



**COUNTY OF VENTURA  
GENERAL SERVICES AGENCY  
PROCUREMENT SERVICES  
800 S. VICTORIA AVE.  
VENTURA, CA 93009-1080**

**REQUEST FOR PROPOSAL  
#5694**

**for**

Computer Aided Dispatch and Automated Field Reporting Systems

**Issued: June 26, 2013  
Due: August 16, 2013**

## TABLE OF CONTENTS

| <b>Sections:</b>                                                        | <b>Page</b> |
|-------------------------------------------------------------------------|-------------|
| Section 1.0 – General Information.....                                  | 3           |
| Section 2.0 – Instructions to Offerors/Rules Governing Competition..... | 8           |
| Section 3.0 – Requirements/Scope of Work.....                           | 30          |
| <br><b>Exhibits:</b>                                                    |             |
| Exhibit 1 – Contract Bonds.....                                         | 69          |
| Exhibit 2 – Non-Collusion Affidavit.....                                | 73          |
| <br><b>Appendices:</b>                                                  |             |
| Appendix A – Proposal Response Form                                     |             |
| Appendix B – Functional Requirements                                    |             |
| Appendix C – System Volume Requirements                                 |             |
| Appendix D – System Performance Requirements                            |             |
| Appendix E – Acceptance Test Requirements                               |             |
| Appendix F – Software Contract                                          |             |
| Appendix G – Sample Forms                                               |             |

## **SECTION 1.0**

### **GENERAL INFORMATION**

This Request for Proposal (RFP) has been posted on the GSA Procurement website for your convenience. Addenda and attachments, if issued, are also posted. It is the Offeror's responsibility to ensure that the entire RFP package, in its latest version, is reviewed prior to submittal of a proposal.

#### **1.1 Introduction/Purpose**

The County of Ventura (hereinafter referred to as County) invites your organization to submit a written proposal to provide Computer Aided Dispatch/Mobile and Automated Field Reporting systems for the Ventura County Sheriff's Office. Proposals shall be due no later than 3:00 p.m. on August 16, 2013 in accordance with the attached Terms and Conditions and Instructions to Offerors which by this reference are made a part hereof.

Offerors shall be skilled and regularly engaged in the general class or type of work called for in the solicitation documents. Offerors must have experience in successfully completing CAD/AFR projects similar in size and scope to the County project described in this RFP.

The County desires an integrated CAD/Mobile and AFR solution and as such, Offerors are encouraged to submit proposals for an integrated solution from a single Offeror or a subcontracted solution. Alternatively, Offerors may bid on only the CAD/Mobile or only the AFR system with an interface to the appropriate system (e.g., CAD/Mobile or AFR).

System integration is of paramount importance to the County. During evaluation, the County will give a preference to Offerors that propose a fully integrated solution. However, in the event the CAD/Mobile and AFR systems are procured from separate Offerors (subject to approval by all involved parties), the successful Offerors agree to cooperatively work together to create integration between the systems. Lastly, the County prefers to work with a single Offeror serving as the prime contractor for all hardware, software and services necessary to ensure a seamlessly integrated CAD/Mobile/AFR solution.

The County's preference is to procure an integrated CAD/Mobile/AFR solution from a single Offeror, however Offerors may bid on only the CAD/Mobile application or only the AFR application, and propose an

## **SECTION 1.0**

### **GENERAL INFORMATION**

interface to the other core application. If two or more Offerors are partnering to provide a joint solution, a prime Offeror is required. The County reserves the right to make one or more partial awards and/or request the replacement of subcontractor(s).

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 Offeror's response. While the County does not expect custom interfaces to be operational and demonstrable, it does expect that the Offeror will have experience implementing similar interfaces.

#### **1.2 Background**

The Sheriff's Communication Center (SCC) is the primary public safety answering point (PSAP) for the County. The SCC handled 356,784 incoming and outgoing telephone calls resulting in 98,246 calls for service for patrol resources in 2011. The SCC also serves as an alternate PSAP for the Police Departments in the Cities of Ventura, Oxnard, Santa Paula and the California State Channel Islands Police Department and supports local military bases and colleges.

The East Valley Communications Center (EVCC), located in the Thousand Oaks Police Department, is a satellite communications center utilized by VCSO on an as needed basis. The Simi Valley Police Department (SVPD) also utilizes the EVCC for both supplemental and backup operations.

The County desires to replace the current Tiburon CAD/2000 system by the end of 2014 due in part to the announcement from Tiburon that the system is at the end of life and that Tiburon will no longer be supporting the system after March 31, 2015. The Tiburon system with Maverick mapping has been in use since June 2002. The system relies on two fully redundant HACMP IBM/AIX servers and one IBM/AIX server. As part of this procurement, the County also desires to replace the VisionTEK Frontline Automated Field Reporting (AFR) application, which includes Report Writing, Wants and Warrants, Mobile CAD, and Unicom modules procured in 2005.

## **SECTION 1.0**

### **GENERAL INFORMATION**

The following describe the applications that are expected to be included in the Offeror's solution:

**Computer Aided Dispatch (CAD)** – The County desires a CAD application integrated with other System Applications that meets the functional and performance requirements identified in this RFP.

**Mobile Computing (Mobile)** – The County desires a Mobile application with real-time mobile mapping, messaging and AVL functionality

**Automated Field Reporting (AFR)** – The Automated Field Reporting application should allow field users to complete reports in either a mobile or a desktop environment and submit those reports electronically to the Records Management System (RMS) that resides within the Ventura County Integrated Justice Information System (VCIJIS)

#### **1.3 Pre-proposal Conference**

A non- mandatory pre-proposal conference will be held at 9:00 a.m., July 16, 2013 at the West County Patrol Services Training Room, 800 S. Victoria Ave., Ventura, CA.

The purpose of this meeting is to clarify requirements and answer Offeror questions. In order to provide comprehensive answers and minimize response time, Offerors are asked to submit questions in writing prior to this conference. Pre-proposal questions should be submitted by e-mail or fax, no later than Tuesday, July 9, 2013 to: Ernie Griego at [ernie.griego@ventura.org](mailto:ernie.griego@ventura.org) or (805) 654-3754.

#### **1.4 Surety Required**

a. Performance Surety:

A performance bond in the amount of one hundred percent (100 %) of the project cost shall be required of the successful Offeror to ensure satisfactory performance of the work. The bond shall be a corporate surety bond issued by a surety company authorized to do business in California.

## **SECTION 1.0 GENERAL INFORMATION**

### **1.5 Action Dates**

The following is an outline of the anticipated schedule for the proposal review and contract award.

|                                  |                  |
|----------------------------------|------------------|
| Issue Request for Proposal (RFP) | June 26, 2013    |
| Pre-Proposal Conference          | July 16, 2013    |
| Last day for questions           | July 31, 2013    |
| Proposals due                    | August 16, 2013  |
| Evaluation-award                 | January 17, 2014 |
| Start work                       | March 3, 2014    |
| System Go Live                   | January, 2015    |

The Contractor shall not commence work until a meeting between representatives of the contractor and the County of Ventura is held. The meeting will be held at a County of Ventura site, at a time and date to be established. The schedule set forth above is subject to change.

### **1.6 Questions Regarding RFP**

All questions concerning this Proposal may be directed to Ernie Griego at (805) 654-3798.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

#### **2.1 Submittal Deadline**

Completed proposals should be sealed and clearly marked: Request for Proposal #5694, for Ventura County Computer Aided Dispatch and Automated Field Reporting Systems, and must be delivered no later than 3:00 pm on August 16, 2013 to:

County of Ventura  
Procurement Services  
Hall of Administration/Lower Plaza  
800 S. Victoria Avenue  
Ventura, CA 93009-1080

Please submit one original, marked as "MASTER" and twelve (12) identical copies of both the Functional Proposal and the Cost Proposal. Envelopes containing the original and the copies should be marked in accordance with the directions found elsewhere in these instructions. The Cost Proposal must be submitted in a separately sealed binder or folder distinctly marked as the Cost Proposal. Failure to submit a separately sealed Cost Proposal will result in disqualification of the entire proposal. Instructions for the format of the Functional and Cost Proposal are detailed in Section 2.7.1.

In addition, please submit one (1) electronic copy each of the Functional and Cost Proposals as a .pdf file and one (1) electronic copy of the functional requirement response (Appendix B) as a .xlsx file, on a compact disc, flash drive or other portable electronic storage device. Include the electronic copy of the proposals with the original hard copies of each respective proposal. The original proposals must include original signatures in ink, by authorized personnel on all documents that require an authorized signature.

If discrepancies are found between the copies, or between the original and copy or copies, the original "MASTER" will provide the basis for resolving such discrepancies. If one document is not clearly marked "MASTER", the County reserves the right to use the original as the Master. If no document can be identified as an original, bearing original signatures, proposal may be rejected at the discretion of the County.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

Offerors are allowed to submit more than one proposal with different methods of meeting the RFP requirements. When Offeror submits more than one proposal, one proposal shall be marked "Base Proposal" and the others shall be marked "Alternate Proposal 1, Alternate Proposal 2, etc." Each base proposal and each alternate proposal shall be submitted in accordance with the terms and conditions of the RFP. The County will not furnish additional packages, but Offeror may reproduce the RFP to submit alternate proposals.

Offerors are responsible for making certain their proposals are received by GSA-Procurement on or before the Proposal Submittal Deadline. The receiving time in GSA-Procurement (address above) will be the governing time for acceptability of proposals. No oral, telegraphic, electronic, facsimile, or telephone proposals or modifications will be considered.

#### **2.2 Proposal Response**

Offerors must submit their proposals and all required information and forms by the submittal deadline. Proposals failing to provide complete information may be deemed non-responsive. Offerors should keep copies of their submittals for future reference.

Offerors who do not wish to respond but who wish to be kept on the mailing list must return a written response indicating "No Proposal." Include name and address of firm.

Offerors who fail to respond to proposal solicitations may be removed from the supplier mailing list.

#### **2.3 Modification of Proposals**

Any Offeror who wishes to make modifications to a proposal already received by the County must withdraw the original proposal in order to make the modifications. All modifications must be made in ink, properly initialed by Offeror's authorized representative, executed, and submitted in accordance with the terms and conditions of this solicitation. It is the responsibility of the Offeror to ensure that modified proposals are resubmitted before the Submittal Deadline.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

Offerors may withdraw their proposals, at any time prior to the due date and time, by submitting notification of withdrawal signed by the Offeror's authorized agent.

Proposals cannot be changed or modified after the date and time designated for final receipt of all proposals

#### **2.4 Opening of Proposals**

Proposals will not be opened publicly, but a list of the names of Offerors submitting proposals will be available within a reasonable time after the Submittal Deadline. Proposals will be made public and may be inspected at the time of award.

#### **2.5 Examination of the Request for Proposal**

Offerors should carefully examine the entire RFP, any addenda thereto, and all related materials and data referenced herein or otherwise available to Offeror.

Offerors shall be presumed to be familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve Offerors from any obligation with respect to this proposal.

#### **2.6 Proposal Validity**

Proposals submitted hereunder shall be firm for 90 calendar days from the due date unless otherwise qualified.

#### **2.7 Proposal Content/Format**

To be considered responsive, proposals should address all items identified in Sections 2 and 3 of this RFP.

Please note: Some items require that the Offeror provide a detailed response and/or Response Form attachments. Failure to provide a complete response may be grounds for rejection of a proposal. The Offeror must use the Response Forms when indicated and include each

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

form in the designated section. Unless otherwise instructed, the Offeror should not retype or alter these forms.

Furthermore, proposals should be prepared in such a way as to provide a straightforward and concise discussion of the Offeror's ability to provide the services that can best satisfy the requirements herein and meet the needs of the County. Elaborate or unnecessarily lengthy responses and attachments are discouraged.

Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements and on completeness and clarity of content.

In order to facilitate evaluation and comparison, proposals should be submitted in the format described. Format instructions must be adhered to; all requirements and requests for information must be addressed; all requested data must be supplied. Failure to comply with this requirement may be cause for rejection.

Answer on 8 1/2" X 11" sheets. Assemble your proposal in the order indicated in Sections 2 and 3. Present your proposal response in the order that the items are listed, identifying each response by the number. Submit 1 (one) original and 12 (twelve) copies of your functional and cost proposals. To conserve resources we ask that proposals be submitted on 30% post consumer paper and be duplexed when possible.

#### **2.7.1 Detailed Proposal Content/Format**

This sub-section describes the format that Offerors must use to respond to the RFP. Failure to follow the format requested in this section, or failure to use provided forms, could result in a proposal being rejected.

There are two (2) parts to the proposal: the Functional Proposal and the Cost Proposal. Instructions detailing the content and format for each proposal are included below.

#### **Functional Proposal**

The proposal must address all requirements identified in this RFP. Each

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

subsection of the Functional Proposal must be clearly identified and labeled. When submitting a proposal, all questions must be answered. Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.

The County realizes that the RFP may request 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.

Please note, if an answer regarding a question varies dependent on the product or Offeror, the response should clearly indicate as such. Should only a single answer be provided, the County will assume that the answer applies to all products and Offerors that are part of the bid package. In the event that a question is not relevant to the bid (e.g., if Offeror is proposing an AFR only and the question is in regard to CAD), the response should state "Not applicable."

#### **a. Cover Letter/Signature on Proposal/Table of Contents/Exhibits**

A cover letter, which shall be considered an integral part of the proposal, shall be signed by individual(s) who is/are authorized to bind Offeror(s) contractually. The signature(s) must indicate the classification or position that the individual(s) holds in the firm.

The cover letter shall designate a person or persons who may be contacted during the period of evaluation with questions or contract issues. Include name(s), title(s), address(es), telephone number(s), fax number(s) and email address(es).

A detailed Table of Contents shall list all materials and enclosures being submitted in response to this RFP and identify the specific location of each in the document or proposal package.

Please find Exhibits 1 and 2 at the end of this document. The Exhibits are to be completed by Offeror and submitted in this section of Offeror's proposal. The Exhibits included are as follows:

1. Exhibit 1 – Contract Bonds

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

2. Exhibit 2 – Non-Collusion Affidavit

**b. Company Profile and Qualifications**

1. For each Contractor and Subcontractor, fill out and include the Contractor/Subcontractor Information Form (Appendix A – Form A).
2. If the Offeror 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. For each Contractor and Subcontractor, provide background information about:
  - a) The Offeror's company history and experience in the market for public safety information systems
  - b) Changes in ownership and acquisitions, including reasons for ownership changes and acquisitions as well as the impact on products offered, R&D and approach to customer service
  - c) If a subcontractor is proposed, provide a history on previous work completed together by the Offeror and Subcontractor. Include the following for each project in which the Offeror and subcontractor have worked together:
    - i. Agency
    - ii. Project date
    - iii. Applications installed
    - iv. Responsibilities of each party

Offeror must include in his proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any past or pending civil or criminal litigation or investigations which involve the Offeror or in which the Offeror has been found guilty or liable.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

Failure to fully comply with the terms of this provision may disqualify any proposal. The County reserves the right to reject any proposal based upon the Offeror's prior history with the County or with any other party, which conduct reveals, without limitation, Offeror's prior unsatisfactory performance, criminal, adversarial or contentious behavior, significant failure(s) to meet contract milestones or other significant contractual failures.

#### **c. Financial Qualifications**

- For the Prime Contractor and each Subcontractor, fill out and include the Offeror Financial Qualifications Form (Appendix A – Form B).
- Provide a copy of the company's current audited financial statements(s).
- Include a definitive statement regarding Offeror's financial ability to perform the requirements hereunder.

#### **d. References**

- Each Offeror (Contractor and Subcontractor) must complete and include the Reference Form (Appendix A – Form C). Each Offeror (Contractor and Subcontractor) must provide at least ten references meeting the following criteria:
  - a) At least three (3) references should be for systems installed within the last five (5) years
  - b) At least three (3) references should be for systems installed more than five (5) years ago
  - c) At least three (3) references should be for installations that include the same applications as those proposed for the County
  - d) At least three (3) references should reflect similar demographic data as the County

## SECTION 2.0 INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION

- Please include a comprehensive client list for all work completed in the State of California.

### e. **Offeror Understanding**

Offerors shall include an understanding of the County's needs or any other information, deemed necessary, which may not be required in any other section of the RFP.

### f. **Requirements**

1. Offeror's response shall state on a point-by-point basis whether proposal is in compliance with the requirements/specifications of the RFP. Address each item in the order provided and identify each response by item number. Submit a full explanation of, and justification for, any exemptions or deviations.
2. The following are instructions for completing the **Functional Requirements** Workbook listed in Appendix B of this proposal.

Use the Excel Workbook provided in Appendix B – Functional Requirements, to indicate how Offeror can satisfy the County's functional requirements. The Offeror should complete the spreadsheet, but should 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 Offeror shall include the workbook in electronic format on a compact disk, flash drive or other portable electronic storage device.

- a) The Offeror should leave the workbook as an Excel file and not convert to .pdf. If the Offeror wants to provide a .pdf version of the Excel file, it should do so in a file separate from the main functional proposal document. Inclusion of .pdf files in the main functional proposal document makes the document excessively large and difficult to navigate.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

- b) All detailed requirements in Appendix B – Functional Requirements are numbered in the left-hand column. These identification numbers should not be changed or omitted in the proposal.
- c) Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal. Offerors are asked to indicate their ability to comply with the requirement using the codes described in the following paragraphs:
- d) “C” indicates that the requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to the County. The cost of requirements receiving this Response Code is included in the cost of the standard application software. If the software required to meet this requirement is under development or in a test or beta phase, do not answer with a “C” response. Answer with an “N” response and indicate the development status in the comments column.
- e) “N” indicates that the Offeror cannot comply with the requirement. If an Offeror is answering “N” because it cannot meet the requirement in its entirety, please indicate the reason in the "Comments" column.
- f) “A” indicates that, while the Offeror cannot meet the requirement exactly the way the requirement is stated, the Offeror can meet the requirement without modification to the standard application software and without additional cost to the County. The cost of a requirement receiving this Response Code is included in the cost of the Offeror's standard application software pricing. For example, the requirement can be met via functionality in the Operating System software.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

Responses in this column must be accompanied by an explanation in the "Comments" column. Failure to provide an explanation will result in the response being counted as an "N" response.

- g) "M" indicates that the Offeror can meet the requirement by modifying the existing standard software. Responses receiving this Response Code have an additional cost associated with them. All "M" responses must have supporting explanations in the "Comments" column. Additional costs for modifications must be listed in the Cost Proposal and must reference the specific functional requirement associated with the cost.

Note: a blank response will indicate to the Evaluation Committee that the Offeror cannot meet the requirement. Blank responses will be counted as "N" responses.

#### **g. Compliance with County Standard Contract Terms and Conditions**

Successful Offeror will be required to enter into a written contract. Offerors shall review the County's contract in Appendix F – Software Contract, which shall form the basis for any contract entered into hereunder.

Contractor's response shall state on a point-by-point basis whether proposal is in compliance with the terms and conditions in Appendix F of this RFP.

Address each item in the order given; identify each response by item number. Any comments/exceptions to this contract must be included in your proposal. Precise substitute wording must be offered in place of the paragraph objected to. It is not sufficient to state merely that an exception is noted to a particular paragraph.

Deviations considered excessive by the County may reduce or eliminate an Offeror.

#### **h. Compensation/Cost Proposal**

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

The County expects the Cost Proposal to be divided into nine (9) clearly marked and identified sections. The following table lists the title of each section. The paragraphs following the table explain the detail requested for each section and the use of provided forms for each section. The Cost Proposal must follow the format prescribed below and address all requirements identified in this RFP. Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.

The first five (5) sections require presenting a detailed breakdown and summary costs by category for the proposed System components. The sixth section summarizes the total one-time costs and the seventh section identifies recurring system costs for five (5) years following System Acceptance.

The Cost Proposal shall be submitted under separate cover from the Functional Proposal. Please see Sections 2.1 and 2.7 for detailed submission instructions.

| <b>Compensation/Cost Proposal Overview</b> |                        |
|--------------------------------------------|------------------------|
| Item no.                                   | Description            |
| 1                                          | Hardware               |
| 2                                          | System Software        |
| 3                                          | Application Software   |
| 4                                          | Implementation Costs   |
| 5                                          | Optional Costs         |
| 6                                          | Total One Time Costs   |
| 7                                          | Recurring Cost Summary |
| 8                                          | Hourly Rates           |
| 9                                          | Payment Schedule       |

Each subsection of the Cost Proposal must be clearly identified and labeled. Please note that:

- Proposals must be for a fixed price solution.
- Proposal pricing shall include everything necessary for completion and fulfillment of the contract. No additional

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

charges (e.g., transportation, out-of-pocket expenses, etc.) will be allowed unless so specified herein.

- All costs for every component referred to in the proposal, including options, must be included in the cost proposal.
- Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms will be considered non-responsive.
- The Offeror shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
- Should the Offeror 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 Offeror shall be required to provide same at the Offeror's own expense.

#### **1. Hardware Costs**

Using the Hardware Cost Form provided in Appendix A – Form L, list all provided hardware as requested in the “Hardware and System Software” section located in Section 3.5, in this RFP.

- Include total purchase costs and annual maintenance costs for each hardware item.
- The “Annual Maintenance Cost” should represent the average annual maintenance cost for the first five (5) years.
- Ensure that all listed hardware is included in the System Diagram. Offeror will be responsible for providing any hardware not accounted for in the Cost Proposal.

#### **2. System Software Costs**

Using the System Software Cost Form provided in Appendix A – Form M, list all System software proposed for the system as requested in Section 3.5, Hardware and System Software.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

- Include total costs and annual maintenance costs.
- The "Annual Maintenance Cost" should represent the average annual maintenance cost for the first five (5) years.

#### **3. Application Software Costs**

Using the Application Software Cost Form provided in Appendix A – Form N, list all proposed Application Software. All costs required to provide the software functionality requested in this RFP must be included in these tables. The Offeror will be responsible for any costs not accounted for in these tables.

- The Offeror must provide a cost for any proposed software modification required to meet functional requirements. If a cost is not provided, it will be assumed that there is not a cost for the modification. If ultimately there will be a cost, the Offeror will be responsible for that cost.
- The "Annual Maintenance Cost" should represent the average annual maintenance cost for the first five (5) years.
- All modules included on the Application Software Module Form must be included on the Application Software Cost Form.
- All interfaces included on the Interface Identification Form 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.

#### **4. Implementation Costs**

Use the Implementation Cost Form provided in Appendix A –

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

Form O, to describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to the following:

- Installation of Hardware/Software
- System Integration
- Project Management
- Training
- Data Conversion
- Travel
- Any other costs (describe)

#### **5. Optional Costs**

Use the Optional Cost Form provided in Appendix A – Form P, to describe and list all optional cost items that could be associated with implementation of the System.

- Any optional costs to which the Offeror 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.

#### **6. Total One Time Costs**

Using the Total One Time Cost Form provided in Appendix A – Form Q, present a summary of all one-time costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

#### **7. Recurring Costs Summary**

Provide a five-year cost schedule that presents the annual cost for maintenance and service warranty.

Using the Recurring Cost Summary Form provided in Appendix A – Form R, present a summary of all recurring costs for the

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

#### **8. Hourly Rates**

What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least three (3) years from date of contract signing.

#### **9: Payment Schedule/Terms**

The County expects the following payment schedule outlined below. Does the Offeror accept these terms?

##### Software and Services

- a) 10% Upon approval of formal project implementation schedule
- b) 20% Upon installation of application software
- c) 20% Upon completion of preliminary acceptance test
- d) 25% Upon completion of application software training
- e) 25% Upon completion of final system testing and acceptance

##### Hardware

- a) 90% Upon installation
- b) 10% Upon completion of system diagnostics

Customary terms are Net 30 for work performed. Offerors shall indicate their offered payment terms. Discount for payment in less than 30 days may be considered in the evaluation.

#### **2.8 Costs Incurred in Responding**

The County of Ventura will not pay any costs incurred in proposal

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

preparation, presentation, demonstration or negotiation, nor does it commit to procure or contract for any services. All costs of proposal preparation shall be borne by the offeror. It is understood that all proposals, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation will become the property of the County of Ventura when received by the County and may be considered public information under applicable law. The County assumes no liability for any costs incurred by Offerors throughout the entire selection process.

#### **2.9 Addenda**

The County will issue written addenda to make changes, additions, or deletions to this solicitation. Oral communications regarding this RFP will NOT be valid or binding, nor excuse the successful Offeror of any obligations hereunder, unless set forth in writing by the County. Addenda will be sent to all known Offerors. Offerors must acknowledge and return all Addenda on or before the Proposal Submittal Deadline. It is the responsibility of each Offeror to ensure the County of Ventura has their correct business name and address on file. Any prospective Offeror who obtained a copy of the RFP documents from any other source other than the County is responsible for advising the Procurement division that they have said documents and wish to receive subsequent Addenda.

#### **2.10 Nomenclatures**

The terms "Successful Offeror, Successful Contractor, and Contractor" may be used interchangeably in these specifications and shall refer exclusively to the firm with whom the (Agency) enters into a contract because of this solicitation.

The terms "Proposal/Solicitation/RFP" refer to all proposal documents and related addenda produced by the County and provided to prospective Offerors.

#### **2.11 Confidential and Proprietary Data**

All materials received relative to this RFP will be kept confidential, until such time an award is made or the RFP is canceled, at which time all

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

materials received will be made available to the public. Proposals received will be subject to Government Code §6250, the Public Information Act. Under the Act, the County may be obligated to provide a copy of any and all responses to this Request for Proposal, if such requests are made after the contract is awarded.

One exception, to this required disclosure, is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)] or contains other technical, financial or other data whose public disclosure could cause injury to the Offeror's competitive position. If any Offeror believes that information contained in its response to this Request for Proposal should be protected from disclosure, the Offeror MUST specifically mark the pages of the response that contains the information.

The County will not honor any attempt by the Offeror to designate its entire proposal as proprietary.

#### **2.12 Commitments, Warranty and Representations**

The proposal submitted in response to this RFP will be included as part of the final contract. Offerors are cautioned that if a contract is awarded as a result of this procurement process, any written commitment by an Offeror within the scope of this procurement shall be binding upon the Offeror whether or not incorporated into a contract document. Failure of the Offeror to fulfill any such commitment shall render the Offeror liable for liquidated or other damages due the County under the terms of the Contract. For the purpose of this procurement, a commitment by an Offeror includes:

- Any modification of, or affirmation or representation as to the above, which is made by an Offeror in or during the course of negotiation.
- Any representation by an Offeror in a proposal, supporting document, or negotiations subsequent thereto as to services to be performed, regardless of the fact that the duration of such commitment may exceed the duration of the contract.

#### **2.13 Proposal Validation/Evaluation/Award**

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

a) Validation

Proposals will be checked for the information required to conform with this RFP. Absence of required information may be cause for rejection.

b) Evaluation

The successful Offeror shall be chosen in accordance with, but not limited to, the following criteria:

1. Proven Performance

The Offeror's background, experience, and stability of their firm will be assessed. The evaluation will focus on the firm's record of successful service and support to accounts of comparable size and environment. The ability of the Offeror will be evaluated in terms of technical resources, staffing, staff experience and facilities.

Client references will be contacted and their responses will become a part of the award/review process.

2. Support or Plan and Approach

Emphasis will be placed on the ability of the Offeror to service and support the needs of the County. Organizational structure, staffing plan and Offeror's method for meeting the requirements of this RFP in the most efficient manner will be an important consideration.

3. Requirement/Specifications

The ability to meet the requirements/specifications outlined herein.

4. Cost

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

The Proposals will be evaluated on the basis of the Offeror's reasonableness of cost.

c) Award

Award will be made to the Offeror(s) offering the most advantageous CAD/Mobile and AFR proposal(s) after considerations of all evaluation criteria set forth herein. The criteria are not listed in any order of preference. An Evaluation Committee will be established by the County. The Committee will evaluate all proposals received in accordance with the evaluation criteria.

The Evaluation Committee may also contact and evaluate the Offeror's and Subcontractor's references; contact any Offeror to clarify any response; contact any current users of an Offeror's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process.

The County reserves the right to establish weight factors that will be applied to the criteria depending upon order of importance. Weight factors and summary of evaluation scores will not be released until after award of proposal. The County shall not be obligated to accept the lowest priced proposal, but will make an award in the best interests of the County after all factors have been evaluated.

While the County intends to enter a contract for these services, it will not be bound to do so. The County reserves the right to reject any or all proposals.

The County shall be the sole judge of the successful offers hereunder. The County reserves the right to award a contract to other than the Offeror submitting the lowest total price and to negotiate with any or all Offerors. Offerors are advised that it is possible that an award may be made without discussion or any contact concerning the proposals received. Accordingly, proposals should contain the most favorable terms from a price and technical standpoint, which the Offeror can submit to the County. **DO NOT ASSUME** that you will be contacted or afforded an

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

opportunity to clarify, discuss, or revise your proposal.

Award will be by means of a written contract with the successful Offeror(s). A Notification of Intent to Award may be sent to any Offeror selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Offerors unless an agreement is reached. If contract negotiations cannot be concluded successfully, the County may negotiate with the next highest scoring Offeror or withdraw the RFP.

The County Board of Supervisors must approve all contracts resulting from this Request for Proposal if services exceed \$100,000.

#### **2.14 Presentations**

Offerors may be invited to make oral presentations and/or system demonstrations to County personnel.

#### **2.15 Site Visits**

The County reserves the right to schedule site visits to Offeror's facilities or a current operational site in order to assess the capability and ability of the Offeror to fulfill the contract.

#### **2.16 Additional information**

If during the evaluation process, the County is unable to determine an Offeror's ability to perform, the County has the option of requesting any additional information which the County deems necessary to determine the Offeror's ability. The Offeror will be notified and permitted five working days to comply with any such request.

#### **2.17 Errors/Defects in Proposals**

If discrepancies between sections or other errors are found in a proposal, the County may reject the proposal; however, the County may, at its sole option, correct any arithmetical errors in price.

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

The County may waive any immaterial deviation or defect in a proposal. The County's waiver of an immaterial deviation or defect shall in no way modify the RFP documents or excuse the Offeror from full compliance with the RFP requirements, if awarded a contract.

#### **2.18 Rejection of Proposals**

The County reserves the right to reject the proposal of any Offeror who:

- Previously failed to perform adequately for the County or any other governmental agency within the previous twelve (12) months;
- Submits false, incomplete, or unresponsive statements in a proposal;
- Is in default on the payment of taxes, licenses or other monies due to the County;
- Submits a proposal containing errors or discrepancies.

#### **2.19 Cancellation of RFP**

The County reserves the right to cancel this solicitation at any time, prior to the submittal deadline.

#### **2.20 Protest Procedures**

To be considered, protests must be made in writing, signed by Offeror's authorized representative, and delivered to the Ventura County Procurement Services Manager, GSA/Procurement, 800 S. Victoria Ave., Ventura, CA 93009-1080.

The following conditions apply to proposal protest:

- a) Before Proposal Submittal Deadline. Protests of specifications, terms, conditions or any other aspects of the solicitation must be made before the Proposal Submittal Deadline.
- b) After Proposal Submittal Deadline. Protest of award must be made, by Offeror, no later than five (5) calendar days after the aggrieved party knows or should have known the facts giving rise to the protest. All protests must include the following information:

## **SECTION 2.0**

### **INSTRUCTIONS TO OFFERORS/RULES GOVERNING COMPETITION**

1. The name, address, and telephone number of the protestor;
2. The signature of the protestor, or protestor's authorized representative;
3. The solicitation or contract number; and
4. A detailed statement of the legal and/or factual grounds for the protest.

The Procurement Services Manager reserves the right to refuse to hear protestors who have not followed the above procedures.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

The requirements described herein are based on the current level of service and are considered reasonable to meet the County's needs. Offeror having alternate proposals to meet these needs, may, after responding to the minimum requirements and Questions hereunder, Offeror may provide an alternate service levels for consideration by the County.

The requirements described herein are considered reasonable to meet the County's needs.

#### **3.1 Scope of Work**

The County expects the Offeror to provide all the software necessary for the system to be fully functioning and fully integrated at the completion of implementation. Offerors are responsible for providing a System with sufficient capacity and performance capabilities to support the requested licenses and volumes noted in Appendix C, System Volume Requirements. The proposed System should be sized to meet the performance standards for the projected volumes plus a margin for unexpected volume growth as stated in Appendix D, System Performance Requirements. The selected Offeror will assume any costs associated with increasing the System capacity as necessary to support the specified volume requirements 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 Offeror's response. While the County does not expect custom interfaces to be operational and demonstrable, it does expect that the Offeror will have experience implementing similar interfaces.

The following paragraphs describe the applications that are expected to be included in the Offeror's solution:

##### **3.1.1 Computer Aided Dispatch (CAD)**

The County desires a CAD application integrated with other System Applications that meets the functional and performance requirements identified in this RFP. The CAD solution should include real-time mapping, Automated Vehicle Location (AVL), and identified interfaces. Additionally, the CAD configuration must address system redundancy

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

factors, and incorporate backup, failover and recovery solutions as described in this RFP.

#### **3.1.2 Mobile Computing (Mobile)**

The County desires a Mobile application with real-time mobile mapping, messaging and AVL functionality. The Mobile application must be fully integrated with CAD and the proposed Field Reporting System to ensure a seamless transition from incident management to case reporting, and to allow field access to hazards and premise information for situational awareness.

**3.1.3 Automated Field Reporting (AFR)** – The Automated Field Reporting application should allow field users to complete reports in either a mobile or a desktop environment and submit those reports electronically to the Records Management System (RMS) that resides within the Ventura County Integrated Justice Information System (VCIJIS). At a minimum, the AFR software should provide for the pre-population of report forms, agency-defined workflow for online routing of reports, supervisor receipt and review of reports, editing and re-routing of reports, case assignment and automatic report distribution.

#### **3.2 Interfaces**

The following list describes the desired functionality of required system interfaces. Please complete Appendix A - Form H, Interface Identification Form, for each of the interfaces listed below. In addition,

##### **3.2.1 Multi-System Interfaces**

###### **3.2.1.1 Ventura County Message Switch:**

The County requires interfaces to transfer information, in an XML format, from the CAD/Mobile and AFR systems to the County message switch. The County will be responsible for transferring information between the

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

message switch and the appropriate modules of the Ventura County Integrated Justice Information System (VCIJIS), to CLETS/NCIC and to other databases as necessary. VCIJIS is an internally developed system that includes approximately 800 tables of Records Management data (RMS), Inmate Management data (IMS), County Wants and Warrants, and other criminal justice information. The County is in the process of migrating VCIJIS from Sybase to a SQL server.

The interface(s) to the County message switch must provide the following functionality:

- a) CAD Incidents: CAD incident information must transfer to the message switch upon initiation of an incident. Additionally, if an incident is updated in CAD, the interface must recognize the information as an update to the previously transferred CAD incident and update that record appropriately. All subsequent CAD activity must be transferred to the message switch in real-time.
- b) RMS Master Record Search Queries: Users must be able to query the VCIJIS RMS module, via the message switch from the CAD/Mobile application to obtain master record information on subjects. Users should be able to query the RMS module by subject name, address, phone number, prior contacts and vehicle. Subject returns should include aliases, associated gang information, demographics (e.g. gender, race, height, weight, hair color, eye color), scars, marks and tattoos, address history, phone number history and identification numbers, and mug shots (if available).
- c) IMS Master Record Search Queries: Users must be able to query the VCIJIS' IMS module, via the message switch from the CAD/Mobile application to obtain master record information on subjects. Users should be able to query the IMS module by subject name, address, phone number. Subject returns should include aliases, associated gang information, demographics (e.g. gender, race, height, weight, hair color, eye color), scars, marks and tattoos, address

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

history, phone number history, identification numbers, and mug shots (if available).

- d) County Wants and Warrants Queries: CAD and Mobile users should be able to query local wants, warrants and probation information, stored in VCIJIS, from their respective CAD/Mobile application. Users should be able to query local wants/warrants by name, vehicle, identification number and/or warrant number(s). Returns should include a warrant summary, as well as warrant details, probation details and service diligence history.

CAD users should be able run wants/warrants queries from the command line or from a query mask, copy and paste information from query returns into active or closed CAD events, attach "hits" to the call for service record and send the update to a Deputy's MDT.

The interface should alert agency-defined CAD users when a mobile user receives a hit on a wants/warrants query. The County should have the ability to modify or deactivate such notifications. The interface should support agency-defined automatic queries triggered by the entry of specific pre-defined transactions and provide the County with the option to modify or disable such automatic actions as well as run manual queries as needed.

- e) California Law Enforcement Telecommunication System (CLETS)/National Crime Information Center (NCIC) Queries: The County requires a one-way, CJIS compliant, interface between the CAD/Mobile and AFR applications and CLETS/NCIC, via the Ventura County message switch. CLETS/NCIC provides law enforcement and state criminal justice agencies with information on criminal history, wants and warrants, weapons, stolen property (e.g., bicycles, boats, automobiles), vehicle registrations (including out-of-state information), sex offender registration, protection orders and aircraft registration information.

Within the CAD application, users should be able to run CLETS/NCIC queries, via the message switch, from the command line or from a

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

query mask (e.g., without exiting the application to run queries). Users should be able to copy and paste information from CLETS/NCIC returns into an active or closed CAD event, as well as attach "hits" to the call for service record and send the update to a Deputy's MDT.

Users should also be able to query CLETS/NCIC, via the message switch, from the mobile application, with data returns (e.g., person or vehicle information) available to populate reports, forms and citations. The interface should support automatic queries based on agency defined commands and provide the County with the option to disable such automatic actions. Users should also be able to perform manual queries. In addition, the interface should enable one user to make simultaneous queries, such that when a vehicle is run in CLETS, the registered owner of the vehicle is also queried in the AFR and in VCIJIS RMS (via the message switch). Multiple users should also be able to query CLETS/NCIC, via the message switch simultaneously with no delays; under normal activity and user volume.

- f) Reports and Forms: Reports, supplements, forms, field interview cards, citations and related attachments (e.g. scanned documents, diagrams, photographs) created in the AFR should be transferred to the message switch once a report is approved in the AFR. Individuals writing reports should be able to flag secure (e.g. confidential) reports and that "secure" flag should be transferred via the interface for internal routing purposes. Although not a feature of the current environment, in the future the County may desire AFR users to have the ability to query VCIJIS RMS and IMS modules, via the message switch, from within the AFR. Returns (e.g., subject, vehicle, organization and location records) should auto-populate relevant fields in AFR reports and forms.

The interface for citations should be priced as an optional cost and included in the Cost Proposal under Section 5, Optional Costs.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- g) FileNet P8 System: The County requires a one-way interface from the AFR to the FileNet P8 System, via the message switch. Once reports are approved in the AFR, they should be transferred to the message switch in digital format for storage.
- h) Violation Codes: Violation codes that reside in VCIJIS should transfer to the AFR via the message switch at County defined intervals.

Users should be able to query the RMS, IMS, County Wants/Warrants, CLETS/NCIC databases simultaneously, in a single transaction. Query returns should be displayed in a single, consolidated screen and provide users the ability to drill down into results for additional information.

- i) Spectracom NetClock: County requires a one-way interface with Spectracom NetClock to standardize time stamps across public safety data applications and equipment. These applications and equipment include CAD/Mobile, ANI/ALI controller, voice logging recorders, and CAD consoles. The interface must support the applications' ability to provide a time stamp on all system transactions to the tenth of a second.

**3.2.1.2 CAD/Mobile-AFR:** In the event that the CAD/Mobile application and the AFR application are provided by two different Offerors, the County requires a bidirectional interface to transfer information between the two applications. Specifically, CAD incident information should populate reports and forms generated in the AFR. AFR users should be able to query CAD to retrieve information from previous incidents, as necessary.

#### **3.2.2 CAD/Mobile Interfaces**

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

**3.2.2.1 GIS Database:** The CAD geofile should import data from the Ventura County GIS database through a one-way interface. Updates to GIS data should trigger updates to the CAD geofile.

**3.2.2.2 Intrado VIPER Power 911:** The County requires a one-way interface from the Intrado VIPER Power 911 system to the CAD application. Incoming calls should plot on the CAD map as they are received by the 911 system, regardless of if the call taker has answered the call or not. Once the call is answered, call takers should be able to transfer all ANI/ALI data and time stamps into corresponding dedicated CAD fields. MSAG locations should be submitted for address verification and once validated, the previously plotted pin on the CAD map should be updated, if necessary. Incoming calls and answered calls should appear visually distinct on the CAD map.

The interface should be Phase II Wireless Compliant such that ALI data containing latitude and longitude coordinate information is converted to a location, accurately parsed into data fields and plotted on the CAD map. When only Phase I information is available, the tower location should plot on the CAD map.

Finally, any address received from the 911 system should be able to be viewed in CAD as coordinates, a street address, an intersection and a radius from intersection.

**3.2.2.3 DSS Equature Logging Recorder:** The County requires a one-way interface to the DSS Equature Logging Recorder. Screen shots capturing CAD activity should be taken at three second intervals and transferred to DSS Equature as digital files.

**3.2.2.4 Pictometry:** The County requires a bidirectional interface between CAD and Pictometry, enabling users to select and display Pictometry as a CAD map layer. Location coordinates should be transferred to the Pictometry application, upon verification of an incident location. Incident location updates should also be transferred to the Pictometry application

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

to update the Pictometry view accordingly. Pictometry imagery should pan with the CAD map display. Users should be able to enter an address in CAD, or click on any location on the CAD map and have that point displayed in Pictometry.

**3.2.2.5 Digital Sandbox:** The County requires a one-way interface to transfer CAD incident information to Digital Sandbox, a risk management application.

**3.2.2.6 Warrant Mapping System:** The County requires a bidirectional interface with a homegrown Warrant Mapping System. The interface should transfer warrant information, entered in the Warrant Mapping System, to the CAD map. Users should also be able to query the Warrant Mapping System from CAD.

### **3.3 Hardware and System Software**

The Offeror will supply all necessary server hardware and system software to ensure that the application software provided by the Offeror will perform at its optimum capabilities. The County will provide all workstation hardware, but expects the Offeror to provide, where indicated in the RFP, minimum specifications necessary for optimal application software performance. The County expects three environments: Production, Backup, and Training/Testing.

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

### **3.4 Implementation and Support**

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

The Offeror, with appropriate involvement from County employees and any other designated implementation and support staff, must perform all tasks required to implement the proposed system, including all configuration, testing, training and construction of interfaces.

#### **3.5 Site Preparation**

The Offeror shall provide minimum and maximum electrical requirements, as well as other permitted ranges of environmental variations, and all other site requirements necessary for satisfactory operation of the System.

The successful Offeror shall be responsible for visiting County facilities to obtain information to determine what is necessary to prepare the installation site. Offeror shall present a set of necessary tasks to comply with the electrical and environmental requirements. Upon completion of site preparation by the County, the successful Offeror shall inspect the premises and notify the County in writing that the County has 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 Offeror or by the County) that is attributable to incomplete or erroneous site specifications provided by the successful Offeror shall be borne by the successful Offeror at no cost to the County.

#### **3.6 Project Management**

The contracting firm will be responsible for applying project management methodologies in the areas of project planning and implementation, including resource management, project monitoring, configuration management, quality assurance, test planning and execution, training plan, post-implementation support, and documentation. The Offeror 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.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

The Offeror shall provide a Project Manager who will be responsible for coordinating the following:

- Project plan development and implementation, project status reporting and any subcontractor work
- Requested system changes and modifications to the project plan
- All technical, educational, documentation and support services

During the course of the project, until final System acceptance, the contracting firm's Project Manager will:

- Attend regular status meetings
- Submit regular status reports, covering such items as:
  - Progress of work being performed
  - Milestones attained
  - Resources expended
  - Problems encountered
  - Corrective action taken
- Participate in weekly project status conference calls

#### **3.7 Change Management**

It is expected that the acquisition and implementation of the described system may alter current business practices as well as introduce new technology to end users and agencies. As such, the County expects the Offeror to work with agency personnel to identify process changes, as well as develop training tools and materials to facilitate the transition to the new systems using new business processes.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

#### **3.8 Documentation**

Documentation must be developed to support the software and business process pertaining to the software. Any software tools or utilities that are desirable to tune, test, maintain or support the System must be specified in the documentation. Any tailoring or configuring of the system must be documented and delivered to the County. The contracting firm shall provide the County with the following:

- a) User documentation
- b) Configuration documentation
- c) Interface documentation
- d) System administration manuals
- e) Application software tutorials
- f) Data dictionaries
- g) Database setup and maintenance
- h) Entity relationship diagrams
- i) System documentation
- j) Documentation for web service/interface definitions
- k) Help desk support call escalation process
- l) Disaster recovery manual
- m) Any other documentation required to implement and maintain the proposed system

All user documentation, including application and interface documentation, help documentation, and software tutorials should be available online and accessible from within the relevant application.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

#### **3.9 Testing**

The implementation must include adequate provisions for functional, performance and reliability testing. The County requires Offeror involvement in the development and execution of all test plans to assure that the System delivers the expected results. Satisfactory completion of a mutually agreed-upon Acceptance Test for each stage of the implementation is required, as is a Final Acceptance Test in a fully integrated environment (to ensure components work together as intended).

The Acceptance Test will include a confirmation of each functional requirement identified in this RFP, in addition to required performance and reliability acceptance procedures. The Offeror will be expected to demonstrate all contracted functionality, using the product as configured for the County, during testing. Final System Acceptance will not occur until all testing demonstrates the implemented product works as contracted in the live environment for ninety days. Specific test requirements are described in Appendix E, Acceptance Test Requirements.

#### **3.10 Warranty**

The entire System solution as proposed in this RFP should include a first year warranty for Offeror-supplied hardware and software for a minimum of twelve (12) months after the formal Final System Acceptance date. Final System Acceptance will not occur until the system has performed for ninety (90) consecutive days in a live production environment without errors.

The warranty should include all software updates, enhancements and refinements, as well as all professional services and interfaces. The warranty should conform to contractually agreed specifications, and

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

protect against any defects or damage caused by Manufacturers, Offerors, or proposed Subcontractors, in the System's equipment or software. Additionally, the Offeror 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 the County.

#### **3.11 Support and Maintenance**

The County expects that a five (5) year maintenance and support agreement will be offered. The support agreement should designate priority levels for system errors and include a guaranteed response time for each priority level. Furthermore, it must provide financial reimbursement for Offeror failure to meet the required support obligations.

#### **3.12 Account Manager**

Offeror will provide the County with an Account Manager who will be the single point of contact throughout the Offeror's relationship with the County. The County reserves the right to request a change in the Account Manager if it feels the relationship is not progressing in a manner that supports the goals and requirements of the project.

#### **3.13 Training**

The Offeror is expected to provide the following types of training programs, along with appropriate documentation:

- a) A training program for the County's 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.
- b) A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of System.
- c) A training solution to support the training of end-users in the

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

functionality of the various proposed System components. To support the training of end users, the County envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

- d) Post-implementation training for on-going end-user training of the initial System, as well as for future version releases. Again, the County envisions the use of a "train-the-trainer" approach accompanied by computer-based training.

#### **3.14 System Architecture**

##### **3.14.1 System Diagram**

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

Note: All items listed in Hardware Costs section of the Cost Proposal must be included in the diagram and vice versa.

- a) Provide justification for the proposed system architecture.
- b) Are there any recommended alternative system architecture configurations? If yes, please describe.
- c) Provide minimum and maximum electrical requirements, as well as other permitted ranges of environmental variations, and all other site requirements necessary for satisfactory operation of the System.
- d) Does the system support virtualization?
- e) The County desires three environments, Production, Backup and Training/Testing, whereby code tables, GIS information, security and overall application software functionality in the Production environment are mirrored in the Training/Testing environment. However, they do not want updated call for service, incident or traffic data from the Production environment to appear in the Training/Testing environment. Please describe if and how the

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

proposed solution is capable of meeting this requirement.

#### **3.14.2 Proposed Hardware Configuration**

- a) Fill out and include the Proposed Server Configuration Form (Appendix A – Form D).
- b) All servers required to implement the proposed solution must be included in the Server Configuration Form.
- c) The total number of servers must match the total number of servers listed in the Cost Proposal.
- d) The Offeror will be responsible for all costs related to providing any servers required to implement the proposed solutions and which are not accounted for in the Cost Proposal.
- e) How many servers are proposed?
- f) Describe the ability of the proposed servers to support the requirements and processing performance characteristics for the volumes described in Appendix C - System Volume Requirements for at least five years from the date of overall Final Acceptance.
- g) Fill out and include the Recommended Workstation Hardware Form (Appendix A – Form E).

