



City of Twin Falls
Public Safety Software System
(CAD/Mobile/Records Management)

Request for Proposal (RFP)

Twin Falls, Idaho

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GENERAL INFORMATION AND BACKGROUND

Introduction

The City of Twin Falls hereby request 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. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's proposal.

The City of Twin Falls reserves the right to overlook any errors or omissions on the part of the vendor during the Request for Proposal process.

Contacts

All communication regarding the RFP shall be directed to:

Kathy Markus
Information Communication Technology Manager
P.O. Box 1907
Twin Falls, Idaho 83303-1907
kmarkus@tfid.org
1.208.735.7222

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

Background

The City of Twin Falls is seeking to replace its existing computer aided dispatch system, public safety records management system, fire records management system, code enforcement software and all mobile platforms associated with its public safety software platform. The City of Twin Falls is looking for a contemporary, completely integrated solution that is one application, with one database (**Microsoft SQL on premise**), provided by one vendor. The City of Twin Falls reserves the right to deviate from the one application/one vendor in the area of fire records management. The fire records management solution, if chosen as a stand-a-lone solution, must interface with our database and CAD solution.

Profile

The City of Twin Falls is located in south-central Idaho along the scenic Snake River canyon. With a population of approximately 49,202 residents, Twin Falls is the eighth largest city in Idaho and encompasses 18.16 square miles. It is located in Twin Falls County, which covers approximately 1,928 square miles of mostly irrigated agriculture land and has a total population of 83,513.

Twin Falls is the urban center of the Magic Valley, which consists of Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka and Twin Falls counties. The City serves as the retail, educational, medical and employment center for this eight-county area that has a total population of over 260,000 residents. As a result, the daytime population in Twin Falls swells by an estimated 30,000 people.

Departments

The City of Twin Falls operates the following emergency/non-emergency services.

Emergency Communications Center: The Twin Falls Emergency Communications Center is responsible for providing 9-11 emergency and non-emergency radio/telephone communication services. The Center is staff with one (1) Director and twelve (12) full-time Communication Specialists. In 2018, they handled 44,706 9-11 calls, 94,716 non-emergency calls, 11,638 outbound calls and 3,604 Alarm calls.

Code Enforcement Department: Code Enforcement is responsible for enforcing City Codes pertaining to zoning, Health, Sanitation Conditions, Public Nuisances, Animal Permitted Zones, Weed Abatement and Water Conservation. They also handle all animal control calls. Code Enforcement is staffed with one (1) Coordinator and four (4) officers. In 2018, they responded to 4,478 code enforcement calls and 3,618 animal control calls.

Police Department: Twin Falls Police Department is responsible for providing effective police services to the community. The Police Department is staffed with seventy-seven (77) sworn officers and twenty (20) professional staff. They responded to 54,828 calls for service in 2017.

Fire Department: The Twin Falls Fire Department (TFFD) is responsible for providing Fire Suppression, Technical Rescue (confined space/high angle), Aircraft Rescue Firefighting, Emergency Medical Response and Hazardous Material services. TFFD consists of four (4) stations and 47 full-time employees. They responded to 5,413 calls for service in 2017.

Description of Current Service, Applications and Hardware

The City of Twin Falls uses EIS (Executive Information Services). This system has been in place for approximately eighteen (18) years. EIS is used as the main CAD system for Communications, Police and Fire as well as the main RMS for Police. In addition, EIS is utilized for all mobile applications for police and fire.

The City of Twin Falls utilizes the following applications and interfaces:

CAD Interfaces:

- Advanced CAD2CAD with Southern Idaho Regional Communications (they are utilizing Zuercher)
- Powerphone EMD
- Vesta ANI-ALI with Text-to-911
- Paging
- Higher Ground logging recorder
- AvTec Radio Console
- Station Alerting/Toning
- ZOLL Fire RMS and EMS Charts
- Suppression Systems
- ESRI

RMS Interfaces:

- SPIDR Tech – Victim Notification
- eImpact – State software for crashes. Need collisions in RMS sent to the State
- APS Citations – Import Citations into RMS

- Odyssey Courts – Status, Warrants and Citations
- Laserfiche – Document Storage
- Fusion – Dictation
- Evidence.com-Axon (Auto Tag w/ RMS)
- State Lab
- ESRI
- NIBRS/IBR/ILETS

FIRE RMS Interfaces:

- ZOLL Fire RMS
- EMS Charts

The City of Twin Falls utilizes the following hardware:

- 48 Police MDCs
- 5 Fire MDCs
- 5 Live CAD Positions in the office with Radio Interface
- 3 CAD Positions – two (3) in the Records Department and one (1) for Emergency Communications Manager

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the City of Twin Falls a mature public safety software system that will enable the effective and efficient operation of all public safety departments using the system. Please note the following:

- The City of Twin Falls 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 vendor(s).
- The City of Twin Falls is interested in a Suite style system that encompasses all aspects of use for our various departments; however, the City of Twin Falls reserves the right to deviate from the one application/one vendor in the area of fire records management. The fire records management solution, if chosen as a stand-a-lone solution, must interface with our database and CAD solution.
- The system must be scalable and must be able to integrate with existing applications/interfaces outlined, as well as future applications/interfaces the City of Twin Falls may implement.
- The system shall allow the City of Twin Falls to efficiently organize, track and access the vast amount of information that flows through the system with real-time access.
- The system must be easy to use, searchable and intuitive.
- The system must have the ability to provide robust analytical abilities with advanced live crime reporting, crime reports, officer statistics and publishing.
- The system must provide full State reporting (NIBRS, Accidents, EMS).
- **The system must have the ability to provide a live CAD interface with Southern Idaho Regional Communications Center (using Zuercher CAD/RMS).**
- The system must be GIS centric.
- The system must be configurable with user-defined fields.
- The system must have an evidence module with barcoding.
- The system must allow for the configuration of custom reports for all data in the system.
- The system must be able to provide Case Management tools.

- The system must interface with our current and future software applications.
- The City of Twin Falls prefers an on premise, AD Integrated and Microsoft SQL based solution.
- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance.

RFP INSTRUCTIONS

Vendor Qualifications

In order to ensure that any responding vendor is qualified to deliver the product and services contemplated in the RFP, the City of Twin Falls reserves the right to inspect vendor’s physical site prior to award. The City of Twin Falls further reserves the right to perform site visits and/or interview other agencies currently using the vendor’s products.

Project Timetable

The following schedule details key dates related to this RFP. The City of Twin Falls reserves the right to revise this timetable as necessary.

Date	Time	Activity
May 16, 2019		RFP Distribution
May 30, 2019	5:00 p.m. (MT)	Intent to Respond to RFP
June 14, 2019	5:00 p.m. (MT)	RFP Questions Due
July, 5, 2019		Response to RFP Questions Issued
July 26, 2019	5:00 p.m. (MT)	Proposal Due Date
August 12 th -16 th , 2019		Oral Presentation and Demonstrations (if necessary)
September 13, 2019		Vendor Selection
October 1, 2019		Contract Awarded/Signed

Letter of Intent to Respond to RFP

Vendors should send a letter expressing their intent to respond, by the date designated in the Project Timetable above to:

Kathy Markus
 Information Communication Technology Manager
kmarkus@tfid.org

The letter of intent to respond should include Vendor’s primary point of contact information for the purposes of this RFP. Only vendors submitting a letter of intent will receive updates, clarifications, etc., for this RFP.

RFP Questions

Any questions regarding the RFP should be submitted by the date stated in the Project Timetable via email to:

Kathy Markus
Information Communication Technology Manager
kmarkus@tfid.org

Oral Presentation and Demonstration

The City of Twin Falls may choose to make a shortlist of vendors and invite selected vendors for an oral presentation and product demonstration to ensure that the proposed solution meets the City of Twin Falls' requirements. The vendor will be responsible for all incurred costs associated with the Oral Presentation and Demonstration.

Evaluation Criteria

The City of Twin Falls intends to select a vendor that demonstrates the best perceived overall solution, regardless of the cost of that proposal relative to other proposals received. Submissions will be evaluated on a variety of quantitative and qualitative criteria and in accordance with Idaho Code 67-2806A. The following evaluation criteria will be used to assess the responses to this RFP.

Criteria	Percentage
Innovative Solutions and Unique Product Features	25%
Price	5%
Future Product Maintenance and Product Warranties	15%
Vendor Experience in the Market	25%
Ability to Meet Product Specifications	30%

RFP RESPONSE SUBMISSION

One original proposal document, six (6) hard copies (a total of seven (7)) and one (1) electronic copy on a flash drive of the complete proposal must be received on or before the time and date stated in the Project Timetable, at which time all proposals will be opened and reviewed.

The original and all copies must be submitted in a sealed envelope/container delivered to:

Kathy Markus
Information Communication Technology Manager
P.O. Box 1907
203 Main Avenue East
Twin Falls, Idaho 83303-1907
kmarkus@tfid.org
1.208.735.7222

Vendors are responsible for all delivery requirements. Any response received after the date and time stated in the Project Timetable will not be considered.

General Guidelines

Proposals will be evaluated in accordance with their adherence to project objectives as well as accuracy and completeness. The following general rules and comments are provided to the vendors responding to this RFP:

- Proposals may be ranked without requests for further clarification; vendors are encouraged to submit comprehensive proposals without expectation of follow up activities.
- It should not be assumed that vendors may be invited for interviews to present their proposals in more detail and to answer any questions the evaluation panel may have.
- All provided specification pages must be completed and returned with the vendor's proposal.
- Any information that may have been released by the City of Twin Falls, either verbally or in writing, prior to issuing this RFP is hereby superseded by the contents of this RFP. Vendors can submit requests for clarifications to the contact identified in the RFP Questions section.
- Any such clarification will be made in writing and made available to all vendors indicating their intent to submit a proposal.
- Any expenses for proposal development are entirely the responsibility of the vendor and will not be reimbursed in any manner.
- All design drawings, plans and proposals submitted in response to the RFP will be retained by the City of Twin Falls and will not be returned.
- The evaluation panel reserves the right to reject any or all proposals should they be deemed unsatisfactory, or to conclude that there are no satisfactory proposals and discontinue evaluations. The City of Twin Falls reserves the right to waive any formalities and make the award in any manner deemed in the best interest of the City of Twin Falls.

RFP Response Format

To ensure consistency in proposal presentation and allow the evaluation team to compare competitive proposals, each proposal must follow the format described in this section. If desired, the vendor may attach additional sections or appendices to substantiate their proposal claims. These attachments must be cross-referenced within the proposal as appropriate. The vendor may also include brochures or other sales collateral as attachments to the proposal. All optionally requested items should be included and clearly identified as options, otherwise, the vendor may be required to provide the item(s) as part of the base proposal.

If confidential or proprietary information is included in the proposal, each page containing such information should be marked "Proprietary and Confidential."

Pages are to be numbered. Additional header or footer information (such as company or section title) may also be included.

Vendors may follow their standard proposal format concerning line length, spacing, indentations, etc. Hard copies should be double-sided.

Each copy, complete with appendices and/or attachments, should be bound separately.

Proposals must include the following materials in the following identified order:

LETTER OF TRANSMITTAL

The response should include a letter of transmittal with the following information:

- RFP title (and number, if applicable)
- Vendor company name
- Vendor primary contact information, including name, title, and telephone number
- Proposal validity period
- Include the original signed letter of transmittal with the original proposal and a copy of the letter of transmittal with each copy of the proposal

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The response should include a table of contents that reflects the sections identified.

SECTION 1 – EXECUTIVE SUMMARY

Include an overall description of the proposed solution, including a brief overview of each of the products proposed.

SECTION 2 – CORPORATE AND COMPANY INFORMATION

Provide introductory information about Vendor's company, history, clients and industry involvement, including:

1. Company name, address, telephone number, and website
2. Information on the company history
3. Executive team biographical summaries
4. A description of the company's role and participation in industry forums such as NENA, APCO, and IJIS. Further, any employee participation on committees or boards within these organizations, as well as any certifications held from these organizations.
5. A description of the company's qualifications to assume responsibility for the success of this project.

SECTION 3 – REFERENCES

This section should establish the vendor's ability to perform the required work by describing the vendor's experience with similar projects and include reference information from current customers.

Vendor must have successfully implemented five or more operational public safety systems, which included applications similar to those required in this RFP. Provide a brief summary for at least five such projects, including:

- Client name
- Client address
- Contact name
- Contact title
- Contact telephone number

- Contact email address
- Software provided by Vendor
- Number of licensed users for each major software product
- Installation date for each major software product

SECTION 4 – RESPONSE TO REQUIREMENTS

This section should include the completed responses to the requirements. All responses must be completed on the provided forms. Any vendor failing to include these forms may be disqualified. Any specification without a response will be recorded as “NC – Proposed software does not meet the specification and cannot be modified.” All vendors are required to use the following response codes for each specification:

VENDOR COMPLIANCE RESPONSE CODE KEY	
C	Compliant. Current proposed software meets specification without modification. The function is fully developed and can be demonstrated in the proposed software package.
PC	Partially Compliant. Proposed software meets part of the specification
NC	Non-Compliant. Proposed software does not meet the specification and cannot be modified.
F	The specification will be met by a future release of the software. Please provide an expected timeframe (quarter and year).
A	The specification can be met by an alternative method (provide a description of the alternative method in the comment column)
M	The proposed software will be modified to meet the specification.

For each “M” response, Vendor must include an explanation of the modification required, a timeframe for when the feature will be available, and identify any costs associated with the modification in the cost proposal.

Vendor must provide clear explanations of all modifications proposed; failure to clearly explain any deviation from the specifications identified in this RFP may be grounds for rejection of the proposal.

Use the forms provided in Appendix A.

SECTION 5 – PRODUCT FEATURES

This section should include detailed product information that will help reviewers evaluate each of Vendor’s products. Include detailed descriptions of the base product(s) as well as any optional modules.

SECTION 6 – IMPLEMENTATION

This section should include information pertaining to implementation, including project management methodologies, implementation methodology, and a preliminary project schedule.

Vendor must assign a Project Manager to oversee implementation of the vendor’s solution. The Project Manager must have at least five years project management experience (ideally, in a public safety environment) and must hold a Project Management Professional (PMP) certification from the Project Management Institute (PMI).

In this section, Vendors are expected to:

1. Provide a high-level overview of the vendor's Project Management function and Implementation Methodologies.
2. Provide sample resumes illustrating the vendor's project management expertise available to support this project.
3. Describe the vendor's recommended approach for cutover of the proposed application software products and related interfaces, i.e., single go-live, phased roll-out, etc.
4. Provide a preliminary Project Schedule.
5. Provide a sample Statement of Work that defines the scope of the project, the key tasks required to complete the project, and the responsibilities of both parties.
6. Describe the processes and practices employed to minimize risk and control the scope and schedule of the project.
7. Describe the processes and practices used by the vendor to evaluate the client's current operational practices and workflow and on how that information will be used in the setup of the proposed system.
8. Describe the processes and practices used by the vendor to build the code tables necessary to ensure full and proper operation of the planned application software products and interfaces.
9. Describe the processes and practices used by the vendor to validate (with the client) the setup and workflow of the proposed system.

SECTION 7 – ACCEPTANCE TESTING

This section should include information describing the vendor's proposed methodologies for administering an Acceptance Testing Process that allows the City of Twin Falls to verify that all application software and interface deliverables comply with the resulting contract between the vendor and City of Twin Falls.

In this section vendors are expected to:

1. Describe the vendor's proposed methodologies for verifying the function of each delivered application software product and interface.
2. Describe the vendor's proposed methodologies for verifying the integration between each delivered application software product and interface.
3. Describe the vendor's proposed methodologies for verifying the reliability (availability) of each delivered application software product.

SECTION 8 – TRAINING

The City of Twin Falls would need the following users trained on each identified application. The City of Twin Falls reserves the right to modify the number of users in each group; however, would not place undue demand on the vendor. The users would include:

- System Administrators – 4 users
- CAD system – 15 users
- Police RMS - 161
- Fire RMS – 35 users
- Code Enforcement – 5 users

The vendor's training program shall be designed and conducted to provide complete familiarization with the proposed system(s), including functional training for user personnel and system administration training for select City of Twin Falls' management, administrative, and/or technical personnel. The City of Twin Falls will provide a suitable environment for training. This section shall include training information, training plans, and sample course descriptions and recommendations from the vendor regarding the most cost effective approach (i.e., Train-the-Trainer, User Training, etc.) to achieve full and productive utilization and self-sufficient administration of the planned systems.

At a minimum, the descriptions for each proposed training course should include:

- Description of the Class
- Quantity of this class proposed
- Recommended number of participants
- Prerequisites
- Location/Methodology of training
- Personnel expected to attend
- Class duration (hours)

SECTION 9 – WARRANTY/MAINTENANCE SUPPORT

The City of Twin Falls requires, starting at go-live, ongoing maintenance support that ensure the continuous productive use of the planned applications software products and interfaces. The proposed maintenance plan should provide coverage 24 hours per day, 7 days per week for the CAD and Message Switch server software applications and all CAD workstation software. The proposed maintenance plan should provide coverage for 8 hours per day, 5 days per week for all Records Management Systems and Mobile units deployed under the system.

This section shall include support information, including procedures for reporting problems, as well as covered and non-covered maintenance, and software upgrade information. Include information on remote problem diagnosis, resolution, and response times.

