

Request for Proposal

Computer-Aided Dispatch (CAD) System (Information Technology Services)

Issued: May 25, 2016

By

County of Venango
1174 Elk Street
PO Box 831
Franklin, Pennsylvania 16323

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1. INTRODUCTION

Venango County, Pennsylvania, (the County) is seeking proposals from interested and qualified companies or professionals to provide and install a turnkey solution for a Regional Computer-Aided Dispatch (RCAD) and mobile data system, and associated interfaces, that will serve multiple public safety answering points (PSAP), agencies, jurisdictions, and disciplines across four western Pennsylvania counties: Butler, Lawrence, Mercer and Venango. This request for proposals (RFP) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with instructions provided; one successful candidate will be selected and invited to enter into a contractual relationship with Venango County for the services outlined in this RFP. In this RFP, the terms Vendor, Respondent, Proposer and Provider are used interchangeably unless the context indicates otherwise.

1.1. DEMONSTRATION OF PROJECT UNDERSTANDING

In order to demonstrate total project knowledge and an understanding of the requirements, Vendors shall provide a paragraph-by-paragraph response for each section where indicated in the RFP.

- The required features are indicated by the use of the words will, shall, must, requirement or required. If in compliance, Vendors may detail how they will meet the requirement. If non-compliant, Vendors must detail why they cannot comply and address whether any part of a requirement can be met.
- Some of the features are listed as "Important." They are represented by the words should, desired or desirable. Desirable feature responses will be considered when evaluating proposals, but only after requirements are addressed. These features are not required but desirable, and may be taken into consideration by the County in determining whether to award a contract.

Responses are limited to:

- **Understood**
The Vendor understands the statement.
- **Comply**
The Vendor's proposal complies with the requirement and the product/service is currently developed and available for shipment and installation.
- **Partial Comply or Alternative**
The Vendor's proposed system either does not fully meet the described requirement or addresses the requirement through methodology other than that described in the statement. (Additional comments or supporting documentation is recommended.)

- **Does Not Comply**

The Vendor's proposed system does not/cannot meet the requirement.

In this RFP, below each requirement will be either one "Understood" check box or three check boxes – "Comply," "Partial Comply or Alternative" and "Does Not Comply" – and the ability to provide supporting details. The response in a check box relates to the compliance of the statement or statements above the box, up to the previous check box.

Vendors are NOT to insert the response into this RFP. Vendor responses are to be recorded and returned using the Electronic Response Forms available for download on the Venango County website.

Vendors also are required to provide details in the appropriate area on the electronic form to support their answers where noted. The details must be concise, yet sufficient to properly convey the Vendor's intentions. Marketing materials are not considered appropriate in-line responses, but will be accepted if attached as separate documents.

Response Example 1:

Understood

Response Example 2:

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

A response is required for each statement. The addition of a detail statement is not required for "Comply" or "Partial Comply or Alternative" responses. However, to receive positive consideration for a "Partial Comply or Alternative" response, a concise explanation of the alternative or partial compliance is expected. Vendors must provide a detail statement for a "Does Not Comply" response.

Vendors must not refer to other sections as a response. Even if the response is an exact duplicate, it must be provided in the section(s) associated with each relevant requirement.

Understood

2. MINIMUM PROPOSER REQUIREMENTS

2.1. VENDOR CHARACTERISTICS

All vendors responding to this RFP must possess the requisite qualifications as described in this RFP to perform successfully under the terms and conditions set forth for this proposed procurement. It also is required that the Vendor provides qualified management, support and technical staff to work on this project, with a proven track record of implementing the proposed solution.

The County may make such reasonable investigations as deemed proper and necessary to determine the ability of Vendors to perform the work. Vendors shall furnish the County with all such information and data for this purpose as may be requested. The County reserves the right to inspect Vendors' physical facilities, and require demonstrations at the Vendor's or County's facilities prior to contract award, in order to satisfy questions regarding Vendor capabilities. Costs for site visits and demonstrations shall be the sole expense of the Vendor.

Final contract negotiations and award (Notice to Proceed) only will be made with the responsible Vendor that possesses the ability to meet the requirements at a price and schedule considered acceptable to the County.

Understood

The selected Vendor will:

- Have a proven track record of successful implementations of similar systems in similarly sized agencies
- Have successful implementations of multi-PSAP, multiagency, multi-jurisdiction, multidiscipline CAD systems.
- Have a long-term commitment to development and support of software in the public safety market
- Have a history of involvement in the public safety market, demonstrating proactive improvements to its product line
- Have a proven track record for 24 x 7 customer support
- Propose and provide skilled, knowledgeable staff throughout the proposal, implementation and maintenance phases of this procurement
- Have a method of logging, reporting and escalating software trouble tickets
- Provide documentation suitable to demonstrate financial stability to the County

Understood

Consideration also will be given to such matters as software quality, contractor integrity, record of past performance, Vendor financial resources, and the ability to deliver the proposed software and functionality in a timeframe not to exceed 18 months after contract signing. Each Vendor submitting a response to this proposal must have proven experience and an established reputation at the state, county and/or national level regarding its ability to plan, supply, install, integrate, support, and maintain its system – as well as train end users on its operation – and

must have the ability to document said experience and reputation within its proposal to the County. Vendors shall provide information detailing their credentials and provide a list of references of other public safety communications entities for which they have provided similar services.

Understood

2.2. PREFERRED VENDOR SOLUTION

The selected single prime Vendor will provide an integrated suite of products. However, consideration will be given to solutions that involve a partnership of vendors with a tightly integrated and seamless solution that has been effectively implemented in agencies of similar size to that of this project. Nevertheless, a single prime Vendor will be responsible for the success of such a proposed solution, and the selected Vendor must be responsible for the complete definition, delivery, integration, testing, implementation, support, and maintenance of the system.

Understood

2.3. SINGLE POINT OF CONTACT

The single prime Vendor will be the single point of contact for all communications with the County regarding this project, and will be responsible for the success of the complete solution.

The single prime Vendor will be the single point of contact for warranty, support and maintenance issues throughout the lifecycle of the implementation project, as well as for support of continued operations through the terms of the negotiated contract.

Understood

2.4. MANDATORY ITEMS

1. Vendors must have a minimum of ten years of experience performing the work described in the RFP.

Understood

2. Vendors must have a minimum of ten CAD systems installed and currently operational, with at least one multi-PSAP, multi-jurisdiction, multi-discipline CAD system that currently is operating on the same version and platform as the system proposed, and with a regional group of agencies comparable in size, or larger, to the proposed system. The proposal shall include contact information for the multi-PSAP, multi-jurisdiction, multi-discipline CAD.

Understood

3. Vendors must have sufficient, competent and skilled staff, with experience in performing the services described in this RFP and be able to **pass a mandatory criminal background check before they are allowed entry onto the premises.**

Understood

4. Vendors must have all appropriate licenses and certifications required in the Commonwealth of Pennsylvania to perform the services, procure all permits, and pay all charges, taxes, and fees.

Understood

5. The selected Vendor must be capable of migrating the existing data from the current CAD systems – Intergraph and Caliber (formerly InterAct) – to the proposed system. The migration must include premises histories, alerts, hazards, event and unit records, and static tables (e.g., unit designators).

Understood

6. The proposed CAD system must meet applicable Criminal Justice Information Services (CJIS) requirements, described in the CJIS Security Policy, version 5.4, dated July 13, 2012, (CJISD-ITS-DOC-08140-5.4), and updated versions approved by the U.S. Department of Justice.

Understood

7. The Respondent employees and sub-contractors must meet applicable Commonwealth of Pennsylvania (ITB-SEC009) and Commonwealth Law Enforcement Assistance Network (CLEAN) requirements for vendor fingerprint and criminal background checks.

Understood

8. All components of the proposed CAD system must be compliant with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 Privacy and Security Rules and any subsequent amendments, where applicable.

Understood

9. Vendors must attend the mandatory pre-proposal conference on June 9, 2016, at noon Eastern, as discussed in Section 4 – Proposal Timeline.

Understood

10. Vendors must provide proof of minimum insurance requirements as stated in the RFP. Vendors should review those requirements closely.

Understood

11. The Vendors shall provide the County with a Performance Bond executed by a surety company authorized to do business in the Commonwealth of Pennsylvania and made payable to the County in the amount of 10 percent (10%) of the proposal; the bid bond must be submitted with the bid.

Understood

12. The successful Vendor shall provide the County with a Payment Bond executed by a surety company authorized to do business in the Commonwealth of Pennsylvania and made payable to the County in the amount of one hundred percent (100%) of the proposal within fourteen (14) days of notice of award of contract.

Understood

3. PROPOSAL SUBMISSION

3.1. CORRESPONDENCE

All correspondence, proposals and questions concerning the RFP are to be submitted to:

Diona L. Brick
Directory of Finance, Management and Fiscal Agent Services
County of Venango
1174 Elk Street
PO Box 831
Franklin, PA 16323

Respondents requesting additional information or clarification are to contact Diona L. Brick in writing at dbrick@co.venango.pa.us or at the address listed above. Questions should reference the section(s) of the RFP to which the questions pertain, and the person submitting the question(s) should provide all of their contact information.

**IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT,
VERBAL QUESTIONS WILL NOT BE ANSWERED.**

The deadline for submitting questions will be June 24, 2016, by noon Eastern.

These guidelines for communications have been established to ensure a fair and equitable process for all respondents.

Note: All written questions submitted by the deadline indicated above will be answered and posted on the County's website at <http://co.venango.pa.us/> within five business days of the above deadline date.

Please be aware that contact with any other personnel (other than the person clearly identified in this document) within Venango County regarding this RFP may disqualify your company from further consideration.

Understood

3.2. PROPOSAL SUBMISSION AND DEADLINE

All proposals must be received at the address listed above no later than July 29, 2016, at noon Eastern. Facsimile or emailed proposals will not be accepted because they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be opened and considered. Under no circumstances will this deadline be extended, regardless of weather conditions, transportation delays or any other circumstances.

Understood

4. PROPOSAL TIMELINE

Venango County reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective respondents shall be notified.

RFP Released	May 25, 2016
Mandatory Pre-Proposal Conference	June 9, 2016 @ noon Eastern
Question and Answer Period Ends	June 24, 2016 @ noon Eastern
Proposal Due Date	July 29, 2016 @ noon Eastern

A mandatory pre-proposal conference to address questions will be held at noon Eastern on June 9, 2016, at a site determined by the County; related information will be posted on the County's website. All interested Respondents are required to attend this meeting, either in person or by sending a representative. Interested Respondents planning to attend must contact Diona L. Brick via email at dbrick@co.venango.pa.us to confirm their attendance with a representative's name, company and contact number. A confirmation email will be returned with specific information concerning the conference. Failure to attend this meeting will result in the rejection of a subsequent bid.

The County may reproduce any of the Respondents' proposals and supporting documents for internal use, or for any other purpose required by law.

Understood

5. PROPOSAL CONDITIONS

5.1. CONTINGENCIES

This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all Respondents, in writing, if the County rejects all proposals.

Understood

5.2. MODIFICATIONS

The County reserves the right to issue addenda or amendments to this RFP.

Understood

5.3. PROPOSAL SUBMISSION

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the Respondent's responsibility to ensure that its proposals arrive on or before the specified time.

Understood

5.4. INCURRED COSTS

This RFP does not commit the County to pay any costs incurred in the preparation of a proposal in response to this RFP, and Respondents agree that all costs incurred in developing this RFP are their responsibility.

Understood

5.5. FINAL AUTHORITY

The final authority to award a contract rests solely with the Venango County Board of Commissioners.

Understood

Proposals and costs submitted hereunder will be firm for at least 180 days from the due date unless otherwise qualified.

Understood

5.6. DISCLOSURE OF PROPOSAL CONTENTS

Respondents understand and acknowledge that the County is a governmental entity subject to the laws of the Commonwealth of Pennsylvania, and that any reports, data or other information supplied to the County are subject to being disclosed as a public record in accordance with the laws of the Commonwealth. All proposals and other materials submitted become the property of Venango County.

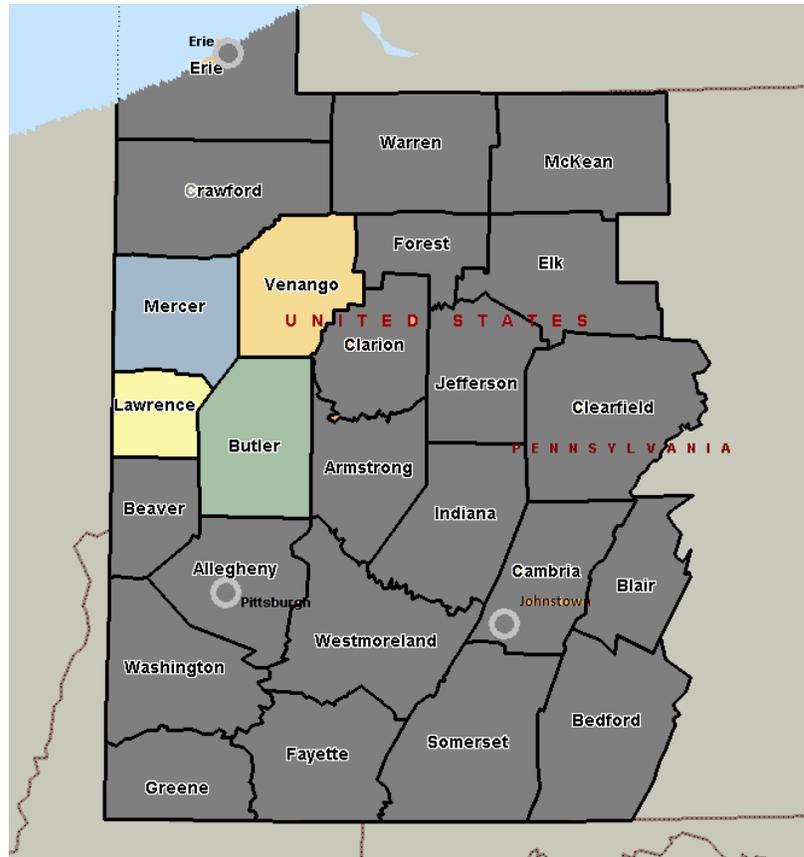
Understood

6. GENERAL REQUIREMENTS AND INFORMATION

6.1. BACKGROUND

Venango County seeks proposals from qualified firms to provide and install a Regional Computer-Aided Dispatch (RCAD) and mobile data system, and associated interfaces, that will serve multiple public safety answering points (PSAP), agencies, jurisdictions, and disciplines across four western Pennsylvania counties: Butler, Lawrence, Mercer and Venango. Although this will be a shared system, the desired solution must meet the operational mandates for each participating agency and the shared system requirements, resulting in a true RCAD system.

An important potential benefit of the RCAD system is the ability of the four Counties to realize the following: geo-diverse support of failover capability; resource sharing; hot seating; and system administration using the Emergency Services Internet Protocol Network (ESInet) that currently supports regional customer premises equipment (CPE). The individual PSAPs, however, must survive independently in the event of network outages. The Counties also require the ability to address specific individual County needs along with global configurations. The system also must be scalable to accommodate future growth or expansion to other agencies and/or counties.



Understood

6.2. CURRENT ENVIRONMENT

Venango County and the participating counties of Butler, Lawrence and Mercer each currently operate their own separate and distinct CAD system as described below. There is currently no CAD-to-CAD interconnection or interfacing of these systems.

Butler County PSAP

Butler County is a Fourth Class County with a population of 185,084. The County covers approximately 789 square miles, and has 36 townships and 35 boroughs within its boundaries, plus the City of Butler, which is the County seat. The County's PSAP dispatches for 22 law enforcement agencies, 34 fire departments and 11 emergency medical services (EMS) agencies. The PSAP handled an average of 267 emergency calls each day in 2015.

Butler County PSAP operates a Caliber (formerly InterAct) solution (v6.2.3.77) installed in 2004 that supports eight CAD workstations and four backup/administrative workstations. The PSAP currently employs 35 staff.

Understood

a. Required interfaces specific to the Butler County PSAP:

- Priority Dispatch
- Commonwealth Law Enforcement Assistance Network (CLEAN)/National Crime Information Center (NCIC)
- Enhanced 9-1-1 (E-911) Automatic Number Identification (ANI)/Automatic Location Information (ALI) (Airbus Vesta v6.0)
- Geographic Information System (GIS) mapping (Esri Arc v10.0.2)
- Records management system (RMS) (In-Synch Systems)
- Mobile data
- Radio consoles (Motorola Gold Elite)
- Master clock (Spectracom NetClock)
- Pennsylvania Justice Network (JNET)

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

Lawrence County PSAP

Lawrence County is a Fifth Class County with a population of 89,766. The County covers approximately 358 square miles, and has 16 townships and 10 boroughs within its boundaries, plus the City of New Castle, which is the County seat. The County's PSAP dispatches for 17 law enforcement agencies, 22 fire departments and 22 EMS agencies. The PSAP handled an average of 125 emergency calls each day in 2015.

The CAD system is a Caliber (formerly InterAct) v6.2.3.78C installed in 2006 that supports seven dispatch workstations and four backup/administrative workstations. Lawrence County employs 29 staff, recently relocated to a new PSAP/emergency operations center (EOC) facility, and is in the process of deploying a new county-wide Project 25 (P25) Phase 2 Motorola radio system with enhanced data capabilities.

Understood

a. Required interfaces specific to the Lawrence County PSAP:

- Priority Dispatch
- CLEAN/NCIC
- GIS mapping (ArcGIS v10.1)
- Zetron alphanumeric paging

- E-911 ANI/ALI (Airbus Vesta v6.0)
- Mobile data
- Automatic Vehicle Location (AVL)
- MotoMapping location tracking system
- Radio consoles (Motorola Gold Elite/MCC 7500)
- Master clock (Spectracom Netclock)
- Quality Administration for Emergency Services (QAES)
- Pennsylvania JNET

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

Mercer County PSAP

Mercer County is a Fifth Class County with a population of 115,629. The County covers approximately 673 square miles, and has 31 townships and 14 boroughs within its boundaries, plus the cities of Sharon, Hermitage and Farrell. The Borough of Mercer is the County seat. The County's PSAP dispatches for 16 law enforcement agencies, 25 fire departments and five EMS agencies.

The PSAP handled an average of 158 emergency calls each day in 2015. The current CAD system is an Intergraph solution (v8.1.2.39) installed in 2007 that supports nine dispatch workstation, five backup/administrative workstations and seven remote positions. Mercer County employs 40 staff.

Understood

a. Required Interfaces Specific to the Mercer County PSAP:

- Priority Dispatch
- CLEAN/NCIC
- E-911 ANI/ALI (Airbus Vesta v6.0)
- GIS mapping (ESRI ArcGIS v9.3)
- Mobile data
- Radio consoles (Motorola Gold Elite)
- Master clock (Spectracom NetClock)
- Pennsylvania JNET

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

Venango County PSAP

Venango County is a Sixth Class County located in northwestern Pennsylvania. The County covers approximately 680 square miles and is home to a population of approximately 54,984. The County is comprised of 31 municipalities, including 20 townships, nine boroughs, and the cities of Oil City and Franklin, the latter of which is the County seat.

The Venango County PSAP handled approximately 59 emergency calls each day in 2015. The Venango County Communications Center, located at 1052 Grandview Road, Oil City, Pennsylvania, dispatches for 34 fire departments, seven EMS agencies and five police departments. The County uses a Caliber (formerly InterAct) CAD system (v6.2.77) that supports five dispatch workstations and two backup/administrative workstations. Venango County employs 17 staff.

Understood

a. Required interfaces specific to the Venango County PSAP:

- Priority Dispatch
- CLEAN/NCIC
- GIS mapping (ESRI ArcView v9.0)
- E-911 ANI/ALI (Airbus Vesta v6.0)
- Radio consoles (ModUcom Ultracom v11.6.1)
- Master clock (ESE)
- Pennsylvania JNET

Comply Partial Comply or Alternative Does Not Comply

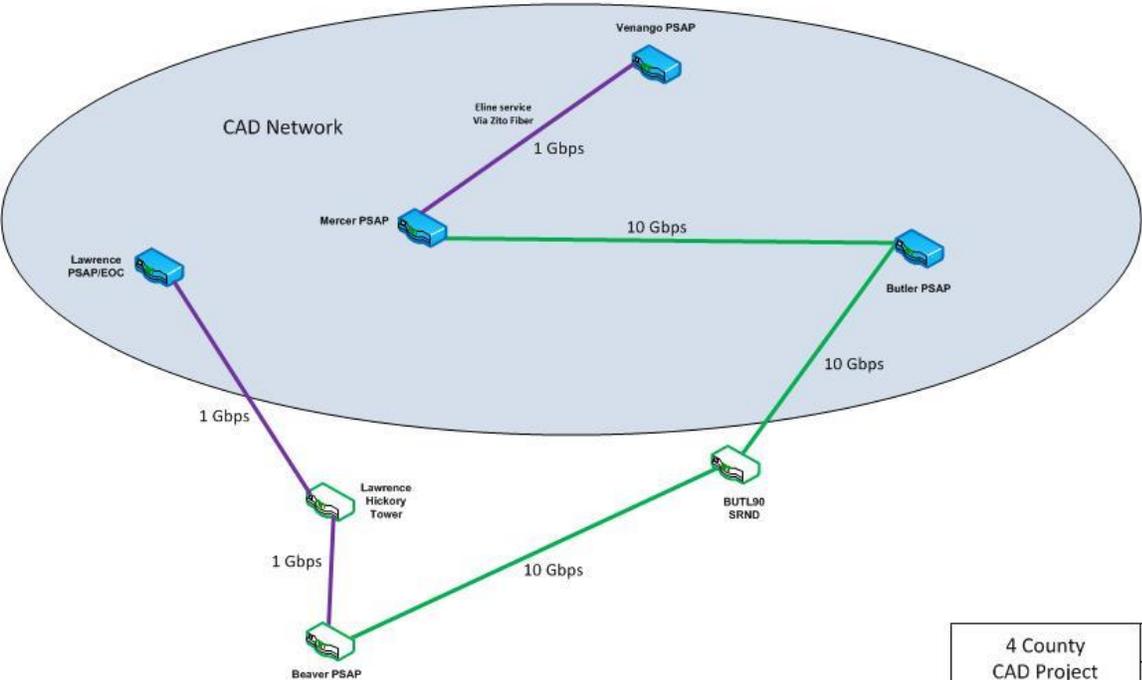
Detail Statement:

Current ESInet Network Diagrams

To facilitate connectivity for the RCAD system, the member counties are interconnected by an existing ESInet operated by the Southwestern PA Emergency Response Group, known as Region 13, as illustrated in the figure below. Vendors are required to submit detailed network diagrams and bandwidth requirements for their proposed systems that show interconnection with this network. Additional network details are available upon request.

**Southwest Pennsylvania
4-County CAD Project
ESInet nodes and
links showing bandwidth**

LEGEND	
	SAR Providing CAD services
	Intermediate Node
	10 Gigabit Fiber Link
	1 Gigabit Fiber Link



4 County CAD Project Nodes and BW	M
	MissionCriticalPartners
	05/02/2016

Understood

6.3. BACKUP SITE

The participating counties currently do not have a designated backup site; however, two of the counties (Lawrence and Mercer) have Mobile Command Post vehicles. The proposed systems should support a mobile environment. As there is desire for geo-diversity in a regional solution, it is viewed that one of the participating counties would serve as the primary site and another as the backup.

Understood

7. AWARD OF CONTRACT

Respondents are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as weighted and deemed appropriate by the representatives from each County. After consultation and consensus by representatives from each County as well as negotiation of contract terms satisfactory to the representatives, the Venango County Board of Commissioners will award to the successful respondent.

Understood

8. PURPOSE/SCOPE OF WORK

8.1. PROJECT OVERVIEW

Venango County, Pennsylvania (County), in partnership with Butler, Lawrence and Mercer counties, is seeking proposals from interested and qualified companies or professionals to provide and install a turnkey solution for a Regional Computer-Aided Dispatch (RCAD) and mobile data system, and associated interfaces, that will serve multiple PSAPs, agencies, jurisdictions, and disciplines across the four-county region. This RFP is being released to invite interested and qualified firms to prepare and submit proposals in accordance with the instructions provided herein. One successful candidate will be selected and invited to enter into a contractual relationship with the County for the services outlined in this RFP. Venango County will serve as the lead governmental entity for the procurement and contracting actions for the participating agencies.

The project intends to meet the CAD and mobile data requirements of the four participating counties; allow the counties to share resources; and provide situational awareness to all counties through the sharing of event, unit status and AVL data. The proposed system also will meet security and privacy concerns by restricting access to information and data on an agency, jurisdiction and discipline basis. The PSAPs expect flexibility in deciding what information is shared among the participating agencies, restricting access to data by jurisdiction and discipline. The proposed system must meet all current and applicable CJIS and HIPAA requirements.

Mission Critical Partners, Inc. (MCP) has been selected to assist the County with the procurement process in the development of this RFP, response to Vendor questions, and response to requests for clarifications.

Understood

8.2. PROJECT EXPECTATIONS

The County expects to utilize a commercially available CAD, mapping and AVL system, which has been successfully deployed by other public safety communications agencies to perform the core mission-related functions required of a regional association of emergency communications centers. The County does not wish to embrace any software or systems that have not been fully tested and deployed in major live operational environments of comparable regional size or larger.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The County expects to take advantage of the most current functionality at the time of installation offered by a Vendor(s), which may encompass functional features that other similar agencies have requested and the Vendor has included as part of its current offering.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The County requires that the source code for the software being offered is available onsite or in a mutually agreed upon escrow account to be paid by the successful Vendor.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The Vendor(s) will provide a site license or equivalent licensing option that includes an unlimited number of workstations for all software applications deployed as part of this procurement. Vendors shall describe licensing options included with this procurement.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The County expects the Vendor to present a solution for the geo-diverse placement of equipment promoting continuity of operations of the RCAD shared system and supporting individual PSAP survivability.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.3. SYSTEM CHARACTERISTICS

The RCAD system will have the following general characteristics. It will:

- Meet the specified functional requirements as outlined in this RFP document.
- Be capable of a multi-PSAP, multiagency, multi-jurisdiction, multidiscipline CAD implementation.
- Enable mutual support of application, data storage and system administration.
- Account for individual PSAP survivability.
- Meet or exceed the performance requirements as stated in the RFP.
- Be expandable and flexible enough to meet future functional requirements as projected in this RFP.
- Be expandable to allow additional PSAPs to join the system.
- Be highly configurable, allowing the County to meet current and future needs without extensive software customization.
- Meet applicable National Emergency Number Association (NENA) Next Generation 9-1-1 (NG9-1-1) capabilities of accepting and processing location protocol (Presence Information Data Format-Location Objects [PIDF-LO]) and various data (e.g., text, video, audio, X/Y coordinates) as presented to the CAD/9-1-1 network interface.
- Utilize a commercially available CAD and mapping system.
- Meet applicable CJIS requirements, described in the CJISD-ITS-DOC-08140-5.4 and updated versions approved by the U.S. Department of Justice.
- Meet all security requirements of the Commonwealth of Pennsylvania and the participating counties.
- Utilize an open systems-based Relational Database Management System (RDBMS).
- Utilize Commercial-Off-The-Shelf (COTS) components.
- Provide a high-level of availability, security, and reliability.
- Allow secure access to both short-term and long-term stored data for the purposes of reporting and analysis.
- Provide an intuitive user interface for accessing stored data.
- Be installed and operating successfully at sites of equivalent size and complexity.

Understood

8.4. WORKSTATION REQUIREMENTS

Respondents shall furnish detailed minimum and recommended specifications regarding all hardware and related components, including operating systems, required for the installation of a complete, working system. The County and partner agencies will purchase hardware through the County's established procurement methods. Respondents shall certify and fully support equipment purchased for this procurement by the County if purchased to the specifications provided by the Respondent.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The proposal will include the capability of remote CAD workstations that are Web-based, and which do not require dedicated circuits for virtual private network (VPN) tunneling. The proposal will include a description of the solution for remote Web-based access.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.5. CAD STORAGE REQUIREMENTS

Incident information retained will include the basic incident information plus all transactions (e.g., unit assignments, status changes, additional information, messages, historic playback, and audit logs) recorded for the incident. Incident data should be stored in its entirety; storage of summary incident data only is not acceptable. The storage capability must include the ability for the legacy data, and subsequent data created with the implementation of the regional system, to be shared among the participating counties. Security constraints must be in place at go-live.

Venango County and the participating counties intend to implement a data warehousing component of this system. Respondents shall describe any data warehousing capabilities available in their systems, including the scope of data that can be warehoused, accessibility of data, and security capabilities. The data warehouse must have the capability to restrict access to data by agency, by role (e.g., non-County guest, member of the media, and County employee), and by data element (e.g., restrict access due to HIPAA and CJIS requirements).

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.6. SYSTEM INTERFACES SUMMARY

The participating agencies require the Provider to provide interfaces to the following applications and systems:

- AVL
- Data warehouse
- E-911 ANI/ALI (Airbus Vesta v6.0)
- Email
- FAX
- Household emergency information database
- GIS mapping (Esri ArcView v9.0)
- GIS mapping (Esri ArcGIS v9.3)
- GIS mapping (Esri ArcGIS v10.1)
- GIS Mapping (Esri ArcGIS v10.0.2)
- In-Synch Systems RMS
- Knowledge Center
- Logging Recorder (Verint Audiolog 5)
- Logging Recorder (Eventide NexLog 840)
- Logging Recorder (Mercom/Verint Audiolog 3.30)
- Logging Recorder (Verint Audiolog 5 sp2)
- Master clock (ESE)
- Master clock (Spectracom)
- Mobile data
- MotoMapping location tracking system
- Pennsylvania CLEAN/NCIC
- Pennsylvania JNET
- Priority Dispatch (ProQA)
- QAES
- Radio (ModUcom Ultracom 11.6.1)
- Radio consoles (Motorola MCC 7500)
- Radio consoles (Motorola Gold Elite)
- Text messages
- Zetron alphanumeric paging

For each interface, Vendors must specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Bandwidth required
- Equipment required
- Which party is expected to provide connectivity where required

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.7. THIRD-PARTY PARTNER APPLICATIONS

The third-party vendors must have a proven record of accomplishment with the selected Vendor. The County must approve the third-party software finally selected.

The cost of the software, installation and maintenance must be in the cost proposal.

The licenses will reside with the County and the maintenance will be included with the overall maintenance plan in the proposal.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.8. EMAIL SERVER INTERFACE

The proposed solution will interface with the email server for the purpose of delivering automatically and manually generated email messages to private email accounts and to digital messaging systems (e.g., Active911, lamresponding).

The proposed solution will generate and transmit a summary listing on request using a CAD function from a command line or entry on a CAD event entry or CAD dispatch form. The summary listings may be configured by agency and purpose.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.9. FAX INTERFACE

The proposed solution will interface with an electronic facsimile (FAX) application for the purpose of delivering automatically and manually generated FAX transmissions to remote FAX receiving devices. The proposed solution will automatically generate and transmit a summary listing of an incident to FAX devices associated with units assigned to the incident.

The proposed solution will generate and transmit a summary listing on request using a CAD function from a command line or entry on a CAD event entry or CAD dispatch form. The summary listings may be configured by agency and purpose.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.10. GIS INTERFACE

As listed in Section 8.6, all of the partner agencies utilize Esri ArcGIS platform to process and store geographic data. Although each agency uses a different version of Esri ArcGIS, the partner agencies will evaluate moving to a single version of ArcGIS for this project.

Nevertheless, the proposed solution shall interface with Esri ArcGIS. The Respondents will provide a list of ArcGIS for Server versions to which the CAD solution is currently interfaced and ArcGIS versions on the roadmap for interfacing in the future.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.11. HOUSEHOLD EMERGENCY INFORMATION DATABASE

The proposed system is capable of an interface to a Household Emergency Information database, such as SMART911, if that database becomes available to the partner agencies. At the discretion of the agency, Access to the information is based on telephone number of the caller or location of the event. Database data is presented to the 911 operator and may be attached to the event record at the discretion of the operator.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.12. LOGGING RECORDER

The proposed solution shall interface with Logging Recorder applications. As listed in Section 8.6, the partner agencies utilize different models and version of Logging Recorder.

The Responders will indicate if the proposed solution interfaces with the listed Logging Recorder model and version for the purpose of associating screen captures with CAD incidents.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.13. MOBILE DATA

Respondents will include software in their proposals to implement a fully functioning mobile data application. The intention is to implement a mobile data system that functions throughout the four-county region. There are currently mobile data computers (MDC) in place in three of the four counties, and that will continue with the procured system, with the requirement to be expandable to accommodate the fourth county, in order for that County to enable mobile data in the future.

The proposal will describe 1) the capability and associated costs to interface with the mobile data systems currently in place in the participating Counties and 2) describe the Respondent's preferred mobile data solution to include components and associated costs. The participating agencies will consider the options for implementation.

The mobile system will provide the following capabilities:

- 1) Notification of CAD incidents for Law, EMS and Fire
- 2) In-vehicle mapping
- 3) AVL tracking
- 4) Messaging (car-to-car, car-to-CAD)
- 5) Updates to CAD incident status and remarks
- 6) Capability for unit status updates
- 7) Add remarks to event and unit records
- 8) Secure inquiry to Pennsylvania CLEAN/NCIC
- 9) Pennsylvania JNET log-in capability
- 10) Notification and display of premises history and alerts
- 11) Inquiry to data warehouse
- 12) RMS access with in-field reporting
- 13) Internet access

The Respondent will describe:

- 1) How the solution will interface with the current MDC clients described below.
- 2) Requirements to communicate using air cards, as well as the Motorola Astro25 and Harris radio frequency (RF) networks.
- 3) The recommended mobile data solution.
- 4) The cost for each on the Cost Data Form.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

1. Butler County PSAP

Butler County currently supports 100-plus mobile data users. Butler County currently uses InterAct mobile data solution, version 10, formerly BIO-key.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. Lawrence County PSAP

Lawrence County currently supports 35-plus mobile data users. Lawrence County currently uses InterAct mobile data solution, formerly BIO-key.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. Mercer County PSAP

Mercer County currently supports 60 mobile data users. Mercer County currently uses InterAct mobile data solution, formerly BIO-key.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. Venango County PSAP

Currently Venango County does not utilize mobile data applications; however, the proposed system must allow for implementation if desired in the future.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.14. RECORDS MANAGEMENT SYSTEM (RMS) INTERFACE

The County intends to pursue interfaces to existing law enforcement and fire RMS.

1. Butler County PSAP

The current Butler County CAD system provides an interface to In-Synch Systems' RMS.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. Lawrence County PSAP

Currently, Lawrence County does not interface with an RMS; however, the proposed system must allow for implementation if desired in the future.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. Mercer County PSAP

Currently, Mercer County does not interface with an RMS; however, the proposed system must allow for implementation if desired in the future.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. Venango County PSAP

Currently, Venango County does not interface with an RMS; however, the proposed system must allow for implementation if desired in the future.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.15. AUTOMATIC VEHICLE LOCATION (AVL) INTERFACE

The participating counties intend to implement an AVL function as a component of this RCAD system procurement. AVL data for each unit shall be available system-wide so that each unit can view AVL data for any other unit on the system, as controlled by system administrators, to provide maximum situational awareness.

The County will consider alternatives in the implementation of the AVL components, which include, but are not limited to, selecting the successful Respondent's version or pursuing an independent application. Regardless, an interface to an AVL system shall be included in each Respondent's response, as well as a description and cost.

The County reserves the right to include, or not include, the successful Respondent's AVL system in this procurement.

Comply Partial Comply or Alternative Does Not Comply

Detail statement:

8.16. KNOWLEDGE CENTER

Knowledge Center (KC) is a web-based, incident management system that is used by Emergency Managers to develop a common operating picture and situational awareness of events occurring in the jurisdiction or nearby areas. CAD data is submitted to the KC using an XML Message data exchange process that is based on standard protocols, EDXL-CAP/DE. KC incident requires Incident Title, Incident Category/Type, Date/Time of the incident, Incident Location, Description and CAD Operator name and phone number. The implementation of the Knowledge Center interface is optional by agency.

The proposed solution will include the interface to Knowledge Center.

Comply Partial Comply or Alternative Does Not Comply

Detail statement:

8.17. PRIORITY DISPATCH PROQA

The participating counties require integration with existing Priority Dispatch ProQA for Emergency Medical Dispatch (EMD) applications. The CAD system shall trigger ProQA to present a written dialog to the call-taker to assist with call management, data collection, and recording. The question and response dialog shall be copied into the event and available for inquiry.

Comply Partial Comply or Alternative Does Not Comply

Detail statement:

8.18. TEXT MESSAGE

The proposed solution shall have the ability to automatically and manually generate and transmit a text message to a mobile device or commercial account (e.g., CADPage) for the purpose of event notification. The generation of the message can be based on event dispatch, a predetermined event type, location or other agency determined situation.

The proposed solution will generate and transmit a message on request using a CAD function from a command line or entry on a CAD event entry or CAD dispatch form. The text messages are configurable by agency and purpose.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.19. USER CONFIGURED INTERFACE TOOL

The proposed solution will have the capability for an authorized operator to construct and implement a module using vendor-supplied tools that is capable of interfacing with external applications and databases. The Respondent shall include training in the operation of the user customizable interface tool in the proposal.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.20. SYSTEM HARDWARE AND SOFTWARE REQUIREMENTS

1. The proposed RCAD system shall be the manufacturer's most recent version available for installation that meets the requirements of this RFP. Respondents shall describe the model proposed and its associated components. Respondents shall include a configuration diagram as a graphical representation of the system to be provided.

Comply Partial Comply or Alternative Does Not Comply

Detail statement:

2. Respondents shall furnish detailed specifications related to all components required for the installation of a complete, working system. The County and partner agencies will purchase hardware through the County's established procurement methods. Respondents shall certify and fully support equipment purchased for this procurement by the County if purchased to the specifications provided by the Respondent.

Comply Partial Comply or Alternative Does Not Comply

Detail statement:

8.21. EXPANDABLE

1. The proposed CAD system will be directly expandable by adding, not replacing, hardware. Vendors must describe how the proposed system is expandable in terms of servers, storage and other system components. Vendors also must describe the ability to add hardware components without taking the system offline. To optimize the data center environment and management, a space- and energy-saving configuration is required, e.g., rack-mount server, blade server, and rack-mount personal computer (PC).

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. The proposed CAD system will be capable of accommodating additional PSAPs to the regional system that will include additional units, mobile data and data storage.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.22. OWNERSHIP OF DATA

All data associated with the system – including data entered as static table entries, data records created as a result of information entry for a call for service and response, all messages, audit log records, maps, etc. – are the property of the agency creating the data and may be exported or used in any way only with written permission of the agency.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.23. FAULT TOLERANCE FOR RCAD

1. The proposed RCAD system must be fully redundant and designed for high availability. In an environment in which any incident potentially can develop into a life-or-death situation, system reliability and availability are paramount. The extremely high reliability achieved by fault tolerance is therefore mandatory. A fault-tolerant system is defined as one that will continue operation despite any single hardware or software failure. This means that all critical system components must have a backup that takes over automatically in the event of failure.

The proposed RCAD solution should utilize the existing regional ESInet to provide failover functionality so that the non-availability of a PSAP will not degrade the operation of the other participating PSAPs. In addition, the RCAD operations of the non-available PSAP should be available at the operational PSAPs. Personnel should be able to log in at any workstation in any participating PSAP, and begin work as if they are in the home agency. A geo-diverse solution for failover and redundancy is desired.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. Vendors must describe the availability architecture of the proposed solution, including database mirroring and failover, network load balancing, exception handling, system logging, and system management.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. Vendors must describe the recommended minimum and optimum specifications – including the redundant and fault-tolerant capabilities – for the system hardware that the County will purchase, including servers, storage, power, and networking equipment.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. Vendors must describe the failover process of the proposed solution, including the estimated time for the failover process to complete.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.24. SYSTEM UPTIME

Because of the critical nature of a CAD system, the proposed solution must be capable of a minimum 99.999 percent uptime. Uptime is defined as the availability of the application to the user. Extended downtime so that maintenance, upgrades and application software enhancements can be performed is unacceptable.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.25. ONLINE MAINTENANCE AND REPAIR

The system will have established maintenance and repair schedules and procedures that can be performed while keeping the processes in operation. Providing cost-effective maintenance alternatives will maximize availability of the application. The capability of the system must allow the user to maintain the system using commercially available management tools and without extensive training.

The system must provide for the hot-swap replacement of components. The user must be able to remove and replace servers, drives and network components while the application and system remain operational.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.26. DATA COMMUNICATIONS/NETWORKING

Data communication is a fundamental component of a CAD system. The proposed system will utilize the ESInet currently in place as described in this RFP. The Respondent will review the ESInet configuration and report on whether the network is suitable for use with the proposed system.

The existing network supporting the CAD application for the participating counties is fault tolerant and maintained by the participating counties.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.27. DATA WAREHOUSE

Venango County intends to implement a data-warehousing component of this system. The Respondents must describe the data-warehousing capabilities available in the proposed system. This discussion will include the scope of data that can be warehoused, accessibility of data and security capabilities. The data warehouse must have the capability to restrict the access to data by agency, by role (e.g., non-County guest, member of the media, and County employee), and by data element (e.g., restrict access due to HIPAA and CJIS requirements).

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.28. PUBLIC ACCESS PORTAL

Venango County intends to implement a Web-based portal to provide CAD information to the public, featuring items such as events and statistics. The data presented on the portal will be determined by the County and participating agencies. The system will automatically export data to the portal on a scheduled basis.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.29. TRAINING

1. Venango County expects that the selected Vendor will provide customized training to each agency regarding the use and configuration of the CAD system and associated interfaces. The training will include operational and functional training to all users from each agency; train-the-trainer sessions to trainers selected from each agency; and administrative training to each agency's administrative staff, which covers all aspects of operating and managing the system. Mobile data training will be exclusively train-the-trainer.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. If applicable, the following are examples of topics to be included in the administrative training:
- a. Workstation administration to include Microsoft Windows® administration
 - b. Server administration to include Microsoft Structured Query Language (SQL) server and SQL server reporting services
 - c. Infrastructure management to include Microsoft System Center Operations Manager
 - d. Embedded applications administration, such as applicable Esri module and ArcSDE administration

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. All Vendor-provided training will be completed prior to system go-live and on the application version to be implemented.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. All Vendor-provided training will be provided to each participating agency at the agency's location.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

5. Vendors must provide a sample training program incorporating the training components described above.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.30. REPORT DEVELOPMENT

1. Venango County requires Respondents to provide a list of currently developed law, fire and EMS reports that will be provided with the CAD system being proposed.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. The proposed system is capable of automatically generating and delivering agency reports on a predetermined schedule (Scheduled Reports). The reports may be customized by agency and purpose.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. The proposal shall include the cost for the development of five customized reports per County, yet to be determined. The activities include needs assessment, report development, testing and implementation. The continued operation of the customized reports will be supported through subsequent system upgrades.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. The system provides for the use of COTS report development software, e.g., SAP® Crystal Reports, with the CAD system data and with the data warehouse data for the creation, storage and editing of County-developed customized reports. The cost of licensing and training for the report development software shall be included in the Cost Data Form.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

5. The selected Vendor shall include a complete data dictionary for all data tables as a deliverable prior to go-live.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.31. REQUIRED DOCUMENTATION

1. The Respondents will provide a network diagram with the proposal for the proposed system.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. Prior to final system acceptance, the successful Bidder will provide an as-built network diagram for the installed system components.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. The successful Bidder will provide a complete database schema and data description for all data elements for all components and data sets.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. The successful Bidder will provide a complete set of application User's Guides prior to the start of User training.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

5. The successful Bidder will provide a complete set of system Administrative guides prior to the start of Administrator training.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

6. The final copies of User and Administration guide will be provided prior to system go-live

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

7. The successful Respondent will provide a complete set of interface operation and administration guides prior to Final System Acceptance.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8. The successful Respondent will provide all documentation and licenses that came with all software purchased for use in this system, e.g., third-party and operating system licenses.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

9. All documentation and reference materials are updated with each version release.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

10. All Vendor-created documentation will be provided in electronic and hard copy formats.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

11. The successful Respondent will provide a complete set of operation and administration guides related to backup and recovery processes prior to Final System Acceptance.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

12. The successful Respondent will provide a complete set of release notes and resulting changes to documentations prior to each system version update.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.32. DATA MIGRATION

Legacy data migration will be required, from the current Intergraph and Caliber (formerly InterAct) CAD systems to the selected Vendor's CAD system. The County understands that intermediate steps may be required. This function includes system tables and historic call data. The County expects that data migration will be completed prior to go-live. Data migration should not affect the implementation timeline of the project.

System table data migration will occur prior to the start of system configuration and include unit recommendation tables, unit identification (ID) and descriptors, nature codes, premises histories, premises alerts, and hazards.

Call data migrated will include no less than five years' worth. The County expects that the migrated data will be available to the CAD workstations and integrated with the CAD system application.

Vendors must describe the methodology and schedule for data conversion from the current CAD system to the proposed CAD system. Information on the number and types of records for migration will be provided prior to the time of proposal submission.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.33. WARRANTY

The following requirements are applicable to all maintenance and repair services supplied by Vendor or Vendor's subcontractors, both under and outside of warranty.

1. Vendors shall warrant that all components supplied by the Vendor and the integration thereof will be free from defects in material, design and workmanship for the warranty and maintenance period purchased.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. Vendors shall provide a minimum one-year warranty period from the date of final system acceptance. Vendors shall warrant that all components supplied will be free from defects in material, design and workmanship for the warranty period and any extended warranty or maintenance period purchased. This warranty shall cover all parts, labor and travel necessary to effect a repair related to any and all components supplied under this contract.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. Vendors shall provide a detailed description of the offered warranty and any available extended warranty. This description must include a description of support services and system upgrades to be provided. The names, addresses, telephone numbers and contact person for all service facilities must be identified in the proposal.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. During the warranty period, Vendors must provide support services 24 hours a day and seven days a week (24 x 7). This service must be available any hour of the day via a toll-free dial-up number. A Web-based trouble reporting system shall be available for non-critical issues. Vendors or their subcontractors must have the ability to access the system remotely using the County's secure VPN facility for troubleshooting and to perform system diagnostics.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

5. Vendors also shall provide a detailed statement of warranty exclusions. The County reserves the right to reject any proposal based upon stated exclusion of warranties.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.34. SUPPORT/MAINTENANCE

1. Vendors must provide support services 24 x 7. This service must be available any hour of the day via a toll-free dial-up number. Venango County expects that a Web-based trouble reporting system will be available for non-critical issues and is the preferred method for reporting non-critical issues. Vendors or their subcontractors must have the ability to access the system remotely using the County's secure VPN facility for troubleshooting and to perform system diagnostics.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. For all critical system problems reported, Vendors shall provide an immediate response to the incident and shall initiate corrective action no longer than 30 minutes from time of notification. Within two hours of any major failure, reporting personnel must be either onsite or logged into the system to analyze the cause of the problem and to effect corrective action. Equipment or components required onsite for emergency maintenance must be specified and provided.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. In all instances of a critical system failure, the Vendor must effect corrective action within one hour of problem reporting or escalate the problem to their senior support staff for their immediate resolution, at no added cost to the County.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. Critical system failures are defined by the County as the inability of a telecommunicator to enter calls into the CAD system or to dispatch emergency responders to any reported event, or the inability of field units to receive call information or transmit service/status notifications. The severity of the system failure will be determined by the County and may be upgraded depending on the situation. One printer, call-taker, dispatcher or mobile unit/position down may not constitute a critical system failure, depending on the number of workstations in the PSAP.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

5. Vendors must provide documentation of their escalation policies and procedures to be followed if a problem is not responded to or resolved within the timeframes referenced above. The advancement through the escalation levels will be based on the critical nature of the incident.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

6. The escalation policy will include the names and contact information of supervisors and/or managers of increasing levels of responsibility within the Vendor's organization, up to and including the Chief Executive Officer (CEO). The following is an example of an escalation policy for a critical issue:

- 0 to 2 hours – Initial service request is placed and the Vendor begins working on the issue
- 2 to 4 hours – The issue is escalated to the Customer Support Manager, who assigns additional resources, reports the status of the issue to the client contact and notifies the Director of Customer Support.
- 4 to 8 hours – The issue is escalated to the Director of Customer Support, who reports the status of the resolution to the client and notifies the Vice President of System Integration and Vice President of Customer Support
- 8 to 12 hours – The issue is escalated to the Vice President of System Integration and Vice President of Customer Support, and the President/CEO is notified.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

7. Vendors shall warrant that the system supplied under any contract will be operational and available 99.999 percent of the time during the warranty and support periods. The warranty period or support period will be extended on a day-for-day basis for each day the system performance falls below this level.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8. The cost of the support and maintenance periods will be itemized in the Cost Data Forms (Attachment B), if applicable. The County reserves the right to purchase one or more additional years of support. The proposed system must include, at a minimum, a first-year warranty, and specify the availability of a multi-year support and maintenance agreements.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

9. Any contract will include the first-year maintenance and support as the required Warranty Period, with an option to negotiate renewal for additional one-year periods from July 1 through June 30, with the same terms and conditions and satisfactory performance of all criteria, and subject to the availability of funds for each renewal period. The optional renewal periods will be annual and commence upon mutual written consent of both parties.

Understood

10. The selected Vendor shall provide a fixed cost for maintenance that extends for five years after the Warranty Period expires.

Understood

11. Funding for maintenance is subject to funding and approval by the individual participating County's Board of Commissioners.

Understood

12. The cost of the support and maintenance periods shall be itemized in the Cost Data Forms (Attachment B). The proposal will include, at a minimum, a first-year warranty and pricing for an additional five years of support and maintenance.

Understood

13. Vendors shall provide a detailed description of the offered maintenance plan. This description must include a description of support services and upgrades to be provided. The names, addresses, telephone numbers and contact person for all service facilities must be identified in the proposal. The equipment or components required onsite for emergency maintenance must be specified.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

14. The selected Vendor shall provide all labor, equipment, materials and expenses necessary to ensure that the system is in good operating condition for any period covered under the maintenance agreement. All services provided shall be in conformance with the manufacturer's specifications. Vendors shall provide software and other materials and expenses necessary to maintain the application software system in good operating condition, including upgrades, as part of the price for maintenance for those years that the County has purchased maintenance from the Vendor.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

15. Operating software updates for corrections, enhancements and refinements to purchased capabilities shall be provided by the Vendor as part of the price for maintenance for those years in which the County has purchased maintenance from the Vendor. The software components purchased by the Vendor must be purchased in the name of the County, and the licenses transferred to the County at system acceptance.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

16. There shall be no system downtime for routine maintenance or system backups. Vendors must explain in detail any required (scheduled) system processes that may require downtime.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

17. The cost of the maintenance plan shall be itemized on the Cost Data Forms (Attachment B). The County may purchase one or more additional years of support and maintenance, and other specified ongoing services, on a year-to-year basis, or purchase a multiyear support agreement.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

18. The cost of software upgrades are included in the annual maintenance plan.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

19. The County reserves the right to accept or reject any proposed services, Vendors, and/or the use of any proposed service facilities, at the sole discretion of the County.

Understood

8.35. SCOPE OF CONTRACT

The County wishes to engage in a contractual relationship with the best-qualified respondent selected through a competitive process that will work well with the County's personnel in the performance of the services, in a manner that is cost-effective and practical, of which price is but one of the selection criteria.

Understood

8.36. PROJECT TIMEFRAME

The County anticipates issuing the notification of the preferred Vendor in October 2016. Contract negotiations will begin upon notification of contract award. The selected Vendor must be prepared to begin immediately upon receipt of a Notice to Proceed.

Understood

8.37. RESERVATION OF RIGHTS

The County reserves the right, for any reason, to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The County may at any reasonable time, at its expense, audit the Respondent's books relative to the project's accounts.

Understood

8.38. SELECTION CRITERIA

Each proposal response will be evaluated on the criteria outlined in Section 11 of this document. Each respondent should clearly identify in its response to this RFP the qualifications of its company and each individual who will work on this project.

Understood

8.39. ADDITIONAL INFORMATION AND REFERENCES

Any additional information that would be helpful to the County in evaluating a proposal, including a list of current and former clients with a similar profile to this procurement, must be submitted. Any former clients that have terminated their contracts with the Proposer in the last five years must be included on this list.

Understood

8.40. PROJECT MANAGER

Vendors shall assign a Project Manager who has long-term, successful experience on similar projects of a similar size. The Project Manager, and his or her qualifications, shall be identified in the submittal of the RFP documents. The Project manager must be present for any presentations or demonstrations of the solution, and must remain assigned to Venango County throughout the contract period.

Vendors shall guarantee that the Project Manager included in the proposal will be assigned to this project throughout the project term, unless the Vendor no longer employs them.

The replacement Project Manager, if one becomes necessary, must have equal qualifications to those of the Project Manager originally identified, and will require written approval by Venango County.

The Project Manager can be replaced if requested by Venango County. The replacement must have equal qualifications and be approved by Venango County.

Understood

8.41. DISASTER RECOVERY

Vendors must provide the specifications for all required hardware and software for an online method of disaster recovery that will be geographically diverse. Disaster recovery failover to a full-function – including interfaces to external systems, e.g., mobile data and AVL – disaster recovery system must be configurable to be both automatic and able to be initiated by manual operation. The failover process should be seamless and transparent to the operators. There will be a system message delivered to agency-selected workstations (e.g., supervisor and administrator) that primary operations have switched to the backup system.

Vendors must describe the proposed disaster recovery solution, including data replication, server failover to the disaster recovery site, client failover, and fallback to the primary site.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.42. INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE

1. A CAD system is expected to be maintained for an extended lifecycle spanning many years. The solution should be based on standard IT components and managed using standard IT tools. Vendors must describe the proposed system's utilization of the following software components, whose version shall be the current release:
 - Microsoft Windows® workstation operating system
 - Microsoft Windows® server operating system
 - Nonproprietary database management, such as Microsoft SQL Server and Oracle RDBMS
 - Hypervisors Hyper-V and VMWare
 - Microsoft System Center Operations Manager® management software
 - Esri ArcGIS® system software and tools

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

2. The County expects that the proposed solution will include database management tools that are nonproprietary and open for County management.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

3. The County intends to implement a virtualized server and storage environment. The Respondent's proposed solution should reflect this.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

4. The Respondent's proposal should include a product and technology roadmap describing short- and long-term goals for the application software and hardware.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

5. As described in Section 6.2, an existing ESInet connects the participating agencies. The Respondents will describe the bandwidth needs of the proposed solution for sharing CAD event, AVL and mobile data across the ESInet.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.43. FUNCTIONAL REQUIREMENTS SPREADSHEET

1. The Functional Requirements Spreadsheet, printed as Attachment A, is a Microsoft Excel® document that lists the detailed expectations for the proposed system. The electronic version of the spreadsheet will be provided to all Vendors attending the mandatory pre-proposal conference.

Understood

2. The County expects that Vendors will respond to each specification, in a manner described below, and return the completed spreadsheet as an item of the response package in printed form, and in electronic format as a Microsoft Excel® document, unlocked with no additional password protection.

Understood

3. The elements of the Functional Requirements Spreadsheet are described below:

Spec ID

The unique identifier associated with each requirement.

Specification Description

The functional requirement.

Priority

M – Mandatory requirements express a minimal acceptable level of performance and Vendors must meet the requirement as written. If a Vendor cannot comply with a Mandatory requirement, they may be judged “nonresponsive” and their proposal will be rejected in its entirety.

I - Important requirements represent core capabilities or functions that the County has a compelling need to fulfill. In order to be evaluated as highly responsive, Vendors must provide some means to satisfy the requirement. The process to meet the requirement may not match precisely with how the requirement is written, but the expressed outcome or an equivalent is achieved.

Response

Entry of responses to an individual specification is accomplished through the selection of an item from a dropdown list. The responses only can be:

- **Comply**
The Vendor’s proposed system complies with the requirement and the product/service is currently developed and available for shipment and installation.
- **Partial Comply or Alternative**
The Vendor’s proposed system either does not fully meet the described requirement or addresses the requirement through methodology other than that described in the statement. (Additional comments and supporting documentation are recommended.)
- **Does Not Comply**
The Vendor’s proposed system does not/cannot meet the requirement.

Additional Comments

Supportive information and explanations can be provided. Please be concise.

Example:

Spec ID	Specification Description	Priority	Response	Additional Comments
1	System data tables are maintained via GUI-based forms.			

Note: Additional information, additional explanations, illustrative materials, etc., can be provided in a separate document clearly referencing the related Spec ID. Vendors should specifically identify any limitations.

Venango County strongly recommends that Vendors respond to each specification. An omitted response will be scored the same as a response code of Does Not Comply.

Understood

8.44. DEMONSTRATIONS

The Venango County procurement process allows for the possibility of a validation of functionality as part of a continuing selection process. As needed, Vendors may be invited to the County facility to demonstrate system operations using specific scenarios related to day-to-day County communications center tasks. Scenarios will be provided in advance to Vendors selected to attend.

Understood

9. CONTRACT REQUIREMENTS

9.1. INDEMNIFICATION

The successful Proposer shall assume the defense of, and indemnify and hold harmless, Butler, Lawrence, Mercer and Venango counties, as well as their officers, agents and employees, from and against all claims, demands, actions, suits and proceedings by others and against all liability, both negligent and non-negligent, arising directly or indirectly out of the actions of the successful Proposer in its performance of this contract.

9.2. INSURANCE

The successful Proposer shall procure, maintain, and provide proof of insurance coverage for injuries to persons and/or property damage as may arise from, or in conjunction with, the work performed on behalf of the County by the successful Proposer and its agents, representatives,

employees or subcontractors. Proof of coverage as contained herein shall be submitted five days prior to the commencement of work, and such coverage shall be maintained by the successful Proposer for the duration of the contract period.

Claims made on insurance policies shall be in force based on the CAD system installation for three years after contract completion date.

General Liability

Coverage shall be as broad as: Comprehensive General Liability endorsed to include Broad Form and Commercial General Liability Form, including Products/Completed Operations.

Minimum Limits:

General Aggregate Limit—\$5,000,000
Products and Completed Operations—\$5,000,000
Personal and Advertising Injury—\$5,000,000
Each Occurrence Limit—\$5, 000,000
Fire Damage Limit—\$100,000
Medical Expense Limit—\$10,000

Automobile Liability

Coverage sufficient to cover all vehicles owned, used, or hired by the successful Proposer and its agents, representatives, employees and subcontractors.

Minimum Limits:

Combined Single Limit—\$1,000,000
Each Occurrence Limit—\$1,000,000
Medical Expense Limit—\$5,000

Worker's Compensation

Limits as required by the Workers' Compensation Act of Pennsylvania:

Statutory Limits—\$1,000,000

Owners' and Contractors' Protective Policy (policy will be in the County's name):

Minimum Limits—\$3,000,000

Insurance Coverage Provisions

All deductibles or self-insured retention shall appear on the certificate(s). The successful Proposer is responsible to pay any and all deductibles and/or self-insured retentions that may apply to the required insurance.

Venango County, its officers/officials, employees, agents and volunteers, individually and collectively, shall be added as "additional insured" as their interests may appear. This provision does not apply to Professional Liability or Workers' Compensation/Employers' Liability coverage.

The successful Proposer's insurance shall be primary over any applicable insurance or self-insurance maintained by the County.

The successful Proposer shall provide 30-days written notice to the County before any cancellation, suspension, or void of coverage, in whole or part.

All coverages for subcontractors of the successful Proposer shall be subject to all of the requirements stated herein. Each subcontractor's insurance must name the County as "additional insured." The successful Proposer shall maintain each subcontractor's certificate of insurance on file, and provide such information to the County for review upon request.

All deductibles or self-insured retention shall appear on the certificate(s) and shall be subject to approval by the County. At the option of the County, either the insurer shall reduce or eliminate such deductible or self-insured retention, or the successful Proposer shall be required to procure a bond guaranteeing payment of losses and related claims expenses.

Failure to comply with any reporting provisions of the policy (or policies) shall not affect coverage provided the County, its officers/officials, agents, employees and volunteers.

The insurer shall agree to waive all rights of subrogation against the County, its officers/officials, agents, employees or volunteers for any act, omission or condition of premises for which the parties may be held liable by reason of negligence.

Certificate of Insurance

The successful Proposer shall furnish to the County certificates of insurance, including endorsements affecting coverage. The certificates are to be signed by a person authorized by the insurance company (or companies) to bind coverage on its behalf; if executed by a broker, a notarized copy of authorization to bind or certify coverage shall be attached.

All insurance shall be placed with insurers maintaining an A.M. Best rating of no less than an A: VII. If the A.M. Best rating is less than A: VII, approval shall be received from the County's risk officer.

All coverage designated herein shall be as broad as the Insurance Services Office (ISO) forms filed for use with the Commonwealth of Pennsylvania.

Failure of the successful Proposer to obtain and maintain the required insurance shall constitute a breach of contract and the successful Proposer will be liable to the County for any and all costs, liabilities, damages, and penalties (including attorney's fees, court, and settlement expenses) resulting from such breach, unless the County provides the successful Proposer with a written waiver of the specific insurance requirement.

None of the requirements contained herein as to the types, limits, or County's approval of insurance coverage to be maintained by the successful Proposer are intended to, and shall not in any manner, limit, qualify, or quantify the liabilities and obligations assumed by the successful Proposer under the contract documents, any other agreement with the County, or otherwise provided by law.

Failure of the successful Proposer to provide insurance as herein required – or failure of the County to require evidence of insurance or to notify the successful Proposer of any breach by the successful Proposer of the requirements of this Section – shall not be deemed to be a waiver of any of the terms of the contract documents, nor shall they be deemed to be a waiver of the obligation of the successful Proposer to defend, indemnify, and hold harmless the indemnified parties as required herein. The obligation to procure and maintain any insurance required is a separate responsibility of the successful Proposer, and is independent of the duty to furnish a copy or certificate of such insurance policies.

9.3. HOLD HARMLESS CLAUSE

The successful Proposer shall, during the term of the contract, including any warranty period, indemnify, defend, and hold harmless Butler, Lawrence, Mercer and Venango counties, as well as their officials, employees, agents, and representatives thereof, from all suits, actions, or claims of any kind, including attorney's fees, brought on account of any personal injuries, damages, or violations of rights, sustained by any person or property in consequence of any neglect in safeguarding contract work, or on account of any act or omission by the Contractor and its employees and subcontractors, or anyone directly or indirectly employed by or under supervision of any of them in the prosecution of the operations included in this contract, from any claims or amounts arising from violation of any law, bylaw, ordinance, regulation or decree. The successful Proposer agrees that this clause shall include claims involving infringement of patent or copyright.

At no time shall the successful Proposer permit any mechanics or similar liens to attach to the County's premises on account of labor or material furnished to the successful Proposer, or claimed to have been furnished to the successful Proposer, in connection with its work hereunder.

9.4. DEBARMENT CLAUSE

The successful Proposer must certify that neither it nor any of its employees or affiliates providing services hereunder currently are under suspension or debarment by the Commonwealth of Pennsylvania or the Federal Government. The successful Proposer shall not enter into any subcontract for any work under this contract with any subcontractor that is currently suspended or debarred by the Commonwealth of Pennsylvania or the Federal Government. A list of suspended and debarred individuals or contractors may be obtained by contacting the following: Department of General Services, Office of Chief Counsel, 603 North Office Building, Harrisburg, PA 17125; phone: 717-763-7472 and fax: 717-787-9138.

9.5. PERFORMANCE BOND

The Proposer shall provide the County with a Performance Bond executed by a surety company authorized to do business in the Commonwealth of Pennsylvania and made payable to the County in the amount of 10 percent (10%) of the proposal; the bid bond must be submitted with the bid.

9.6. PAYMENT BOND

The successful Proposer shall provide the County with a Payment Bond executed by a surety company authorized to do business in the Commonwealth of Pennsylvania and made payable to the County in the amount of one hundred percent (100%) of the proposal within fourteen (14) days of notice of award of contract.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

10. PROPOSAL SUBMISSION

10.1. GENERAL

All interested and qualified Vendors are invited to submit a proposal for consideration. Submission of a proposal indicates that the Vendor has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable), and all concerns regarding this RFP have been satisfied.

Understood

Proposals must be submitted in the format described in this RFP. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the

requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

Understood

Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.

Understood

Hard copy proposals and the required Electronic Response Forms, including copies of the Functional Requirements Spreadsheet Attachment A and Cost Data Forms Attachment B, must be received by noon Eastern on July 29, 2016 at County of Venango, 1174 Elk Street, PO Box 831, Franklin, PA 16323.

Understood

Vendors agree to provide the County with any additional information deemed necessary to accurately determine their ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by a Vendor for the County to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify the Vendor from further consideration. Such additional information may include evidence of financial ability to perform.

Understood

10.2. PROPOSAL PRESENTATION

Four (4) original signed printed proposals (clearly identified as original), eight (8) printed copies of the proposal and four (4) complete electronic copies on DVD or USB drive are required.

The Microsoft Excel® versions of the Electronic Response Forms (Functional Requirements Spreadsheet, the RFP Response Spreadsheet and the Cost Data Forms) must be completed and returned without additional form locks or password protection on a DVD or USB drive and included in the submission package.

Understood

The technical and cost proposals must be submitted in the same submission package; however, the four (4) original cost proposals, eight (8) printed cost proposals and the four (4) electronic cost proposals must be in separate, sealed envelopes, submitted with the original proposals.

Understood

The package containing the originals and copies must be sealed and marked with the Vendor's name and "CONFIDENTIAL, COMPUTER-AIDED DISPATCH SYSTEM, <RFP #>" with due date and time indicated.

Understood

Hard copy proposals must be typed. Erasures and "white-out" are not permitted. Mistakes may be crossed out, and the person signing the proposal may type corrections adjacent and initialed in ink. Please identify all attachments, literature and samples, etc., with your firm name and our RFP number.

Understood

Proposals must be verified before submission as they cannot be withdrawn or corrected after being opened. The County will not be responsible for errors or omissions on the part of the Vendors in preparing their proposals. A responsible officer or employee must sign the proposal. Venango County is tax exempt; therefore, sales tax shall not be included in the Provider's proposal.

Understood

11. PROPOSAL EVALUATION AND SELECTION

11.1. EVALUATION PROCESS

1. Initial Review – All proposals will be initially evaluated to determine if they meet the following minimum requirements:
 - a. The proposal must be complete, in the required format, and comply with all the requirements of the RFP.
 - b. Vendors must meet the Minimum Proposer Requirements outlined in Section 2 of this RFP.
 - c. Any Vendor determined to be technically unqualified, or whose proposal is deemed nonresponsive, will not be considered further.

Understood

2. Technical Review – Proposals meeting the above requirements will be evaluated on the basis of the following criteria:

- a. A special ad hoc committee comprised of representatives of Venango County will review each proposal. The committee may elect to schedule a Vendor presentation and interview with one or more of the respondents.
- b. Technically qualified and responsive proposals submitted in response to this RFP will be evaluated and ranked based on the factors listed below.

Understood

11.2. EVALUATION CRITERIA

These criteria are not necessarily listed in order of importance.

Factor 1 – Firm Qualifications

Proposals will be evaluated on the qualifications and experience of both the primary contractor (Respondent) and all major subcontractors. Respondents should submit sufficient information to enable the County to understand and evaluate the experience of the Respondent on similar projects. At a minimum, the following shall be provided in the appropriate section of the proposal:

1. **General Company Information**
 - a. Company Profile
 - 1) Identify all company locations
 - 2) Identify the number of employees
 - (a) Employed by the company in total
 - (b) Dedicated to sales
 - (c) Dedicated to technical support
 - (d) Dedicated to research and development
 - b. Company Longevity
 - 1) Indicate the number of years in business
 - 2) Indicate the number of years in business selling the CAD system solution solicited herein (minimum experience shall be 10 years)
 - 3) Provide details on the company's transactions over the last five years, including names and dates related to companies acquired by the Respondent and to a company that may have acquired the Respondent.
 - 4) Subcontractors, if applicable, will be required to have a minimum of three years of experience in their respective disciplines.
 - c. Financial Stability
 - 1) Provide certification of current bonding capacity and current obligation.

- 2) Provide audited financial statements for the past 12 months, current booked work and projected volume for the next two years. **(Include this only with the Cost Data Form in the sealed cost proposal.)**
- 3) List any litigation initiated by or against the Respondent with a brief discussion of the issues involved and the outcome (including any settlement or awards paid).
- 4) Indicate if the Respondent has been in bankruptcy, reorganization, or receivership in the last five years and, if applicable, provide an explanation.
- 5) Indicate if the Respondent, or any of its principals, has/have been disqualified by any public agency from participation in public contracting opportunities and, if applicable, provide an explanation.

2. **Capacity**

- a. Time is of essence for this project; therefore, the successful Respondent must be able to perform the work in a timely manner. Respondents must present an outline of the Respondent's current workload, present capacity for additional work, and projected future workload, demonstrating ability to respond to County project requirements and complete the project by August 2018.

3. **Research and Development**

- a. Provide the percentage of overall revenue that is being allocated to research and development.

4. **Respondent's Key Personnel**

- a. Respondents will provide information demonstrating the technical knowledge (including all training and certifications) of all key personnel involved in the implementation in the scope of work. Respondents will confirm its key personnel will meet National Crime Information Center (NCIC) and Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) standards for secure access.
- b. Provide resumes of the Respondent's Project Manager and other key design and implementation personnel (identified on an organization chart) that will be assigned to this project that illustrates their qualifications, educational levels, experience, licenses and/or certificates, technical skills, and availability. For each key person, provide a list of relevant projects they have worked on within the last five years with the following information:
 - 1) Project title and location
 - 2) Role, responsibility, and decision authority
 - 3) Point of contact with the customer

5. **Subcontractors' Key Personnel (if applicable)**

- a. The County understands that Respondents may engage subcontractors to provide services requested in this RFP.
- b. Provide resumes of each subcontractor's team leads and other key design and implementation personnel that will be assigned to this project. For each key person, provide a list of relevant projects they have worked on within the last five years with the following information:
 - 1) Project title and location
 - 2) Role, responsibility, and decision authority
 - 3) Point of contact with the customer

Understood

Factor 2 – Project References/Past Performance

Consideration will be given to input from other clients of the Respondent's solutions and services, including the ability to manage a project of this size and scope, past performance, and the ability to provide the desired solution in the necessary timeframe. The County also will pursue independent means of contact, when available and appropriate.

1. References

- a. Provide a list of all installations that the Respondent has implemented during the last five years. Each project reference shall include:
 - 1) Project title and location
 - 2) Project start and finish dates
 - 3) Client point of contact (name and title)
 - 4) Current telephone number and email address of point of contact
 - 5) Description of the work/services provided
 - 6) Percentage of the overall project actually performed by the Respondent
 - 7) Initial bid price and final contract amount, including the quantity and dollar value of contract modifications
- b. The County may contact client references to validate the information provided by the Respondent and to determine the client's overall satisfaction with the solutions and services provided; therefore, it may prove beneficial to the Respondent to contact its referenced clients to ensure their contact information provided is up to date.
- c. Respondents may include letters of commendation from customers.

2. Past Performance

- a. Respondent
 - 1) Provide a list of any projects completed within the last five years that were more than two months behind schedule and an explanation of why
 - 2) Provide a list of any projects that Respondent failed to complete and an explanation of why

- b. Subcontractors
 - 1) If applicable, identify all subcontractors to be used for this project and provide a list of their installations completed within the last five years that are relevant to the scope of this project. Each project description shall include:
 - (a) Project title and location
 - (b) Project start and finish dates
 - (c) Short description of subcontracted work
 - (d) Subcontract value
 - c. The County reserves the right to contact the listed owners for confirmation or clarification of the information submitted.

Understood

Factor 3 – RFP Elements, Approach, and Schedule

- 1. Submitted Proposal
 - a. Respondents will be evaluated on the quality and responsiveness of the proposed CAD system solution as presented in the response to the RFP.
- 2. Management Plan
 - a. The proposal should provide sufficient information to evaluate the Respondent's approach to managing, designing, and implementing the project. At a minimum, Respondents should provide the information listed below.
 - 1) An organization chart with information sufficient to understand and evaluate the Respondent's organizational structure. The organization chart only needs to identify those persons who will be assigned to this project.
 - 2) Describe the portions of the work that will be undertaken directly by the Respondent and that which will be subcontracted (if applicable).
 - 3) Provide specifics regarding project management areas, such as a communications plan, risk assessment and mitigation, issue tracking, punch list development, change control, and escalation process.
- 3. Project Schedule
 - a. Provide a proposed project schedule, in Microsoft Project format, beginning at the Notice to Proceed and ending at go-live (as defined herein). The timeline should be expressed in terms of calendar days or weeks from the issuance of the Notice to Proceed rather than actual dates, and should include specific major events, milestones, and deliverables. Identify any assumptions used that support this timeline.

4. Training Plan
 - a. Provide details regarding the training plan for the RCAD solution
 - 1) Detailed outline for training classes for CAD and mobile data users
 - 2) Detailed schedules for training with consideration of maintaining dispatch center staffing requirements
 - (a) Number of classes
 - (b) Class size
 - (c) Class schedule

5. Participating County-Required Resources
 - a. Provide a list of all resources (including staff and materials) required of the participating counties to support the implementation of the RCAD solution.
 - b. Clearly identify tasks that are the responsibility of the participating counties and communicate required completion dates to fulfill the project schedule. A matrix of tasks versus responsibility (Respondent, County, or other) is a preferred approach.
 - c. Provide a description of the training and skills needed for participating county resources in order to properly support the system (e.g., Database Administrator (DBA) level skills, SQL training, Microsoft Active Directory certification, etc.)

6. Maintenance and Operation
 - a. Proposals will be evaluated on the useful life expectancy of the RCAD solution, particularly guarantees against early obsolescence. The County will not accept acquisition of a solution that the Respondent does not intend to support for the next ten to 15 years.
 - 1) Provide details regarding the operation and maintenance of the RCAD solution
 - 2) Provide details as to how the company deploys and charges for version upgrades, and the frequency of the updates.

7. Proposed Solution
 - a. Respondents will be evaluated on the quality of the proposed RCAD solution, to include, but not limited to:
 - 1) The degree to which the proposal addresses the stated goals.
 - 2) Adherence to the solicitation requirements.
 - 3) Extent to which the components of the RCAD are integrated to provide a single-system appearance to the end users and an integrated solution.
 - 4) Extent to which the RCAD solution incorporates effective processing methods, state-of-the-art technology and programming languages, and well-defined system interfaces.
 - 5) General ease of use, future modification/expansion, and change.
 - 6) Detailed security rights and ease of administration.

- 7) Comprehensiveness of the documentation (e.g., training materials and manuals).
- 8) Product life expectancy (identify all versions of the RCAD solution since inception and any ongoing research and development efforts).
- 9) Third-party providers, if used.
- 10) Intuitiveness and aesthetic appeal of the software.

Understood

Factor 4 – Functional Specifications

Proposals will be evaluated on the responses provided with the Microsoft Excel-based Functional Specifications.

Understood

Factor 5 – Cost

Proposals will be evaluated on the responses provided with the Microsoft Excel-based Cost Data Forms (Attachment B). Vendors are expected to align cost elements with the formatted Cost Data Forms. No other costs will be considered other than those included with the Cost Data Forms.

Understood

11.3. PROPOSAL FORMAT

Response to this RFP must be in the form of a proposal package that must be submitted in the following format: The Proposal Response Sheet (required document) should be the first page of your written response.

1. Cover Page – Submit on letterhead stationery, signed by a duly authorized officer, employee, or agent of the organization/firm.

Understood

2. Comprehensive Response (Minimum Requirements and Services Required)

- a. Address all services and requirements outlined in Section 2 – Minimum Proposer Requirements, Section 8 – Services Purpose/Scope of Work.
- b. Outline how Respondent can meet or exceed the minimum requirements.
- c. Detail how the Respondent is qualified to provide the services required.

- d. Describe, in detail, the approach for accomplishing the services (include a time schedule for completion of each element).
- e. Complete all understanding and compliance check box responses throughout the RFP on the RFP Response Form, adding details where appropriate.
- f. Complete the matrix contained in the Functional Requirements Spreadsheet (Attachment A).
- g. Complete the Cost Data Forms (Attachment B).

Understood

3. Cost and Fees

All pricing information must be submitted in a separate, sealed envelope labeled "Cost Proposal." No price or cost information may be submitted as part of the technical proposal.

- a. Provide all applicable itemized costs and any commissions included in the proposal for the services for each element in the scope of work (this includes a breakdown of the cost proposed for any subcontractor working in conjunction with your organization on the project) in the attached Cost Data Form (Attachment B). Only costs included on the Cost Data Forms will be considered as part of the proposal.
- b. Provide the itemized cost information in the Cost Data Forms as described above in an electronic format in an open, unprotected format, not password protected on a DVD or a USB drive in the same sealed envelope as the printed Cost Data Forms.
- c. Explain any assumptions or constraints in your price proposal to perform the services.
- d. Explain any additional charges or fees in the proposal.

Understood

4. Experience of the Respondent

As described in Factors 1 and 2 above, a sufficient description of the experience and knowledge base of the Respondent, in order to demonstrate its capabilities, should be

included in the proposal. At a minimum, the description should include, but not necessarily be limited to, the following:

- a. A brief description of the history and mission of the Vendor, including the background and mission statement, the length of time the Vendor has been in business, a description of the organizational structure and a description of its customer base.
- b. A statement of how long the Vendor has provided services similar to the services requested herein.
- c. A general description of the Vendor's experience and background in providing services similar to the services requested herein.
- d. Any other relevant information about the experience and knowledge base of the Vendor that is deemed to be material.
- e. A resume for each employee engaged in the services, including the role of each and an overview of their previous experience with similar projects.