#### **3.14.3 Performance and Reliability**

- a) Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions.
- b) How will Offeror ensure concurrent operation of all System components without any System degradation?
- c) Describe the system response times that will be guaranteed during the lifetime of the system (both during original warranty period and lifetime support). This is specifically referring to the transaction times related to commands.
- d) The County expects seven day, twenty-four hour operations for the

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

CAD System. Describe how the Offeror will guarantee 99.999% System Availability both initially and during the life of any license and maintenance contract.

- e) The County expects 99.95% System Availability for the AFR application both initially and during the life of any license and maintenance contract. Describe how the Offeror will guarantee this level of availability both initially and during the life of any license and maintenance contract.
- f) What level of availability is recommended for the CAD and Automated Field Reporting applications, if not 99.999% and 99.95%, respectively?
- g) Describe how the Offeror will guarantee this level of System Availability both initially and during the life of any license and maintenance contract.
- h) Describe how the Offeror ensures that CAD queries and the generation of ad hoc reports do not have a negative impact on application software system performance?

#### **3.14.4 System Failover and Restoration**

- a) Provide a detailed description of the proposed backup environment.
- b) Do operations automatically failover to the backup environment in the event of a failure in the production environment? Describe any actions that must be taken by personnel to activate the backup environment.
- c) How much time is required until operations commence in the backup environment when operations in the production environment fail?
- d) What steps, degree of user intervention and time is required to initialize the backup environment?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- e) What steps, degree of user intervention and time is required to return operations to the primary environment?
- f) Describe the proposed method of restoring data files.
- g) Describe any limited functionality with which the system will operate during the restoration process.

#### **3.14.5 Network Compatibility**

- a) Describe how the mobile dispatching and automated field reporting systems will work in an environment of intermittent mobile computer connectivity.
- b) What is the slowest wireless network connection speed that is required to support the System? Please note that the connection speed to the Mobile Computers in the patrol vehicles is 3G wireless. Into the County network it is two (2) T1s at 1536kps each.

#### **3.14.6 Operating System**

- a) Provide the name and version number of the proposed Operating System.
- b) If the Offeror's recommended Operating System incorporates any proprietary or non-standard components, provide justification for the component.

#### **3.14.7 System Software Applications and Utilities**

- a) Fill out and include the Recommended System Software Form (Appendix A – Form F), identifying the name, company, and release level of the following applications and any other programs that the Offeror recommends above and beyond the main CAD/Mobile and AFR Applications, as well as any other applications that are required to support the proposed solution (e.g., MS Office).

#### **3.14.8 System Backup**

- a) Describe the Offeror's recommended approach for System backup.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- b) How will the Offeror's recommended System backup process affect the live operation of the System?
- c) Are all System functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.
- d) Will the Offeror's recommended approach for System Backup enable a full backup of the System?
- e) What is the maximum time a full backup will take?
- f) Can the full backup be performed unattended?
- g) Can full backup be scheduled to occur automatically?
- h) Can the System perform incremental backup (i.e. only data/files updated since last backup)?
- i) Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.
- j) What is maximum retention period for data in the production environment?

#### **3.14.9 Legacy Data Access**

- a) How does the Offeror recommend providing access to each department's legacy data, currently stored in its CAD/AFR databases (e.g., full data conversion to the new system, transformation to a common database, etc.)? Detailed statistics on the number of records within the current systems are provided in Appendix C – System Volume Requirements. Specifically address the following:
- b) Offeror's recommended approach; the approach should clarify roles and responsibilities for (1) data cleanup (2) data translation,

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- (3) verification of the accuracy of the conversion (4) verification of random samples (5) full data review of Offeror's approach to providing controls to ensure that no data is lost or corrupted during any transfer or refreshment process
- c) Offeror experience in providing the recommended approach
- d) Offeror's approach to analyzing current data structures for conversion/transformation/migration
- e) Describe any potential alternatives
- f) Include the costs of all potential approaches to data conversion as options in the Cost Proposal Appendix A – Form O, Implementation Costs.

#### **3.15 Application Software and Integration**

##### **3.15.1 Software License Agreement**

- a) Include copies of the proposed standard software licensing agreement.

##### **3.15.2 Major System Components**

- a) Fill out and include the Application Software Module Form (Appendix A – Form G). Identify all Application modules included in the CAD/Mobile and Automated Field Reporting Applications, as well as the module in which desired functionality is located. All modules listed must be included in the Cost Proposal.
- b) Does the Offeror provide a site license option(s) for all system components proposed? If no, please identify those components for which site licensing is not an option and indicate why a site license would not be the most cost effective option.

##### **3.15.3 Interface Narrative Questions**

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- a) A list of all desired interfaces is provided in Section 3.2. Fill out and include the Interface Identification Form (Appendix A – Form H) for each proposed interface. If an Interface Identification Form is not provided for an interface, the County will assume that it is not included in the proposed solution. For each interface:
- i. Describe Offeror's specific experience with the desired interface, including number of sites installed, date initially installed, operational status, direction of data exchange, and the development language or tool
  - ii. Describe the proposed approach to developing the interface
  - iii. List any assumptions or constraints (e.g. communications protocol) to successfully completing the interface
  - iv. Describe the services being provided and any assumptions regarding working with the interfacing agency or organization to develop the interface
- b) Is the system able to parse CLETS data returns and auto-populate query masks with the parsed data, eliminating redundant data entry on behalf of the user? If so, please describe how this process occurs.
- c) Does the Offeror have experience developing an interface with License Plate Reader (LPR) systems? If so, please indicate the LPR system(s) for which an interface has been developed and describe the functionality provided by such an interface.
- d) Does the system have the ability to return DMV photos when a subject is queried from the mobile environment? If an additional cost is associated with such functionality, please include in the cost proposal.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- e) Does the system have the ability for CAD users to attach booking photos (stored in the VCIJIS IMS module) to dispatches sent to mobile users? If an additional cost is associated with such functionality, please include in the cost proposal.
- f) Does the Offeror have experience developing an interface with Lexis Nexis eCrash? If so, please describe the functionality provided by the interface.
- g) Does the Offeror have experience developing an interface with CAD Activity Reporting System (CARS)? If so, please describe the functionality provided by the interface.
- h) Does the Offeror have experience developing an interface to photo management systems, such as Leopard? If so, indicate the system(s) for which an interface has been developed and describe the functionality provided by such an interface.

#### **3.15.4 Security Features**

- a) Describe to what level of depth (field, screen, module, etc.) security and permissions may be controlled within an application.
- b) 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?
- c) Regarding the Mobile client, how does the Offeror ensure to meet CJIS wireless encryption requirements? Will the Offeror maintain CJIS security and encryption requirements over the lifetime of the system?

#### **3.15.5 Geofile**

- a) Does the system support ESRI 10.1? If yes, will the system maintain ESRI compliance as versions are upgraded?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- b) What GIS data, at a minimum, is required for the CAD geofile?
- c) What is the maximum number of map layers supported by the geofile?
- d) Will the proposed solution use the same geofile for all applications?
- e) What utilities are provided to manage the geofile?
- f) Describe the system administration tasks required to create, update, and maintain the geofile. Include the typical time/resource commitments.
- g) What is the process for synchronizing the geofile with the County's GIS database? Describe the GIS transfer process.
- h) Does the system support both ArcGIS and shapefiles?
- i) Is the proposed solution capable of pulling County GIS data through a map service?
- j) How do GIS updates impact system performance?
- k) Does the Offeror recommend or support a particular process for incorporating field personnel's map-related updates (e.g. changes to commonplace names) into the geofile?

#### **3.15.6 System Administration**

- a) What periodic System management functions should be performed to maintain System performance?
- b) How much System Administrator time is needed per week?
- c) Use the Post-Implementation System Staffing Form (Appendix A–Form I) to identify the resources required to provide ongoing support for the system after implementation.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- d) Are additions, modifications and deletions to application software code tables captured in the audit log?
- e) Are System Administrators able to search for changes made to application software code tables by date and time ranges, and/or by other factors?
- f) Please delineate which code table administration tasks are provided by the Offeror and which tasks may be done by the agency, without Offeror intervention. Include implementation and post-implementation related tasks.
- g) Does the system enable administrators to enter violation codes as free-form text (e.g., not via a dropdown list)?
- h) What is the recommended process for reconciling statewide and nationwide changes to violation codes with those codes stored in the AFR, in a real-time environment?
- i) As part of ongoing system maintenance, how does the Offeror intend to gain remote access to the system? Describe any requirements with which the County must comply.

#### **3.15.7 Source Code**

- a) 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. Does the Offeror supply the source code with the System?
- b) Is programming documentation provided along with the source code?
- c) Include any escrow costs in the cost proposal.

#### **3.15.8 General Software Functionality Questions**

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- a) The following questions should be answered for all bids.
- d) Are modifications made in one module/application propagated throughout other modules and applications?
- e) Describe the system's ability to provide alerting functionality. Specifically, how can alerts be created within the application and how are individuals notified of alerts?
- f) What type of licensing structure is proposed (e.g., by user, workstation, concurrent, etc.)? If concurrent is proposed, can the System notify an administrator when the concurrent user exceeds a defined license count? Further, if concurrent is proposed, how will the System account for mass incidents in which the maximum number of licenses permitted is exceeded during a period of time?
- g) Describe the System's ability to archive data. Will the data always be available for reporting purposes?
- h) Does the system support Active Directory? Does the system support two factor log-on?
- i) The County has a strong preference for software that incorporates federal standards that allows for easier data sharing. Describe how the system incorporates federal standards and its approach to incorporating (i.e., import and export of data) to and from third party systems.
- j) Describe each application's capability to provide audit trail information.
  - i. When viewing audit trails, does the system provide the capability to visually distinguish the information that was changed? Provide screenshots if possible.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- ii. Does the system have a storage limit for audit trail information? If so, please explain.
- iii. Does the audit log capture all system transactions, in all proposed modules? If not, specify exceptions.

#### **3.15.9 CAD/Mobile Software Questions**

The following questions should be answered for bids that contain a CAD/Mobile solution.

- a) Does the Offeror have experience interfacing the proposed CAD system with a customized, locally developed Records Management System? If so:
  - i. Provide reference information
  - ii. Describe the information shared between the two systems
- b) The East Valley Communications Center (EVCC) is a satellite communications center utilized by VCSO on an as needed basis. The Simi Valley Police Department (SVPD), a neighboring agency, also utilizes the EVCC for both supplemental and backup operations. Simi Valley uses a CAD solution provided by Versaterm. Can the Versaterm CAD application be loaded onto CAD workstations in the proposed environment, such that users have the option to select the Versaterm CAD or proposed CAD application at login?
- c) The SCC occasionally needs to track units from external agencies in CAD, particularly during the provision of mutual aid. How does the Offeror recommend tracking temporary units in the proposed solution, in the absence of CAD-to-CAD interfaces with surrounding jurisdictions?
- d) The SCC requires the ability to search historic deputy activity in CAD for, at a minimum, six months. Please indicate if CAD users may

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

access deputy activity for a period greater than or less than six months, and specify any limits to deputy activity data storage?

- e) Provide a list of all the time stamps generated during the call-taking and dispatching process for reporting purposes, including a description of the action prompting CAD to capture the time stamp.
- f) The SCC desires the CAD application be able to perform CAD catch-ups after system downtime.
  - i. Describe how the system performs CAD catch-ups after system downtime.
  - ii. How are accurate time stamps preserved?
  - iii. What manual intervention is required?
- g) Describe how the application captures time stamps for scheduled events in CAD.
- h) Currently, many CAD users are heavily reliant on the command line. Does data entered into the command line populate dedicated fields in CAD? Please specify if any actions require the user to "tab" across fields for data entry purposes?
- i) The SCC desires the ability to place a backup unit en route to a specific incident with one command and put a backup unit on scene in one command. Is the proposed solution capable of supporting this functionality? If so, provide an example of what the command(s) would look like.
- j) Does the proposed CAD application support alphanumeric deputy IDs containing more than four characters?

### **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- k) Please indicate the number and type of canned statistical and operational reports that are included in the base CAD system and provided by the Offeror during implementation.
  - i. Describe the process for and costs associated with developing new custom reports, post-implementation.
  - ii. What degree of technical training and/or experience is required for ad hoc reporting?
- l) What is the Offeror's experience/participation in NG-911 development? Will the Offeror maintain compliance and introduce functionality that is developed as part of NG-911 advancements?
- m) Describe the Offeror's experience/participation in national committees (e.g., NENA, APCO)?
- n) Does the system take into account special skills and/or equipment when recommending units? If yes, how does the system take into account those special skills and/or equipment (e.g., are individuals required to provide this information as part of sign-on, is it linked to a personnel database, etc.)?
- o) How does the proposed system provide paging capabilities? Are email page notifications supported?
- p) Does the proposed system provide functionality that would allow audio files to be attached to the call for service record? If yes, please describe.
- q) Describe the test environment of the proposed CAD system. Specifically, does the user have an option of logging into the test environment or must it reside on a dedicated workstation?
- r) Describe how AVL functionality is incorporated into the CAD/Mobile systems, specifically in regard to the functionality offered and technical requirements of the solution.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- s) VCISO is operating in an environment with limited bandwidth. How much bandwidth is required for the mobile map to function as proposed?
- t) Does the proposed mobile solution include an emergency key? If so:
  - i. Can the key be temporarily disabled on an agency-level?
  - ii. Can the key be temporarily disabled on a user-level?
  - iii. Is there a cost associated with permanently disabling the key system-wide? If so, please specify in the cost proposal.
- u) Does the proposed system have the ability to automatically change the status to code 4 for all units assigned to a specific incident at a specific location when the original unit status at that location is changed to code 4? The system should only change the status of units on the same incident at the same location as the original unit. This is to be utilized in the event that there are multiple scenes under one incident and one set of units need assistance and another set of units does not.

#### **3.15.10 Automated Field Reporting Software Questions**

The following questions should be answered for bids that contain an AFR solution.

- a) Does the Offeror have experience interfacing the proposed AFR system with a customized, locally developed Records Management System? If so:
  - i. Provide reference information
  - ii. Describe the information shared between the two systems

### **SECTION 3.0**

#### **REQUIREMENTS/SCOPE OF WORK**

- iii. Describe how code tables stored in the RMS are replicated in the AFR
- b) VCSO deputies manually initiate reports by requesting a Reporting Bureau (RB) number from CAD. This may occur at any time after the incident has been created in CAD. Does the proposed application support this business process?
- c) Please indicate the number and type of field reports included the base AFR system (incident, arrest, property and evidence collection, DUI, case, pre-booking, supplemental, etc.).
- d) Please indicate the number and type of canned statistical and operational reports that are included in the base AFR system and provided by the Offeror during implementation.
  - i. Describe the process for and costs associated with developing new custom reports, post-implementation.
  - ii. What degree of technical training and/or experience is required for ad hoc reporting?
- e) VCSO desires the ability for mobile users to receive dispatches, alerts or notifications without interrupting work in progress in the field reporting application, or requiring the user to switch to a different window. Please describe if such functionality is available in the proposed solution.
- f) VCSO desires the ability for AFR users to populate new reports and forms with data previously entered into the AFR application, as opposed to populating reports and forms with data entered into the RMS module of VCIJS.
  - i. Are approved reports stored in the proposed AFR solution?
  - ii. If so, can data from previous reports be used to populate new reports and forms?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- iii. If so, is such data limited to reports created by an individual user, or do previous reports go into a global "pool," accessible by any application user?
  - iv. Are AFR users able to search reports saved in the AFR? If so, by what fields?
  - v. What are the AFR storage limits? Is there a mechanism for archiving reports once storage limits have been surpassed? Please describe.
- g) AFR users desire the ability to easily recognize the content contained in reports, forms and scanned documents without having to drill down into each file to view the actual contents. Does the proposed application allow the agency to define how reports, forms and files are named (e.g. Victim Interview Jones), provide a field for summary narratives or an alternative method for previewing the contents of a report, without requiring users to actually open the file? If so, please describe and include screenshots as necessary.
- h) Describe the system's ability to incorporate bar coding functionality, particularly in regard to the property/evidence, fleet and inventory management modules.
- i) Describe the system's ability to support the temporary storage of digital evidence (e.g., audio files, photos) as an electronic attachment for report submission. This functionality shall be included as an optional cost in Cost Proposal Section 5, Optional Costs.

#### **3.16 System Testing and Acceptance**

- a) The County requires a review process to verify the Offeror's responses to all of the functional requirements and to confirm that the proposed software meets defined user requirements prior to commencing software implementation. Describe your approach to confirming requirements, determining modifications necessary to

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

meet the County's specifications, and then addressing those modifications.

- b) Appendix E - Acceptance Test Requirements, outlines the Acceptance test requirements for the County. Does the Offeror agree to the Acceptance test requirements? Clarify any exceptions. The Offeror must submit an alternative to any exceptions taken.
- c) If the System continually fails during the acceptance test procedures, what type of reimbursement will be provided to the County?
- d) Provide a comprehensive Acceptance Test Plan that incorporates the requirements listed in Appendix E – Acceptance Test Requirements. The County will consider as non-responsive any Offeror that does not provide an Acceptance Test Plan. Specifically address each of the following regarding the test plan:
  - i. How will each of the functional specifications in the RFP will be tracked, documented and tested?
  - ii. How will interfaces be tested?
  - iii. How will System reliability be tested?
  - iv. How will System performance be tested?
  - v. How will System integration be tested?
  - vi. What are the responsibilities (specific tasks) of both the County and Offeror Personnel?

### **3.17 Implementation and Project Management**

#### **3.17.1 Project Management**

### **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- a) Describe the Offeror's approach to managing the implementation of the proposed System, addressing at a minimum the following components of project management:
  - i. Project communications
  - ii. Schedule management
  - iii. Issue management
  - iv. Scope management
  - v. Risk management
  - vi. Quality assurance
- b) Include in this section a Statement of Work that breaks down the System implementation by tasks and delineates Offeror and County responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.
- c) Include in this section an implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the County as well as by the Offeror.
- d) How will the Offeror help the County agencies identify potential changes in business processes because of changes in application software? What specific tasks will be conducted regarding change management?
- e) Though the County may procure applications from multiple bids, it is the County's intention to work with a single prime contractor responsible for managing the project. Does the Offeror object to serving as either a sub-contractor or prime contractor (provided discussions occur among the County and each Offeror during negotiations)?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

#### **3.17.2 Project Team**

- a) Identify the primary individuals who will be involved in the project and include their position within the organization
- b) Provide the resumes of proposed personnel detailing the experience, level of expertise and qualifications.
- c) Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Also identify those individuals who will directly support and be involved in meeting the day to day requirements of the County. Note that the identified project manager must be available for oral interviews.
- d) Any personnel working on the project may be subject to a background investigation before being allowed to work with the County on the proposed system. Is there any reason that Offeror would object to this condition of the Contract?
- e) Use the Implementation Staffing Form (Appendix A – Form J) to provide a description of County personnel required to implement the proposed system.

#### **3.18 Documentation**

- a) Will the Offeror agree to supply comprehensive hard and soft copies of all project documentation listed in the "Documentation" section located in Section 3.10, in this RFP?
- b) Identify any requested documentation that the Offeror does not provide.
- c) Will all documentation be tailored to include County-specific configuration, requirements or functionality developed during the implementation process?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- d) Will the Offeror provide authority to copy documentation for internal use as necessary? State any exceptions.
- e) Is documentation available with upgrades? If so, does the Offeror provide an entirely new set of documentation, or does the documentation reflect only the changes?

