



Department of General Services

Contract & Purchasing Services

CURRENT REQUESTS FOR BID / PROPOSAL / QUOTATION

PLEASE NOTE THE FOLLOWING:

If you download a bid/proposal/quote from this site, you must notify the County of Sacramento Contract and Purchasing Services Division that you plan to bid on or make an offer on the subject goods/project. **To notify the Contract and Purchasing Services Division of your intention to bid, please use the link provided next to the description of the bid on the website.** Failure to notify us may result in your not being notified of any addenda or changes and may subsequently disqualify you from the bid or proposal process.

Bid responses must be received and logged in at the Contract and Purchasing Services Division office by 3:00 p.m. on the stated due date, (unless otherwise instructed in the bid document).

Quotation responses must be received and logged in at the Contract and Purchasing Services Division office by 4:00 pm. on the stated due date.

For more information on current bids or quotations, please call or visit the Contract and Purchasing Services Division office, Monday through Friday, between the hours of 9:00 a.m. and 4:00 p.m. You may also review the results of previous bids at the Contract and Purchasing Services Division office, Monday through Friday, between the hours of 9:00 a.m. and 4:00 p.m.

REQUEST FOR PROPOSAL

This Is Not An Order - Return Original and 5 Copies

COUNTY OF SACRAMENTO
DEPARTMENT OF GENERAL SERVICES
CONTRACT AND PURCHASING SERVICES DIVISION
10545 Armstrong Avenue, Suite 202A
Mather, CA 95655
(916) 876-6360

Issue Date

April 11, 2008

Proposal
Number

RFP7210

C
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Enter Firm's Name & Address

Return your proposal in envelope, sealed and clearly marked on outside with proposal number and date shown below to:

**Contract & Purchasing Services Division
10545 Armstrong Avenue, Suite 202A
Mather, CA 95655**

Proposals shall be signed, received and logged in prior to the date and time indicated. Proposals will not be accepted after 3:00 P.M.

PDT on: **June 19, 2008**

For Additional Information Contact

Buyer

Penny Arnold,
arnoldpe@sacounty.net

Phone

916-876-6379

Delivery Requirement:
State Normal Delivery

Merchandise or Service for Delivery To:

FAILURE TO SIGN THIS SECTION SHALL DISQUALIFY YOUR RESPONSE

The undersigned offers and agrees to furnish the articles and/or services listed in this document at the prices and terms stated, subject to the General Conditions of this Request for Proposal:

Firm Name

Terms of Sale

Signature

F.O.B. Point

Destination

Printed Name

Shipping Date _____ / ARO

Date:

Estimated Day of Arrival at Destination/After Shipment

E-Mail:

Telephone:

Fax:

Commodity: Integrated CAD/Mobile System

Contractors shall submit one (1) original response, one (1) electronic copy, and five (5) paper copies of the proposal and all supporting literature.

Insert Vendor Name Here →

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- O. Exceptions to RFP
- P. SSD District Area Overview
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Insert Vendor Name Here →

1. General Information

1.1 Invitation

The County of Sacramento Purchasing Division, on behalf of the Sacramento Sheriff's Department (SSD), seeks highly qualified companies who specialize in computer aided dispatch (CAD) and mobile computing systems. It is requesting proposals for the design, implementation and support of a CAD/mobile computing system, including specified interfaces, that meets the functional requirements of the Sacramento County Sheriff's Department. Throughout this document, the term "System" refers to the totality of components, both hardware and software, required for CAD/ mobile computing applications that function to the performance levels indicated in this Request for Proposals (RFP).

1.2 Definitions

Certain words are used throughout this document, and shall be defined as follows:

Contract – The agreement to be entered into for services between the County and the successful party that submits the Proposal accepted by the County.

Contractor – The Proposer(s) whose Response to this RFP is evaluated as meeting the needs of the County. Contractor(s) will be selected for award, and will enter into a contract(s) for provision of the services described in the RFP.

Contractor's Employee - All persons who are offered to provide the services described in the RFP. All employees of the Contractor shall be covered by the insurance programs normally provided to persons employed by a company (ex: Worker's Comp, SDI, etc.).

The County – The County of Sacramento County, a duly organized public entity.

Final System Acceptance - That date on which all of the following have taken place:

- All hardware, software and System components purchased and/or licensed to the County under the terms of the Contract have been successfully installed, tested and accepted by the County.
- All software modifications have been successfully completed, tested, and accepted by the County;
- All user documentation provided to the County is verified to be complete and current with the Systems installed;
- All user and Systems management training has been completed;
- All tasks, sub tasks, or components thereof that relate either directly or indirectly to this Contract have been completed by the CONTRACTOR; and, the County executes a FINAL ACCEPTANCE document stating that all terms and conditions of this Contract have been successfully completed by the

Insert Vendor Name Here →

CONTRACTOR. For purposes of this Section, the terms “tested and accepted” shall mean tested and accepted in accordance with the testing and acceptance criteria as described in this Contract.

Mandatory - A required element of this request. Failure to satisfy any element of this request defined as “mandatory” will disqualify the particular proposal, bid or response.

Purchasing - the Contract and Purchasing Services Division of the Department of General Services.

Proposer - A business entity submitting a Response to this RFP. Suppliers which may express interest in this RFP, but which do not submit a Response, have no obligations with respect to the proposal requirements.

Prime Contractor/Contractor/Vendor - The Bidder(s) whose Response to this RFP is evaluated as meeting the needs of the County. Contractor(s) will be selected for award, and will enter into a contract(s) for provision of the services described in this RFP.

Request For Proposal (RFP) - This entire document, including all Appendices and any amendments or other addenda hereto.

Proposal Response - The written, signed, and sealed document submitted according to the RFP instructions. Response does not include any verbal or documentary interaction apart from submittal of a formal response. Verbal interactions will not be binding on the County or Contractor with respect to requirements stated within this RFP or resulting contractual obligations.

SSD – Sacramento Sheriff’s Department

Subcontractor – Any individual, partnership, corporation or joint venture engaged by the Prime Contractor to perform services or provide products. All assigned contract services for this project will be governed by the same rules and regulations outlined in this RFP, be based on approval by the County, and be the sole responsibility of the Prime contractor.

Supplier - A business entity engaged in the business of providing services.

System – The totality of the prescribed hardware configuration and software elements, including subsystems, interfaces, servers, applications and operating software, and any other element defined and acquired through this RFP with the exception of services.

Using Agency/Department(s)/User - the County agency or department for which this Request for Proposal (RFP) is prepared and which will be the end user of the services sought. This particular RFP seeks to fulfill a need for the Sheriff’s Department.

Insert Vendor Name Here →

1.3 RFP Buyer/Communications

Upon release of this RFP, all communications should be directed in writing to the Buyer, who is the RFP Coordinator, listed below. Unless authorized by the RFP Coordinator, no other agency official or employee is empowered to speak for the County or the Sheriff's Department with respect to this procurement. Unauthorized contact with any employee of Sacramento County will result in disqualification from the RFP process. Any oral communication will be considered unofficial and non-binding on the County.

Following the Proposal submittal deadline, Proposers shall not contact the RFP Coordinator, or any other County official or employee, except to respond to a request by the RFP Buyer.

The Buyer for this RFP will be:

Penny Arnold, Sr. Contract Services Officer

County of Sacramento

Contract & Purchasing Services Division

10545 Armstrong Ave. Ste. 202A

Mather, CA 95655

arnoldpe@sacounty.net

(916) 876-6379

Insert Vendor Name Here →

2. Proposal Submission Instructions

2.1 Key Events & Dates

Please note the following critical project dates when preparing your response to the RFP:

KEY EVENTS	DATE
RFP issued	April 11, 2008
Pre-Proposal Vendor Conference Questions Due	May 9, 2008
Pre-Proposal Vendor Conference	May 14, 2008 @ 10:00 a.m. PDT
Written questions due to Purchasing	May 27, 2008
Addenda issued	June 4, 2008
RFP Responses Due	June 19, 2008 @ 3:00 p.m. PDT

2.2 Proposal Response Format

All Proposals must be submitted in the format described in [Section 7](#) of this RFP, using supplied forms where indicated. Failure to follow the format requested, or the failure to use the provided forms where indicated, could result in the rejection of a proposal.

2.3 Proposal Due-Date and Location

Proposals must be submitted no later than June 19, 2008 at 3:00 p.m. to:

Penny Arnold, Sr. Contract Services Officer
County of Sacramento
Contract & Purchasing Services Division
10545 Armstrong Ave. Ste. 202A
Mather, CA 95655

Proposals submitted by fax or email will not be accepted.

All proposals and accompanying documentation will become the property of the County and will not be returned. The Proposer has the full responsibility to ensure the proposal arrives before this deadline and accepts all risks of late delivery of mailed proposals regardless of fault. The County of Sacramento and the Sheriff's Department assume no responsibility for delays caused by the U.S. Post Office or any other delivery service.

2.4 Required Number of Proposals

Submit one (1) signed original and five (5) hardcopies of the Functional and Cost Proposals. The Cost Proposal must be sealed and submitted separately from the Functional Proposal.

Insert Vendor Name Here →

In addition, please submit an electronic copy of both the Functional and Cost Proposal on a compact disc with the original copy of the Functional Proposal. The original proposals must include original signatures, in ink, by authorized personnel, on all documents that require an authorized signature.

The County, at its discretion, may make additional copies of the Proposal for the purpose of evaluation only. Additional copies of submitted proposals may be requested by the Evaluation Committee at a later date.

2.5 Project Website

The website for this RFP and related documents is: <http://saccounty bids.net>

All project correspondence will be posted on the website. It is the responsibility of Proposers to check the website regularly for information updates and RFP clarifications, as well as any RFP addenda.

2.6 Vendor Conference and Site Visit

Vendors are strongly encouraged, but not required, to attend the non-mandatory Pre-Proposal Vendor Conference and site visit scheduled for May 14, 2008 at 10:00 a.m. This will be the only opportunity to tour SSD's facilities.

The County and SSD shall have in attendance key personnel to answer questions and discuss issues that may arise. Proposers are expected to raise any questions or issues they have concerning the RFP document at this point in the process. In order for questions to be answered at the Conference, they should be submitted via email to Penny Arnold (arnoldpe@saccounty.net) by May 9, 2008. Questions not submitted in advance of the conference may be asked at the conference, but responses cannot be guaranteed at the conference itself.

Location: Sacramento Sheriff's Department
711 G Street
Sacramento, CA 95814

The County does not intend to issue minutes or notes from the Conference. However, written clarifications or addenda deemed necessary by the County will be posted on the Project Website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses, or notices issued by the County as a result of the Pre-Proposal Vendor Conference.

Only written answers provided after the Conference will be binding; any verbal responses provided will not be binding on the County. The written answers shall represent the County's official position and will supersede any previous oral statements made during the Conference or at any time by County personnel. Questions and Answers will be made available to all prospective vendors in Addenda form after the conference on the Project Website.

Insert Vendor Name Here →

2.7 RFP Clarification

All questions, correspondence and inquiries regarding this RFP should be directed in writing to the Buyer specified above. Questions regarding this RFP shall be received in writing (email preferred) no later than May 27, 2008. All questions received and the responses will be distributed to all known prospective Contractors in the form of an addendum.

2.8 RFP Addendum

If it becomes evident that this RFP shall be amended, the County will post a formal written addendum to the Project Website by no later than June 4, 2008.

Addenda will become part of this RFP and will be included as part of the Contract. Oral explanations or instructions given before the award of the Contract will not be binding.

All Addenda will be posted on the Project Website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses, or notices issued by the County and posted on the Project Website. Proposers shall not be allowed to take advantage of any errors in or omissions found in this RFP. Full instructions will be given if such an error or omission is discovered and called to the attention of the County point of contact in a timely manner.

It is the responsibility of Proposers to assure that they have received Addenda if any are issued. It shall be presumed that the Proposer has received any addenda so issued and such addenda shall become a part of the proposal submittal.

2.9 Proposal Submission

The Proposer's sealed proposal must be in the proposal response format outlined in Section 7 of this proposal and mailed or delivered pursuant to the following requirements:

1. Package Preparation. Offers and modifications thereof shall be enclosed in sealed packages and have the following identifying information on the outside:
 - a. Name and address of Proposer
 - b. Closing Date and Time
 - c. Request for Proposals Number
 - d. Title of Procurement
2. Submit one (1) signed original and five (5) hardcopies of the Functional and Cost Proposals. The Cost Proposal must be sealed and submitted separately from the Functional Proposal. In addition, please submit an electronic copy of both the Functional and Cost Proposal on a compact disc with the original copy of the Functional Proposal.

Insert Vendor Name Here →

3. The Proposer should submit a formal transmittal letter on official company letterhead that contains the following:
 - a. **Statement of Interest:** This statement should indicate your firm's general interest and capability to perform the project. It should also include a brief summary of any information that you feel might be especially important to the County.
 - b. **Exceptions to the RFP:** Proposers are to follow the format of the RFP in preparing responses. Any exceptions taken to the RFP should be explicitly stated in Appendix O. The exceptions statement is to be submitted with the formal transmittal letter.
 - c. **Statement of Proposal Life:** The proposal must have a proposal life of at least one hundred eighty (180) days from the date of the RFP due date. This shall represent the time during which the proposal is a firm offer and a Contract may be entered into.
 - d. **Contact Person:** Please include the name, title, address, telephone number, fax number and e-mail of the key contact person for any questions regarding your proposal.
 - e. **Signature of Authorized Representative:** An authorized representative of the firm must sign the proposal. The proposals containing the original signatures should be clearly marked "Originals."
4. Submit Proposals to: Penny Arnold, Sr. Contract Services Officer
County of Sacramento
Contract & Purchasing Services Division
10545 Armstrong Ave. Ste. 202A
Mather, CA 95655
5. The County shall not be responsible for the failure of mailed offers to be received by Penny Arnold, as recorded in the County Purchasing office, by the proposal due date of June 19, 2008 at 3:00 p.m.
6. The County will not accept any other methods of proposal delivery: Neither telephone, facsimile, electronic, nor telegraphic offers shall be accepted.

Insert Vendor Name Here →

3. Terms and Conditions

3.1 Contract Period

The contract resulting from this RFP shall be for no more than a one (1) year period, commencing with execution by the Contract and Purchasing Services Division. The COUNTY reserves the right to extend the contract(s) for one (1) additional one-year term. Renewals for the second year will be per mutual agreement between COUNTY and the CONTRACTOR.

- a) If successful completion of the performance period is not attained within 30 days of the performance testing date, the County shall have the option of terminating, or continuing the performance tests.
- b) During the performance period, the County will require the vendor to replace any or all components, at no cost to the County, which has failed the performance requirements. A new performance period will begin again with the installation of replacement component(s).

3.2 Changes

Should the County request any deviations, additions or deletions of items specified on an awarded contract, it shall be at liberty to do so. Such alterations shall not nullify the Contract, and shall be upon the mutual agreement of the parties.

3.3 Proposer Responsibility

The Proposer must be thoroughly familiar with all specifications and requirements of this RFP. Proposer's failure or omission to examine any relevant form, article, site, or document will not relieve the Proposer, as a CONTRACTOR, from any obligation regarding this RFP. By submitting a Response, Proposer is presumed to concur with all terms, conditions, and specifications of this RFP unless the Proposer has specifically, by Section number, raised objection. Objections that the County considers excessive or affecting vital terms may reduce or eliminate Proposer award prospects.

3.4 No Obligation to Proceed

The County is under no obligation to proceed with this project and may cancel this Request for Proposals at any time without the substitution of another, if such cancellation is deemed in the best interest of the County.

3.5 Withdrawal or Modification of Proposal

The County may allow a Proposer representative bearing proper authorization and identification to sign for, receive, and withdraw the Proposer's unopened proposal prior to the submission deadline. A Proposer wishing to modify its proposal may do so by withdrawing the initial submission and then submitting a modified proposal prior to the deadline.

Insert Vendor Name Here →

3.6 Proposal Validity Period

Submission of a proposal will signify the proposing party's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline unless otherwise agreed to in writing by both parties.

3.7 Proposer Verification

Proposer's responses are subject to verification. Misleading and/or inaccurate answers shall be grounds for disqualification at any stage in the procurement process.

The County may contact individual Proposers for clarification or correction of minor errors and omissions. Upon such a request, the Proposer must furnish any requested information to the County within two (2) business days or the Proposal will be evaluated as originally received. Major errors or omissions, such as the failure to provide a cost schedule, will result in rejection of the Proposal from further consideration.

3.8 Reference Check

Submittal of a Response authorizes the County to investigate without limitation the background and current performance of Proposer's company. We will use the input of references regarding the Proposer's capability to perform in relation to any aspect of this RFP.

3.9 Acceptability

The County reserves the sole right to determine whether goods and/or services offered are acceptable for its use.

3.10 Rejection and Waiver

The County reserves the right to reject any or all Proposals. Minor irregularities or informalities in any Response which are immaterial or inconsequential in nature, and are neither affected by law nor a substantial variance with RFP conditions, may be waived at the County's discretion whenever it is determined to be in the County's best interest.

Furthermore, the County may issue a new or modified Request for Proposals, if doing so is found to be in the best interest of the County.

3.11 Proposal Costs

By submission of a Proposal, Proposers acknowledge that any and all costs incurred throughout the RFP process are ineligible for reimbursement by the County.

3.12 RFP Opening

On the date and time and at the location specified on the Cover Sheet, all Responses will be opened in public. Pricing information from each Response will be read aloud. The Responses will then be sealed and not available again for public inspection until the award is announced.

Insert Vendor Name Here →

3.13 Evaluation of Offers

The County reserves the right to analyze, examine and interpret any offer for a period of up to one hundred eighty (180) days after the hour and date specified for the receipt of proposals. Further, in the evaluation of the proposals, the County reserves the right to use any assistance deemed advisable, including contractors and consultants.

3.14 Awards

Award will be made to the Contractor whose offer provides the greatest value, in the County's view, to the County from the standpoint of suitability to purpose, quality, service, previous experience, price, ability to deliver, or for any other reason that Purchasing deems to be in the best interest of the County. The result will not be determined by price alone. The County will be seeking the service that meets its needs as interpreted by the County. The Purchasing Agent's decision shall be final.

The County will negotiate with the Proposer selected in the evaluation process for this RFP to acquire the combination of functionality and implementation assistance that best meets County needs.

1. **When Award Occurs:** Award of Contract occurs when a Purchase Order is issued or other evidence of acceptance by the County is provided to the Proposer. A Recommendation of Award does not constitute award of Contract.
2. **Contract Term:** The Contract term shall be for a period of 1 year from date of execution of the Contract. This contract term may be extended as needed by mutual agreement between the County and the Contractor.
3. **Type of Contract:** Firm fixed fee/firm fixed price.
4. **Draft Contract:** A copy of the proposed Contract to be entered into is located in Appendix E. As part of the proposal (see 5), the Proposer must state that it accepts the terms and conditions of the Contract and the County's preferred terms, or note exceptions.

3.15 Multiple Awards

The County may award a Contract to a single Proposer or, at the County's option, to multiple Proposers if deemed to be in the best interest of the County.

3.16 Taxes

Unless otherwise specified in this solicitation document, the Proposer shall include, and be responsible for, paying all taxes, which shall be applicable to the sale of goods.

- 1.1.1 **Sales Taxes.** The purchase price for the SYSTEM under this Agreement is inclusive of all local, state and federal sales taxes.

Insert Vendor Name Here →

- 1.1.2 **F.E.T. Exemption.** Sacramento COUNTY is exempted from payment of Federal Excise Tax. No federal tax shall be included in price.

3.17 Special Conditions

Buyer's standard terms and conditions shall govern any contract awarded. If, after award of contract, vendor provides additional terms or conditions, they shall be considered void. To the extent not otherwise stated in the contract, the California Commercial code shall apply.

3.18 County Standards

All services performed by CONTRACTOR shall be performed in accordance with standards set forth by the County and the SSD.

3.19 Independence of the Contractor

It is understood and agreed that the CONTRACTOR (including CONTRACTOR's employees) is an independent contractor and that no relationship of employer-employee exists between Sacramento County and the CONTRACTOR. The CONTRACTOR's assigned personnel shall not be entitled to any benefits payable to employees of Sacramento County. Sacramento County is not required to make any deductions or withholdings from the compensation payable to CONTRACTOR's personnel; and as an independent contractor, the CONTRACTOR agrees to indemnify and hold Sacramento County harmless from any and all claims that may be made against Sacramento County based upon any contention by any third party that an employer-employee relationship exists by reason of the contract between Sacramento County and the CONTRACTOR.

If CONTRACTOR uses any sub-contractors, such persons shall be entirely and exclusively under the direction, supervision, and control of the CONTRACTOR. All terms of employment, including hours, wages, working conditions, discipline, hiring, and discharging or any other terms of employment or requirements of law, shall be determined by the CONTRACTOR.

Neither the CONTRACTOR nor the CONTRACTOR's assigned personnel shall have any entitlement as a Sacramento County employee, right to act on behalf of Sacramento County in any capacity whatsoever as agent, nor to bind Sacramento County to any obligation whatsoever.

The CONTRACTOR shall issue W-2 Forms for income and employment tax purposes for all of the CONTRACTOR's assigned personnel.

3.20 Conflict of Interest

No officer or employee of Sacramento County or member of its governing body shall have any pecuniary interest, direct or indirect, in any contract between Sacramento County and the CONTRACTOR or the proceeds thereof. No employee or agent of the CONTRACTOR or its employees shall serve on Sacramento County's governing body or hold any Sacramento County position which by rule, practice, or action nominates,

Insert Vendor Name Here →

recommends, or supervises the CONTRACTOR's service to Sacramento County or authorizes payment to the CONTRACTOR.

3.21 Confidentiality and Security

Contractors engaging in data support services for the County may encounter confidential County information, and will be required to hold confidential such confidential data made available to them.

Contractor personnel may be required to pass security/ background and/or medical/drug examinations prior to performing any services detailed in this RFP. In such cases, the results of personnel background checks will be furnished to the County by the Contractor prior to the commencement of any authorized under this RFP.

The Contractor and its assigned personnel shall access or handle restricted or confidential data only as is necessary in performance of the Contractor's assigned duties.

The Contractor shall disseminate such data only to personnel specifically authorized in writing by Sacramento County, and in no event shall the Contractor discuss or disseminate any data or information whatsoever, which relates to data accessed or handled as a result of this Agreement, to any unauthorized person. Nor shall such data or information be used for any purpose except that purpose for which it was intended, as authorized or directed by Sacramento County.

CONTRACTOR shall be responsible for safeguarding any and all County property.

