

West Cities Police Communications

Joint Powers Authority



Request for Proposal 9-1-1 System Replacement Customer Premise Equipment Project

RFP Due Date:

October 31, 2014

RFP Administrator:

Michael Berry, Lead Dispatcher

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Objective

The West Cities Police Communications Joint Powers Authority (West Cities JPA) invites interested parties to submit proposals for providing hardware, software, implementation, and maintenance services for a multi-agency PSAP Next-Generation Ready 9-1-1 Telephone System for the joint powers dispatch center covering the cities of Cypress, Los Alamitos, and Seal Beach. The intended result of this Request for Proposals is to provide this agency with viable proposals for a Customer Premise Equipment (CPE) solution that meets all operational and technical needs utilizing the State Direct Funding Process.

General goals and objectives expected to result from the new system include:

- Meet or exceed all functions of the existing system
- Additional functionality for all users
- Eliminate manual paper processes and standalone systems
- Provide access to all information throughout the system
- Improved data availability and tools
- An industry standard technology infrastructure

The selected vendor will be expected to provide licensed software and all services, including installation, training, project management, maintenance, and support. Conversion of existing data from the current vendor, Verizon provided PlantCML Vesta Pallas, should be included in the proposal for consideration. The West Cities JPA reserves the right to forego data conversion or utilize a different solution, independent of this proposal. All hardware, software, implementation, and maintenance should comply with the State of California Governor's Office of Emergency Services (CalOES) Public Safety Communications 9-1-1 Systems Master Purchase Agreement Contract and State of California 9-1-1 Operations Manual.

Definitions

The following is an explanation of terms frequently referred to in this document:

- "Cities": Refers to the collective Cities of Cypress, Los Alamitos and Seal Beach.
- "CPD": Refers to the Cypress Police Department.
- "LAPD": Refers to the Los Alamitos Police Department.
- "SBPD": Refers to the Seal Beach Police Department.
- "West-Comm": Refers to the West Cities Police Communications Center.
- "Request for Proposal (RFP)": Refers to the solicitation process wherein the West Cities JPA is seeking proposals.
- "Project": The provision of hardware, software, implementation, and maintenance of a telephone system as requested in this solicitation.
- "Shall": Refers to a mandatory requirement.
- "Vendor": Refers to the individual, partnership, or corporation that is awarded a contract by the West Cities JPA upon conclusion of this RFP process.
- "Contract" or "Agreement": A promissory agreement with specific terms between the Cities and one or more parties that creates, modifies, or destroys a legal relation in exchange for consideration.

Proposal Evaluation Criteria

Based upon the responses to this RFP, the most qualified firms will be asked to provide an onsite demonstration of the proposed system. The successful Proposer will be required to enter into a contract

with the Cities of Cypress, Los Alamitos, and/or Seal Beach, including insurance/indemnity requirements.

Proposals will be evaluated on the basis of the response to all provisions of this RFP. Since this solicitation is an RFP as opposed to an invitation to bid, pricing alone will not constitute the entire selection criteria. The Cities and West-Comm may use some or the entire following criterion in its evaluation and comparison of proposals submitted and any subsequent interviews or system demonstrations. The criteria listed are not necessarily an all-inclusive list. The order in which they appear is not intended to indicate their relative importance. The Cities and West-Comm reserve the right to modify the evaluation criterion as deemed appropriate prior to the commencement of evaluations.

Evaluation Criteria
Completeness of proposal
Ability to meet functional and technical requirements
Cost for implementation, conversion, training, and ongoing maintenance
Reference checks
Customer Service
Ease of use
Data accessibility
Total cost of ownership, including required hardware and support

The Cities and West-Comm reserve the right to determine whether or not a proposal meets the specifications and requirements of this RFP and reject any proposal that fails to meet the detail or intent of the requirements. The Cities and West-Comm reserve the right to reject any and all proposals.

Selection Process

Proposals shall be evaluated by a committee identified by the Cities and West-Comm. All proposals, interviews, and demonstrations shall be subject to quantitative scoring, including proposed costs.

Project Schedule

The following is a tentative schedule of this entire RFP process. While the Cities and West-Comm will attempt to apply the necessary resources to maintain this schedule, the following dates are merely projections and the Cities and West-Comm reserve the right to modify this schedule as needed to accommodate the completion of this RFP process.

Tentative RFP Process Schedule	
RFP Published	October 1, 2014
Questions from the Proposers Due	October 12, 2014
Proposals Due	October 31, 2014
Oral Presentations	November 24, 2014
Preferred Vendor(s) Reference Checks and Site Visits	December, 2014
Contract Award	January, 2015

Instructions

Client Contact

All RFP inquiries should be directed solely to the RFP Administrator. No contact should be made with employees or contractors at any agencies. Failure to comply may result in disqualification.

Submittal Information

All proposals should be sent to the following address:

West Cities Police Communications
Attn: Michael Berry
911 Seal Beach Blvd
Seal Beach, CA 90740

It is the responsibility of the Proposer to ensure that their Proposal is received before the stated deadline.

Proposal Format

Proposers shall submit three (3) printed copies on 8-1/2"x11" white paper, punched for standard 3-ring binders, as well as in an electronic medium (Microsoft Word or Excel preferable on a CD/DVD or USB Drive) to the RFP Administrator. Please refer to Proposal Response Format for specific directions regarding the content and format of your proposal. As closely as possible, please adhere to the format and order provided when assembling proposals. Please note that part of the evaluation criteria takes into consideration the *responsiveness* of a proposer; proposals missing the required components listed below will be evaluated accordingly.

Scope of Services

Multi-Agency 9-1-1 Telephone System

The West Cities Police Communications Dispatch Center (West-Comm) exists as a Joint Powers Authority (JPA) that was established in 1997. The cities of Cypress, Los Alamitos and Seal Beach formed a JPA to consolidate Public Safety Answering Point and police dispatch responsibilities. The results of this JPA are increased efficiency and savings, as well as enhanced effectiveness of dispatch services.

West-Comm, CPD, LAPD, and SBPD are seeking a Next-Generation 9-1-1 (NG911) telephone system. In addition to the Standard 9-1-1 System, the agencies are interested in additional public safety functionality, including but not limited to Text-to-9-1-1 compatibility.

Current Operations and Systems

Currently, West-Comm uses the Vesta Pallas system with service and maintenance provided by Verizon. Long term audio recording and archival are provided by a local server running the Voice Print International, Inc., VPI Empower product.

The following information is a description of the current operational situations and existing systems for CPD, LAPD, SBPD, and West-Comm.

Statistics and Operational Information

	Cypress	Los Alamitos	Seal Beach
Population	48,500	11,600	24,500
Square Miles	6.59	4.1	13.2
Primary Telephone Line Provider(s)	AT&T	Verizon	Verizon

Existing 9-1-1 System

	West-Comm
Designated PSAP Size	Medium
9-1-1 Trunk Lines	14 (over 3 Selective Routers)
"7-Digit" Phone Lines	22
Dedicated "Ring-Down" Phone Lines	5
Annual Calls Received in Dispatch (All Lines)	113,901
Annual Calls Received in Dispatch (9-1-1)	31,992
West-Comm Employees	3 administrative/support staff, 16 Full-Time Dispatchers, 6 Part-Time Dispatchers

System Requirements

Solution Options

The proposal should include two cost proposals to account for the following scenarios:

1. Standard 9-1-1 System as defined by the State of California, including six Intelligent Workstations (IWS), and a total of five years of maintenance service;
2. Standard 9-1-1 System as defined by the State of California, including eight Intelligent Workstations (IWS), and a total of five years of maintenance service.

Requirements

All proposals must meet or exceed the requirements specified in the State of California 9-1-1 Operations Manual and the State of California Governor's Office of Emergency Services (Cal OES) Public Safety Communications 9-1-1 Systems Master Purchase Agreement Contract.

Proposal Response Format

PROPOSAL FORMAT

The RFP response must be written and organized in the exact order of each line item in this RFP. If your proposal is not in this format or does not include all of the listed items, it may be deemed non-responsive. Proposals shall be typed in 12 point font, should be as brief as possible and should not include any unnecessary promotional material. Restrict the proposal to no more than 50 pages total, including all responses, reference work, and information about the firm and individuals assigned to the project.

Cover Letter

Include the name, address, telephone number, and contact person for your company.

Company History

Please provide:

- A. If appropriate, the names, business address, and telephone number of your company's officers, directors, and associates, and the names and addresses of any parent or subsidiary of your company. Your information should describe the nature of the work and the line of authority of these individuals and/or companies as they relate to this RFP.
- B. Number of years in business and a historical overview of products, including how many times the company has been sold, merged, or acquired any other company to integrate or interface their products. If your telephone system requires separate modules or was acquired from another source, include the purchase history.
- C. How many full-time employees the company currently has, how many of these are database developers or administrators, and whether or not your company sub-contracts with other companies. Include the responsibilities of any sub-contractors.
- D. Names and qualifications of outside consultants and associates who will be employed to assist on work performed as a result of the RFP. Project staff and support staff will be required to pass a background check consistent with their level of access prior to performing any work under contract.
- E. Statements as to whether any of the following events have occurred in the last five years with the company (as its current entity or as a predecessor entity). If yes to any of the following, provide a full explanation for each line item:
 - Was the company the subject of any order, judgment, or decree
 - Was the company's business the subject of any civil or criminal proceeding in which there was a final adjudication adverse to the company
 - Was a petition under bankruptcy, insolvency, or receivership filed by or against the company
 - Has the company:
 - Supported a program where services were terminated
 - Supported a program where services were temporarily discontinued directly arising from activities conducted by the company
 - Supported a program that required substantial fines or refunds that directly arose from program related activities

Failure to provide required disclosure, submit officially-signed documents or respond to all information requested/required will result in the proposal being deemed non-responsive.

Relevant Experience

This section shall include quotes, references, and contact information from current customers, preferably agencies in California. A brief synopsis of at least five customers currently using the proposed system should be included. Include a description of the projects, software installed, and the public safety contact name, title, and address.

Description of Proposed Software Solution

Provide detailed technical and functional information related to your product(s) and provide details on which modules are separate, interfaced, or fully integrated. Describe your base system as it operates today. Include a list of features and/or modules that are included in the basic system purchase. If your database has interfaces with other databases, explain how the system operates. Outline your basic design philosophy and briefly explain how that philosophy will fit with the Cities and West-Comm (e.g., is your solution centralized, modular, or does it define every component as an option that can be turned on or off).

A. Core System and Modules

Provide detailed information on the core system and its included components. Specify all modules by name and function and whether they are interfaced and/or separate or fully integrated. Also specify if each component meets or exceeds requirements set forth in the State of California 9-1-1 Operations Manual.

B. Versions and Life Cycles

Provide the current version, release date, lifecycle, and end-of-life date for the core system, each module, any third party solution and any OS or database software used by the proposed system. List the programming language and version of any application server and the data base operating system. Include any other ancillary applications that is used to operate the system (e.g. workflow, dashboards, alerts, etc)

C. Technical Requirements

Describe technical requirements and the technical environment for the use of your software. Provide information on what the Cities and West-Comm will need to utilize your proposed system. Provide the minimum hardware and software specifications for networking and security, server, database, and client that are required to install and run the application. Specify any physical requirements, including space needs, electrical power, cooling, etc. Include other third party licensing requirements. Include all requirements and costs for a virtual server environment. Include all requirements for backup recommendations.

D. Geographical Files

Provide information on how your product interacts with geographical systems. Include any additional requirements, modules, or third party solutions that may be required for interacting with a Computer Aided Dispatch (CAD) product.

E. Reporting and Dashboards

Include a list of all current reports built into your proposed system. Include a description of how the software manages the cross checking of errors to ensure accurate reporting. Include a description of how ad-hoc reporting or queries are handled within your system for an average user. Include how crime analysis can utilize your system and include if this functionality is standard or add-on. Include any foreseen circumstances where a third party reporting system may be required (e.g. Crystal Reports).

Describe any features, such as Dashboards, and how the data is combined (e.g. is a separate database required to support Dashboard, is access local or via ECATS) and how is it presented to the users.

F. Unique Features

Identify any unique or distinctive features in your system that differentiates your product from competitors' products.

G. Training

Public Safety operations is a 24/7 environment. Provide a training plan to accommodate training in a 24/7 environment, including weekends, to limit any required overtime of personnel. Provide training time frame requirements for all staff assignments based on role (i.e., Dispatcher, Lead Dispatcher, Administrative/Command Staff). Include the number of hours each employee/work group is required to train in system usage, administration, and any other included modules. Provide a sample staff training agenda. Provide a description of the training support that will be provided on-site when going live with the new system, and how long this support will be provided. Include post go-live training in this plan. Include cost proposals for a Train the Trainer approach and a vendor-only led training. Recommend the best option based on your previous implementations.

Scope of Work and Project Schedule

Provide a Scope of Work that reflects how the project goals and deliverables will be achieved. Include a project schedule of time frames, milestones, quality control, testing processes, and criteria for completion of the project.

Implementation

Describe your implementation methodology for a project of this scope with a multi-jurisdictional dispatch including a preliminary implementation schedule for all applications, the required time for system and application training, program testing, and sequence of the installation of the various applications. Include a staffing matrix with estimated staff required by role and estimated required time per month.

Data Conversion

Describe your data conversion methodology and best practices that you recommend for telephone data. Include technical information including any additional databases required for conversion, where the conversion services will take place (i.e. will you remotely access current data for conversion, or would you prefer to have the data at your facility). Describe how you manage the data conversion process to ensure the project stays on schedule.

Transition to Support

Explain the process the implementation team will use to transfer to your support team and how open bugs/issues from go-live will be resolved. Include a sample Transition to Support Documentation.

Contract

Submit a proposed contract and Statement of Work that includes project timelines.

Project Pricing

Please provide pricing in an itemized order. All costs must be included. All pricing shall include the following:

- A. Base price of 9-1-1 Customer Premise Equipment and which components are included
- B. Cost for additional modules
- C. Costs for third-party (pay agency) products (Visio, VMWare, Microsoft, etc.)
- D. Itemized cost for hardware, services, licensing, third party software and training
- E. Itemized cost for all required interfaces
- F. Cost of site license or seat license (specify for entire project or by line item)
- G. Cost of project management and implementation, including itemized costs for travel/lodging
- H. Cost of training
- I. Cost of data conversion from the existing Vesta Pallas system

Support, Warranty and Maintenance

A. System Acceptance Plan

Provide a System Acceptance Plan for the project and segregate it into tasks/phases that will allow efficient project progress while also providing a means for monitoring the project. Include your definition of "system acceptance" and at what point in the project this will occur. Describe how your System Acceptance Plan includes usage of the System Acceptance and Authorization Form (TD-284).

B. System Support

Describe in detail the system support to be provided. This shall include how software or hardware problems will be resolved and terms of the warranty. Include support days and hours available and if company provides a toll-free number for support. Specify the response time (e.g. 2 hours, 4 hours, or some other time period) based on severity of support call. Provide a detailed support road map with escalation procedures and contacts.

Describe if the proposed system includes first year support, maintenance, and updates of the software to begin upon system acceptance. If not included in base price, provide associated costs in the project pricing line item above.

Describe if the proposed systems includes support, maintenance, and updates for the four years following expiration of the first year warranty period. Describe service levels including, if applicable, remote problem diagnosis and correction, on-site problem correction and response time. Include a sample Maintenance Contract and include the calculation utilized to determine the cost and the payment schedule you require. Include projected annual fee increases and how they were calculated.

C. Support via Remote Access

As part of system support and maintenance, the company's support personnel should have the capability to connect to the proposed system to investigate problems. If special software or hardware is required to support this capability, it shall be included in the itemized project pricing as a separate line item.

D. Software Updates

The company shall describe its software update or upgrade policy. Specifically:

- A. What is your guaranteed time frame to update your software to comply with State or Federally mandated changes?

- B. Provide a contact agency who can confirm you have complied with your timeframe.
- C. How frequently and under what circumstances are software updates provided?
- D. How will West-Comm be notified of available updates?
- E. What is involved in implementing an update?
- F. How many hours will the system be down during an update?
- G. Will the Cities or West-Comm incur any costs to implement updates?
- H. Does the company ever charge for updates or new versions of products licensed? If so, under what circumstances?
- I. How frequently does the company release new, enhanced versions of software?
- J. How many enhancements would we expect with these new versions?
- K. What is the company's approach to migration from earlier versions?
- L. How many versions will the company support?
- M. For software updates requiring data migration to a new server, describe the process and include projected system down time.
- N. Will the company guarantee, within normal maintenance costs, that all current versions of Microsoft Windows operating systems will be supported?
- O. If your software is in development to change platforms (e.g. to .NET) or any other significant planned technical update, describe how customers will receive this update.

