REQUEST FOR PROPOSAL
FOR
COMPUTER AIDED DISPATCH (CAD) SYSTEM

Purchaser: Regional Public Safety Communications Center

Contact person: Director Sandy Ott

Issue date: October 13, 2015

Return responses to: Director Sandy Ott
                                            Boyd County 911
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Mark: "Computer Aided Dispatch System (CAD) System"

***DATE EXTENSION ***

Due Date/Time: FRIDAY November 13, 2015 at 3:30pm

Number of Copies: Five (5) Printed Copies and One (1) Electronic Copy on CD/DVD

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SECTION 1.0
INVITATION, BACKGROUND AND INSTRUCTIONS

1.1 INVITATION

The Regional Pubic Safety Communication Center hereinafter referred to as "RPSCC" or "Boyd County 911" is requesting Proposals for a replacement Computer Aided Dispatch (CAD) System. The Request for Proposal (RFP) requires that vendors, as "qualified" below, submit a turnkey proposal that includes all necessary items to be purchased and installed by the vendor.

1.2 BACKGROUND

Boyd County 911 currently provides County-wide dispatch services to the residents and business of Boyd County. Boyd County 911 has determined that its existing Computer Aided Dispatch (CAD) System does not meet its current and anticipated requirements including information sharing, mutual aid, and growth. This RFP has been established to provide vendors with guidelines for proposing a replacement CAD System.

1.3 MANDATORY QUALIFICATIONS FOR CONSIDERATION

The Vendor must have each of the following mandatory qualifications listed below to participate in this RFP. Note that the order of listing does not reflect any relative importance. Vendors not able to provide evidence of meeting the Mandatory Requirements including a live demonstration of their proposed systems and a list of current installations will not be considered further.

The Vendor shall provide a response to each of the following items in its Proposal – Section 3.

1.3.1 Vendor shall be in the public safety computer systems business for at least ten (10) years.

1.3.2 The Vendors proposed CAD System shall be fully operational in a minimum of thirty (30) separate installations in County or Municipal Agencies.

1.3.3 The Vendor's proposed CAD System shall consist of application software developed and maintained by the Vendor.

1.3.4 Financially sound

1.3.5 Free of any litigation with private and governmental entities for five (5) years.

1.3.6 Vendor shall provide 24 x 7 x 365 maintenance and support using its own staff employees and not out-sourced resources. Outsourced support is not acceptable.

1.3.7 Vendor shall not be in arrears or otherwise have any unpaid Federal and/or Commonwealth of Kentucky employment, withholding, use and other taxes.

1.4   **VENDOR QUESTIONS AND RESPONSES**
Vendors shall submit all questions in writing by e-mail within two (2) weeks of due date. Only written responses from Boyd County 911 shall be considered as part of this RFP. Boyd County 911 will respond to questions submitted two (2) or more weeks before the Due Date. Responses to any question of significance will be sent to all vendors by e-mail.

1.5   **PROPOSAL RESPONSE FORMAT AND CONTENTS**
Proposals must consist of the following Sections and in the specific format detailed below.

Section 1 – Management Summary
The Management Summary shall be written for non-technical personnel and contain a summary of the contents of the proposal including:
- Summarize your qualifications and experience for turnkey Computer Aided Dispatch Systems with Windows SQL Systems to bid this RFP.
- Brief Summary of the proposed Systems Computer Hardware and their integrated design features including, but not limited to, future expansion to your CAD, RMS, MCS, JMS and CPS.
- State the source, owner and copyright holder of the Systems proposed if the Systems were not developed by your employees.
- List of all lawsuits and litigations, past and current with private and with public agencies since the original start of business.

Section 2 – Corporate Data
The following corporate information shall be submitted:
- Provide the type of organization (partnership, corporation, etc.) and state where organized and the names of all persons/entities having 10% or more ownership.
- Provide a summary of your firm's experience in public safety on Windows based Systems with an emphasis on regional systems serving county and municipal agencies.
- Describe your policy and program for 24 x 7 maintenance and support, enhancement and new releases of the Systems you propose. Describe all other levels of support you provide.
- State the location(s) of the company office(s), representatives that will support the proposed System.
- Provide a Reference List of name, address, telephone number and contact person of every Commonwealth of Kentucky agency for whom you have installed the proposed CAD System.

Section 3 – Vendor Response to Mandatory Requirements for Qualification
The Vendor must have each of the items listed in RFP Section 1.3

Section 4 – CAD System Description

Provide a detailed description of the proposed Systems.

Section 5 – Hardware, System Software and Services
Vendor shall provide the Hardware, System Software and Services described in RFP Section 3.0. Vendor shall verify that it is able to meet the specifications, as described.

Section 6 – Implementation Services
Vendor shall provide a description of its CAD System Implementation including the following items:
- Documentation and On-Site Implementation/Review Visit
- Software System Generation
- Management Orientation
- On-Site System Installation
- On-Site Training

Section 6 – Implementation Schedule

Section 7 – Maintenance and Support
Vendor shall describe its Maintenance and Support Service policy. Boyd County 911 requires the following:
- 24x7x365 Support Direct Vendor Support
- All Support Calls are to be answered directly by the Vendor's Support Team.

Section 8 – Cost Proposal
Vendor shall provide a detailed Cost Proposal.

**SECTION 2.0
CAD SYSTEM REQUIREMENTS**

2.1   Software Licenses Required: WS = Work Stations
- Computer Assisted Dispatch (CAD) System (4 WS)
- CAD-Administrative (3 WS)
- CAD-View Only(5 WS) – Remote each from a separate location
- CAD-Remote Viewing
- CAD-E911 Interface
- CAD-State Interface
- CAD-Mapping
- CAD-PageGate Interface
- CAD-PowerPhone Interface
- CAD-ESO Solutions Interface
- CAD-Bio-Key Interface (Mobile interface must function on Ky State Ip Mobile Net RF network using the state API with Mobile Cop MDT software and not require cellular air cards for operation. Must provide full CAD detail to mobiles)
  - Later use or conversion to air cards/wifi connections for mobiles must meet or exceed KY and FBI security standards including a security data log of queries with user data that meets requirements.
- Image Gateway

SECTION 3.0
HARDWARE, SYSTEM SOFWARE AND SERVICES REQUIREMENTS

3.1   Architecture
Boyd County requires a Local Host System. A Vendor Hosted System is not acceptable. A functional view of the Boyd County 911 CAD System is presented in Section 3.6, below.

3.2   Host System Hardware
A functional view of the Boyd County 911 CAD System is presented in Section 2.6, below. The Hardware and System Software items are as follow:

3.2.1 Servers (2)
- PowerEdge R430 Server
- ProSupport Plus: 5 Year Critical 4 Hour Onsite
- Keep Your Hard Drive, 5 Year
- 2 X Intel Xeon E5-2620 v3 2.4Ghz 8CoreSAS 12Gbps HBA External Controller
- 4 X 16 GB RDIMMs
- PERC H730 1GB NV Cache2.5" Chassis with up to 8 Hot Plug Hard Drives
- 4 X 600 Gb 15K SAS 12 Gbps 2.5in
- DVD
- 550W Redundant Power Supplies
- 16GB SD Internal Storage for Hypervisor
- 12 Gbps HBA for External Tape
- Bezel

3.2.2 Tape Drives (2)
- Dell PowerVault PV114X, LTO-5 Tape Drive
- SAS Cable, 6GB, EXT TAPE, 2M
- PV114X, 2/4 Post 1U/2U Static Rail Kit
- Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended
- ProSupport : 7x24 HW / SW Tech Support and Assistance , 3 Year
- Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year
- Dell Hardware Limited Warranty Initial Year
- Dell Hardware Limited Warranty Extended Year
- Mission Critical Package: Enhanced Services, 3 Year
- LTO- 5 Media 20 Pack (1)

3.2.3 Console Kit (1)
- APC 19"
3.2.4 KVM (1)
- Raritan 8 Port Dominion LX IP
- Cables

3.2.5 UPS (2)
- APC Smart-UPS RT 2200VA RM
- 2 Year Warranty

3.2.6 Switches (1)

- Cisco Catalyst 2960 Switch
- SMARTnet 24x7x4 Maintenance – 3 Year

3.2.7 Firewalls (1)
- Cisco ASA 5512-X Security Plus – License
- AnyConnect Essentials VPN License – 250 Users
- SMARTnet 24x7x4 Maintenance – 3 Year

3.3   System Software

3.3.1 Windows Server 2012
- Windows Server 2012 2 Processor License (6)
- Windows Server 2012 Device CAL (12)
- Window Server Remote Desktop CAL (5)