CONTRACTOR shall develop security and control procedures and shall identify methods used to insure that COUNTY property is safeguarded at all times when in Contractor's possession. CONTRACTOR shall notify the Project Manager within five business days of making changes.

CONTRACTOR shall provide the Project Manager with a list identifying the content of microfilm(s) if lost, stolen, or damaged while being transported by Contractor and in Contractor's or assignee's possession.

CONTRACTOR's employees or its agents are prohibited from copying, creating, or duplicating any part of County records in their possession without written authorization from the County. Notwithstanding the above, Contractor shall not provide third parties with any information unless authorized in writing by the County.

Violations by the CONTRACTOR's personnel may be prosecuted to the full extent allowed by law and the contract may be terminated.

3.22 Use of Name

Upon entering into an agreement, the successful Contractor agrees not to use the name of Sacramento County, or its Sheriff's Department, in commercial advertising, trade literature or press releases without the prior written approval of the County.

Insert Vendor Name Here →

3.23 Non-Discrimination

CONTRACTOR(s) shall not discriminate in the provision of services because of color, race, creed, national origin, religion, sex, sexual orientation, age, or physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000D), the Americans with Disabilities Act (42 U.S.C. Section 12131 ET SEQ.), and all other applicable laws and regulations requiring no discrimination.

3.24 Rights to Contracted Products

All products prepared by the CONTRACTOR or the CONTRACTOR's assigned personnel, but not including the CONTRACTOR's administrative communications and records, shall be delivered to and become the exclusive property of Sacramento County for no additional fee or charge, and may be used by Sacramento County in any way it may deem appropriate.

The ideas, concepts, know-how, or techniques developed during the course of services provided by the CONTRACTOR or jointly by the CONTRACTOR and Sacramento County can be used by Sacramento County in any way it may deem appropriate, so long as that use does not violate any term of the contract between Sacramento County and the CONTRACTOR.

The CONTRACTOR or the CONTRACTOR's assigned personnel shall not publish or disseminate information gained through participation in their contract(s) with Sacramento County without specific prior review and written consent by authorized Sacramento County personnel.

3.25 Ownership of Material

All materials originated, developed, used or obtained in the performance of contracted services shall remain the property of the County of Sacramento and shall be delivered to the COUNTY upon request.

3.26 Compliance with Standard Terms & Conditions

The CONTRACTOR agrees to be bound by County's contractual terms and conditions, which is attached to this RFP ([Appendix A](#)).

3.27 Insurance

The insurance provisions attached ([Appendix C](#)) shall be complied with if awarded a contract. Proof of insurance shall be provided prior to commencement of work under the contract.

3.28 Indemnification

The CONTRACTOR shall indemnify, defend and hold harmless Sacramento County, its officers, agents and employees, from and against any and all claims, losses, liabilities or damages, including payment of reasonable attorney's fees, arising out of or resulting from services provided by the CONTRACTOR, caused in whole or in part by any act or

Insert Vendor Name Here →

omission of the CONTRACTOR or anyone directly or indirectly hired or employed by the CONTRACTOR, regardless of whether caused in part by a party indemnified hereunder.

3.29 Applicable Laws

CONTRACTOR, in providing the services specified herein, shall comply with all applicable Federal, State and County statutes, ordinances, regulations, directives, and laws and this contract shall be deemed to be executed within the State of California and construed with and governed by the laws of the State of California.

3.30 Assignment and Sub-Contracting

No performance to be rendered or payment due may be delegated or assigned. The Using Agency/Department shall pre-approve any subcontractor prior to services being performed by a subcontractor. All terms and conditions are applicable to subcontractor's personnel. In addition, the CONTRACTOR is required to reveal in their proposal what, if any, of the work is to be performed outside of the country.

3.31 Contract Execution

This RFP and the CONTRACTOR's Response will be made part of the resulting Contract and will be incorporated in the Contract as set forth.

3.32 RFP Not Contractual

Nothing contained in this Request for Proposals shall create any contractual relationship between the Proposer and the County.

3.33 Contract Negotiation

The County reserves the right to negotiate all elements of the requirements, submittals, proposals, terms and conditions, and/or scope of services as part of the contract negotiation process prior to any formal authorization of the contract by the County.

The Contract resulting from this RFP will be administered by Penny Arnold, Senior Contract Services Officer.

If at any time the contract negotiations are judged to be ineffective, the County may cease all activities with a Proposer and begin/continue contract negotiation and preparation activities with a different Proposer, continuing the process until a Contract is executed. As a part of this process, the County may obtain "best and final offers" from all Proposers judged to be finalists. The County reserves the right to cease all contract negotiation activities at any time and reject all proposals if such action is determined by the County to be in its best interest.

3.34 Audit of Contractor's Records

The CONTRACTOR shall maintain appropriate financial records, and COUNTY shall have access to the CONTRACTOR's financial records for purpose of audit. Such records shall be complete and available for audit within 90 days after final payment and shall be retained and available for audit purposes for four years after final payment.

Insert Vendor Name Here →

3.35 Successors and Waivers

The contract between COUNTY and the CONTRACTOR(s) shall bind the successors of COUNTY and the CONTRACTOR(s) in the same manner as if they were expressly named. Waiver by either party of any default, breach or condition precedent shall not be construed as a waiver of any other default, breach, or condition precedent or any other right hereunder.

3.36 Benefits Waiver

If CONTRACTOR is unincorporated, CONTRACTOR acknowledges and agrees that CONTRACTOR is not entitled to receive the following benefits and/or compensation from COUNTY: medical, dental, vision and retirement benefits, life and disability insurance, sick leave, bereavement leave, jury duty leave, paternal leave, or any other similar benefits or compensation otherwise provided to permanent civil service employees pursuant to the County Charter, the County Code, the Civil Service Rule, the Sacramento County Employees' Retirement System and/or any and all memoranda of understanding between COUNTY and its employee organizations. Should any employee or agent of CONTRACTOR seek to obtain such benefits from COUNTY, CONTRACTOR agrees to indemnify and hold harmless COUNTY from any and all claims that may be made against COUNTY for such benefits.

3.37 Current Manufacture

All Hardware and Software furnished under this specification should be standard products of manufacturers regularly engaged in the production of such equipment. All Hardware and Software must be the manufacturer's latest design. All material and equipment offered must be new and unused.

3.38 Purchase Alternatives

The County reserves the right to purchase more or less of any item proposed at the unit price offered unless specifically limited in a Proposer's response. The County reserves the right to procure Hardware, Software, or Components through alternative, third party or other resources at a lower cost, as approved for compatibility by the successful Proposer.

3.39 Site License Option

The Proposer should provide the ability for the County to purchase site licenses for all System Components proposed. The Proposer should propose individual user licenses as an option and clearly identify them in the Cost Proposal.

3.40 Current Version

The Proposer "Packaged" Application and System Software shall be the most current publisher or Proposer version, as of date of contract. The System proposed should be operational in two (2) or more Proposer locations as of the date of the proposal. Beta test versions will be not acceptable.

Insert Vendor Name Here →

3.41 Prior Use

The County reserves the right to use Hardware and Software furnished under this proposal prior to Final Acceptance. Such use shall not constitute acceptance of the work or any part thereof by the County.

Insert Vendor Name Here →

4. Background Information

SSD serves a rapidly growing population of approximately 1.4 million and covers 965 square miles of territory. SSD is replacing its in-house developed and maintained CAD with a new system. Sacramento County anticipates significant annual growth throughout the expected lifecycle of the System (Appendix G – Volumes). Although Communications are located at SSD headquarters in downtown Sacramento, it is building a new, state-of-the-art Communications Center in Elk Grove. The Communication Center is scheduled for completion toward the end of the 2009 calendar year.

SSD currently uses a CAD system that was developed and has been maintained in-house. The CAD system was built in 2000 and originally was intended as an interim solution to a Year 2000 (Y2K) computer problem that had been identified in the CAD system in place at that time. The objective for the redesign was to develop the basic CAD features of call taking and dispatching. Appendix M provides an overview of the existing SSD CAD network as currently configured today.

While the CAD meets the typical call taking, dispatching and unit management operations for SSD, SSD must rely heavily on the call taker and dispatcher's knowledge and experience of standard operating procedures to gather information for informed dispatching. The current CAD has no decision support capability to automatically recommend units and resources or alert dispatchers and officers of hazards and potentially harmful situations. In addition, the CAD reporting system does not meet the current needs of managers and crime analysts. The raw data is available to programmers but are not converted into usable information. Furthermore, existing CAD hardware is aging and reaching a point of obsolescence and deterioration that jeopardizes the CAD operations. Warranty on the servers is about to expire and server performance is being pushed to the edge of its capabilities.

SSD currently utilizes a Vesta E9-1-1 system to capture ANI/ALI data for incoming emergency calls. However, the data needs to be manually transferred to the CAD incident fields. Due to this situation a separate monitor for the Vesta E9-1-1 system is located along side a CAD input monitor at each workstation. An additional situation that impacts call response times is occasional missing or inaccurate location data that results in call takers having to spend additional time verifying and/or correcting incident location data.

In addition to CAD, there are several key applications currently used by SSD today. SSD is seeking a solution that can either provide this functionality as part of its baseline application or successfully integrate with these applications.

The Mobile Application for Public Safety (MAPS) is a web-based application created as a collaborative exercise between the Sacramento County GIS Department, SSD and GeoPrise, a vendor of GIS-based solutions. This application allows users to view aerial images. Users may search based on address, land owner name, intersections, CAD unit dispatch or CAD unit GPS data. As users select (click on) properties on the map, a

Insert Vendor Name Here →

parcel details window shows information such as the jurisdiction, the land owner, the phone number on file, building plans on file, etc. Another valuable feature is the ability to load known person data onto the map. This option places “smart points” (pushpins with associated data) on the map for various types of known persons such as people with warrants, sex offenders, probationers, etc. The user can hover over the smart point to view the associated data which includes the most recent photo on file, the person’s name, address, demographic data and alert category information. Finally, from this smart point, the user can select to view the known person’s full details page which displays all known information such as address history, arrest history, classification information and much more.

Staff Wizard and CAD Mine provide the SSD with the ability to analyze CAD data and evaluate staffing levels for the various patrol shifts. This information along with a sophisticated forecasting (“what-if” analysis) engine allows management to improve response time by maximizing the effectiveness of patrol resource deployment.

SSD replicates all CAD data in real-time to a separate reporting server. Through this reporting server a number of web-based reporting applications are provided including the heavily used CADView, log sheet and event search applications. CADView gives officers a view into the CAD very similar to the communication center’s view of the CAD. The log sheet application allows officers to generate and print a log sheet of their daily activity which is part of their standard daily procedures. Event search allows for many types of reports based on various criteria fields such as location, officer, date, etc.

The current Communication Center has a total of 24 workstations of which 16 workstations are assigned as call taking positions where call takers handle incoming emergency and non-emergency calls, create CAD incident files and forward incident data to the appropriate dispatcher. Six workstations are assigned as dispatch positions where dispatchers receive the incident data from the call takers, manage voice and data communications with officers and update and close incident calls. The remaining 2 is the training workstation and the administrative workstation. Currently, 412 Panasonic Toughbook MDCs are used in the field. At the end of 2009, a new Communication Center in Elk Grove will replace the current Center. The current Communication Center at the SSD headquarters will remain as the training/testing and back-up site to the new Center.

5. Scope of Services

5.1 Project Overview

SSD seeks to procure a contemporary integrated CAD and Mobile Computing System. The successful Proposer must provide the software, hardware and services described in the remainder of this Section.

5.2 Software Systems

The Proposer must provide all the software necessary for a fully functioning and fully integrated System at the time of implementation. Proposers are responsible for

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providing a System with sufficient capacity and performance capabilities to support the volumes noted in [Appendix G](#). The proposed System should be sized to meet the performance standards for the projected volumes plus a margin for unexpected volume growth. The selected Proposer will assume any costs associated with increasing the System capacity as required to support the specified volume requirements noted below within a five-year period after Final Acceptance.

All proposed software versions must be generally available and operational in a live environment on or before the proposal deadline. The module version for each module proposed must be identified within the Proposer's responses. No mid-implementation upgrades will be considered or allowed by SSD during this project.

The following is a list of systems that are expected to be included in the Proposer's solution:

1. **Computer Aided Dispatch (CAD).** Replace the existing in-house CAD with a modern CAD system that incorporates the desired functionality as identified in this RFP. The CAD System should be highly reliable and support redundant System solutions (e.g., back-up server, additional off-site server, hot-standby, etc.). In addition, the system should include real-time integrated mapping, false alarm and resource rotation functionality, be fully integrated with the mobile data computer system, and allow for seamless interfaces with other SSD systems, including, but not limited to, the Northrop Grumman Records Management and Field Reporting Systems.
2. **Mobile Data System (MDS):** Implement a Mobile Data System that is fully integrated with CAD. The MDS should operate to specification on the Panasonic Toughbook MDCs specified herein and support all necessary peripherals. Additionally, the system should include real-time integrated mobile mapping functionality.
3. **Automated Vehicle Location System (AVL).** SSD is exploring the use of AVL in conjunction with GPS technology that is currently deployed in patrol vehicles. The proposed AVL should be fully integrated with the integrated CAD and Mobile Systems, as well as any dispatch and mobile mapping functionality.

5.3 Interfaces

In addition to the integration of the proposed System Components, the Proposer will be responsible for providing interfaces to key SSD and external systems.

It is mandatory that the System interface with the following:

- **Northrop Grumman RMS.** The interface must be able to support the transfer of incident data into Northrop Grumman RMS at the completion of each incident, upon an agency-defined action, or on an agency-defined

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schedule. Additionally, if a closed and transferred call is updated in CAD, the interface should be designed to recognize the information as an update to a previously transferred CAD incident and update that record appropriately. SSD also envisions having the ability to query the RMS from within the CAD application such that flags and cautions in the RMS can be linked to CAD incident information.

- **Northrop Grumman Field Reporting System.** Appropriate fields in the Field Reporting System must be automatically populated with CAD incident data per the functional requirements in Appendix I. The CAD system should be able to identify incidents for which case reports are required and initiate processes accordingly.
- **CLETS/NCIC.** The interface must support the transfer of data, including name, address/location, vehicle and property data, from the SSD CAD/Mobile system into the appropriate CLETS and NCIC data files. The County should also be able to access files in both the CLETS and NCIC systems pertaining to criminal checks, DMV information, warrant checks and stolen property reports. Schematics related to CLETS connectivity with the County and SSD can be reviewed in Appendices M and N.
- **Vesta E9-1-1.** This interface must be able to support the automatic import of ANI/ALI information from a Vesta E9-1-1 system into the CAD and integrated mapping applications.
- **County CJIS.** The interface must support a bi-directional exchange of data between the SSD CAD/Mobile system and the Sacramento County CJIS system.
- **iCLETS.** The interface must support the bi-directional exchange of data between CAD and the existing VisionTek message switch.
- **Time Synchronization Application.** This bi-directional interface must provide time synchronization for all equipment. SSD currently uses a Symmetricom NTS-200 GPS time server that runs on standard NTP protocols.

In addition to the required interfaces, SSD is considering the following interfaces:

- **Push-to-Talk.** The interface should support a bi-directional exchange of information between CAD and Motorola SmartZone radio system.
- **Insight Video Net in-vehicle video system.** The interface should allow CAD to support Insight Video Net's Central Management System that will allow field personnel to view video files, as well as link video segments to specific CAD incidents via the CAD mobile system. Since SSD is still considering the option of a video system interface it is requested that

Insert Vendor Name Here →

Proposers present the costs for this interface in the optional cost table in Appendix K (Form N).

5.4 Hardware and System Software

The Proposer will supply all necessary server hardware and system software to ensure that the application software provided by the Proposer will perform at its optimum capabilities for SSD users. SSD will provide all workstation and peripheral hardware; however, the Proposer must provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance.

SSD is seeking a minimum of three environments: Production, Backup and Training/Testing.

It is the expectation of SSD that the proposed pricing for all hardware and system software will be highly competitive and consistent with State of California vendor agreements. SSD considers servers as commodities and typically acquires such standard devices at a significant discount. As such, SSD reserves the right to purchase hardware from sources other than the Proposer.

5.5 Data Conversion/Migration/Transformation

SSD is seeking to populate the new CAD with critical legacy data in the most cost-effective means possible. As requested in [Section 7.9](#), Proposers should provide a plan for the analysis and conversion, migration, or transformation of the data for access by the proposed System. The plan must include the scope of the project, analysis of requirements, alternative approaches, recommended method and implementation process. The proposal should also include specific methodology for assessing and/or converting the designated data files to the new CAD.

5.6 Implementation and Support

The Proposer, with appropriate involvement from County employees, must perform all tasks required to implement the proposed system, including all configuration and construction of interfaces, where required.

5.7 Site Preparation

The Proposer shall provide minimum and maximum electrical requirements, as well as other permitted ranges of environmental variations, necessary for satisfactory operation of the System. The Proposer shall be responsible for visiting SSD to obtain information necessary to determine what is necessary to fully prepare the installation site, and then presenting to SSD a set of tasks necessary for it to comply with the electrical and environmental requirements. Upon completion of site preparation by SSD, the Proposer shall inspect the premises and notify SSD in writing that SSD had complied with such requirements. The cost of any physical or environmental alteration or modification required for the successful installation, operation, and/or maintenance of the System (either by the Proposer or SSD) that is attributable to incomplete or erroneous site

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specifications provided by the Proposer shall be borne by the Proposer at no cost to SSD.

5.8 Project Management

The contracting firm will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test plan, conversion plan, training plan, implementation methodology, post-implementation support and documentation (work plan, quality assurance, configuration management, requirements, fit gap analysis, general and detailed System design, test plan, training plan, and user manual).

1. The Proposer must present a comprehensive project plan showing time and resources required to accomplish tasks. The plan should include three major phases: planning, implementation and post-implementation. The Proposer must employ professional project management software such as Microsoft Project.
2. The Proposer shall provide a Project Manager who, along with SSD's Project Manager, will be responsible for coordinating the following:
 - a. Project plan development and implementation, project status reporting and any sub-contractor work
 - b. System changes and modifications requested to the project plan
 - c. All technical, educational, documentation and support services
3. During the course of the project, until final System acceptance, the contracting firm's Project Manager will:
 - a. Attend monthly status meetings
 - b. Submit monthly status reports, covering such items as:
 - i. Progress of work being performed
 - ii. Milestones attained
 - iii. Resources expended
 - iv. Problems encountered
 - v. Corrective action taken
 - c. Participate in weekly project status conference calls

Insert Vendor Name Here →

5.9 Documentation

Documentation must be developed to support the software and SSD's business processes. Any software tools or utilities that are desirable to tune, test, maintain or support the System must be specified. Any tailoring or configuring must be documented and delivered to SSD. At a minimum, the contracting firm shall provide SSD with the following:

1. User documentation
2. Configuration documentation
3. Interface documentation
4. System Administration manuals
5. Application Software Tutorial
6. Data dictionaries
7. Database setup and maintenance
8. Entity relationship diagrams
9. Report creation and maintenance
10. Ad hoc reporting System documentation

All user documentation, including application and interface documentation, help documentation, and software tutorials should be available on-line and accessible from within the relevant application. Additionally, the successful proposer is expected to provide sufficient copies of each type of user documentation such that each agency can receive a copy.

5.10 Testing

The implementation must include adequate provisions for functional, performance and reliability testing. The Proposer must be involved in the development of all test plans and testing to ensure that the System delivers the expected results.

Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required. The acceptance test will include a confirmation of each functional requirement identified in this RFP, in addition to standard acceptance procedures that SSD may require.

Specific test requirements are described in [Appendix J](#).

Insert Vendor Name Here →

5.11 Warranty

The entire System solution as proposed in this RFP should include a first year warranty for Proposer-supplied hardware and software for a minimum of twelve (12) months after the formal System Acceptance date. SSD also requires a warranty for implementation services (e.g. work products, developed modifications, and System configuration) for the same period of time. The warranty should conform to contractually agreed specifications, and protect against any defects or damage caused by Manufacturers, Proposers, or proposed subcontractors, in the System's equipment or software.

Additionally, the Proposer will warrant its responses to the functional requirements included in this RFP and any other element of this RFP and will agree to attach its RFP response to any Contract reached with SSD.

If the Proposer is unable to perform under these guidelines, then a separate provider of SSD's choice will be used and the repair costs passed on to the Proposer.

5.12 Support and Maintenance

Proposers must offer a five (5) year maintenance and support agreement .

5.13 Account Manager

Proposer will provide SSD with an Account Manager who will be the single point of contact throughout the Proposer's relationship with SSD. The Account Manager may be subjected to background checks before being allowed access to SSD's Systems and information. SSD reserves the right to request a change in the Account Manager if it feels the relationship is not progressing smoothly.

5.14 Training

SSD recognizes that the involvement, understanding and commitment of employees are essential to the successful implementation of the proposed System. As such, County employees will assist in all key process design and configuration decisions.

The Proposer is expected to provide the following types of training programs.

1. A training program for SSD's core project implementation team that includes the training necessary to understand the overall System architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.
2. A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of System.
3. A training solution to support the training of end-users in the functionality of the various proposed System components. To support the training of end users, SSD envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

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4. Post-implementation training for on-going end-user training of the initial System, as well as for future version releases. Again, SSD envisions the use of a “train-the-trainer” approach accompanied by computer-based training.

All training material should meet the following requirements:

1. Training materials should be provided three (3) weeks prior to the start of any training course.
2. Training materials must be for the version of the software that will be deployed. Training materials for previous/older versions of software is unacceptable.
3. Training materials should be customized by the Proposer to include functionality defined in this RFP and any functionality that is developed through the implementation process.
4. All training material will be provided in electronic format for unlimited duplication by SSD.
5. A minimum of three (3) hardcopies of all training material will be provided.
6. Training materials should reflect sound adult learning principles, and all training sessions should include a demonstration of knowledge and skills transferred by the persons being trained.

Additionally, the Proposer should provide a training System that will allow users to simulate live operations for all proposed System Components without degrading System performance. A simulated System or training database should be provided to SSD as soon as possible after Contract signing to allow SSD personnel to become familiar with each System Component. A minimum of two workstations is preferred.

Insert Vendor Name Here →

6. Proposal Evaluation

6.1 Evaluation Procedures

Proposals will be evaluated by an Evaluation Committee comprised of County and SSD stakeholders. The Evaluation Committee will consider the completeness of a proposal and how well the proposal meets the needs of SSD. In evaluating the proposals, Evaluation Committee will be using a criteria evaluation process. Evaluations will be based on criteria as outlined in Section 6.2 (Scoring and Evaluation Factors). All proposals will be evaluated using the same criteria and possible points.

The sole purpose in the evaluation process is to determine, from among the Responses received, which one is best suited to meet SSD's needs. Any final analysis or weighted point score does not imply that one Proposer is superior to another, but simply that, in the Evaluation Committee's judgment, the selected Vendor appears to offer the best overall solution for the Sheriff Department's current and anticipated needs.

6.2 Scoring and Evaluation Factors

The evaluation factors reflect the totality of considerations represented in the requested Proposal responses. While cost is important, other factors are also significant and the County may not select the lowest cost proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives within a reasonable budget.

All proposals will be evaluated using the same criteria and possible points. Evaluations will be based on the criteria listed below, which correspond to information requested in various sections of the proposal:

- **Vendor Experience and Resources** (e.g. quality, relevance and number of references; relevant operational systems; financial stability and resources)
- **Hardware/Software Design and System Architecture Approach** (e.g. system design and capabilities, system reliability, system redundancy, network compatibility, technological position and future direction)
- **System Software** (e.g. system software applications and utilities, security features, and system administration)
- **Application Software and Integration** (e.g. application functionality of RMS, JMS, and Field Reporting, integration and interface approach, and upgrades)
- **System Testing and Acceptance** (e.g. system testing approach, acceptance test plan)
- **Data Conversion** (e.g. data conversion approach and experience)
- **Implementation and Project Management** (e.g. level of assistance provided, project management approach, project team)
- **Training and Documentation**
- **Customer Support, Warranty and Maintenance**

Insert Vendor Name Here →

- **Cost Proposal** (e.g. one-time costs, optional costs, and recurring costs)

6.3 Presentations, Committee Interviews and/or Additional Information Reviews

After the proposals are evaluated, the Evaluation Committee will determine which parties to invite to make a formal presentation with the Evaluation Committee. The Evaluation Committee may:

- Choose to contact officials from other jurisdictions regarding the proposing party, their prior work experience and their ability to successfully complete the scope of services.
- Request clarification or additional information from a proposing party in order to assist in the evaluation process
- Require changes in the scope of services, as deemed necessary by the County, before Contract execution

6.4 Final Selection

The Evaluation Committee will formulate its recommendation for award of the Contract, and forward its selection to the appropriate parties for approval.

6.5 Contract Award and Execution

The County reserves the right to enter into a Contract without further discussion of the submitted proposal. Therefore, the Proposal should be initially submitted on the most favorable terms the proposing party can offer. The County has provided its Contract in Appendix E. Please review the Contract prior to submitting a proposal. Any exceptions to contract should be duly noted in Section 7.2 of the RFP.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiation of the final Contract.

The RFP document and the successful party's proposal response, as amended by agreement between the County and the successful party, including e-mail or written correspondence relative to the RFP, may become part of the Contract documents. Additionally, the County may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from competition or in Contract cancellation or termination.

The successful party will be expected to enter into a Contract with the County. If the successful party fails to sign the Contract within fourteen (14) business days following the delivery of the Contract documents, the County may elect to negotiate a Contract with the next-highest ranked party.

The County shall not be bound, or in any way obligated, until both parties have executed a Contract. The proposing party may not incur any chargeable costs prior to final Contract execution.

Insert Vendor Name Here →

7. Response Presentation

7.1 Response Content and Proposal Layout

So that we may compare competing Responses, Proposers shall submit Responses in strict conformity to the requirements stated in this section. Failure to adhere to all requirements may result in a Proposal being disqualified as non-responsive.

There are two parts to the Proposal, the Functional Proposal and the Cost Proposal. Instructions for each part are detailed below. Please submit one (1) original and five (5) copies of each Proposal. Each copy of the Functional Proposal should be on paper in a single 3-ring binder no larger than 3 inches. The Cost Proposal must be sealed and submitted separately from the Functional Proposal. In addition, please submit an electronic copy of both the Functional and Cost Proposal on a compact disc with the original copy of the Functional Proposal. The CD shall be an exact copy of the written response and contain no extraneous material.

The original proposals must include original signatures, in ink, by authorized personnel, on all documents that require an authorized signature.

Several parts of the RFP require the use of Response Forms, which are located in Appendix K. Where indicated, the Proposer must use the Response Forms and include the form in the appropriate section. Unless otherwise instructed, do not retype or alter these forms. If a Proposer prefers to insert its Responses electronically into the RFP forms, the County requires that Proposer differentiate its Responses by using an alternate color so that the Evaluation Committee can easily distinguish Proposer Responses from the actual RFP. Be sure to respond to all statements and questions in this RFP where specified. The Evaluation Committee will not search the Proposal document for responses to questions.

Assemble your Proposal in clearly marked and identified sections in the order prescribed below. The Proposal *must* follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals. **Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.**

The following table describes each section. Label each section as described in the table. The paragraphs following the table explain the detail requested for each section and are referenced accordingly in the table. Proposal numbers should correspond to question numbers in the detailed requests for information.

The County realizes that the Vendor's Proposal may contain the same information in different sections. When information is requested multiple times, please copy the information into each pertinent section so that the Evaluation Committee can evaluate each section individually.

The Cost Proposal must be submitted in a separate sealed envelope. Instructions for the Cost Proposal Format are in [Section 14](#)

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Section	Contents	RFP Reference
Tab 1	Cover Sheet - The cover sheet at the front of the RFP shall be signed and completed in regards to all information required. The signed cover sheet represents your agreement to supply the requested goods and/or services detailed in the RFP. Include in this section an Executive Summary, not to exceed three pages, and a Proposal Table of Contents.	N/A
Tab 2	Proposer General Information	<u>7.2</u>
Tab 3	Proposer Financial Qualifications	<u>7.3</u>
Tab 4	Proposer References	<u>7.4</u>
Tab 5	Hardware	<u>7.5</u>
Tab 6	System Software	<u>7.6</u>
Tab 7	Application Software	<u>7.7</u>
Tab 8	System Testing and Acceptance	<u>7.8</u>
Tab 9	Data Conversion	<u>7.9</u>
Tab 10	Implementation and Project Management	<u>7.10</u>
Tab 11	Documentation	<u>7.11</u>
Tab 12	Training	<u>7.12</u>
Tab 13	Warranty and Maintenance	<u>7.13</u>
Under separate cover	Cost Proposal	<u>7.14</u>

Insert Vendor Name Here →

7.2 Proposal Section 2: Proposer General Information

The information in this section provides basic Vendor information.

1. Identify the Prime Contractor and all Sub-Contractors. For each Contractor and Sub-contractor, fill out and include the Contractor/Subcontractor Information Form ([Appendix K – Form A](#)).
2. If the Proposer is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation should be submitted with the proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is not sufficient.
3. Describe Proposer's market focus and what differentiates Proposer's company from its competitors (Prime Contractor only).
4. The successful Proposer will be required to sign a Contract for this engagement with the County of Sacramento. The County's Contract as presented in Appendix E will act as the Contract for this System. Unless exceptions to that Contract language are noted here, the Proposer is presumed to have accepted the Contract in Appendix E. List any section number(s) to which the Proposer is taking exceptions and describe the exception taken. Include suggested wording for any exception taken.
5. Include in this section the "Affidavit of Non-Collusion," which can be found in Appendix B.
6. The Contractor must have insurance meeting the minimum insurance requirements set forth herein (Refer to Insurance Requirements for Contractors in [Appendix C](#)). Include with your submittal a copy of your firm's current certificate of insurance or a letter from your surety stating that your firm is insurable for the limits required if awarded the contract. Actual certificate of insurance and endorsement naming the County as additional insured must be furnished to the purchasing agent within fourteen (14) days after notification of award.
7. Sign and include in this section the "Security Statement," which can be found in [Appendix D](#).
8. Sign and include in this section the "Contractor Certification of Compliance Form," which can be found in [Appendix F](#).
9. Sign and include in this section the "County Web Accessibility Policy Statement", which can be found in [Appendix L](#).

Insert Vendor Name Here →

7.3 Proposal Section 3: Proposer Financial Qualifications and Experience

1. For the Prime Contractor, fill out and include the Vendor Financial Background Form Appendix K – Form B.
2. Provide information about the Proposer's experience in the market for public safety information systems, the company's history, and the company's strategic plan for the proposed product.
3. Provide a copy of the Proposer's most recent corporate annual report inclusive of the Proposer's financial statements together with an auditor's unqualified opinion. This report is to include Consolidated Balance Sheets and Financial Statements as well as a report of independent accountant verification.
4. If no annual report is available, include a copy of an independent auditor's review prepared and signed by a Certified Public Accountant. This review should consist of inquiry and analytical procedures that provide the accountant with a reasonable basis for expressing limited assurance that there are no material modifications that should be made to the financial statements in order for them to be in conformance with generally accepted accounting principles.
5. If the Proposer has had a contract terminated for default during the past three (3) years, this fact should be disclosed along with the Proposer's position on the matter(s). If the Proposer has experienced no such terminations for default in the past, then Proposer should indicate as such.

Insert Vendor Name Here →

7.4 Proposal Section 4: Proposer References

Each Vendor (Contractor and Sub-contractor) must complete and include the Reference Form ([Appendix K – Form C](#)). Each reference provided should be for a configuration similar to that requested by the County (e.g., agency sizes, population served, and/or scope of services). The list should include only customers that have implemented the software proposed in this response.

1. At least five (5) references should be for systems installed within the last three years.
2. At least three (3) references should reflect agencies of equal or greater size to SSD and the population it serves.
3. At least three (3) references should reflect the application configuration desired by the County (e.g. CAD/Mobile Computing).
4. If Proposer has had any experience with any agency within the County of Sacramento in the past, provide detailed information regarding this experience. This past experience will be used as one of the reference sources.

Insert Vendor Name Here →

7.5 Proposal Section 5: Hardware

Clearly label and identify each sub-section for easy reference.

7.5.1 System Diagram

1. Provide a diagram of the proposed System design. The diagram should include an overall representation of the servers, network, peripherals, all mobile data components and clearly identified interface points, as well as a representation of the System environments (Production, Backup, Training/Testing).

Note: All items listed in Hardware Costs should be included in the diagram.

7.5.2 Proposed Hardware Configuration

1. Fill out and include the Server Configuration Form ([Appendix K – Form D](#)).
2. Describe the ability of the proposed servers to support the requirements and processing performance characteristics for the volumes described in Appendix G for at least five years from the date of overall Final Acceptance.
3. Describe how the Proposer will ensure that current and future service capacity will provide sufficient main memory, disk capacity, and processing capability to facilitate the System applications and peripheral devices currently in use, as well as expansion capabilities to support future growth requirements.
4. SSD requires that the System will encompass at least three environments: Production, Backup and Test/Training. Define the different environments and any configuration options.
5. SSD currently uses HP hardware for all systems associated with CAD. Describe how the proposed system hardware will integrate with HP hardware. Explain how the Proposer will ensure that the proposed system is compatible and functional with HP hardware.
6. SSD is building a new Communications Center scheduled for completion toward the end of 2009. SSD anticipates installing the new CAD system in the existing facilities and later moving to the new location. The current vision is to move the Production Environment to the new location and maintain the Backup Environment in the existing Communication Center. Recognizing that SSD will consider viable alternatives to this approach, explain how the Proposer can accommodate this vision while minimizing the costs associated with the transition to the new Communications Center. Include in the Cost Proposal the anticipated costs associated with the proposed plan and identify in this section precisely what services and products are covered by these costs.