Understood

5. References

As described in Factor 3 above, the response should include references for the Vendor, including all other clients in the last five years for which the Vendor has provided services similar to those described in this document (with preference given to clients comparable to the RCAD system outlined in this RFP.). For each such reference, provide the business name, the identification of a contact person, the title of the contact person and a telephone number.

Understood

6. Additional Information

- a. Include a recent Statement of Work for a CAD project of equivalent size.
- b. Address all Evaluation Criteria items listed above to receive maximum consideration.
- c. Provide a description of any other resources available to the Vendor that will be useful in providing the services.

- d. Provide a description of the methods used by the Vendor to measure the satisfaction of its client.
- e. Provide any other relevant information about the capabilities of the Vendor deemed to be material.

Understood

11.4. PRODUCT DEMONSTRATION

The County procurement process allows for the possibility of a validation of functionality as part of a continuing selection process. As needed, Respondents may be invited to a facility arranged for by the County to demonstrate system operations using specific scenarios related to day-to-day communications center tasks. Scenarios will be provided in advance to Respondents selected to attend.

The Respondents selected for demonstration also should expect to engage in a technical review of the solution with subject-matter experts of the participating agencies.

Understood

11.5. PREFERRED VENDOR SELECTION

Proposals will be reviewed after opening and will be ranked in order of choice. A recommendation then will be presented for approval to negotiate a contract with the first choice, and if unsuccessful to then pursue negotiations with the second choice.

All Respondents will be notified of their standing immediately following the County's decision.

Understood

12. CONTRACT AWARD

The County will evaluate the proposals submitted. Contract(s) will be awarded based on a competitive selection of proposals received. The County will award a contract to the responsible Vendor whose proposal conforms to the requirements of the RFP and provides the most advantageous proposal to the County, all factors considered.

Respondents are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as weighted and deemed appropriate by the representatives from each County. After consultation and consensus by representatives from each County as well as negotiation of contract terms satisfactory to the representatives, the Venango County Board of Commissioners will award to the successful respondent.

The proposal and price quoted must be held firm for 180 days after the RFP is due.

The County reserves the right to make an award without further discussion of the proposal submitted. The County shall not be bound or in any way obligated until both parties have executed a contract. The County also reserves the right to delay the award of a contract or to not award a contract.

The contents of the proposal of the selected Vendor will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

The County reserves the right to negotiate any portions of the selected Vendor's fees and scope of work or utilize their own resources for such work.

Understood

APPENDIX A - GLOSSARY

Term	Definition
Active Event	An event that has at least one unit dispatched to it.
Active Workstation	A workstation with the appropriate CAD software installed and configured that has a valid user logged on.
Administrator/System Administrator	Administrator/System Administrator is security role (permission set) granted to users of a CAD system that allows them to perform privileged functions within the CAD system.
Agency/Agencies	Agency refers to the participating agencies emergency response providers that are participating in the Regional CAD administration and operation: Butler County PSAP, Lawrence County PSAP, Mercer County PSAP, and Venango County PSAP.
Agency Trainer	An Agency Trainer is the staff member designated by each agency to be trained on the system to then become trainers of the system themselves.
Application	Application is a synonym for Software Component.
Authorized User(s)	An Authorized User is a user who has been given specific permissions (rights/roles as defined by security level clearance) to perform a CAD function. An Authorized User may be assigned multiple roles. For this document, a user is synonymous with Authorized User.
Business Day	A Business Day is Monday through Friday.
Commercial-Off-The-Shelf (COTS)	COTS is a software package that is commercially available, leased, licensed, or sold to the general public and which requires no special modification or maintenance.
Commonwealth Law Enforcement Assistance Network (CLEAN)	Used by Pennsylvania's criminal justice agencies to access license, vehicle, criminal history, PFAs, law enforcement messaging, and as a conduit to NCIC, Nlets, JNET and other networks.
Computer-Aided Dispatch (CAD) System	Computer-based software that assists in the data entry, emergency event location, emergency responder assignment, event tracking and recording keeping related to response to emergency situations and includes associated components such as mobile data, AVL and mapping.
County	The County is Venango County, Pennsylvania, acting as the lead agency for the CAD procurement.
County Facilities	County Facilities are buildings owned/operated by participating agencies.

Term	Definition
Criminal Justice Information Services (CJIS)	CJIS is a division of the Federal Bureau of Investigation (FBI) providing state, local and federal law enforcement and criminal justice agencies with access to critical, personal information such as fingerprint records, criminal histories, and sex offender registrations.
Database Management System (DBMS)	A system of manual procedures and computer programs used to create, store and update the data required to provide selective routing and/or automatic location identification for E9-1-1 systems.
Defect	A defect is an imperfection, flaw, or deficiency in the CAD system.
Duly Qualified Service Technician	A Duly Qualified Service Technician is a person who is trained and certified by the system provider to maintain the system.
Emergency Communications Center (ECC)	A set of call-takers and dispatchers operating under common management which receives emergency calls for service and asynchronous event notifications, and processes those calls and events according to a specified operational policy.
Emergency Data Exchange Language-Common Alerting Protocol/Distribution Element EDXL-CAP/DE	Standard protocols used in information exchange between the Agency and KC. The messaging format is based on the XML Message data exchange process.
Emergency Notification Systems (ENS)	General category for any systems used to notify persons of an emergency. May include changeable message signs, sirens, telephone and other media.
Geographic Information System (GIS)	A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e., latitude/longitude from a wireless 9-1-1 call.
Go-Live	Go-Live is the first day, after the County has approved the system for live operation, that the system is actually used in production by system users.
Health Insurance Portability and Accountability Act (HIPAA)	Federal regulation protecting patients from unauthorized disclosure of medical information.
Incident/Event	A real-world occurrence such as a heart attack, car crash or a building fire for which one or more calls for service may be received, a record is created and

Term	Definition
	recorded in the CAD system, and one or more emergency responders may be dispatched.
Instant Messaging (IM)	A method of communication generally using text where more than a character at a time is sent between parties nearly instantaneously.
Pennsylvania Justice Network (JNET)	An integrated, secure justice portal providing an online environment for authorized user to access public safety and criminal justice information. http://www.jnet.pa.gov/
Knowledge Center (KC)	A web-based incident management system used by Emergency Managers to develop a common operating picture and situational awareness of incidents or events happening in the Agency's jurisdiction and adjacent or nearby areas. KC receives incident data via an XML Message data exchange process based on standard protocols.
Local Area Network (LAN)	A transmission network encompassing a limited area, such as a single building or several buildings in close proximity.
Location Validation	Refers to the action of ensuring that a civic address, common place and X/Y coordinates can be used to discern a specific location to a PSAP.
Maintenance	The ongoing processes of modifying the system, after a Warranty Period, to correct defects, improve performance and continually adapt the system to changes in work environment.
Management Information System (MIS)	A program that collects, stores and collates data into reports enabling interpretation and evaluation of performance, trends, traffic capacities, etc.
Master Clock	An accurate timing device that generates synchronization signals to control other clocks or equipment. (Ref. NENA 04-002)
Master Street Address Guide (MSAG)	A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.
Mobile Data Device	A mobile data device is a laptop computer, or Internet-enabled portable device running a computer operating system, located in an Agency vehicle CAD/mobile data system.
Module	A Module is a synonym for Software Component.
National Academy of Emergency Dispatch (NAED)	The NAED is a non-profit standard-setting organization promoting safe and effective emergency dispatch

Term	Definition
	services world-wide. Comprised of three allied Academies for medical, fire and police dispatching, the NAED supports first responder-related research, unified protocol application, legislation for emergency call center regulation, and strengthening the emergency dispatch community through education, certification, and accreditation.
National Crime Information Center (NCIC)	NCIC is an automated database of criminal justice and justice-related records maintained by the FBI. The database includes the "hot files" of wanted and missing persons, stolen vehicles and identifiable stolen property, including firearms.
National Emergency Number Association (NENA)	The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.
National Information Exchange Model (NIEM)	NIEM is a national initiative supported by the federal government. NIEM provides a means of connecting communities of people who share a common need to exchange information. NIEM is designed to develop, disseminate, and support enterprise-wide information exchange standards and processes that will enable jurisdictions to automate information sharing.
Network Time Protocol (NTP)	A utility for synchronizing system clocks over a Transmission Control Protocol (TCP)/IP network.
Next Generation 9-1-1 (NG9-1-1)	NG9-1-1 is an IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provide additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations.
Originating Agency Identifier (ORI)	The ORI is a code assigned to designate the originating agency in a law enforcement system.
Primary Unit	Unit assigned to write an incident report
Presence Information Data Format – Location Object (PIDF-LO)	The Presence Information Data Format – Location Object is specified in Internet Engineering Task Force (IETF) Request for Comments (RFC) 3863; it provides a

Term	Definition
	common presence data format for presence protocols, and also defines a new media type. A presence protocol is a protocol for providing a presence service over the Internet or any IP network.
Primary Public Safety Answering Point (PSAP)	A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.
Service Level Agreement (SLA)	A contract between a service provider and the end user, which stipulates and commits the service provider to a required level of service.
Short Message Service (SMS)	A service typically provided by mobile carriers that send short (160 characters or fewer) messages to an endpoint. SMS is often fast, but is not real time.
Simple Network Management protocol (SNMP)	A protocol defined by the IETF used for managing devices on an IP network.
Simple Network Time Protocol (SNTP)	A utility for synchronizing system clocks over a TCP/IP network. This protocol is similar to NTP and is used when the ultimate performance of the full NTP implementation is not needed.
Software Component	A subset of the overall CAD system.
Standard Operating Procedure (SOP)	A written directive that provides a guideline for carrying out an activity. The guideline may be made mandatory by including terms such as “shall” rather than “should,” or “must” rather than “may.”
System	The System is the Computer-Aided Dispatch System.
System Provider	Refers to the CAD software developer or authorized software value added reseller responding to the RFP.
Telecommunications Device for the Deaf (TDD)	A device capable of information interchange between compatible units using dial-up or private-line telephone network connections as the transmission medium. American Standard Code for Information Interchange (ASCII) or Baudot codes are used by these units, per Electronic Industries Alliance (EIA) PN-1663.
Virtual Private Network (VPN)	A virtual private network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization’s network.
Voice over Internet Protocol, Voice over IP (VoIP)	Provides distinct packetized voice information in digital format using IP. The IP address assigned to the user’s telephone number may be static or dynamic.
Warranty	A Warranty is the agreement the System Provider provides to repair any and all defects in the CAD system for a period of not less than one year.

Term	Definition
Wireless Service Provider (WSP)	Commercial entity that transports cellular, satellite or other radio-based telephony or data.
eXtensible Markup Language (XML)	An Internet specification for Web documents that enables tags to be used that provide functionality beyond that in Hyper Text Markup Language (HTML). Its reference is its ability to allow information of indeterminate length to be transmitted to a PSAP call-taker or dispatcher, versus the current restriction that requires information to fit the parameters of predefined fields.

REGIONAL CAD

ATTACHMENT A – FUNCTIONAL SPECIFICATIONS SPREADSHEET

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ATTACHMENT B – COST DATA FORMS

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ATTACHMENT C – ADDITIONAL RFP COMMENTS

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ATTACHMENT D – ADDITIONAL FUNCTIONAL SPECIFICATION COMMENTS

END OF DOCUMENT

REGIONAL CAD