



Request for Proposal

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

Issued: May 1, 2018

By:

Counties of Perry and Juniata

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1. INTRODUCTION

Juniata and Perry Counties, Pennsylvania, (the Counties) are seeking proposals from interested and qualified companies or professionals to provide and install a turnkey solution for a regional computer-aided dispatch (RCAD) system and mobile data system, and associated interfaces. The RCAD and mobile data systems will serve multiple public safety answering points (PSAPs), agencies, jurisdictions and other disciplines across the two counties. This request for proposals (RFP) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with the instructions provided; one successful candidate will be selected and invited to enter into a contractual relationship with the Counties 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

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 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.” Responses regarding desirable features will be considered when evaluating proposals, but only after requirements are addressed. These features are not required but are desirable, and may be taken into consideration by the Counties 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 opportunity 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 Juniata County's website. www.co.juniata.pa.us Counties' websites.

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 Counties may make such reasonable investigations as deemed proper and necessary to determine the ability of Vendors to perform the work. Vendors shall furnish the Counties with all such information and data for this purpose as may be requested. The Counties reserve the right to inspect Vendors' physical facilities and to require demonstrations at the Vendor's or Counties' facilities prior to contract award, 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 by the Counties.

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 Counties

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 12 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 Counties. 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 Counties 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 life cycle of the implementation project, as well as for support of continued operations through the terms of the negotiated contract.

Understood

2.4. MANDATORY ITEMS

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

Understood

Vendors must have a minimum of ten CAD systems installed and currently operational, with at least one multi-PSAP 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.

Understood

Vendors must have sufficient, competent and skilled staff, with experience in performing the services described in this RFP. Vendors must be registered in CJIS Online and all staff working on the project must be able to **pass a mandatory fingerprint based criminal background check before they are allowed entry onto the premises.**

Understood

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

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

Understood

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

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

Vendors must attend the mandatory pre-proposal conference on June 5, 2018, at noon Eastern, as discussed in Section V – Proposal Timeline.

Understood

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

Understood

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

Understood

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 Counties in the amount of 100 percent of the proposal within 14 days of notice of contract award.

Understood

3. PROPOSAL SUBMISSION

3.1. CORRESPONDENCE

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

Allen Weaver
Director of Emergency Services
County of Juniata

11 N. Third St.
Mifflintown, PA 17059

Respondents requesting additional information or clarification are to contact Allen Weaver in writing at aweaver@juniataco.org 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 12, 2018, 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.juniata.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 the Counties 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 June 19, 2018, at 9:00 AM 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

The Counties reserve 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 1, 2018
Mandatory Pre-Proposal Conference	June 5, 2018 @ noon Eastern
Question-and-Answer Period Ends	June 12, 2018 @ noon Eastern
Proposal Due Date	June 19, 2018 @ 9:00 AM Eastern

A mandatory pre-proposal conference to address questions will be held at noon Eastern on June 5, 2018, at the site listed above; related information will be posted on Juniata 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 Allen Weaver via email at aweaver@juniataco.org 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 Counties to award a contract. The Counties reserve the right to accept or reject any or all proposals if the Counties determine it is in the best interest of the Counties to do so. The Counties will notify all Respondents, in writing, if the Counties reject all proposals.

Understood

5.2. MODIFICATIONS

The Counties reserve 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 Counties 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 each individual County's Board of Commissioners.

Understood

Proposals and costs submitted hereunder will be firm for at least 120 days from the due date unless otherwise qualified. Equipment may be purchased in several stages due to the availability of funds.

Understood

5.6. DISCLOSURE OF PROPOSAL CONTENTS

Respondents understand and acknowledge that the Counties are governmental entities subject to the laws of the Commonwealth of Pennsylvania, and that any reports, data or other information supplied to the Counties 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 the Counties.

Understood

6. GENERAL REQUIREMENTS AND INFORMATION

6.1. BACKGROUND

Juniata and Perry Counties seek proposals from qualified firms to provide and install a regional computer-aided dispatch (RCAD) system and mobile data system, and associated interfaces. The RCAD and mobile data systems will serve multiple public safety answering points (PSAP), agencies, jurisdictions and disciplines across the two counties. 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 two 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

The Counties 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.

Juniata County PSAP

Juniata County is a Seventh Class County with a population of 25,514. The County covers approximately 394 square miles and has 14 townships and four boroughs within its boundaries. The County's PSAP dispatches for one law enforcement agency, nine fire departments and six emergency medical services (EMS) agencies. The PSAP handled an average of 20 emergency calls each day in 2017.

Juniata County's PSAP operates a Harris (formerly InterAct) solution installed in 2009 that supports five CAD workstations and two backup/administrative workstations. The PSAP currently employs 10 staff.

Understood

a. Required interfaces specific to the Juniata County PSAP:

- APCO Advisor
- Commonwealth Law Enforcement Assistance Network (CLEAN)/National Crime Information Center (NCIC)
- Enhanced 911 (E-911) Automatic Number Identification (ANI)/Automatic Location Information (ALI) (Airbus Vesta v6.0)
- Geographic Information System (GIS) mapping (Esri ArcGIS® v10.0.2)
- Mobile data (future)
- Radio consoles (Motorola MCC 7500)

- Master clock (Spectracom NetClock)
- Pennsylvania Justice Network (JNET)

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

Perry County PSAP

Perry County is a sixth Class County with a population of 46,127. The County covers approximately 556 square miles and has 21 townships and nine boroughs within its boundaries. The County's PSAP dispatches for one law enforcement agency, 12 fire departments and 10 EMS agencies. The PSAP handled an average of 40 emergency calls each day in 2017.

The CAD system is a Securus (formerly Cross Current) installed in 2005 that supports five dispatch workstations and two backup/administrative workstations. Perry County employs 21 staff.

Understood

a. Required interfaces specific to the Perry County PSAP:

- Priority Dispatch
- Commonwealth Law Enforcement Assistance Network (CLEAN)/National Crime Information Center (NCIC)
- Enhanced 911 (E-911) Automatic Number Identification (ANI)/Automatic Location Information (ALI) (Airbus Vesta v6.0)
- Geographic Information System (GIS) mapping (Esri ArcGIS® v10.0.2)
- Mobile data (future)
- Radio consoles (Motorola MCC 7500)
- Master clock (Spectracom NetClock)
- Pennsylvania Justice Network (JNET)

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

Current ESInet Network Diagrams

To facilitate connectivity for the RCAD system, the Counties are interconnected by an existing ESInet operated by them. 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.

Understood

6.3. BACKUP SITE

The participating Counties currently do not have a designated backup site; however, 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 the other 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, each participating County's Board of Commissioners will award to the successful Respondent.

Understood

8. PURPOSE/SCOPE OF WORK

8.1. PROJECT OVERVIEW

Juniata and Perry Counties, Pennsylvania, (the Counties) are seeking proposals in partnership from interested and qualified companies or professionals to provide and install a turnkey solution for a regional computer-aided dispatch (RCAD) system and future mobile data system, and associated interfaces. The RCAD and mobile data systems will serve multiple PSAPs, agencies, jurisdictions, and disciplines across the counties. 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 Counties for the services outlined in this RFP.

The project intends to meet the CAD and mobile data requirements of the participating Counties; allow the Counties to share resources; and provide situational awareness to the Counties through the sharing of event and unit status information. 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 Counties' 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, LLC (MCP) has been selected to assist the Counties with the procurement process, the development of this RFP, the responses to Vendor questions, and the responses to requests for clarifications.