Insert Vendor Name Here →

7. Identify any limitations or potential costs associated with supporting future capacity expansion.
8. Fill out and include the Recommended Workstation Hardware Form ([Appendix K – Form E](#)).

7.5.3 Server Upgrades and Expansion

1. Describe the role in capacity expansion provided by the Proposer as well as tasks required of the County.
2. Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions?

7.5.4 Technical Brochures

1. Provide technical brochures for the recommended System hardware.

7.5.5 Concurrent Operations

1. All System components (e.g. CAD, Mobile Computing, Interfaces, AVL, etc.) must operate concurrently. How will Proposer ensure concurrent operation of all System components without any System degradation?
2. The implemented System must be capable of multitasking and simultaneous processing of software applications and System components without System degradation. Describe how the Proposer will ensure sufficient capacity to support multitasking for simultaneous processing of software applications and System components without System degradation.
3. Identify where more than one software application will utilize the same data server and describe how the Proposer will configure the server to ensure concurrent operations with no System degradation.

7.5.6 System Reliability

1. SSD requires seven day, twenty-four hour operations for the System. Describe how the Proposer will guarantee 99.999% System Availability both initially and during the life of any license and maintenance contract.

7.5.7 System Redundancy, Failover, and Restore

1. Describe how the Proposer's server configuration will provide the redundancy necessary to guarantee the performance criteria stated in Appendix H.

Insert Vendor Name Here →

2. Describe the proposed method of providing a highly available, redundant System, specifically addressing how failure of each of the following components is handled:
 - Servers
 - Processors
 - Disk Storage
 - Power supply (UPS)
3. What degree of user intervention is required to activate the redundant System Component in each of the above cases?
4. How much time is required until operations commence on the backup System Component?
5. What steps, degree of user intervention and how much time is required to return operations to the primary CAD or Mobile Computing application?
6. Describe your proposed method of restoring data files.
7. Describe the tasks required by County personnel and the level of technical knowledge required to restore data files.

7.5.8 System Backup

1. Describe the Proposer's recommended approach for System Backup.
2. Will the Proposer's recommended approach for System Backup enable a full backup of the System within two (2) hours?
3. Describe the tasks required by County personnel and the level of technical knowledge required to perform the backup.
4. How will the Proposer's recommended System Backup process affect the live operation of the System?
5. Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.
6. Explain any restrictions on access or System functions during the backup process.
7. Can the System perform incremental backup (i.e. only data/files updated since last backup)?
8. Can the System back up specified files or applications (as opposed to a complete disk image)?

Insert Vendor Name Here →

9. Can the full backup be performed unattended?
10. Can full backup be scheduled to occur automatically without any System or System Component downtime or administrative personnel on scene?
11. Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.
12. Explain any other backup capabilities or restrictions.

7.5.9 Hardware Installation and Site Preparation

1. How long after contract signing will Proposer provide minimum and maximum electrical requirements, as well as other permitted ranges of environmental variations, necessary for satisfactory operation of the System (see Scope of Services, [Site Preparation](#))?
2. How long after contract signing will Proposer visit the County sites to determine the tasks necessary to comply with the electrical and environmental requirements.
3. Describe any environmental requirements for all recommended and/or proposed hardware.
4. What is the delivery lead time (from date of contract signing) in number of days for any system hardware?

7.5.10 Network Compatibility

1. The current SSD mobile workstation operating environment is a Panasonic Laptop with the following hardware for network connectivity:
 - VRM – Motorola RD-LAP wireless countywide network – provides basic CAD dispatch service to the vehicles via RD-LAP. All VRMs are Motorola models 650 or 850.
 - Air Cards – leased data service from cellular carriers – provides additional services (IP) to the vehicles
 - 802.11 – hot spots at station houses – provides downloads and updates to the vehicles via IP

In addition, SSD uses the following software:

- NetMotion – security software
- Trend Micro OfficeScan – anti-virus
- Symantec Livestate Delivery – OS and software upgrades

Insert Vendor Name Here →

- Northrop Grumman Revision Manager – application upgrades

The encryption algorithm to be used should comply with the latest National Institute of Standards and Technology (NIST) standards with regards to certified encryption algorithms (i.e., 3DES, AES). The NIST requirements will ensure that the latest Federal Information Processing Standards (FIPS) Publication (currently FIPS 140-2) will be implemented.

Other than network availability, are there any limitations to the Proposer's system ability to meet the System Performance requirements in Appendix H.? If so, please describe.

2. How does your CAD encrypt between the mobile computer and server?
3. Can your CAD communicate between the mobile computer and the server over a Motorola RD-LAP network?
4. Please describe your experience encrypting your CAD communications between the mobile computer and the server over a Motorola RD-LAP network. Provide a list of references.
5. Describe how the mobile computing system works in an environment of intermittent mobile computer connectivity.
6. What is the slowest network connection speed that will still ensure the Proposer's system can meet the System Performance requirements in Appendix H?

7.6 Proposal Section 6: System Software

Clearly label and identify each sub-section for easy reference.

7.6.1 Operating System

1. Provide the name and version number of the proposed operating system.
2. The County requires licenses for the Operating System. Does the Proposer provide licenses for the Operating System?
 - a. If yes, how many licenses?
 - b. If not, what is the Proposer's recommended alternative?
3. The County requires that the Operating System for the proposed CAD, Mobile Computing and Interface servers is capable of supporting real-time applications and is supported by the CPU manufacturer. Does the proposed Operating System meet this requirement? If not, explain why it fails to meet the requirement and present the Proposer's justification.

Insert Vendor Name Here →

4. If the Proposer's recommended Operating System incorporates any proprietary or non-standard components, provide justification for the component and a detailed integration approach.

7.6.2 System Software Applications and Utilities

1. Fill out and include the System Software Form ([Appendix K – Form F](#)), identifying the name, company, and release level of the following applications and programs that the Proposer recommends above and beyond the main CAD/Mobile Computing Applications:
 - Database Management System
 - Communications Protocol
 - Languages/Development Tools
 - Utility/Report Writer Programs
 - Administrative Tools

7.6.3 Security Features

1. Describe the role of System Administration in developing and maintaining security profiles. Include the process for changing individual profiles to support personnel movement.
2. Describe to what level of depth security and permissions may be controlled within an application module (e.g. restricting specific data elements from view within a window).
3. Describe what security functions are supported by security within the application software versus those provided by system software or the operating system.
4. Does the system have the ability to support active directory or LDAP authentication? Is it possible to integrate CAD/Mobile user profiles and security groups into active directory authentication procedures?
5. Describe how audit trails are generated and what information is provided. Include any limitations or constraints to meeting the County audit trail requirements (see specific functional requirements in Appendix I).
6. Describe how the proposed System manages unsuccessful log-on attempts. Can the County establish the number of attempts allowed? What is the reporting or alerting mechanism used to communicate unauthorized access?
7. What security functions maintain data integrity in the System?
8. How will the proposed security prevent the tampering of historical data?

Insert Vendor Name Here →

9. What type of virus protection strategy will be provided for the proposed Systems? Describe any tasks that will be required of the County to address the Proposer's virus protection strategy.
10. Describe the security protocols for accessing CLETS data from the proposed System. Explain, in detail, the process that will be required in the proposed system to access the current CLETS infrastructure. Describe how the new system will comply with the California DOJ data encryption policy on transmitting CLETS data between CAD and MDC.

7.6.4 Geofile

1. Explain the address verification process.
2. Provide a list of GIS layers and formats supported by the proposed system.
3. Provide a list of the geofile data that the proposed system is able to maintain.
4. Provide a description of GIS features (e.g. configurability, user modifications to maps, etc.).
5. What utilities are provided to manage the geofile?
6. Describe the system administration tasks required to create, update, and maintain the geofile.
7. What is the impact of GIS updates on system performance?

7.6.5 System Administration

1. What periodic System management functions should be performed to maintain System performance?
2. How much System Administrator time is needed per week?
3. What are your recommendations for staffing required to support the System? Include in your recommendation the types of positions, the level of each position, and a summary of tasks performed by each position.
4. What level of training or background is required for each of your staffing recommendations?
5. Is the agency able to change the functionality associated with any function keys in the CAD or mobile computing applications?

7.6.6 Site License

1. Does the Proposer provide a site license option(s) for all system components proposed?

Insert Vendor Name Here →

2. If yes, please describe your recommended site license option(s) for the County. Include proposed costs in the Cost Proposal.

Insert Vendor Name Here →

7.7 Proposal Section 7: Application Software

Clearly label and identify each sub-section for easy reference.

7.7.1 Major System Components

1. Fill out and include the Application Software Module Form (Appendix K – Form G). Identify all Application modules included in the CAD and Mobile Computing Applications. Include the module name, version number, if it is part of the base package or optional, developer, development language, operational status, date first installed, and the number of sites where it is installed and operational. All modules listed must be included in the Cost Proposal.
2. Use the Excel Workbook provided in Appendix I to indicate how Proposer can satisfy the County's functional requirements. Complete the spreadsheets, but do not modify or alter the workbook format in any manner. **Modification or alteration of the workbook format may result in rejection of the proposal.** The Proposer should include the workbook in electronic format on a compact disk in this section.
 - a. All detailed requirements in Appendix I are numbered in the left-hand column. These identification numbers should not be changed or omitted in the proposal.
 - b. Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal.
 - c. Note that a blank response will indicate to the Evaluation Committee that the Proposer cannot meet the requirement.

7.7.2 Mobile Computing

1. Explain how the proposed Mobile Computing system is integrated with the Proposed CAD.
2. How does the proposed system accommodate sporadic network connectivity?

7.7.3 Mobile Mapping/AVL

1. Explain how AVL will be integrated with the proposed CAD and Mobile Computing System.
2. When determining closest unit dispatching and routing directions, can the proposed System take traffic conditions into account? If so, describe how this functionality can be provided and how it will work. If additional costs are required, please include the price in the Optional Cost form of the Cost Proposal.

Insert Vendor Name Here →

3. Other than Department bandwidth availability, describe any limitations on the refresh rate available with the proposed AVL.
4. SSD requires incidents to appear on a map in deputy computers when the deputy is dispatched to the incident. How does the proposed application minimize time and bandwidth necessary to send mapping information to the vehicles?

7.7.4 Output

1. Does Proposer provide standard templates for output (e.g. reports)? If so, please include examples of templates.
2. How many templates are included in the price? If additional templates can be purchased, please include the price in the optional cost form of the Cost Proposal.
3. Will standard reports be configured to reflect Sacramento County needs or are they of a generic format? If they will be configured, is that the responsibility of the County or of the Proposer?

7.7.5 Data Management

1. Describe how the proposed system will share data with other local, state and national agencies. In the explanation provide a list of text-based serialization languages that will be compatible with the proposed System.
2. Explain if the proposed System allows users to create a common data dictionary and module for sharing data with other law agencies.

7.7.6 Interfaces

1. Fill out and include the Interface Identification Form ([Appendix K – Form H](#)) for a minimum of the following interfaces further described in the Functional Requirements:
 - a. Northrop Grumman RMS
 - b. Northrop Grumman Field Reporting System.
 - c. CLETS/NCIC
 - d. Vesta E9-1-1
 - e. County CJIS
 - f. VisionTek iCLETS
 - g. Symmetricom NTS-200 GPS Time Server

Insert Vendor Name Here →

Desirable

- h. 800 MHz Push-to-Talk
 - i. Insight Video Net in-vehicle video system
- 2. For each interface, described the proposed approach and your specific experience supporting each interface. Include any assumptions or constraints (e.g. communications protocol) to successfully completing the interface. Note whether the interface deployment is operational, under development or not available. Describe the services being provided and any assumptions regarding working with the interfacing agency or organization to develop the interface. In addition, please respond to the following questions:
- 3. Does the proposed solution's ability to interface with existing systems by universal automated and manual data imports?
- 4. Describe your approach to integrating your software with varying and new technologies as they become available.
- 5. Describe your approach and experience providing seamless integration among the proposed System Components (includes all above-mentioned interfaces). Include any constraints that limit data access between components and anywhere within the proposed system such that redundant data entry may be necessary.
- 6. SSD requires an interface to its existing VisionTek message switch (iCLETS). Describe how Proposer's configuration will accommodate this interface. Identify any assumptions about, constraints on or limitations to the proposed configuration.
- 7. In order to ensure accessibility to CLETS, SSD requires redundant interfaces between CAD and CLETS. Describe how Proposer's configuration will provide for redundant access points between the proposed CAD system and CLETS.
- 8. SSD is considering implementing a citizen reporting system. How can the CAD application generate incident and case report numbers for reports accepted via such a system?
- 9. What is your proposed solution to enduring that SSD retains or improves upon the current functionality obtained from its Mobile Application for Public Safety (MAPS) web-based application?
- 10. SSD plans to implement the new CAD system in the existing Communications Center with its existing version of Vesta E9-1-1. However, SSD plans to upgrade to the latest version of Vesta E9-1-1 when it moves to the new Communications Center. What is the most cost effective way for

Insert Vendor Name Here →

SSD to manage the transition from the existing phone system to the new phone system in terms of required interface and interface development? Please include the costs associated with this transition in the Cost Proposal.

11. SSD Air Patrol Division currently uses MetaMAP, which is currently a stand-alone full-feature PC-based GIS product. Describe how Proposer's configuration will accommodate this interface. Identify any assumptions about, constraints on or limitations to the proposed system configuration.
12. In the future, SSD is considering adding devices related to bio-metric scanning, bar code readers, driver license scanning and license plate scanning. Describe how Proposer's configuration will accommodate these devices. Identify any assumptions about, constraints on or limitations to the proposed system configuration.

7.7.7 Regional Interoperability

SSD is researching the possibility of establishing a direct communication relationship with several other agencies within Sacramento County including the Sacramento Metropolitan Fire District, Sacramento Police Department, California Highway Patrol and Elk Grove Police Department. In working with these agencies, SSD is interested in developing regional interoperable communications through one or both of these methods:

- a. **Application Level Interoperability:** Organizations use the same application to perform the same business functions while maintaining individual organizational integrity and separation. Shared applications are useful if the application is built specifically with that purpose in mind.
- b. **Data Level Interoperability:** Agencies or organizations use standards-based technologies, such as a common message switch, to share specific data elements in specific ways. CAD-to-CAD data level interoperability would include the ability to "send" event and resource data from one CAD system to another CAD system in order to enable another organization to "extract" an event into its CAD system.

In order to improve joint response and to support regional interoperable communications, SSD will pursue applications capable of sharing CAD data with other dispatch centers, either on the application level or on the data level.

1. Explain the economies of scale to SSD if it is to procure a new CAD system with another local agency. Explain any financial benefits and/or savings that would occur from application level interoperability.
2. Explain your experience developing CAD systems to other CAD vendors. Include a list of other CAD systems that are currently interfaced with your proposed CAD system. Include a list of standard CAD interfaces for which you expect to continue to support.

Insert Vendor Name Here →

7.7.8 Source Code

The County requires that the source code be made available at least through an escrow-type arrangement. As soon as software becomes “non-supportable,” the source code must be made available.

1. Does the Proposer make the source code for its Application Software available to its customers?
2. Does the Proposer supply the source code with the System?
3. Is the source code available through the mandatory escrow-type arrangement?
4. Describe any limitations for access.
5. Is the source code available through direct purchase? If yes, include the cost as an option in the Cost Proposal.
6. Is the source code available through other arrangements? If yes, please describe.
7. Is programming documentation provided along with the source code?
8. Is source code provided for customized software?

7.7.9 System Upgrades

1. Are remedial software fixes for errors provided as part of a scheduled program?
2. How often does the Proposer provide enhancements?
3. Are updates provided to meet legislative (including local, state and federal) changes?
4. Is there an additional charge for these updates? If yes, include this charge in the Cost Proposal.
5. Is installation of new releases mandatory?
6. If you are proposing customized applications, will customized applications be upgraded along with the standard applications?
7. What will be the process to upgrade customized applications?
8. How long is maintenance continued for older releases?
9. During an upgrade, how do you handle client upgrades? Are server versions backwards compatible with clients?

Insert Vendor Name Here →

10. Is new or updated documentation supplied with upgrades/new releases?
11. Describe in depth the process by which upgrades are deployed on different system components. For example, does each workstation require attention by a person with administrative rights or can workstations receive upgrades via the network? Can mobile computers receive upgrades over the wireless network?
12. Describe any impact to systems (e.g. interference to normal operations, system shutdown, etc.) that will occur during software upgrades.
13. If the County decides to upgrade System hardware, will there be a fee to install the software on the new hardware?
14. How many hours of installation assistance are provided with updates at no charge? If additional installation assistance is required for updates, include the hourly charge in the cost proposal.
15. How many hours of conversion assistance are provided with updates at no charge? If additional conversion assistance is required for updates, include the hourly charge in the cost proposal.
16. How many hours of training assistance are provided with updates at no charge? If additional training assistance is required for updates, include the hourly charge in the cost proposal.
17. What other training assistance for updates is provided?
18. Outline the delivery process options for installation fixes, upgrades, and new releases.
19. Provide the technology roadmap for your proposed product suite, including all specified timelines and milestones for each major application.

Insert Vendor Name Here →

7.8 Proposal Section 8: System Testing and Acceptance

1. The County requires a design review process and approval to confirm that the proposed software meets all defined user requirements prior to commencing software implementation. Describe your approach to confirming requirements and determining modifications necessary to meet the County's specifications.
2. [Appendix J](#) outlines functional, performance, and reliability test requirements. Provide a Test Plan that incorporates these requirements. At a minimum, address the following:
 - a. How each of the functional specifications in the RFP will be tracked, documented and tested prior to Component Acceptance and Final Acceptance.
 - b. How additional functionality not contained in the RFP but ultimately included in the System will be tested.
 - c. How integration of System and System Components will be verified.
 - d. How Proposer plans to verify and demonstrate the elimination of redundant data entry within the system and including all interfaces.
 - e. Delineation of testing tasks between County and Proposer personnel.
 - f. Stress test parameters and processes.
3. How much time have you allotted for system Component Acceptance Testing?
4. How much time have you allotted for the Final Acceptance Test Period?
5. Does Proposer agree to the required acceptance period criteria outlined in [Appendix J](#)? Clarify any exceptions.
6. Does Proposer agree to the required severity level designations outlined in [Appendix J](#)? Clarify any exceptions.
7. Does Proposer understand and agree to refund all previous payments under the Contract to the County if a Level 1 problem is not corrected on the third attempt?
8. Does Proposer agree to the required Functional Acceptance Testing criteria in [Appendix J](#)? Clarify any exceptions.
9. Does Proposer agree to the required Performance Testing/Stress Testing criteria in [Appendix J](#)? Clarify any exceptions.

Insert Vendor Name Here ➔

10. Does Proposer agree to the required Reliability Testing criteria in [Appendix J](#)? Clarify any exceptions.
11. Does Proposer agree to the Ongoing System Performance criteria in [Appendix J](#)? Clarify any exceptions.

Insert Vendor Name Here →

7.9 Proposal Section 9: Data Conversion/Transformation/Migration

1. The County must be able to access legacy data. It envisions one of two approaches to managing legacy data, but is open to alternative proposals:
 - a. Full data conversion to the proposed system
 - b. Transformation of legacy data to a common database management system that is accessible by either an interface or a common query tool.
2. Proposer should provide a proposal for each approach, as requested in the [Data Conversion/Transformation/Migration](#) Scope of Services. Note that at a minimum, six months worth of premise history will require full data conversion. Include in the proposal:
 - a. The scope of the project
 - b. Proposer's approach to analyzing current data structures for conversion/transformation/migration
 - c. Proposer's experience converting/transforming/migrating data from SQL Server and Oracle databases into the proposed database management system.
 - d. Recommended alternatives, including experience with the alternatives
 - e. Recommended method
 - f. Implementation process
3. Include costs for each approach in the Cost Proposal.

Insert Vendor Name Here →

7.10 Proposal Section 10: Implementation and Project Management

Clearly label and identify each sub-section for easy reference.

7.10.1 Project Management

1. Describe the Proposer's approach to the project management services it will provide.
2. Indicate the problem identification, tracking and resolution techniques that the Proposer will use.
3. How will the Proposer control subcontractors and staff working under its direction to ensure that the project runs smoothly?
4. Include in this section a realistic project plan including a delivery and implementation schedule. The schedule must include each activity, when that activity will begin, and how long it will continue. Identify activities that are interdependent. The schedule should not be dated, but should break out the implementation schedule in terms of weeks following contract signing. The schedule should show periods of performance and milestones for deliverables. Tasks to be performed by the Proposer as well as by the County should be specifically identified.
5. Include in this section an implementation Statement of Work that breaks down the System implementation by tasks and delineates Proposer and County responsibilities within each task.

7.10.2 Project Team

1. Provide a project organizational chart, specifying precisely the primary personnel involved in the project. Note that these individuals must be available for oral interviews if the Proposer is selected as a finalist.
2. Identify each member of the Proposer's implementation team. State each member's job title and area of responsibility on the project. Provide a resume for each member of the team. Include the following:
 - a. Information on public sector experience of the proposed personnel
 - b. Information on the experience of the proposed personnel in implementing the proposed solution.
 - c. Qualifications and experience of proposed individuals, especially with respect to the Scope of Services.
3. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Note that this individual must be available for oral interviews if the Proposer is selected as a finalist.

Insert Vendor Name Here →

4. Any personnel working on the project will be subject to a background investigation before being allowed to work with the County on the proposed system. Is there any reason that Proposer would object to this condition of Contract?
5. Identify the resources required of the County to successfully implement the proposed system. Include:
 - a. Resource function and number of resources needed
 - b. Assignments
 - c. Skills required to accomplish the assignments
 - d. Suggested County project team structure

Insert Vendor Name Here →

7.11 Proposal Section 11: Documentation

1. Will the Proposer supply comprehensive hard and soft copy documentation for the System as requested in the [Documentation Scope of Services](#) in this RFP? Identify any requested documentation that the Proposer does not provide.
2. Provide an example of each type of documentation requested in the Documentation Scope of Services in this RFP.
3. Is the System documentation consistent with instructions supplied by the online help for the proposed Software Applications? Describe any inconsistencies.
4. Will all documentation be tailored to include County-specific requirements or any functionality developed during the implementation process.
5. Are any quick reference guides, cheat sheets and FAQs provided? If yes, include an example.
6. Will you provide authority to copy documentation for internal use as necessary?
7. Will you be willing to provide a complete set of user documentation for the finalist evaluation phase?
8. Is documentation available for upgrades? If so, is it an entirely new set of documentation or does it only reflect the changes?
9. Will you provide a data dictionary as part of your offering?

