

Iroquois County ETSB



Request for Proposal

Public Safety Software System

August 5, 2020

RFP Checklist

- Have you signed the transmittal letter?
- Have you signed the required additional forms?
- Have you included 5 client references?
- Have you included 1 original, 2 copies and 1 electronic copy of your response?

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Introduction

The Iroquois County ETSB (ICETSB) hereby requests that vendors submit proposals for a public safety software system. These proposals shall provide all of the material requested herein, including detailed cost proposals for the necessary hardware, software, and services.

The ICETSB reserves the right to reject any or all vendors, with or without cause.

The ICETSB reserves the right to overlook any errors or omissions on the part of the vendor during the RFP process.

The ICETSB is seeking to replace its existing public safety system. The ICETSB is looking for a contemporary, completely integrated solution that is one application, with one database, provided by one vendor. In addition, the ICETSB would like the public safety software solution vendor to not only provide but to also maintain the software and servers (including OS and DBMS) under the vendor’s standard maintenance and service agreement.

Contacts

All communications regarding this RFP should be directed to:

Eric L. Raymond
ETS Director
1001 E. Grant St.
Watseka, IL 60970
eraymond@co.iroquois.il.us
O: 815-432-6956 C: 815-651-4381

No vendor employee or consultant shall contact anyone else at the ICETSB for purposes of soliciting information about this RFP, the evaluation of the proposals, or the selection process until after such time as the ICETSB announces its intent to award the contract or otherwise completes the RFP process.

Dates

08/05/2020	RFP is released to vendors.
08/20/2020	Questions are due from vendors via email.
08/31/2020	Answers are due back to vendors via email.
09/30/2020	Hardcopy and electronic proposals are due from vendors.
10/12/2020	Vendor demonstrations and/or Virtual visits begin.
11/12/2020	Vendors are notified of the intent to award the contract.



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Deliverables

As of the date specified in the [Dates](#) section for the proposals to be due, the vendor must submit the following to the person specified in the [Contacts](#) section:

- One bound original
- Two bound copies
- One electronic copy on CD or flash drive

The sealed package which contains the proposals must note the following prominently on the outside of the package in addition to address or mailing labels:

- Vendor name
- RFP name
- Proposal due date and time

The proposal shall follow the structure specified in the [Content](#) section.



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Profile

Iroquois County 911 provides dispatching services to law enforcement, fire, and EMS to Iroquois County in Illinois. The county includes a population of approximately 28,000. Iroquois County 911 consists of 11 Police Departments, 21 Fire Departments, 10 EMS departments who are anticipated to use the new system as follows:

Dispatch Seats	4
Workstations – Jail	2
Additional CAD stations-SO	7

The ICETSB needs a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the ICETSB's processes.

Current System

At present, Iroquois County 911 is using the Emergitech Inter-Suite. This system has been in place for 20+ years. At this time the system continues to work for the purposes of 911. The Emergitech product line has been bought into multiple mergers. While there isn't any plan for Central Square to retire/sunset the present system the ICETSB believes it is time to investigate changes with later software. We are seeking a system that has new innovations and automation with limited 3rd party add-ons.

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the ICETSB a mature public safety software solution that will enable the effective and efficient operation of the ICETSB. At a minimum, the system shall support the following:

ATTACHED: ICETSB PSSS Technical Requirements BLANK.xlsx

Please note the following:

- The ICETSB is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendors.
- The ICETSB is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with the existing and future options the ICETSB may implement.
- The system shall allow the ICETSB to efficiently organize, track and access the vast amount of information that flows through the system daily, must be easy to use, and must be searchable.



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- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the ICETSB to enter into and maintain full use of the system.
- Acquisition and implementation of a new public safety software solution is a project that will impact the ICETSB for years to come. Key goals for the project are to:
 - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the ICETSB
 - Deliver a fully-integrated public safety software solution on time and within budget
 - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system
 - Provide a technologically sound platform for expansion of information services into the future
 - Establish a long-term maintenance and support contract

Additional Project Objectives:

- Provide real-time access to public safety data;
- Automate data input processes;
- Reduce paper-based documentation and tracking;
- Leverage new technologies to anticipate the future needs of the ICETSB;
- Successfully implement the system with minimal disruption to users and operations.



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Service Requirements

Project Management

The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the ICETSB for the duration of the project.

System Configuration and Setup

The vendor must provide detailed system configuration and setup services to the ICETSB as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the ICETSB to reduce the learning curve and improve the rate of adoption by the users.

Training

The vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the ICETSB. The ICETSB will provide the training facilities, workstations, network, etc. which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the ICETSB's data which has been converted from the existing system.