Understood

8.2. PROJECT EXPECTATIONS

The County expects to utilize commercially available CAD, mapping and mobile data systems that have 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 Counties do 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 Counties expect 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 Counties require 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 shared RCAD 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 this 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 Counties to meet current and future needs without extensive software customization
- Meet applicable National Emergency Number Association (NENA) Next Generation 911 (NG911) capabilities regarding accepting and processing location protocols (e.g., Presence Information Data Format–Location Objects [PIDF–LO]) and various data (e.g., text, video, audio, X/Y coordinates) as presented to the CAD/911 network interface
- Utilize commercially available CAD and mapping systems
- 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 Counties will purchase hardware through their established procurement methods. Respondents shall certify and fully support equipment purchased for this procurement by the Counties 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 system 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 unacceptable. 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.

The 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:

- Data warehouse
- Priority Dispatch (ProQA)
- APCO Advisor
- Pennsylvania CLEAN/NCIC
- GIS Mapping (Esri ArcGIS® v10.0.2)
- E-911 ANI/ALI (Airbus Vesta v6.2)
- Radio consoles (Motorola MCC 7500)
- Master clock (Spectracom)
- Pennsylvania JNET
- Mobile data (future)

- Automatic Vehicle Location (AVL) (future)
- Location tracking system (Motorola MotoMapping) (future)
- Third party incident notification systems (Active 911, Iamresponding, etc.)

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 Counties 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 Counties and the maintenance will be included with the overall maintenance plan in the proposal.

Understood

8.8. MOBILE DATA (FUTURE)

Respondents will have the ability to deploy software to implement a fully functioning mobile data application. The intention is to implement a mobile data system that functions throughout the counties. There are currently no mobile data computers (MDCs) in place, and the Counties desire to have this capability in the future when they decide to enable mobile data.

The mobile data system will provide the following capabilities:

- Notification of CAD incidents for law enforcement, EMS and fire/rescue

- In-vehicle mapping
- AVL tracking
- Messaging (car-to-car, car-to-CAD)
- Updates to CAD incident status and remarks
- Unit status updates
- Add remarks to event and unit records
- Secure inquiry to Pennsylvania CLEAN/NCIC
- Pennsylvania JNET log-in capability
- Notification and display of premises history and alerts
- Inquiry to data warehouse
- Records management system (RMS) access with in-field reporting
- Internet access

The Respondent will describe:

- How the solution will interface with the MDC clients
- The recommended mobile data solution
- The cost for each on the Cost Data Form

Understood

8.9. RECORDS MANAGEMENT SYSTEM (RMS) INTERFACE

The Counties intend to pursue interfaces to existing law enforcement and fire RMS.

Currently, no interfaces exist with an RMS; however, the proposed system must allow for implementation if desired in the future, including cost for interfaces.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.10. AUTOMATIC VEHICLE LOCATION (AVL) INTERFACE (FUTURE)

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 systemwide 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 Counties 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 Counties reserve the right to include, or not include, the successful Respondent's AVL system in this procurement.

Understood

8.11. 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.

Understood

8.12. APCO ADVISOR

The participating Counties require integration with existing APCO Advisor for EMD applications. The CAD system shall trigger Advisor 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.

Understood

8.13. SYSTEM HARDWARE AND SOFTWARE REQUIREMENTS

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:

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

Comply Partial Comply or Alternative Does Not Comply

Detail statement:

8.14. EXPANDABLE

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:

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:

8.15. 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 not be exported or used in any way without written permission of the agency.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.16. FAULT TOLERANCE FOR RCAD

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:

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:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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:

8.17. 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:

8.18. 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:

8.19. 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:

8.20. DATA WAREHOUSE

The Counties intend 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:

8.21. PUBLIC ACCESS PORTAL

The Counties intend 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 Counties 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:

8.22. TRAINING

The Counties expect that the selected Vendor will provide customized training to each agency regarding the use and configuration of the RCAD 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:

If applicable, the following are examples of topics to be included in the administrative training:

- Workstation administration to include Microsoft Windows® administration
- Server administration to include Microsoft Structured Query Language (SQL) server and SQL server reporting services
- Infrastructure management to include Microsoft System Center Operations Manager
- Embedded applications administration, such as applicable Esri module and ArcSDE administration

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.23. REPORT DEVELOPMENT

The Counties require Vendors to provide a list of currently developed law enforcement, fire/rescue and EMS reports that will be provided with the RCAD system being proposed.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The system provides for the use of COTS report development software, e.g., SAP® Crystal Reports, with the RCAD 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:

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:

8.24. REQUIRED DOCUMENTATION

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The successful Respondent will provide a complete database schema and data description for all data elements, for all components and datasets.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The successful Respondent 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:

The successful Respondent 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:

The final copies of the user and administration guides will be provided prior to system go-live.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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:

The successful Respondent will provide all documentation and licenses that came with all equipment and 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:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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:

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:

8.25. DATA MIGRATION

Legacy data migration will be required, from the current CAD systems to the selected Vendor's RCAD system. The Counties understand that intermediate steps may be required. This function includes system tables and historic call data. The Counties expect 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 the last seven years' worth. The Counties expect that the migrated data will be available to the RCAD workstations and integrated with the RCAD system application.

Vendors must describe the methodology and schedule for data conversion from the current CAD system to the proposed RCAD system.

Legacy data parameters, as of <date>, are as follows:

- The number of event records
- The number of audit records consisting of comments, units, unit status, and other transaction-based records
- The number of premises items related to address, e.g., hazards, alerts
- Current disk space required for legacy data on the present system: XXX

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.26. WARRANTY

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

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:

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:

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:

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 Counties' secure VPN facility for troubleshooting and to perform system diagnostics.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.27. SUPPORT/MAINTENANCE

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. The Counties expect 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 Counties' secure VPN facility for troubleshooting and to perform system diagnostics.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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:

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 its senior support staff for their immediate resolution, at no added cost to the Counties.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

Critical system failures are defined by the Counties as the inability of a telecommunicator to enter calls into the RCAD 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 Counties 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:

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:

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:

- a. 0 to 2 hours – Initial service request is placed and the Vendor begins working on the issue
- b. 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
- c. 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

- d. 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:

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:

The cost of the support and maintenance periods will be itemized in the Cost Data Forms (Attachment B), if applicable. The Counties reserve 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 multi-year support and maintenance agreements.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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 January 1 through December 31, 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

The selected Vendor shall provide a fixed cost for maintenance that extends for five years after the warranty period expires.

Understood

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

Understood

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

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:

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:

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 Counties, and the licenses transferred to the Counties at system acceptance.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

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:

The cost of the maintenance plan shall be itemized on the Cost Data Forms (Attachment B). The Counties 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:

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

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

The Counties reserve 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 Counties.

Understood

The support and maintenance plan must include procedures and costs for compliance with HIPAA Device and Media Control Standards regarding the disposal (HIPAA Security Rule 164.310(d)(2)(i)), final disposition and the subsequent replacement of media storage devices associated with electronic protected health information.

Comply Partial Comply or Alternative Does Not Comply

Detail Statement:

8.28. SCOPE OF CONTRACT

The Counties wish to engage in a contractual relationship with the best-qualified Respondent selected through a competitive process that will work well with the Counties' 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

8.29. PROJECT TIMEFRAME

The Counties anticipate issuing the notification of the preferred Vendor in July 2018. 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

8.30. RESERVATION OF RIGHTS

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

Understood

8.31. SELECTION CRITERIA

Each proposal response will be evaluated on the criteria outlined in Section XII 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

8.32. ADDITIONAL INFORMATION AND REFERENCES

Any additional information that would be helpful to the Counties 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

8.33. 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 the project 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 the Counties.

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

Understood

8.34. 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 disaster recovery system – including interfaces to external systems, e.g., mobile data and AVL – 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:

8.35. INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE

A CAD system is expected to be maintained for an extended life cycle 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:

The Counties expect 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:

The Counties intend 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:

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:

8.36. FUNCTIONAL REQUIREMENTS SPREADSHEET

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

The Counties expect 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

The elements of the Functional Requirements Spreadsheet are described below:

a. Spec ID

The unique identifier associated with each requirement.

b. Specification Description
The functional requirement

c. 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 Counties have a compelling need to fulfill. 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.

The Counties strongly recommend that Vendors respond to each specification. An omitted response will be scored the same as a response code of Does Not Comply.

Understood

8.37. DEMONSTRATIONS

The Counties' procurement processes allow for the possibility of a validation of functionality as part of a continuing selection process. As needed, Vendors may be invited to the Counties' facilities 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, Juniata and Perry 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 Counties by the successful Proposer and its agents, representatives, employees and 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 RCAD 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 Counties' names):

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.

The Counties, their 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 Counties.

The successful Proposer shall provide 30-days' written notice to the Counties before any cancellation, suspension, or voidance 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 Counties as "additional insured." The successful Proposer shall maintain each subcontractor's certificate of insurance on file and provide such information to the Counties for review upon request.

All deductibles or self-insured retention shall appear on the certificate(s) and shall be subject to approval by the Counties. At the option of the Counties, 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 to the Counties and their officers/officials, agents, employees and volunteers.

The insurer shall agree to waive all rights of subrogation against the Counties and their officers/officials, agents, employees and 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 Counties 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 Counties' risk officer(s).

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 Counties for any and all costs, liabilities, damages, and penalties (including attorney's fees and court and settlement expenses) resulting from such breach, unless the Counties provide the successful Proposer with a written waiver of the specific insurance requirement.

None of the requirements contained herein as to the types, limits, or Counties' 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 Counties, or otherwise provided by law.

Failure of the successful Proposer to provide insurance as herein required – or failure of the Counties 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.

Hold Harmless Clause

The successful Proposer shall, during the term of the contract, including any warranty period, indemnify, defend, and hold harmless Juniata and Perry 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 Proposer 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 Counties' 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.

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.

Performance Bond

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

Payment Bond

The successful Proposer shall provide the Counties with a Payment Bond executed by a surety company authorized to do business in the Commonwealth of Pennsylvania and made payable to

the Counties in the amount of 100 percent of the proposal within 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 June 19, 2018, at County of Juniata, Bousum Building, 26 N. Main St., Mifflintown, PA. 17059.

Understood

Vendors agree to provide the Counties 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 Counties 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

Two original signed printed proposals (clearly identified as original), two printed copies of the proposal and three complete electronic copies on DVD or USB drive are required.

The Microsoft Excel® versions of the Electronic Response Forms (Functional Requirements Spreadsheet, 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 two original cost proposals and the three 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 Counties 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. The Counties are tax exempt; therefore, sales tax shall not be included in the Provider's proposal.

Understood

11. PROPOSAL EVALUATION AND SELECTION

11.1. EVALUATION PROCESS

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 II of this RFP.
- c. Any Vendor determined to be technically unqualified, or whose proposal is deemed nonresponsive, will not be considered further.

Understood

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 the Counties 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 Counties 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:

General Company Information

Company Profile

Identify all company locations

Identify the number of employees

1. Employed by the company in total
2. Dedicated to sales
3. Dedicated to technical support
4. Dedicated to research and development

Company Longevity

Indicate the number of years in business

Indicate the number of years in business selling the CAD system solution solicited herein (minimum experience shall be ten years)

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 been acquired by the Respondent.

Subcontractors, if applicable, will be required to have a minimum of three years of experience in their respective disciplines.

Financial Stability

Provide certification of current bonding capacity and current obligation.

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.)**

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).

Indicate if the Respondent has been in bankruptcy, reorganization, or receivership in the last five years and, if applicable, provide an explanation.

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.

Capacity

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 the Counties' project requirements and complete the project by August 2019.

Research and Development

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

Respondent's Key Personnel

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.

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:

Project title and location

Role, responsibility, and decision authority

Point of contact with the customer

Subcontractors' Key Personnel (if applicable)

The Counties understand that Respondents may engage subcontractors to provide services and equipment requested in this RFP.

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:

Project title and location

Role, responsibility, and decision authority

Mission Critical Partners, LLC

Computer Aided Dispatch (CAD) System

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 Counties also will pursue independent means of contact, when available and appropriate.

1. References

1. Provide a list of all installations that the Respondent has implemented during the last five years that are relevant to the scope of this project. 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
2. The Counties 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 that their contact information provided is up to date.
3. Respondents may include letters of commendation from customers.

2. Past Performance

1. 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

2. Subcontractors

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:

5. Project title and location
6. Project start and finish dates
7. Short description of subcontracted work
8. Subcontract value

The Counties reserve 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

Respondents will be evaluated on the quality and responsiveness of the proposed RCAD system solution as presented in the response to this RFP.

Management Plan

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:

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.

Describe the portions of the work that will be undertaken directly by the Respondent and that which will be subcontracted (if applicable).

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.

Project Schedule

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.

Training Plan

Provide details regarding the training plan for the RCAD solution

Detailed outline for training classes for RCAD and mobile data users

Detailed schedules for training with consideration of maintaining dispatch center staffing requirements

9. Number of classes
10. Class size
11. Class schedule

Participating County-Required Resources

Provide a list of all resources (including staff and materials) required of the participating counties to support the implementation of the RCAD solution.

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, Counties, or other) is a preferred approach.

Provide a description of the training and skills needed for the participating Counties' resources to properly support the system—e.g., Database Administrator (DBA)-level skills, SQL training, Microsoft Active Directory certification, etc.

Maintenance and Operation

Proposals will be evaluated on the useful life expectancy of the RCAD solution, particularly guarantees against early obsolescence. The Counties will not accept acquisition of a solution that the Respondent does not intend to support for the next ten to fifteen years.

Provide details regarding the operation and maintenance of the RCAD solution

Provide details as to how the company deploys and charges for version upgrades, and the frequency of the updates.

Proposed Solution

Respondents will be evaluated on the quality of the proposed RCAD solution, to include, but not limited to:

The degree to which the proposal addresses the stated goals.

Adherence to the solicitation requirements.

Extent to which the components of the RCAD system are integrated to provide a single-system appearance to the end users and an integrated solution.

Extent to which the RCAD solution incorporates effective processing methods, state-of-the-art technology and programming languages, and well-defined system interfaces.

General ease of use, future modification/expansion, and change.

Detailed security rights and ease of administration.

Comprehensiveness of the documentation (e.g., training materials and manuals).

Product life expectancy (identify all versions of the RCAD solution since inception and any ongoing research and development efforts).

Third-party providers, if used.

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 Spreadsheet (Appendix A).

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 within 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)

Address all services and requirements outlined in Section II – Minimum Proposer Requirements and Section IX – Services Purpose/Scope of Work.

Outline how Respondent can meet or exceed the minimum requirements.

Detail how the Respondent is qualified to provide the services required.

Describe, in detail, the approach for accomplishing the services (include a time schedule for completion of each element).

Complete all understanding and compliance check box responses throughout the RFP on the RFP Response Form, adding details where appropriate.

Complete the matrix contained in the Functional Requirements Spreadsheet (Attachment A).

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.

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 Forms (Attachment B). Only costs included in the Cost Data Forms will be considered as part of the proposal.

Provide the itemized cost information in the Cost Data Forms as described above in an electronic format in an open, unprotected format, i.e., not password protected, on a DVD or a USB drive in the same sealed envelope as the printed Cost Data Forms.

Explain any assumptions or constraints in your price proposal to perform the services.

Explain any additional charges or fees in the proposal.

Understood

4. Respondent Experience and Knowledge

As described in Factors 1 and 2 above, a sufficient description of the experience and knowledge base of the Respondent, 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 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 its organizational structure and a description of its customer base.

A statement of how long the Vendor has provided services similar to the services requested herein.

A general description of the Vendor's experience and background in providing services similar to the services requested herein.

Any other relevant information about the experience and knowledge base of the Vendor that is deemed to be material.

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

Include a recent Statement of Work for a CAD project of equivalent size.

Address all Evaluation Criteria items listed above to receive maximum consideration.

Provide a description of any other resources available to the Vendor that will be useful in providing the services.

Provide a description of the methods used by the Vendor to measure the satisfaction of its client.

Provide any other relevant information about the capabilities of the Vendor deemed to be material.

Understood

11.4. PRODUCT DEMONSTRATION

The Counties' procurement processes allow 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 Counties 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 Counties' decision.

Understood

12. CONTRACT AWARD

The Counties will evaluate the proposals submitted. Contract(s) will be awarded based on a competitive selection of proposals received. The Counties 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 Counties, 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, each County's Board of Commissioners will award to the successful respondent.

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

The Counties reserve the right to make an award without further discussion of the proposal submitted. The Counties shall not be bound or in any way obligated until both parties have executed a contract. The Counties also reserve 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 Counties reserve 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	The appropriate CAD software installed and configured that has a valid user logged on.
Administrator/System Administrator	The security role (permission set) granted to users of a CAD system that allows them to perform privileged functions within the CAD system.
Agency/Agencies	Refers to the participating agencies' emergency response providers that are participating in the Regional CAD administration and operation: Juniata County PSAP, and Perry County PSAP.
Agency Trainer	The staff member designated by each agency to be trained on the system to then become trainers of the system themselves.
Application	A synonym for Software Component.
Authorized User(s)	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	Monday through Friday.
Commercial-Off-The-Shelf (COTS)	A software package that is commercially available, leased, licensed, or sold to the general public, and which requires no special modification or maintenance.
Computer-Aided Dispatch (CAD) System	Computer-based software that assists in the data entry, emergency event location, emergency responder assignment, event tracking and record keeping related to response to emergency situations and includes associated components such as mobile data, AVL and mapping.
County/Counties	Juniata and Perry Counties, Pennsylvania.
County Facilities	Buildings owned/operated by participating agencies.
Criminal Justice Information Services (CJIS)	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 E911 systems.
Defect	An imperfection, flaw, or deficiency in the CAD system.
Duly Qualified Service Technician	A person who is trained and certified by the system

Term	Definition
	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 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 911 call.
Go-Live	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 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/
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.

Term	Definition
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 911 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's CAD/mobile data system.
Module	A synonym for Software Component.
National Academy of Emergency Dispatch (NAED)	A non-profit standard-setting organization promoting safe and effective emergency dispatch services worldwide. Comprised of three allied academies for medical, fire and police dispatching, 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)	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)	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 911 systems.
National Information Exchange Model (NIEM)	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

Term	Definition
	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 911 (NG911)	An IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provide additional capabilities. NG911 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)	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)	Specified in Internet Engineering Task Force (IETF) Request for Comments (RFC) 3863, PIDF-LO provides a 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 911 calls are routed directly from the 911 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 sends 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 regional computer-aided dispatch (RCAD) system.
System Provider	Refers to the CAD software developer or authorized software value added reseller responding to the RFP.
Telecommunications Device for	A device capable of information interchange between

Term	Definition
the Deaf (TDD)	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 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	The system provider agreement the system provider to repair any and all defects in the CAD system for a period of not less than one year.
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.

ATTACHMENT A – FUNCTIONAL SPECIFICATIONS SPREADSHEET

(Utilize and complete fully the Spreadsheet tab)

ATTACHMENT B – COST DATA FORMS

(Utilize and complete fully the Spreadsheet tab)

END OF DOCUMENT