Insert Vendor Name Here →

7.12 Proposal Section 12: Training

1. Provide a training plan and include the key elements of the Proposer's training approach, including the approach to providing System, Software Application and System Administration training, taking into account the number of potential users, the number of agencies and the wide range of functions. Describe the different user roles and the level of training needed for each. Include course outlines and durations for each type of training.
2. All training materials must be up-to-date and of a uniformly high quality. List the System training and training materials that are provided.
3. Use the Training Form ([Appendix K – Form I](#)) to provide a description of classes, including:
 - a. Types of training classes that will be provided and the expected with participants (e.g., roles, functional areas) of each
 - b. Number of participants for each class
 - c. Prerequisites for all participants
 - d. Length of each class in hours
 - e. Total number of trainer hours proposed
4. Does the Proposer provide refresher training? If yes, describe what refresher training is available. Include the cost of refresher training in the Cost Proposal as an option.
5. Does the Proposer provide any computer-based training options (either on-line or via a CD) to bring new employees up to speed on the System?
6. Describe any additional training that is not included but that could be made available. Include the cost of such training in the Cost Proposal as an option.
7. Referring to expectations described in the [Training Scope of Services](#), describe the training documentation that will be provided. Provide examples that will assist in the evaluation of the Proposer's training documentation.
8. Describe your approach for allowing users to simulate live operations (as described in the [Training Scope of Services](#)), during training, without degrading System performance.
9. Indicate how soon after contract signing the Proposer will provide a simulated System or training database to the County per the requirements in the [Training Scope of Services](#)?

Insert Vendor Name Here →

10. It is anticipated that the Proposer and the County will work together to develop a final training plan that will include training formats (e.g. train-the-trainer, end user training), locations, time frames, curriculum, etc. Describe Proposer's role and associated tasks in supporting the development of the final training plan.
11. What level of flexibility will the County have in determining how to best use the proposed training hours?

Insert Vendor Name Here →

7.13 Proposal Section 13: Warranty and Maintenance

1. Include in this section a copy of the Proposer's standard warranty.
2. Include in this section a copy of the Proposer's standard maintenance and service agreement.
3. Will the proposed System include a minimum first year warranty commencing at final System Acceptance? If not, explain.
4. Will the Proposer cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?
5. Will the Proposer cover repair costs for work it is unable to perform based upon warranty guidelines?
6. What are the options for purchasing additional years of support and maintenance upon expiration of the warranty period? Costs must be included and clearly identified in the Cost Proposal.
7. What other services are available on a year-by-year basis? Costs must be included and clearly identified in the Cost Proposal as an option.
8. What is the Proposer's policy regarding support of past software versions? For how long after the release of a new version will Proposer support a past version?
9. Is there mandatory installation of new releases? Are there additional charges associated with the installation of a new release? If so, identify and include the charges in the Cost Proposal.
10. What is the Proposer's policy regarding support, patches and upgrades when customization has occurred?
11. Describe the obligations of the County following a new release or major redesign of an application. What time commitment will be required of County personnel during upgrades (specify role and anticipated hours)?
12. Will the Proposer include as part of the warranty and support and maintenance agreements any supplemental training and documentation necessary to support the provider's most recent software release?
13. Describe the Proposer's support procedure, including how the Proposer :
 - a. Logs support calls
 - b. Tracks incidents
 - c. Monitors the escalation of problems

Insert Vendor Name Here →

- d. Diagnoses and corrects problems on-line from remote locations
 - e. Resolves problems
14. Does the Proposer provide any enhanced support methods such as email or web-based support requests?
 15. Describe the Proposer's escalation procedure for support-related issues.
 16. What is the Proposer's policy regarding support of third-party components included in the proposed system? Has Proposer ever dropped support of a third party component? If so, what is the Proposer's procedure for doing so and how much notice is given to customers?
 17. Who will support Proposer-supplied hardware (e.g. manufacturer or Proposer)? Will the Proposer provide labor, equipment and other materials necessary to maintain the hardware in good operating condition and in conformance with the Performance Requirements?
 18. What is the process for identifying hardware issues and assigning responsibility for resolution of the issues?
 19. Does the Proposer offer System Software and Application Software updates, enhancements and refinements as part of the warranty and maintenance and support agreements? Is the cost included in the annual maintenance and support fee? Identify and explain in detail any exceptions.
 20. Are professional services for updates, enhancements and refinements included as part of the warranty and maintenance and support agreements? Is the cost included in the annual maintenance and support fee? Explain in detail and identify any exceptions. If the cost is not included, provide an estimate of the number of hours of professional services required annually and provide the hourly rate for professional services as part of the Cost Proposal.
 21. What professional services are included as part of the warranty? As part of the support and maintenance agreement?
 22. Will the Proposer provide labor, equipment and other materials necessary to maintain the Application and System Applications in good operating condition and in conformance with the Performance Requirements? Identify and explain in detail any exceptions.
 23. What professional services are not included as part of the warranty? The support and maintenance agreement? Include in the Cost Proposal the hourly cost for professional services not included as part of the warranty or support and maintenance agreements.

Insert Vendor Name Here →

24. Does the Proposer support user groups? If so, describe the user group process as it pertains to future product enhancements.

Insert Vendor Name Here →

7.14 Cost Proposal

1. The Proposer must identify all necessary items needed to implement the proposed solution that will satisfy all of the requirements, as specified in this RFP. Any costs associated with this proposal are to be listed in the Costs Tables included in [Appendix K](#).
2. Submit one (1) original and five (5) copies of the Cost Proposal, as well as one (1) copy in electronic format on a compact disc. The Cost Proposal must be submitted in a separately sealed binder or folder distinctly marked as the Cost Proposal.
3. Each subsection of the Cost Proposal must be clearly identified and labeled.
4. Please note that:
 - a. Proposals must be for a fixed price solution.
 - b. All expenses, including travel must be identified for the proposed solution.
 - c. All pricing and quotes shall be FOB Destination including inside delivery and all [standard ground] freight charges.
 - d. Pricing shall include all sales taxes related to the sale of goods and must be identified as a separate expense in the Cost Proposal (Appendix K, Form O).
 - e. Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms will be considered non-responsive.
 - f. The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
 - g. Should the Proposer have failed to either include in the price, or to deliver to the County, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide same at the Proposer's own expense and at no cost to the County
 - h. Pricing submitted will be evaluated and firm for the initial Contract term. If the successful vendor's established price for any item offered is decreased during the term of this bid or during the initial contract term, then such discounts/reductions in price shall be automatically offered to the County.
 - i. The first five (5) subsections require using provided forms to present a detailed breakdown and summary costs by categories for the following proposed System components:

Insert Vendor Name Here →

- i. Hardware
 - ii. System Software
 - iii. Application Software
 - iv. Implementation Costs
 - v. Optional Costs
5. The sixth subsection summarizes the total one-time costs and the seventh subsection identifies recurring system costs for five (5) years following System Acceptance. Both require the use of provided forms.

7.14.1 Hardware Costs

1. Using the Hardware Cost Form provided in [Appendix K - Form J](#), list all provided hardware as requested in the [Hardware and System Software](#) section of the Scope of Services.
 - a. Include total purchase costs and annual maintenance costs for each hardware item.
 - b. The total dollar figures from this section should agree with the Hardware total in the Proposer Cost Summary.
 - c. The “Annual Maintenance Cost” should represent the average maintenance cost for years two (2) through six (6)
2. Ensure that all listed hardware is included in the System Diagram requested in [Section 7.5.1](#).

7.14.2 System Software

1. Using the System Software Cost Form provided in [Appendix J - Form K](#), list all System software proposed for the system as requested in the [Hardware and System Software](#) section of the Scope of Services.
 - a. Include total costs and annual maintenance costs.
 - b. The total System software cost dollar figure should agree with the System software total in the Proposer Cost Summary.
 - c. The “Annual Maintenance Cost” should represent the average maintenance cost for years two (2) through six (6).
2. Ensure that pricing reflects all software options referred to in [Section 7.6](#) of this RFP.

7.14.3 Application Software Costs

Insert Vendor Name Here →

1. Using the Application Software Cost Form provided in [Appendix K – Form L](#), list all proposed Application Software.
 - a. The Application Software Cost Form includes four (4) tables that must be completed:
 - i. Table 1: CAD Modules
 - ii. Table 2: Mobile Computing Modules
 - iii. Table 3: Other Modules/Components
 - iv. Table 4: Interfaces
 - b. Include the total package cost, the cost of any customizations, and the annual maintenance expense for each application.
 - c. The total dollar figure at the end of Table 5 should agree with the Application Software total in the Proposer Cost Summary.
 - d. The “Annual Maintenance Cost” should represent the average maintenance cost for years two (2) through six (6).
2. All modules included on the Application Software Module Form referred to in [Section 7.7.1](#) must be included on the Application Software Cost Form.
3. All interfaces included on the Interface Identification Form referred to in [Section 7.7.4](#) must be included on the Application Software Cost Form. Note that the costs associated with interfaces include all costs associated with the development, testing and deployment of the defined interface.

7.14.4 Implementation Costs

1. Use the Implementation Cost Form provided in [Appendix K - Form M](#) to describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to:
 - a. Installation of Hardware/Software
 - b. System integration
 - c. Project Management
 - d. Training
 - e. Data Conversion
 - f. Out of Pocket Expenses (Travel, Per Diem, etc.)
 - g. Transition to new Communications Center

Insert Vendor Name Here →

h. Any other costs (describe).

2. Note that costs not identified will not be accepted in a final Contract.

7.14.5 Optional Costs

1. Use the Optional Cost Form provided in [Appendix K - Form N](#) to describe and list all optional cost items that could be associated with implementation of the System.
2. Any optional costs to which the Proposer refers in the Functional Proposal must be identified on the Optional Cost Form in order for that option to be considered in the evaluation process.

7.14.6 Total One Time Costs

1. Using the Total One Time Cost Form provided in [Appendix K - Form O](#), present a summary of all one-time costs for the proposed System. In this form include sales tax of 7.75% based only upon the sale of goods to SSD. Any subtotals carried forward to this form should agree with the corresponding detail forms.

7.14.7 Recurring Costs Summary

1. Provide a five year cost schedule that presents the annual cost for an extended maintenance and service warranty.
2. Provide a one-time cost for an extended maintenance and service warranty over a five-year period.
3. Using the Recurring Cost Form provided in [Appendix K - Form P](#), present a summary of all recurring costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

7.14.8 Hourly Rates

1. What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least one year from date of contract signing.
2. Present rates for each of the following:
 - a. Analyst
 - b. Programmer
 - c. Project Manager
 - d. Trainer

Insert Vendor Name Here →

e. Data Conversion

f. Other (describe)

7.14.9 Leasing Option

The County is interested in exploring a leasing arrangement for the life of the Contract, as well as the option of other flexible payment terms.

1. Describe Proposers approach to offering financing options.
2. What specific services are included as a result of each option?

7.14.10 Licensing

1. Include copies of your standard contract and/or licensing agreements for the following:
 - a. Hardware Purchase/Lease
 - b. Hardware Maintenance
 - c. Software Purchase/Lease
 - d. Software Maintenance

7.14.11 Payment Schedule

1. Include a copy of the proposed payment schedule.