Data Conversion

The vendor must include data conversion. The databases to be converted include EmergiTech CAD and EmergiTech Jail. The vendor will work with the ICETSB to determine the precise process (including data verification and testing) which will be used to perform the data conversion. All data must be converted before go-live and must be available to the users on the new system at that time.



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Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet: *ICETSB PSSS Technical Requirements BLANK.xlsx*. The vendor must complete this spreadsheet as part the proposal. Failure to answer all of the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.



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Content

The vendor must provide its proposal in accordance the structure and content specified in the following sections:

Cover Page

This must include the vendor's legal name and contact information, as well as the name of the RFP, federal Tax Identification Number, DUNS number, and the date the proposal is due.

Transmittal Letter

This must be provided on the vendor's letterhead and must include the following:

- A list of all addenda to the RFP, including the vendor's statement that any responses required by those addenda have been made within the proposal
- A list of any sub-contractors who will be used for the project
- A statement that the proposal will be valid for 6 months from the due date

Failure to provide a transmittal letter in accordance with the provided instructions will result in rejection of the vendor's proposal.

Table of Contents

This must include a paginated list of the information provided within the proposal.

Executive Summary

This must include a minimum of the following information:

Company Overview

Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, financial status and company health, and the current number of agencies under maintenance and support.

Company Executives

Provide a detailed list of company executives, including education, experience, and current responsibilities within the company.

Benefits

Describe how working with the vendor would be to the ICETSB's particular benefit.

Support and Maintenance

This must include a complete description of the maintenance and support services which are offered by the vendor as part of this proposal.



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Agency References and Experience

The vendor needs to provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.

Provide a minimum of 5 references of a similar size and scope to the ICETSB. Each reference must include the following information:

- Agency name and address
- Contact person with email and telephone number
- Date agency became a client
- Products purchased

The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.

If the vendor is proposing to use subcontractors, a minimum of two (2) references need to be provided for each subcontractor. All subcontractors will be subject to the approval of the ICETSB. The selected vendor shall itself be solely responsible for the performance of all work set forth in any contract resulting from the RFP, and for compliance with the price and other terms provided in the contract.

Software Overview

This must include a brief overview of the software solution, including how all of the products and modules work together.

Implementation

This must include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. This section should also include:

Data Conversion Process

This must include a brief overview of the company's experience with data conversion, as well as a detailed explanation of the data conversion process, both before and after contract signing.

Training

This must include both an overview of the general approach to training, as well as a sample training plan.



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Technical Requirements

This must include the completed *ICETSB PSSS Technical Requirements* spreadsheet and any extended explanations which may be needed for the vendor's answers to particular requirements.

Network and Client Hardware Specifications

This must include minimum and recommended specifications for network architecture and client workstations.

- Required network specifications should include Desktop Latency, Desktop Bandwidth, Mobile Latency, Mobile Bandwidth, and WAN Upload and Download Bandwidth
- Required workstation specifications should include Processor, Memory, Disk Space, Display, and Operating system.

Pricing

This must include detailed pricing for the software, hardware and services included in this proposal. In addition, 24x7x365 maintenance costs must be included for five (5) years.

Also include any terms or conditions associated with the pricing.

Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).

Miscellaneous Information

This must include the following information:

Source Code Escrow Policy

Include a detailed summary of the company's Source Code Escrow policy.

Company Financials

Provide an overview of the company's financial history and position in the software market, including figures such as recent annual revenue and growth rate.

Issues and Assumptions

Describe any issues or assumptions that could impact the successful outcome of the project.

Forms

Provide completed forms requested herein such as, but not limited to, the affidavit provided in the appendices.



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Evaluations

The ICETSB reserves the right to select the proposal which best meets its needs, regardless of the cost of that proposal relative to other proposals received.

The evaluation process will begin after the proposals are due and is anticipated to take several weeks. During this review process, the evaluators may request additional clarifying information from the vendor.

Evaluation criteria include the following:

- **Completeness** – Did the vendor provide everything which was requested and in the proper format?
- **Functionality** – Does the proposed solution include the functionality which is essential to the ICETSB?
- **Cost** – Does the proposed solution provide the needed functionality at a reasonable cost to the ICETSB?
- **Maintenance and Support** – Thoroughness of support program, reputation of company with customer's responsiveness, thoroughness of testing, and availability and overall cost of support and upgrades.
- **References and Experience**– Quality of overall System, experience with implementation, experience with existing ICETSB systems, degree to which projects went over budget/schedule, company references.

As part of the evaluation process, the evaluators may request site visits and demonstrations or oral presentations (in person or via teleconference) on the part of the vendor.



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Appendices

The appendices include the additional forms which are required for this response.



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Appendix A: Debarment and Judgment Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency;
- b. Have not within the five (5) year period preceding the submission of this proposal:
 - i. Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract;
 - ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;
- d. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default.

Name:	Title:
Authorized Signature:	Date: