perry Twp. Fire and Scott Fire and EMS. Evansville Vanderburgh County EMA
- Number of employees per agency or service (Fulltime/Reserve - Volunteer)
 - German Twp. Fire – 15 Part-time - 45 Volunteers
 - McCutchanville Fire – 5 Fulltime - 35 Volunteers
 - Perry Twp. Fire – 55 Volunteers
 - Scott Twp. Fire – 31 Fulltime - 15 Part-time - 16 Volunteers
 - Evansville EMA – 3 Fulltime - 30 Reserves Volunteers
- Total number of field units for each agency (total fire, ems, units with cad ids & number that have mobile data computers and/or tablet/handheld devices)
 - German Twp. Fire – 13 Devices
 - McCutchanville Fire – 30 Devices
 - Perry Twp. Fire – 12 Devices
 - Scott Fire and EMS – 40 Devices
 - Evansville EMA – 6 Devices
- Number of units on-duty per shift per agency—on average day:
 - German Twp. Fire - 8
 - McCutchanville Fire – 12
 - Perry Twp. Fire - 2
 - Scott Fire and EMS -25

Evansville EMA - 3

- Typical number of concurrent cad users per shift— (concurrent being defined as the normal daily maximum of users which would be on at one time for cad, mobile, and rms) - Total of All Listed Above: 50
- Number of concurrent mobile computer positions (Laptops / Tablets) per agency or service being used during peak shift 30
 - For fire agencies, the number of apparatus and vehicles with mobile computers and whether the mobile computers are kept on 24/7 (50 vehicles 42 on 24/7)
- Number/location of remote cad users during peak shift (limited cad capability/view only] (if applicable) 12
- Include a description of databases and communications services (such as NCIC, NLETS, E9-1-1 controllers, MDT switches, AVL controllers, remote databases, jail management systems, court systems, state accident reporting, human resources/personnel systems, and paging or signaling devices) to which the vendor must interface. Include appropriate technical specifications, data flow diagrams, and point-of-contact information for each interface.
 - Scott Fire and EMS uses Image Trends Fire/EMS RMS with CAD Integration
 - German and McCutchanville Fire Depts use's ESO for their Fire RMS with CAD Integration – FTP file interface and CAD Monitor
 - Perry Township Fire is using Firehouse as their Fire RMS – FTP file interface

The following information is for Evansville Police Department:

- Number of employees per agency or service (sworn/non-sworn): sworn – 285, civilian – 30.
- Total number of field units for each agency (total fire, ems, law enforcement units with cad ids & number that have mobile data computers and/or tablet/handheld devices): 300 desktops, 150 mobile Toughbooks.
- Number of units on-duty per shift per agency—on average day 60 – 100 depending on day/shift.
- Typical number of concurrent cad users per shift—(concurrent being defined as the normal daily maximum of users which would be on at one time for cad, mobile, and rms) mobile cad users 50.
- Number of concurrent mobile computer positions (laptops) per agency or service being used during peak shift peak hours 45-60.
- Number/location of remote cad users during peak shift (limited cad capability/view only) (if applicable) : patrol 35 in field, 5 on station, other staff 20.

-
- Number of maximum rms users during peak shift—including both units in the field and office based rms staff 80.
 - Number of maximum crime analysis users during peak shift that create reports 6.
 - Number of maximum crime analysis users during peak shift that view reports 6.
 - Number of maximum real time crime center users or equivalent positions during peak shift

3.2. Interface Descriptions

Evansville Vanderburgh Central Dispatch connects to NCIC, NLETS through IDACS (Indiana Data and Communications System) which we connect to through the VCSO internet. The E9-1-1 Controller is Vesta. MDT switches are connected through a message switch software. We have a reporting server that has copies of CAD and RMS databases that is updated every 15 minutes. We currently use an application, Pagegate, that interfaces CAD to the internet which allows pages to go out on the internet to cell phones. We also use 3SI tracking system, TEXTTY, and RapidSOS through third party applications. Our CAD integrates with Firehouse.

- The system must integrate with the following third-party apps. This list includes apps currently used by our departments but is not limited to these apps in the future.
 - ARIES
 - FIRST DUE
 - ESO
 - IMAGE TRENDS
 - LEXUS NEXUS
 - LOGIS
 - SONITROL
 - KOORSEN
 - INCITE
 - TYLER ODYSSEY JAIL SYSTEM
 - NIBRS
- The system must have the following modules:
 - FTO Module – Training module for employees specific to Law Enforcement

-
- P2P – Police2Police information sharing module providing access to basic offender information in records management system
 - Citizen Reporting – Online Citizens reporting module
 - Intel Module – criminal intelligence database prefer system with the ability to meet 28 CFR Part 23 regulations
 - Active Directory
 - MFA

The system must be compatible and working with NIBRS.

The system must be compatible with Android and IOS

The system must have a CAD that is used for monitoring purposes only. This will be used by various departments to monitor CAD in live time.

The system should have station alerting and should include, but not be limited to, hardware, software and interaction between Dispatch and the Fire Stations.

4. Terms and Conditions

4.1. Proposal Cost

Vendors are responsible for all costs incurred in the development and submission of their proposals. Central Dispatch assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a proposal by a Vendor, the evaluation of an accepted proposal, or the selection of finalists. Central Dispatch is not contractually bound until a written contract is executed.

4.2. Proposed Contract

Vendors should enclose with its Response its proposed contract. Central Dispatch desires a relationship-based contract that would allow the contract to be utilized for other potential transactions over a five (5) year term. The proposed contract should be of such nature so as to address each and every type of transaction (fixed price projects, perpetual licenses, subscription licenses, time and material assignments, cloud hosted software subscriptions, and software maintenance, etc.) Central Dispatch and Vendor may enter into over the course of five (5) years, including the project contemplated this RFP.

4.3. Substantive Proposals

Vendors must certify the following:

-
- Vendor's proposal is genuine and is not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation
 - Vendor has not directly or indirectly induced or solicited any other Vendor to put in a false proposal
 - Vendor has not solicited or induced any other person, firm, or corporation to refrain from proposing

4.4. Duly Authorized Signature

The proposal must contain the signature of a duly authorized officer of the Vendor, empowered with the right to bind the Vendor.

4.5. Prime Vendor Responsibility

The selected Vendor shall be responsible for meeting all Vendor accepted requirements. Further, Central Dispatch will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including the performance of services and the payment of any and all charges resulting from contractual obligations.

Upon contract award, the selected Vendor will be directly responsible for all of the Vendor's subcontractors, if any. The selected Vendor will designate a project manager to serve as the point of contact for Central Dispatch and manage the project.

4.6. Party Relationships

The Vendor should clarify its relationships with parties supplying portions of the solution and specify what each party is providing. Original Equipment Manufacturer (OEM) and resell of standard products need not be listed.

4.7. Affirmative Action and Equal Employment Opportunity

The Vendor must have an approved Affirmative Action Plan and Equal Employment Opportunity Plan on file prior to the award of a contract.

4.8. Proposal Validity Period

All submitted proposals must be binding for a period of 120 days from the proposal submission deadline. Vendors must indicate willingness to extend the validity period upon request.

4.9. Contract Includes Proposal and Addenda

The proposal submitted in response to this RFP and all addenda (if issued) will be required to be included as part of the final contract with the selected Vendor and amended during final negotiations.

4.10. Insurance

The following are insurance requirements; the successful Vendor must provide the insurance certificates after receiving notice of award.

- Commercial General Liability Insurance coverage of \$1,000,000 combined single limit per occurrence for personal injury and property damage
- Worker's Compensation and Employers' Liability coverage with Workers' Compensation limits of \$1,000,000 per accident
- Technology, Electronic or a Professional Liability Errors and Omissions policy of \$1,000,000 general aggregate limit
- Automobile Insurance - \$1,000,000 Automobile Liability including owned and non-owned and hired auto coverage as applicable

4.11. Costs

All costs must be detailed in a separate Cost Proposal. All components necessary to meet requirements, as proposed, must be included in the base cost, with all extra cost options specifically stated. Vendors are not to option software, services, and products needed to comply with the RFP requirements, but may option items and services for Central Dispatch's consideration.

4.12. Confidentiality of Documents

All responses to this RFP will become the property of Central Dispatch and reasonable precautions to ensure the confidentiality of the material will be taken. The successful proposal will become public information after contract award subject to any valid exceptions under applicable law. Under no circumstances shall any material reflected in the Cost Proposal be considered a trade secret or otherwise withheld pursuant to a public records request.

4.13. Right to Reject Proposals

Central Dispatch reserves the right to reject any and all proposals or any part of any proposal; waive defects or technicalities; or solicit new proposals on the same project or a modified project, which may include portions of the originally proposed project, as Central Dispatch may deem necessary or in its interest.