3.3.2 SQL 2014
- SQL 2014 Standard Edition (1)
- SQL 2014 Device CAL (12)

3.3.3 Citrix XenApp
- XenApp Advanced Edition (5)

3.3.4 Symantec Backup Exec
- Symantec Backup Exec 2012 Win Server (1)
- Symantec Backup Exec 2012 Agent (2)

3.3.5 VM
- VSphere Essential (1)
- 5 Years of Maintenance

3.3.6 Doubletake
- Doubletake for VSphere (2)

3.4   Work Stations and Monitors

3.4.1 Work Stations (5)
- Dell Optiplex 9020 Mini
- Intel Core i7-4790 Quad Core 3.6 GHz Processor
- 16 GB Memory
- 1 TB Hard Drive
- DVD+RW
- NVIDIA Graphics Card
- Window 7 64 Bit with Windows 8.1 COA
- Dell 5 Year ProSupport Plus with Next Business Day
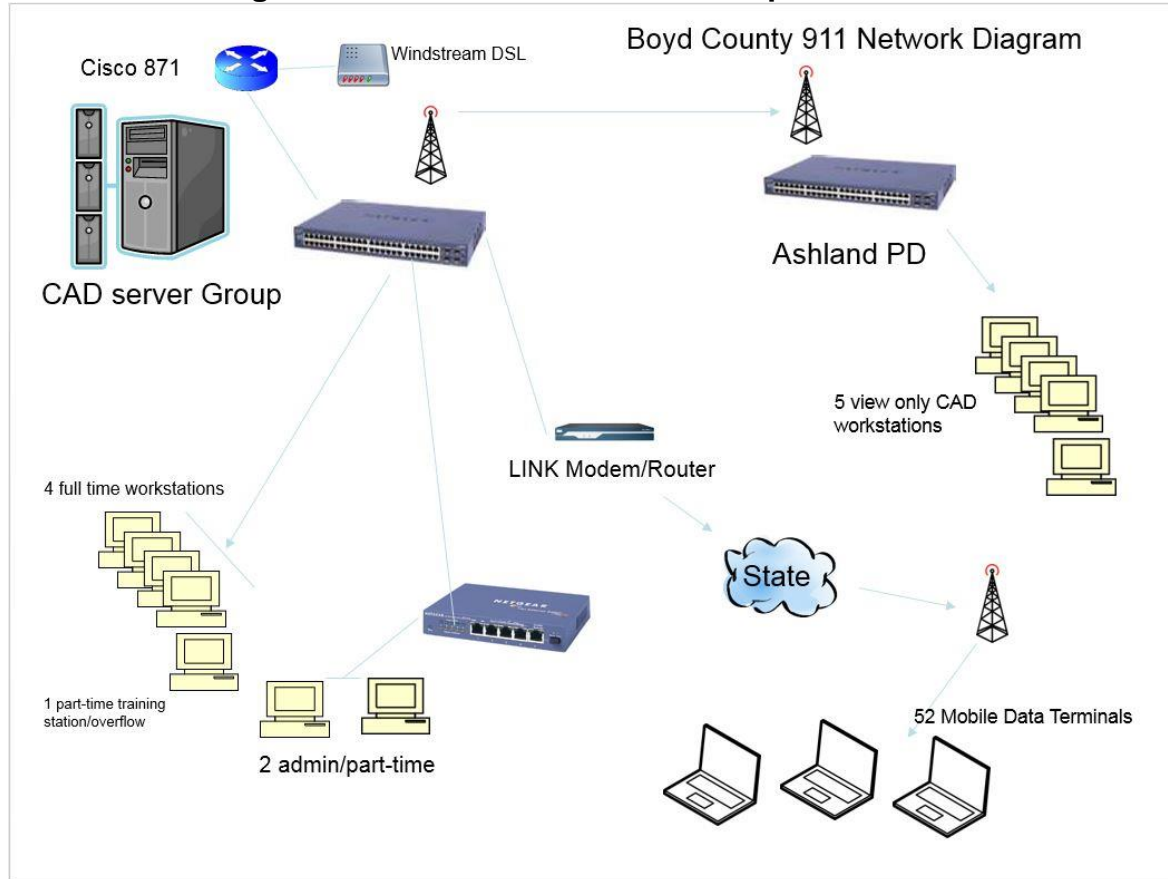 Onsite Service

3.4.2 Monitors (10)
- Dell 19" Monitor – 4:3 Screen Aspect

3.5   Services
Vendor shall, using its own staff, install all items list above.

3.6   Network Drawing and documentation of FIPS compliance for NCIC

Boyd County 911 Network Diagram

3.6.1

3.7   Management Information System (preferred)

3.7.1 Accurate call counting software that can be interfaced with a Solacom Guardian 911 host/remote system and an Avaya IP office administrative office telephone system.

3.7.2 Call information

- At minimum MIS should provide accurate incoming and outgoing call counts for both 911 and administrative lines. Ring time, answer, duration, and disconnect times, call calculations and reporting.
- Collect ANI/ALI information presented from the telephone interfaces for data searches and call aggregation.