



Oneida County Department of Emergency Services

REQUEST FOR PROPOSAL #2023-355

Integrated Public Safety Information Solution

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Issued By: Oneida County Department of Emergency Services
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VENDOR INSTRUCTIONS

INTRODUCTION

Vendors are invited to provide a written proposal for a comprehensive, fully integrated, public safety information management solution that includes Computer Aided Dispatch (CAD), Law Enforcement Records Management Software (LERMS), Mobile Messaging, and Field Reporting. This Request for Proposal (RFP) states the overall scope of products and services desired and our specific requirements regarding software functionality, technology foundation and vendor qualifications.

GENERAL REQUIREMENTS

TECHNICAL FOUNDATION

The agency prefers a solution that includes the following technical foundation:

- Windows-based and/or browser-based client with multi-tasking capability
- Microsoft SQL 2012/2014/2016 Relational Database
- Integration to leverage desktop productivity tools such as Microsoft Office Suite
- Widely accepted development foundation (i.e., VisualStudio.Net, J2EE, or WebSphere)

APPLICATIONS DESIRED

The core software applications needed to meet the requirements of this RFP are as follows:

COMBINED LE/FIRE/EMS CAD

- CAD Mapping
- Call Entry
- Call Control Panel
- Unit Recommendations
- Unit Status and Control Panel
- Call Stacking
- CAD Messaging
- Call Scheduling
- Dispatch Questionnaire
- Fire Equipment Search/Fire Equipment Move
- GIS/Geo-File Verification
- Hazard and Location Alerts
- Hazmat Search
- Hydrant Inventory

- Note Pads
- Proximity Dispatch
- Rip-n-Run Remote Printing
- Run Cards/Response Plans
- BOLOs
- CAD Auto Routing
- CAD AVL
- Service Vehicle Rotation
- Unit Management
- Web CAD Monitor
- ASAP
- CAD Paging
- E-911 Interface
- NCIC
- Pictometry Interface
- Pre-Arrival Questionnaire Interface
- Encoder Interface (2-tone and P25 Call Alert)
- CAD CFS Export
- AVL Interface
- Data Mart
- Rapid SOS Integration
- E-mail integration
- CAD Reports/Statistics/Analytics

LAW ENFORCEMENT RECORDS MANAGEMENT

- Arrest
- Buildings
- Businesses
- Case Management
- Citations
- Dynamic Reporting
- Field Interviews
- IBR Reporting
- Impounded Vehicles
- Incidents
- Investigations
- Orders of Protection
- Personnel
- Persons
- Property and Evidence

- Records Request
- Registered Offenders
- Standard New York State Reporting
- Training
- Wants and Warrants
- Alarms
- Bookings
- Briefing Notes
- Equipment and Inventory
- Gangs
- Gun Permits
- Narcotics
- Scheduling
- Use of Force
- Livescan Interface
- NCIC Interface
- Evidence Interface
- Analytics
- Data Mart

MOBILE COMPUTING

- LE Dispatch / Messaging / NCIC
- Fire Dispatch / Messaging
- Driver's License Mag Strip Reader/Barcode Reader Interface
- Mugshot Image Download
- In-Car Mapping
- AVL
- In-Car Routing
- Law Enforcement Field Reporting
- Field Investigation Field Reporting
- Mobility for tablets, phones

RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

CONTACT WITH AGENCY EMPLOYEES

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact noted on the cover of this RFP by August 11, 2023.

ASSESS RFP DOCUMENTS

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total cost of all items included in the RFP.

COSTS OF RFP PREPARATION AND SUBMISSION

Each vendor shall be responsible for all costs incurred in preparing and submitting their response to this RFP.

PROPOSAL REVIEW

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act at award of contract, cancellation of this RFP or within 180 days, whichever shall occur first.

PROPOSAL FORMAT

Each proposal will be prepared on the form provided and be submitted in a sealed envelope bearing the title of work and the name of the vendor. Five printed copies and one electronic copy on USB shall be provided.

The proposal must be prepared in the following format:

SECTION 1 – EXECUTIVE SUMMARY

Provide a concise overview of the system proposed.

SECTION 2 – VENDOR BACKGROUND AND QUALIFICATIONS

Provide narrative responses, including any necessary documentation, for each item listed below:

1. Specify the number of years the vendor has been in the public sector software business. Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.
2. Provide a brief statement of the company's background, demonstrating longevity and financial stability.
3. Indicate if the company (or Public Safety division/segment) incurred an annual operating loss in the last 5 years.
4. Has the company (or Public Safety division/segment) had a workforce reduction during the past 5 years?
 - a. If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.
5. Describe how your company measures client satisfaction for software applications and client service and support.
6. For each application being proposed, please provide the following background information:

Application Name	Original Development Organization*	Date of First Release	Date of Most Recent Release
A. CAD			
B. LERMS			
C. Mobile			
D. Field Reporting			

SECTION 3 – CLIENT REFERENCES

Please provide at least five (5) client references that are representative of the requested system. References within New York State are preferred and only implemented system references will be accepted. Contracted but not yet deployed systems will not be accepted for purposes of this requirement.