4.14. Demonstrations

Central Dispatch may require demonstrations of the proposed system. All demonstrations conducted at Central Dispatch's site will be the Vendor's responsibility. Additionally, Central Dispatch may require site visits to existing installations. Costs for site visits to existing Vendor installations are the responsibility of Central Dispatch.

5. Functional Requirements

Vendor shall provide a system overview including a detailed configuration diagram and functional matrix as per attached. The functional matrix is a list of the specific requirements for the applications. This compliance table will facilitate Central Dispatch in the overall evaluation of each Vendor's technical proposal. The following codes shall be used to indicate compliancy.

CODE	DESCRIPTION
Y	1) The requirement is fully supported in the base product as of January 1, 2021 and can be met via COTS functionality, configuration, or implementation 2) or will be fully supported through a new feature release prior to the system cutover date.
N	Exception. The requirement is not met.
T	Requirement is met via the utilization of a third-party product.

Following the completed matrix, explanations should be included for requirements coded with N, Y, or T.

6. Platform Requirements

This section is intended to present the needs of the system in terms of the required hardware and system software. Processor type, speed, storage size, amount of memory, operating system, network speeds, and pertinent specifications should be described in detail in the Vendor's proposal.

6.1. Open Systems

Open-Architecture

Central Dispatch intends to purchase an open-architecture system that will provide maximum flexibility.

2- or N-Tier

The proposed system must be based on client/server technology and incorporate the use of browser-based and/or thin/smart clients.

7. Standards

The system must include a hardware and system platform that adheres to a wide variety of hardware and software standards and be maintainable locally.

7.1. Preferred Platform

The required and preferred platform is Intel PC-based, using the latest technology and must have the ability to be either on-premises or hosted in the cloud.

7.2. Server Requirements

Redundancy

Hardware for serving the CAD/RMS database must be dual systems with redundancy to provide near-continuous operation.

CAD Database Failure

A failure of either CAD database server must be able to occur, with the remaining server assuming a single database server role with no operator intervention and no impact on normal call taking, dispatching, and supervisory impact. No loss of in-progress operations should occur. Describe the process.

Return to Dual Mode

After a server failure has been corrected, a return to dual server mode must occur with no impact to normal call taking, dispatching, and supervisory functions. Describe the process.

Other Features

The proposed server hardware should contain other features that prevent downtime and even a failover to the other server, such as RAID technology and dual components, for example, power supplies with hot-swap capability. Please describe.

Impact

The failure of any workstation or server must not prevent other computers in the network from functioning in a normal manner.

Technology

State-of-the art servers must be proposed. Upgrading the server should be easy, for example, adding additional servers, processors, faster processors, more memory, and faster network operation. Describe the upgrade options of the proposed servers.

Expansion

Systems as proposed should be adequate to process twice the current workload without upgrading. Describe the specifications and features of each of the proposed servers.

8. Project Management

8.1. Project Management Methodology

Vendors must include a description of the methodology that the cost, schedule, and performance of the proposed project are aggressively managed.

8.2. Sample Project Plan/Schedule

Include a sample Project Plan that shows the major milestones of the proposed system. The final Project Schedule will be one that is mutually agreed and approved by Central Dispatch and the Vendor.

8.3. Resumes

Attach sample resumes for representative personnel that may be associated with the implementation and completion of the project.

8.4. Acceptance Testing and Cutover

The Vendor should provide an overview of its testing plan to validate the functionality of the proposed solution.

9. Training

The Vendor must furnish a copy of its training plan to support this project. Central Dispatch is interested in evaluating options in the interest of budget constraints and other considerations.

A training plan is included and priced to give Central Dispatch a staff of trained instructors to provide training to other users and to facilitate ongoing training. Training should be proposed for 8 people under this approach.

Vendors are to assume that standard generic classes, such as training on Microsoft and database products, will be the responsibility of Central Dispatch. Central Dispatch will investigate obtaining such classes on a best local deal basis. Vendors must define prerequisites so that Central Dispatch can determine what classes are needed.

10. Documentation

10.1. Online Help

A Help function must be accessible at any point in the use of the system, should the operator need assistance in performing any command.

10.2. Search-enabled

Online Help must be command-specific and support search capability.

10.3. Other Documentation

Vendors are to describe any other documentation delivered with the proposed solution.

