

Request for Proposal

**911 GIS DATABASE MAINTENANCE SOFTWARE
AND DATA ANALYSIS**

Luzerne County 9-1-1 Communications Center
LUZERNE COUNTY, PENNSYLVANIA

DUE DATE: 2:00 P.M., Friday, AUGUST 19th, 2011

Submit proposals to:

Luzerne County Purchasing Department
ATTENTION: FRANK PUGLIESE- Purchasing Director
20 North Pennsylvania Avenue, Suite 203,
Wilkes-Barre, PA 18701

TABLE OF CONTENTS

I. INTRODUCTION

- A. General Information*
- B. Evaluation and Selection of Proposals*
- C. Subcontracting*
- D. Minority and Women-Owned Businesses*

II. NATURE OF SERVICES REQUIRED

- A. Scope of Work*
- B. Standards to be followed*
- C. Reports to be issued*

III. PROPOSAL DOCUMENT INSTRUCTIONS

- A. General Requirements*
- B. Body of Proposal*
- C. Other Expenses*

IV. SPECIAL PROVISIONS

- A. Prerogatives*
- B. Contract Period*
- C. Assignability*
- D. Payment*
- E. Ownership*
- F. Confidentiality*

Appendix A

- A. Proposal Evaluation Criteria and Rating*

Luzerne County 9-1-1
REQUEST FOR PROPOSALS
LUZERNE COUNTY, PENNSYLVANIA

I. INTRODUCTION

A. General Information

Notice of Invitation – The Luzerne County 9-1-1 Data Department (LC911) invites qualified vendors to submit a proposal to provide GIS DATABASE MAINTENANCE SOFTWARE AND DATA ANALYSIS, specifically related to 9-1-1 GIS data and functionality. There is no expressed or implied obligation for LC911 to reimburse responding vendors for any expenses incurred in preparing proposals in response to this request.

1. Proposal Submission. Prospective providers should submit detailed proposals on or before **AUGUST 19, 2011 by 2:00 P.M.** Proposals will be opened in the Luzerne County Purchasing office on August 19, 2011 at 2:15 P.M.

Proposals should be mailed or delivered to:

Luzerne County Purchasing Department
ATTENTION: FRANK PUGLIESE- Purchasing Director
20 North Pennsylvania Avenue, Suite 203,
Wilkes-Barre, PA 18701

Proposal cover letters should designate who can answer questions concerning the submitted proposals. A representative empowered to bind the vendor submitting the proposal must sign the proposal.

2. Proposal Format. One original and 4 copies of proposals should be submitted in the format outlined in Section III, "Proposal Document Instructions."

Questions: Call the 9-1-1 Data Manager- Fred J. Rosencrans (570) 826-3058 with any questions or clarifications.

E-mail address is: Fred.Rosencrans@luzernecounty.org

3. Contract Terms. All vendors submitting a proposal shall agree to not include a provision into a contract or agreement with LC911 requiring LC911 to hold harmless or indemnify any person, partnership, association, corporation or other form of entity. By responding to the RFP, the vendor is agreeing to the terms, conditions and requirements set forth herein, unless expressly noted in writing in the firm's written submission.

4. Schedule of key dates.

- a. **08/19/2011**- Submit sealed proposals by 2:00 P.M.
 - b. **08/22/2011-09/06/2011**- Vendor presentations, if required by LC911
 - c. **09/22/2011**- After this date, chosen vendor will be notified when services will commence upon final approved contract.
5. The RFP is not to be construed as creating a contractual relationship between LC911 and any vendor submitting a response to this RFP.
6. LC911 shall have no obligation or liability to any vendor responding to this RFP. All costs associated with responding to this RFP are borne solely by the respondent.
7. LC911 may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations.
8. LC911 reserves the right to reject any or all responses, to modify the scope with one or more of the respondents, and to waive any/all requirements which LC911 deems to be in its or its employees' best interest.
9. By submitting this information the vendor represents that it has examined and understands this RFP and has become fully informed of all the requirements of the RFP. All terms and conditions set forth in this document are accepted and must be incorporated in the submission unless explicit exception is made to individual items and accepted by LC911.
10. By submitting a response, the vendor represents that it has the ability to meet the requirements outlined herein.
11. After evaluation of the responses, LC911 will make its selection based on the response which best meets the needs of LC911, in the sole discretion of LC911. The Request for Proposals is not intended to create a public bidding process, and the proposal with the lowest quoted fees will not necessarily be accepted, nor will any reason for the rejection of any proposal be indicated. LC911 reserves the right to privately negotiate with any firm with respect to the requirements outlined in this Request for Proposals.

B. Evaluation and Selection of Proposals

LC911 will perform the evaluation of proposals in accordance with the criteria set forth at Appendix A. The following criteria will also be considered in the evaluation:

- 1. The vendor has no conflicts of interest with regard to any other work performed for the County.

2. The vendor adheres to the instructions in this request for proposal on preparing and submitting the proposal.
3. The vendor's past experience and performance on comparable engagements.
4. The quality of the vendor's professional personnel to be assigned to the engagement and the quality of the vendor's management support personnel to be available for consultation.
5. Other criteria as deemed prudent.
6. The County reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

C. Subcontracting

Vendors are not permitted to subcontract or assign any part of the work covered under the scope of the agreement, without the express prior to written consent of LC911.

D. Minority and Women-owned businesses

Minority-owned firms and women's business enterprises are encouraged to apply.

II. **NATURE OF SERVICES REQUIRED**

A. Scope of Work

Luzerne County is approximately 900 square miles and has a population of approximately 319,000 residents. LC911 dispatches for 76 municipalities and maintains a road segment count of approximately 31,000. For 2010 LC911 processed approximately 200,000 911 calls, 56% being wireless. The total call volume processed was approximately 380,000 calls for administrative and 911 emergency calls. We currently dispatch and support over 240 fire, police and EMS agencies with a mixture of paid and volunteer.

Listed below is a technical specifications matrix of required **(R)**, preferred **(P)** and optional **(O)** functionality of the maintenance software and tools. All items marked **(R)**, must be available for functionality and use at the time of product install.

Data Management Technical Matrix

Vendor Response (Yes, No)	Requirement	R – Required P- Preferred O - Optional
GIS and Address Maintenance Tool		
	1. Must be a toolbar in Esri's ArcGIS Desktop product ArcMap providing functions specific for maintaining GIS data for public safety including: automated address assignment, automated road ranging, and quality assurance/quality control tools.	R
	2. Must be able to provide operational functionality to users across all licensing levels of ArcGIS 9.3.1 and higher (ArcEditor and ArcInfo)	R
	3. Must integrate with existing GIS/CAD data model.	R
	4. Must be able to track specific changes made by authorized system users.	R
	5. Toolbar must be configurable to allow users or the system administrator to display only desired tools and/or labels for tools.	P
	6. Must have ability to assign addresses based GIS data.	R
	7. Must have MSAG and GIS data validation and synchronization functionality.	R
	8. Must include an administrative module that allows the administrator to configure software settings.	R
	9. Must be able to create, verify, and maintain a map-based MSAG database.	P
	10. Must support and interface with ESRI ArcSDE enterprise class commercial grade DBMS such as Microsoft SQL and Oracle.	R
	11. Must have the ability to assign addresses to collected GPS points.	R
	12. Must have the ability to assign address ranges to a single or multiple selected street centerline segments.	R
	13. Must be able to easily find duplicate addresses.	R

	14. Must have a tool which enables users to easily edit selected segment attributes (e.g. street names, address ranges, etc.) in a customizable form showing only desired fields.	R
	15. Must have the ability to split streets and recomputed address ranges.	R
	16. Must have the ability to flip the street to exactly reverse the topology of a street centerline, flipping the digitized direction of the street segment.	R
	17. Ranges assignment tools must have the ability to accommodate variable grid or linear type addressing specifications.	R
	18. Must be able to check for overlapping address ranges on street centerlines with the same street name attributes.	R
	19. Must have the ability to add, edit, and delete wireless cellular tower and cellular sector information.	R
	20. Must have the capability of an easy to use address search tool.	R
	21. Must have the capability to refine the search for an address by community, ESN, or both.	R
	22. Must have the capability to search for an address in the map data using Esri address locators.	P
	23. Must have the ability to verify addresses in an external database against the map data (used to verify batched address lists).	P
	24. Must have a tool which enables users to assign left and right attributes to road segments based on attributes in adjacent boundaries(e.g. Left/Right ESN)	R
Quality Assurance/Quality Control Tools		
	25. Must have comprehensive and automated quality assurance and quality control audit functionality. Explain.	R
	26. Must be able to test address spacing specifications to accommodate potential growth.	R
	27. Must be able to check/flag missing critical data attributes.	R
	28. Analyze the differences between an assigned point file address against a segment range.	P

	29. Must be able to identify invalid dangles on street centerline while simultaneously taking into account dead end roads.	R
	30. Must be able to check/flag for street segments that are attributed with non MSAG-valid street and municipality names.	R
	31. Must be able to check/flag for gaps or overlaps in a specified boundary layer (e.g. ESZs).	R
	32. Must be able to check/flag boundary layers (e.g. municipalities, ESZs, etc.) for missing attributes in specified fields.	R
	33. Must be able to check/flag for street centerlines that cross boundaries but that are not broken at the intersection or the centerline and boundary.	R
Map Book Generator		
	34. Have the ability to design and print map books.	P
MSAG Maintenance Tool (County maintains an off-line (local copy) of it's MSAG)		
	35. Must be able to sort MSAG by multiple fields.	R
	36. Must include a find tool which enables users to easily search by street name, municipality, ESN, or other fields in the MSAG.	R
	37. Must be able to check MSAG for overlapping ranges and invalid entries.	R
	38. Ability to merge changes made to the GIS data with an MSAG.	R
	39. Must be able to build MSAG entries from partial GIS selection such as new subdivision feature(s).	R
	40. Must be able to edit MSAG and track edits by date & users.	R
GPS Field Collection Tool		
	41. Must have GPS field collection tools.	O
	42. Integrate with current county GPS hardware (Trimble; Windows mobile).	O
	43. Must include tools that enable users to streamline data entry functionality (aesthetically pleasing).	O
	44. Must be able to customize field data forms.	O

B. Standards to be Followed

1. LC911 will require the services to follow the standards and best practices defined by NENA, ESRI and 911 Telecommunication Standards for GIS Database Management Services and maintenance of GIS databases.