SECTION 4 – RESPONSE TO SOFTWARE REQUIREMENTS

Vendors are instructed to complete the Functionality Requirements provided in this RFP (see attachment "Oneida County Emergency Services CAD-RFP Functional Requirements" by placing an X in the correct column for each requirement as described below:

- **FULLY COMPLIANT** - Indicates that the vendor's standard software meets and/or exceeds the requirement
- **MODIFICATION/CUSTOM SOFTWARE** - Indicates that a software modification or custom software is required to meet and/or exceed this requirement; if there is a cost associated with this, list the dollar amount in the Comments column

- **NOT AVAILABLE** - Indicates that the vendor's software does not and cannot meet this requirement

SECTION 5 – SOFTWARE DESCRIPTIONS

Provide narrative descriptions of the proposed software applications.

SECTION 6 – IMPLEMENTATION AND SUPPORT

Provide narrative responses, including any necessary documentation, for each item listed below:

1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
2. Describe your overall user training approach and provide a sample training plan.
3. Describe your company's service and support philosophy, how it is carried out and how success is measured.
4. Describe how your company will provide ongoing services and support, such as a toll-free 24x7 client service number, annual training classes, online client service web site and online software maintenance.
 - a. If support is provided by a third party, please provide a thorough description of the company, number of support personnel, and total number of current clients they support in the state.
5. Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.
6. How do you service and troubleshoot problems for your current clients?
7. Provide resumes of your proposed project team that demonstrate recent project management engagements.
8. Provide CJIS compliance process for any proposed staff having access to and maintaining any NCIC related systems.
9. Describe your process for regular delivery of software updates and enhancements. Communicate provisions and identify associated costs for new releases; for example, is a cost associated with moving from Version 1 to Version 2?

SECTION 7 – COST INFORMATION

The following costs associated with all proposed applications must be included in your response:

- Application software license fees
- Modification costs if denoted to satisfy a requirement
- Implementation, Training and Support Services Costs
- Annual Software Maintenance cost

- Other anticipated costs (i.e., travel, ^optional data file conversions, etc.)

SECTION 8 – LICENSE AGREEMENT

Provide a sample of the proposed License Agreement.

DELIVERY OF PROPOSALS

RFPs must be delivered by the date/time specified and to the place stipulated on the cover of this RFP. It is the sole responsibility of the vendor to see that their RFP is received at the proper time and location. Any proposal received after the proposal opening date and time shall be eliminated from consideration and returned to the vendor unopened.

DEMONSTRATIONS AND PRESENTATIONS

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the agency.

RIGHT OF REFUSAL

The agency reserves the right to reject all RFP responses in their entirety or to select only certain application software from the proposals. The agency reserves the right to award the contract in any manner deemed in the best interest of the citizens it serves.

EVALUATIONS

The primary criteria for vendor evaluation and consideration are:

- Market focus (public safety-specific)
- Stability (financial viability, business longevity, national focus)
- Customer service (references, retention, measured service rates, 24x7 support)
- Ability to provide a comprehensive integrated solution to meet the stated requirements

Evaluation of the proposals is expected to be completed within 60 days following the proposal due date. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

The agency reserves the right to:

- Reject any or all proposals, or to make no award
- Require modifications to initial proposals

The agency may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations to the evaluation team.

SOFTWARE REQUIREMENTS

TECHNICAL REQUIREMENTS

Please answer all questions with Yes, No and/or appropriate narrative:

Requirement		Response
1.	Is the proposed application developed with a widely accepted development environment such as Microsoft .NET, IBM WebSphere, or Sun J2EE? Please describe all development languages utilized, including any proprietary toolsets.	
2.	Does the system architecture support a multi-tier deployment? Please describe proposed solution architecture.	
3.	Please describe CAD Mapping capabilities, including a description of GIS integration.	
4.	Does the system provide global query function so that users can search system-wide based on name, account, range of values, or partial and wildcards?	
5.	Please describe all third-party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, etc.	
6.	Does the system provide multiple levels of data security control access by station, terminal, or department and by transaction, function, and file?	
7.	Does the system support local high availability through the use of redundant servers? Please describe proposed solution architecture.	
8.	Does the system provide Microsoft Active Directory integration? Please describe integration capabilities in detail.	