Purchasing Terms and Conditions

1. There is no acknowledgment copy of the purchase order. Any discrepancies in price, quantities, items or delivery, must be phoned to buyer's purchasing department within 48 hours of your receipt of the purchase order. Any correspondence referring to the terms, prices and conditions of the order must be directed to buyer's purchasing agent. Inquiries relative to payment of invoices should be directed to buyer's accounts payable.
2. Buyer furnished or paid for items: All artwork, specifications, tools, equipment and other items furnished to seller, or paid for by buyer shall (a) remain buyer's property, or upon acquisition by seller, shall become buyer's property; (b) be safely kept by seller in good and usable order; (c) be promptly returned to buyer upon request.
3. Seller is performing as an independent contractor and, thus, shall hold the buyer, its officers, agents, employees, harmless from liability of any nature or kind, on account of used invention, articles, process, for work or labor performed under the purchase order.
- 3A. Insurance: Seller shall maintain insurance acceptable to buyer in full force and effect at the seller's expense throughout the term of the contract.
4. Freight: Excessive charges from incorrect description or from routing other than given will be charged to seller's account. Packing list must accompany each case or parcel, showing buyer's order number. No charges for transportation, containers, or any other purpose, etc., will be allowed unless so specified in the order. Freight charges allowable pursuant to the terms FOB point-of-origin or FOB destination plus freight shall be prepaid by the seller and must be itemized on the invoice, and a copy of the paid express or freight bill shall be attached to the invoice. COD shipments will not be accepted.
5. Rejections: If any of the goods are found at any time to be defective in material or workmanship, or otherwise not in conformity with the requirements of the order, buyer, in addition to any other rights which it may have under warranties or otherwise, shall have the right to reject and return such goods at seller's expense, such goods not to be replaced without written authorization from buyer. The order must be filled exactly as specified, no exceptions. Alternates or substitutes will not be accepted unless authorized by buyer's purchasing agent. Where quality is questioned on any delivery, any cost of inspection will be against the account of the seller.
6. Responsibility for supplies: Seller shall bear the risk of loss or damage to the articles covered by the order until delivery of said supplies at the location designated by buyer or at such other place as may be designated herein, regardless of FOB point or the point of inspection: seller shall also bear the risk of loss or damage to supplies after buyer gives seller notice of rejection.
7. Changes: Buyer may by written order or at any time prior to final delivery and without notice to sureties, make changes within the general scope of the order, in any of the following: applicable drawings, designs, or specifications, method of shipment or packing and place or time of delivery, to the extent such change causes an increase or decrease in the cost of or time required for the performance of the order an appropriate equitable adjustment in the order shall be made, any claim by seller for adjustment must be asserted within fifteen (15) days of receipt of the change. Failure to agree to an adjustment shall not excuse the seller from proceeding with the order as changed.
8. Buyer shall have the right to cancel at any time for seller's breach of any provisions of the order, including failure to meet their stated delivery schedule. All or any portion of the order may be cancelled by buyer if seller, in buyer's judgment, is failing to make sufficient progress so as to endanger performance of the order in accordance with its terms. Buyer reserves the right to terminate the contract without penalty, without cause or with cause immediately, 10 days after written notice thereof if delivered to the seller either personally or by mail addressed as shown on the purchase order form.
9. If seller breaches the agreement and fails to deliver the goods, services or materials provided herein within the time above set forth, or by failing to make sufficient progress so as to endanger performance of the order, then buyer may terminate the contract and purchase the goods, services or materials from whatever source and seller shall be liable to buyer for the difference in price which buyer is obligated to pay plus all of its costs and expenses in enforcing its rights hereunder, including reasonable attorney's fees. Further, buyer may offset any such costs or expenses incurred against any of the monies which may be owing to the seller.
10. Anti-discrimination claim: It is the policy of the buyer that in connection with all work performed under public works, and purchasing contracts, there be no discrimination against any prospective or active employee engaged in the work because of race, color, sex, ancestry, national origin, or religious creed, and therefore the seller agrees to comply with applicable federal and California laws including, but not limited to, the California Fair Employment Practice Act beginning with Labor Code Section 1410, and Labor Code Section 1735. In addition, the seller agrees to require like compliance by all sub-contractors employed.
11. Any controversy or claim rising out of or relating to the purchase order or the breach thereof, shall be settled by arbitration at election of either party in accordance with the rules of the American Arbitration Association and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.
12. Buyer's purchase order number must appear on all packages, invoices and correspondence.
13. Deliveries for all departments must be made as directed. Non-payment may result for merchandise delivered in any other manner. Cash terms shall be predicated on the delivery date of the material as specified, or from date correct invoices are received in buyer's accounts payable office, if the latter date is later than the date of delivery.
14. Seller agrees to furnish buyer with two shop maintenance and two operation manuals (which will include wiring schematics, part diagrams, alignment data, and parts list) on all purchases of equipment.
- 14A. Warranty: Unless otherwise specified on reverse side of the purchase order, warranty on quoted equipment shall be one year defective parts and/or workmanship.
15. Seller agrees to make available special replacement parts required to maintain the purchase equipment unless otherwise stipulated at time of equipment order.
16. Seller guarantees and agrees to indemnify, defend and hold harmless the buyer against any or all loss, liability, damages, demands claims or costs arising out of defective material and products, faulty work performances, negligent or unlawful acts, and non-compliance with any applicable local, state or federal codes, ordinances, order or statutes including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. The guarantee is in addition to and not intended as a limitation on any other warranty, express or implied.
17. No assignment by the seller of the purchase order or any part hereof, or of funds to be received hereunder, will be recognized by the buyer unless such assignment has had prior written approval and consent of the buyer.