In this section, vendors are expected to:

1. Describe the vendor's warranty support that is proposed with each application software product and related interface.

2. Describe the support hours that are available and proposed for each application software product and related interface.
3. Describe the support/facilities that are available to the City of Twin Falls via the vendor's toll free (800) number.
4. Describe the support/facilities that are available to the City of Twin Falls via the vendor's web-based online reporting/tracking facilities.
5. Explain the software upgrade/update provisions that are available as part of the vendor's proposed maintenance support program and the incremental costs (if any) that may be associated with upgrades/updates to the proposed application software products.
6. The City of Twin Falls requires that all Priority 1 – Critical Calls for support be responded to immediately during business hours (within 30 minutes during non-business hours), with resolution of the reported problem within 12 hours of the call. The City of Twin Falls requires that all Priority 2 – Urgent Calls for support be responded to immediately during business hours (within 60 minutes during non-business hours), with resolution of the reported problem within 36 hours of the call. Describe vendor's compliancy with this type of Service Level Agreement, the priorities used by the vendor to classify all client support requests, and the response time commitments for each that the vendor will commit to contractually in any resulting maintenance support agreement with the City of Twin Falls.
7. Describe the vendor's proposed responsibilities for the ongoing maintenance support of all hardware, system software, and other third-party components proposed by the vendor as part of this planned system.
8. Vendors shall include a copy of their proposed Maintenance Support Agreement in Section 9 of their RFP response.

SECTION 10 – HARDWARE/SYSTEM SOFTWARE

Vendor shall provide the Agency with minimum recommended configuration requirements for the workstation-based computer equipment and network communications infrastructure needed to support proposed application software products and related interfaces while providing the level of availability and performance specified in this RFP.

As the application software provider and systems integrator, Vendor is expected to assume the following responsibilities for all third-party products and services through final system acceptance:

- Negotiate/administer contracts with all third-party subcontractors.
- Provide a single point of contact for vendor and all third-party subcontractors.
- Coordinate assignments/deliverables of vendor and all third-party subcontractors.
- Create/administer a Statement of Work for vendor and all third-party subcontractors.
- Create/manage overall project schedule for vendor and all third-party subcontractors.
- Manage all communications between City of Twin Falls, vendor, and third-party subcontractors.

- Assume the risk for accuracy, completeness, and quality of all third-party subcontract deliverables.
- Resolve inconsistencies in third-party deliverables and contractual requirements.
- Ensure that all vendor and third-party deliverables are delivered completely, as defined in the resulting agreement between City of Twin Falls and vendor.
- Assume the risk for the faithful performance of all third-party subcontractors.

This section of the proposal shall include:

1. A thorough overview of how the vendor will comply with the Systems Integration requirements defined above.
2. A thorough overview of the proposed hardware/system software solution.
3. An Architectural Drawing of the proposed solution, with all servers, interfaces and workstation types clearly identified.
4. A complete listing of all hardware, system software and related third-party elements included in the proposed price.
5. Provide a complete description of each server proposed and workstation recommended to support the proposed solution.
6. The warranty included with each proposed component.
7. A complete list of all assumptions being made by the vendor regarding the expectations of City of Twin Falls with respect to the computer equipment, system software, and network infrastructure required to support the proposed solution.

SECTION 11 – SAMPLE LICENSE AGREEMENTS/CONTRACTS

This section should include all applicable sample license agreements and maintenance support agreements for the proposed application software products and interfaces.

SECTION 12 – EXCEPTIONS

This section should include any exceptions to the RFP terms and conditions. Please provide your exceptions by indicating the RFP section or subsection number, the specific item that is the focus of the exception, and an explanation for the exception, with alternative(s) where applicable.

SECTION 13 – ADDITIONAL INFORMATION

This section should include any additional information Vendor deems necessary.

SECTION 14 – PRICING

This section should include a Fixed Price Quotation for the proposed public safety software, services, travel, and third-party deliverables, with an itemized list of all components.

All products and services shall be itemized with quantities clearly noted. Vendor shall provide maintenance quotes for five (5) years following warranty expiration for all proposed application software products and interfaces.

Vendor shall provide maintenance quotes for three (3) years following warranty expiration for all proposed computer hardware and system components.

Any proposed modifications must be included in the price proposal in an itemized format.

Vendor shall include all travel expenses associated with the project. Travel shall be presented as a fixed price to the Agency.

Vendor shall list any and all assumptions made in formulating the proposed price.

Vendor shall identify pricing for all upgrades and product enhancements with hourly rates for those services.

Vendor shall provide the City of Twin Falls with Annual User Conference pricing.

If confidential or proprietary information is included in the proposal, each page containing such information should be marked "Proprietary and Confidential."