C. Analysis & Reports to be Issued

The following analysis and reports are required to be issued:

1. Vendor will be responsible to provide, on a monthly basis, a detailed overall project progress report and minutes of meetings.
2. Data analysis reports are to be conducted by chosen vendor on a quarterly basis for the first year. After the first year, reports will be issued and reviewed with LC911 officials on a semi-annual basis for up to 4 years (5 years total).

Reports to be issued **quarterly** for the first year include:

- (a) MSAG review accuracy
- (b) Address point to MSAG accuracy
- (c) Address point to road segment accuracy

On a **yearly** basis, required reports will be:

- (a) ALI to MSAG accuracy
- (b) ALI to road accuracy
- (c) ALI to address point accuracy.

III. PROPOSAL DOCUMENT INSTRUCTIONS

A. General Requirements

Proposals should include the following:

1. Title page, including:
 - a. The name, address, and phone number of the bidder's contact person.
 - b. The name and address of the vendor.
2. Table of contents
3. A cover letter, including:
 - a. A brief statement as to the proposers understanding of the work to be performed, the commitment to perform the work, and a statement as to why the vendor believes it to be the best qualified to perform the engagement.
 - b. A signature of the person authorized to commit the vendor.

B. Body of Proposal

The purpose of the proposal is to demonstrate the qualifications, competence, and capacity of the vendors seeking to provide the GIS Database Management Software for LC911 in conformity with the requirements of this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation.

The qualifications section within the proposal should demonstrate the qualifications of the vendor and of the particular services or personnel to be assigned to this engagement. It should also specify an approach that will meet the requirements of the request for proposals.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposal.

1. Licensed in Pennsylvania

An affirmative statement should be included indicating that the vendor is properly registered/licensed to operate in Pennsylvania.

2. Vendor Qualifications and Experience:

The proposal should state the size of the company, how many technical staff it employs and location of the office from which the vendor conducts business.

The proposal should discuss how long the vendor has been in business and its capabilities to provide GIS Database software for Windows servers and desktop computers along with required data analysis.

The proposal should also include organizations for which the vendor provides similar services and three references from those organizations. It should also describe any experiences as a service provider that would be pertinent to potentially working for LC911.

3. Cost

The proposal should contain all pricing information relative to performing the duties as described in this request for proposals.

C. Other Expenses

LC911 will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

IV. **SPECIAL PROGRAMS**

A. Prerogatives

LC911 reserves the following prerogatives.

1. To reject any or all proposals.
2. To terminate the services following 30 days written notification to the vendor.

B. Contract Period

The purchase of the GIS software tools should include costs for **(5)** five years of maintenance and support, to be billed annually.

C. Assignability

The contractor cannot transfer any interest or provide for the assignment of the purchase of GIS Database management software with Luzerne County, either in whole or in part, without the expressed written permission and written consent of the County Controller and Luzerne County County Commissioner's office.

D. Payment

Payment for services rendered based upon receipt of an itemized statement from the vendor.

E. Ownership

All proposals and reports become the property of Luzerne County upon submission, for use as deemed appropriate. Work papers must be available for references and reproduction by the Commissioner's, Controller's Office, and LC911, for a period of three years from submission of the reports.

F. Confidentiality

All proposals, for the purpose of bidding, will be kept in strict confidence by the Commissioner's Office and LC911. The invitees and subsequently selected vendor may not issue news releases or other public notification regarding this project without prior approval from the Commissioner's Office.

APPENDIX A

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request for GIS DATABASE MAINTENANCE SOFTWARE AND DATA ANALYSIS shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by LC911 to clarify or verify the proposer's proposal and to develop a comprehensive assessment of the service. Additionally, an on-site presentation may be required.

Luzerne County reserves the right to consider historic information and fact, whether gained from the proposer's proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The proposer is cautioned that it is the proposer's sole responsibility to submit information related to the evaluation categories and that Luzerne County is under no obligation to solicit such information if it is not included with the proposer's proposal. Failure of the proposer to submit such information may cause an adverse impact on the evaluation of the proposer's proposal.

PROPOSAL EVALUATION CRITERIA AND RATINGS

1. Soundness of Approach - **POINT VALUE-0-35** (7 points max for each item)
 - a. Project description
 - b. Description of Target Technology Environment
 - c. Statement of Need
 - d. Project Outcomes
 - e. Potential for Success
2. Overall Qualifications of the Vendor - **POINT VALUE-0-20** (5 pts. max each)
 - a. Experience with this service
 - b. Experience working with proposed technology environment
 - c. Experience interacting with computer users
 - d. Current valid certification
3. Qualifications of Individuals performing the service—**POINT VALUE-0-15**
4. Budget—**POINT VALUE-0-30**