#### **3.19     Training**

- a) Provide a training plan that addresses the training requirements outlined in the "Training" section located in Section 3.1 4 Scope of Services, in this RFP.
- b) Use the Training Hours Form (Appendix A – Form K) to provide a description of classes, including:
  - i. Types of training classes that will be provided and the expected participants (e.g., roles, functional areas)
  - ii. Number of participants for each class
  - iii. Prerequisites for all participants
  - iv. Length of each class in hours
  - v. Location (e.g., on-site/off-site) and method of delivery (e.g., classroom, online, etc.)
  - vi. Total number of trainer hours proposed
- c) Does the Offeror provide refresher training? If yes, describe what refresher training is available. Include the cost of refresher training in the Cost Proposal as an option.
- d) 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.

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- e) What level of flexibility will the County have in determining how to best use the proposed training hours?

#### **3.20 Support, Warranty and Maintenance**

##### **3.20.1 Customer Support**

- a) Describe customer support options that will be provided to the County, including:
  - i. Telephone support
  - ii. Web-based support
  - iii. On-site support
- b) Are there any conditions with which the County must comply to receive Customer Support (other than staying current on annual maintenance payments)? If so, please describe.
- c) Does the Offeror support User Groups? If so, describe the user group process as it pertains to future product enhancements. Are there any regional user groups local to the Southern California region?
- d) How will the Offeror compensate the County for failures of the Offeror to meet obligated response times for System errors?

##### **3.20.2 Warranty**

- a) Provide in this section a copy of the Offeror's standard warranty.
- b) Will the proposed System include a minimum first year warranty commencing at final System Acceptance?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- c) Does the Offeror warrant that the implemented System will conform with its responses to the functional requirements in Appendix B?
- d) Will the Offeror agree to cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?
- e) Will the Offeror cover repair costs for work it is unable to perform based upon warranty guidelines?

#### **3.20.3 Software Application Maintenance**

- a) Include in this section a copy of the Offeror's standard maintenance agreement.
- b) What services and products are included the Offeror's maintenance program. Address specifically:
  - i. Customer support provisions
  - ii. Upgrades, updates, enhancements and fixes
  - iii. Training
  - iv. Documentation
  - v. Professional services
- c) What is the process for delivery and installation of fixes, upgrades, and new releases?
  - i. How often does the Offeror provide software updates and enhancements?
  - ii. How are changes to software tested and documented?

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

- iii. Will interfaces be upgraded along with the standard applications? If so, how will Contractor ensure that interfaces are not broken or compromised?
  - iv. If customizations are proposed, will they be upgraded along with the standard applications? If so, how will the Contractor ensure that customizations are not lost or compromised?
  - v. In order to install system upgrades, fixes, or releases, is Offeror involvement required?
- d) Are updates provided to meet changes in federal and state requirements?
- i. Is there an additional charge for these updates?
  - ii. If there additional charges, how are they determined?
- e) How long is maintenance continued for older releases?
- f) If the County decides to transfer the software onto new hardware, will Offeror charge a fee to install the software on the new hardware?

#### **3.21 Insurance Requirements**

Successful Offeror shall acquire and maintain at his/her own expense all insurance described in Appendix F, Item 15 of the County Software Contract.

#### **3.22 Non-Collusion**

If there is reason to believe that collusion exists among the Offerors, the County may refuse to consider proposals from participants in such collusion. No person, firm, or corporation under the same or different name, shall make, file, or be interested in more than one proposal for the same work unless alternate proposals are called for. A person, firm or

## **SECTION 3.0**

### **REQUIREMENTS/SCOPE OF WORK**

corporation that has submitted a sub-proposal to an Offeror, or who has quoted prices on materials to an Offeror, is not thereby disqualified from submitting a sub-proposal or quoting prices to other Offerors. Offerors shall submit with their proposal an executed Non-Collusion Affidavit – Exhibit 2.

#### **3.23 Performance Bond**

A purchase order will be issued after receipt of insurance certificates. A Performance Bond will be required. The required Bond must be received at Ventura County General Services Agency Procurement within ten (10) consecutive calendar days of receipt of purchase order. See Exhibit 1 – Contract Bonds for Contractor Bond Requirements.

**Exhibit 1 - RFP #5694**

County of Ventura

**CONTRACT BONDS**

Before execution of the contract by the County, the Offeror shall file with the County a surety bond satisfactory to the County in the amount and for the purposes noted below. Bond shall be duly executed by a responsible corporate Surety, authorized to issue such bonds in the State of California and secured through an authorized agent with an office in California. The Offeror shall pay all bond premiums, costs, and incidentals.

The bond shall be signed by both the Offeror and Surety and the signature of the authorized agent of the Surety shall be notarized.

The Offeror shall provide a good and sufficient surety bond. The "Performance Bond" shall be for one hundred percent (100 %) of the project cost to guarantee faithful performance of all work, within the time prescribed, in a manner satisfactory to the County, and that all materials and workmanship will be free from original or developed defects.

Should any bond become insufficient, the Contractor shall renew the bond within 10 days after receiving notice from the County.

Should any Surety at any time be unsatisfactory to the County, notice will be given to the contractor to that effect. No further payments shall be deemed due or will be made under the contract until a new Surety shall qualify and be accepted by the County.

Changes in the work, or extensions of time, made pursuant to the contract, shall in no way release the Contractor or Surety from their obligations. Notice of such changes or extensions shall be waived by the Surety.

Bond No. \_\_\_\_\_

SURETY BOND  
PERFORMANCE AND PAYMENT

Whereas, the Board of Supervisors of the County of Ventura, State of California, hereinafter called "Agency," and \_\_\_\_\_, hereinafter called "Principal" have entered into a contract whereby principal agrees to install and complete certain designated work, which said contract dated \_\_\_\_\_, 200 and identified as project \_\_\_\_\_, Spec Number \_\_\_\_\_ is hereby referred to and made a part hereof; and

Whereas, said principal is required under the terms of said contract to furnish a bond for the faithful performance of said contract.

Now, therefore, we the principal and the undersigned, as corporate surety, are held and firmly bound unto Agency in the penal sum of Dollars (\$ \_\_\_\_\_ ) lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, successors, executors and administrators, jointly and severally, firmly by these presents.

The condition of this obligation is such that if the above bounded principal, his or its heirs, executors, administrators, successors or assigns, shall in all things stand to and abide by, and well and truly keep and perform the covenants, conditions and provisions in the said contract and any alteration thereof made as therein provided on his or their part, to be kept and performed at the time and in the manner therein specified, and in all respects according to their true intent and meaning, and shall indemnify and save harmless Agency, its officers, agents and employees, as therein stipulated, then this obligation shall become null and void; otherwise it shall be and remain in full force and effect.

And, whereas, under the terms of said contract, principal is required before entering upon the performance of the work, to file a good and sufficient payment bond with the Agency to secure the claims to which reference is made in Title 15 (commencing with Section 3082) of Part 4 of Division 3 of the Civil Code of the State of California.

~~Now, therefore, said principal and the undersigned, as corporate surety, are held firmly bound unto the Agency and all contractors, subcontractors, laborers, materialmen and other persons employed in the performance of the aforesaid contract and referred to in the aforesaid Civil Code in the like sum of \_\_\_\_\_ Dollars (\$ \_\_\_\_\_ ) for materials furnished or labor thereon of any kind, or for amounts due under the Unemployment Insurance Act with respect to such work or labor, or for any amounts required to be deducted, withheld and paid over to the Franchise Tax Board from wages of employees of the contractor and his subcontractors pursuant to Section 18806 of the Revenue and Taxation Code, that said surety will pay the same in an amount not exceeding the amount herein above set forth, and also in case suit is brought upon this~~

~~bond, will pay, in addition to the face amount thereof, costs and reasonable expenses and fees, including reasonable attorney's fees, to be awarded and fixed by the court, and to be taxed as costs and to be included in the judgement herein rendered.~~

~~It is hereby expressly stipulated and agreed that this bond will inure to the benefit of any and all persons, companies and corporations entitled to file claims under Title 15 (commencing with Section 3082) of Part 4 of Division 3 of the Civil Code, so as to give a right of action to them or their assigns in any suit brought upon this bond.~~

~~Should this condition of this bond be fully performed, then this obligation shall become null and void; otherwise, it shall be and remain in full force and effect.~~

The surety hereby stipulates and agrees that no change, extension of time, alteration or addition to the terms of said contract or the plans and specifications accompanying the same shall in any manner affect its obligations on this bond, and it does hereby waive notice of any such change, extension, alteration or addition.

In witness whereof, this instrument has been duly executed by the principal and surety above named on \_\_\_\_\_ 19 \_\_\_\_.

THIS IS TO CERTIFY THAT THE ABOVE SURETY INSURER HAS BEEN CERTIFIED AS SUCH; THAT THE CERTIFICATE OF AUTHORITY TO THE ATTORNEY-IN-FACT IS OF RECORD IN THIS OFFICE, AND HAS NOT BEEN SURRENDERED, REVOKED, CANCELED, ANNULLED OR SUSPENDED.

Mark Lunn, County Clerk and Recorder

By \_\_\_\_\_  
Deputy County Clerk

Date: \_\_\_\_\_

\_\_\_\_\_  
(Name of Principal)

By \_\_\_\_\_

Title \_\_\_\_\_

INDICATE COMPLETE ADDRESS OR SURETY TO WHICH CORRESPONDENCE CONCERNING THIS BOND SHOULD BE DIRECTED.

\_\_\_\_\_  
(Name of Surety)

By \_\_\_\_\_  
(Attorney-in-Fact)

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Phone No. \_\_\_\_\_ Zip Code \_\_\_\_\_

State of California       )  
County of Ventura ss.     )

(Date) \_\_\_\_\_ (Signed at (Place)) \_\_\_\_\_

Address \_\_\_\_\_ Representative's Name \_\_\_\_\_

Page 71 of 71