11. Warranty, Maintenance, and Support

11.1. Defects

Vendor should describe how it provides support for its software and any hardware procured directly from Vendor. During a support contract or warranty, Vendors will be required to provide support for its software and any hardware procured through the Vendor.

11.2. Warranty Coverage

Vendors should provide a one-year warranty for its software from cutover and describe the framework for its warranty and support.

11.3. Warranty

For all hardware and software proposed, describe when warranty begins; when warranty ends; what the warranty includes (such as parts, labor, and software upgrades).

11.4. Maintenance

Support must be available for all products that have been proposed, as part of an ongoing maintenance program that begins at the end warranty.

11.5. Product Upgrades

Describe any product upgrades that will be provided as a part of maintenance and whether these upgrades incur additional costs.

11.6. Products Covered

Specify the proposed products that will and will not be covered during the maintenance period.

11.7. Support During Maintenance

Describe the support services that will be provided during the maintenance period.

11.8. Support Availability

Support services must be available at any hour of the day, any day of the week, for any type of problem. Vendor must provide a detailed discussion of support availability offered.

12. Vendor Strength/References

12.1. Vendor Strength

Reflecting the importance of a vendor's experience and ability to support Customer, it is required that vendors have a minimum of seven years or more of proven experience in the design, development and delivery of computer aided dispatch or law records management systems specifically used in the delivery of multi-agency public safety incident management capability within the United States. The vendor's computer aided dispatch or law records management software must have been in live operation for a minimum of five years within the United States. In addition, we are looking for the following questions to be answered:

- Detail the number of years the Vendor has been in business.
- Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Vendor within the last five (5) years. If so, include an explanation providing relevant details.
- Provide a statement of whether, in the last five (5) years, the Vendor has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
- Provide a statement of whether, in the last five (5) years, the Vendor has had a significant financial down grade from Moody's or other Credit rating organizations.

12.2. Reference Sites

Provide reference information for a minimum of three (3) sites that are currently using the proposed system. List those sites that are most similar to [CUSTOMER] in terms of population served, agencies supported and transaction volumes. Include with each reference the following information:

- Site name
- Contact name/title
- Contact address/telephone number
- System description

13. Cost Proposal

13.1. Cost Proposal Guidelines

The Cost Proposal is to be bound separately and labeled clearly.

13.2. Base Cost

Please include the following items in the base cost:

- Hardware costs
- Software costs
- Cost for each interface
- Services cost (including installation, training, and testing)
- Total cost
- 5 years of maintenance/support

13.3. Optional Costs

Please list all the optioned costs. Provide a description or a reference to the appropriate Proposal section in the pricing to assist in evaluating the option.

13.4. Pricing Assumptions

Please list any pricing-related assumptions.

14. Addenda

14.1 E-Verify Program

Pursuant to Indiana Code 22-5-1.7-11 (b)(2) the Contractor shall provide documentation that it has enrolled and is participating in the E-Verify Program (see Indiana Legal Employment Declaration form). Contractor is required to submit proof from the E-Verify Program that it is currently enrolled in the Program. An example of confirmation is the confirmation e-mail received from E-Verify that the Contractor has successfully enrolled in E-Verify.

14.2 TAXES

The City of Evansville is exempt from Federal, State, and Local Taxes and will not be responsible for any such taxes in connection with the award or performance of this contract.

14.3 CHOICE OF LAW AND VENUE

Any and all actions or proceedings arising out of, or related to, this Proposal and any resulting contract shall be governed by and construed in accordance with the laws of the State of Indiana. Submission of this Proposal by Vendor constitutes consent and stipulation to jurisdiction and venue in the courts of Vanderburgh County, Indiana, concerning all litigation and proceedings arising out of or related to this Proposal and any resulting contract.

14.4 MINORITY AND WOMEN BUSINESS ENTERPRISE UTILIZATION

The City of Evansville formally adopted a Minority and Women Business Utilization Plan illustrating a commitment to achieving significant utilization of Minority and Women Business Enterprises (M/WBE) in the community's purchasing efforts. Goals have been established to provide an atmosphere of equal opportunity for all Responders and to prohibit discrimination in all aspects of the public operations including the purchasing of products, services, and public works contracts. (See City of Evansville Municipal Code 3.90.110-180.)

ATTACHED ARE FORMS THAT MUST BE INCLUDED WITH ALL PROPOSAL PACKAGES.