

LEGAL NOTICE

The County Commission of Wood County will be accepting sealed bids for replacing the existing public safety system (CAD) currently being used by the Wood/Wirt County E-911.

Specifications may be obtained at 911 Core Road, Parkersburg, WV or by visiting https://woodcountywv.com/files/docs/county-offices/e911/wc911_psss_rfb_pdf.pdf

Sealed bids will be opened by the County Commission, during regular session, in Room 203 of the Wood County Courthouse on Monday, December 4, 2017 at 9:30 o'clock A.M. All sealed bids must be received no later than 4:30 o'clock A.M. on Friday, December 1, 2017.

The County Commission is an equal opportunity employer and reserves the right to reject any and/or all bids.

David Blair Couch, President
Wood County Commission

Wood/Wirt County 911



Request for Bid

Public Safety Software System

Wood County, WV

Bids must be received by Dec 1th, 2017

RFB 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 Wood County 911 (WC911) hereby requests that vendors submit Bids for a public safety software system. These bids shall provide all of the material requested herein, including detailed cost Bid for the necessary hardware, software, and services. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's Bid.

The WC911 reserves the right to overlook any errors or omissions on the part of the vendor during the RFB process.

The WC911 is seeking to replace its existing public safety system. The WC911 is looking for a contemporary, completely integrated solution that is one application, with one database, provided by one vendor. In addition, the WC911 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 RFB should be directed to:

Rick Woodyard
 Director
 911 Core Road
 Parkersburg, WV 26104
 Email rwoodyard@woodcountywv.com
 Phone 304-420-0911

No vendor employee or consultant shall contact anyone else at the WC911 for purposes of soliciting information about this RFB, the evaluation of the Bid, or the selection process until after such time as the WC911 announces its intent to award the contract or otherwise completes the RFB process.

Dates

11-15-17	RFB is released to vendors.
12-01-17	RFB must be received by this date for bid opening
12-04-17	Bid opening by County Commission

Deliverables

As of the date specified in the [Dates](#) section for the Bid to be due, the vendor must submit the following to the Wood County Commission:

Sealed package containing the Bid which must note the following prominently on the outside of the package in addition to address or mailing labels:

- Vendor name
- RFB name
- Bid due date and time

Bid submission address:

Wood County Commission
#1 Court Square #203
Parkersburg, WV 26101

Profile

The WC911 provides Public Safety Answering Point (PSAP) services to Wood County, Wirt County, and their corresponding police departments and sheriff's offices in West Virginia. The county includes a population of approximately 90,000 people.

The WC911 consists of 24 personnel who are anticipated to use the new system as follows:

Dispatch Seats	8
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The WC911 needs a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straight forward access to information, and otherwise streamline the WC911's processes.

Current System

At present, the WCHSEM is using Tri-Tech CAD Dispatch Now 2.0. This system has been in place for 5 years. The current system is on Windows 7pro. The system has interfaces with InSync RMS, APCO advisory and Active 911. We currently have a web page CrimeReports that shows limited non-sensitive current calls for services. We have interface with State of West Virginia traffic 511. The system now has 7 work stations with NCIC lookup capability. The current mapping system is ESRI GIS and Orthros photography. The CAD system is also interfaced with INTRADO ANI/ALI 911 phone system. We utilize the AVTEC SCOUT as our radio console. Vendor must interface with the NCIC (WEAPONS) system for West Virginia. Vendor will be responsible for gathering permissions and documents allowing use and installations of the system.

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the WC911 a mature CAD and Mapping System that will enable the effective and efficient operation of the WC911. At a minimum, the system shall support the following:

- Data conversion from Tri-TECH data to new system
- Stage all new equipment, Installation of equipment (including workstations purchased by WCHSEM)
- Purchase, Stage and install server(s) --- (CAD, Mapping and Mobile).
- Provide training and testing for all WCHSEM employees on system.

Please note the following:

- The WC911 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 WC911 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 WC911 may implement.

- The system shall allow the WC911 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.
- 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 WC911 to enter into and maintain full use of the system.
- Acquisition and implementation of a new CAD and Mapping System is a project that will impact the WC911 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 WC911
 - Deliver a fully-integrated CAD and Mapping System 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 WC911
- Successfully implement the system with minimal disruption to users and operations.

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 WC911 for the duration of the project.

System Configuration and Setup

The vendor must provide detailed system configuration and setup services to the WC911 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 WC911 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 WC911. The WC911 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 WC911's data which has been converted from the existing system.

Data Conversion

The vendor must include data conversion. The databases to be converted include Tiburon CAD. The vendor will work with the WC911 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.

Content

The vendor must provide its Bid 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 RFB, federal Tax Identification Number, DUNS number, and the date the Bid 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 RFB, including the vendor's statement that any responses required by those addenda have been made within the Bid
- A list of any sub-contractors who will be used for the project
- A statement that the Bid 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 Bid.

Table of Contents

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

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 WC911'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 Bid.

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 WC911. 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 WC911. The selected vendor shall itself be solely responsible for the performance of all work set forth in any contract resulting from the RFB, 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.

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 Bid. 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.

Evaluations

The WC911 reserves the right to select the Bid which best meets its needs, regardless of the cost of that Bid relative to other Bids received.

Evaluation criteria for bids received 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 WC911?
- **Cost** – Does the proposed solution provide the needed functionality at a reasonable cost to the WC911?
- **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 WC911 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.

Appendices

None.

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 Bid:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from doing or working on contracts issued by any government agency;
- b. Have not within the five (5) year period preceding the submission of this Bid:
 - 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 Bid had one or more Federal, State, or Local government transactions terminated for cause or default.

Name:	Title:
Authorized Signature:	Date: