



THE COUNTY OF CHESTER

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REQUEST FOR PROPOSAL (RFP)

**The County of Chester
Department of Emergency Services**

FOR

Public Safety Computer Aided Dispatch System

RESPONSES TO BE SUBMITTED TO:

**Department of Procurement and General Services
313 West Market Street, Suite 4402
P.O. Box 2748
West Chester, PA 19380-0991**

Questions from Proposers Due: February 2, 2012 at 1700 ET
Mandatory Pre-Proposal Conference: February 9, 2012 at 1000 ET
County Response to Proposer Questions: February 23, 2012
Responses Due: March 15, 2012 at 1630 ET
Winning Proposer Selected: April 26, 2012

Issued: January 12, 2012



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1. Introduction

The County of Chester ("County") is requesting proposals from qualified firms for the replacement of the Computer Aided Dispatch ("CAD") and Mobile Data Computer Software System ("MDCS") for Chester County, Pennsylvania.

2. Scope of Services

The proposed system must interface with the various related systems, be capable of interoperability with regional partners, which include, but are not limited to, Southeast Communications Systems ("SECOM"), Lancaster County, Berks County, Philadelphia Electric Company ("PECO") and meet or exceed all current standards, data exchange and Next Generation 911 ("NG-911") requirements and be capable of being adaptable for future requirements.

2.1 The suite of products and services should include, at a minimum, all of the following:

- Computer Aided Dispatch
- Geofile conversion tools
- Integration with Records Management Systems
- Real-time public posting of selected events and information
- Public and/or private video surveillance feed interface
- CAD reporting capable of scheduling reports through CAD and Web based interface
- Mobile data and mapping
- Maintenance, support and training.
- Data conversion from existing system for a minimum of two (2) years

2.2 Installation/Maintenance/Warranty:

All material supplied under this agreement shall be installed according to manufacturer specifications. After the software has been installed, the successful Contractor will provide, as part of the base proposal, three (3) years of support, which will include support and updates as necessary during such period.

2.3 The Proposer guarantees to make available annual maintenance agreements. The maintenance costs for years one (1) through four (4) must be provided in the pricing.

2.4 All software required by this specification shall be delivered to the customer within ninety (90) calendar days after receipt of order.

2.5 All Proposers shall provide a quantitative description of training and instruction for the customer's staff, covering all software supplied under this specification. This



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description shall include the number of hours of training offered and the target audience.

- 2.6 The Proposer shall provide a proposed implementation plan including desired implementation of the items proposed in this RFP.

3. Present System

The existing CAD is a PRC-Northrop Grumman system, which was installed in 1995. Northrop Grumman currently provides support for this existing CAD system. The existing CAD system is VMS.

- 3.1 Call Taker: The Public Safety Answering Point ("PSAP") has nine (9) call taker positions. Each call taker has a separate CAD and mapping terminal.
- 3.2 Police Dispatch: The PSAP has seven (7) police dispatch positions. In addition, two (2) remote dispatch points operate three (3) police dispatch positions. Each dispatcher has a two-screen CAD terminal and a mapping terminal. The remote dispatch locations are West Chester and West Goshen and both connections are connected using fiber.
- 3.3 Fire/Emergency Medical Services ("EMS") Dispatch: The PSAP has five (5) Fire/EMS dispatch positions. Each dispatcher has a two-screen CAD terminal and a mapping terminal.
- 3.4 Supervisor: The PSAP has two (2) supervisor positions which can be used as dispatch positions as needed. The dispatch positions can be logged in as either fire/EMS or police. Each supervisor position is equipped with a three-screen CAD and mapping terminal.
- 3.5 Communications Vehicle: The Communications Vehicle (Comm 1) has four (4) dispatch positions with a two-screen CAD and a mapping terminal.
- 3.6 Training room: It is adjacent to the PSAP, has three (3) call taker and three (3) dispatch positions. The dispatch positions can be logged in as either fire/EMS or police. The training positions will be moved to the Public Safety Training Facility, located at 135 Modena Road in South Coatesville, PA. Upon completion of the training center, an additional sixteen (16) call taker/dispatcher positions will be installed.
- 3.7 Emergency Operating Center ("EOC"): The EOC, which is adjacent to the PSAP has one (1) call taker and one (1) dispatch position. The dispatch position can be logged in as either fire/EMS or police.



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- 3.8 Quality: Each of the three (3) quality personnel has CAD terminals in their respective offices. These are configured like call taker positions with the mapping terminal.
- 3.9 Terminal Access Control ("TAC") Officer: The TAC officer has a call taker position in his/her office without mapping.
- 3.10 Existing CAD Interfaces: The existing CAD interfaces with the Vesta Phone system, mapping, Glenayre paging, Motorola Mobile Data Computers ("MDC"), Knowledge Center, Roam Secure Alert Network ("RSAN") and the PECO CAD system.

4. CAD Requirements

- 4.1 CAD licensing should consist of the following clients and itemized pricing should be included. If the proposed system can be priced using Enterprise licensing, then limitations and costing should be outlined in detail.
 - 4.1.1 Twenty-two (22) call taker/dispatch positions for primary operations.
 - 4.1.2 Sixteen (16) backup/disaster call taker/dispatch positions at the remote dispatch location.
 - 4.1.3 Three (3) remote call taker/dispatcher positions for remote full time dispatch locations.
 - 4.1.4 Mapping clients at all positions.
 - 4.1.5 Enterprise licensing for web clients or concurrent user license allowing a minimum of twenty (20) users at one time.
 - 4.1.6 Four (4) mobile command call taker/dispatch licenses.
 - 4.1.7 Eight (8) system administration licenses.
 - 4.1.8 Enterprise licensing for web administration or concurrent user licensing for a minimum of six (6) users not including those listed in 4.1.7.
- 4.2 General CAD Requirements:
 - 4.2.1 The proposed system must be a fully functional CAD that provides the ability to enter, process, dispatch and monitor calls for assistance. The proposed system must meet or exceed the current capabilities of the existing Northrup Grumman PRC CAD system.



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- 4.2.2 The CAD shall provide the ability to move/launch any CAD terminal into a TEST or Training mode.
- 4.2.3 The CAD shall provide three main functions: a) Incident receipt b) Incident dispatch and monitoring and c) System management. The proposed system must interface with various related systems and meet or exceed all current standards and NG-911 requirements and be capable of being adaptable for future (i3) requirements.
- 4.2.4 The County is interested in a Commercial Off the Shelf (COTS) system. If items listed in this document are not part of the base system, then this should be identified for each item and pricing should be clearly identified and marked on the pricing sheet.
- 4.2.5 Down time of the system should be limited and the system should be operational 99.9999% of the time. Dispatch stays online while system back up runs, while still being able to access all data (Premise History, Person's in-house history, vehicle in-house history)
- 4.2.6 The CAD shall allow multiple users to access and update the same incident, without interfering with each other's entries. The system shall include the appropriate safeguards and operator interactions such that data is not lost or corrupted when the same incident is being accessed and updated by multiple operators.
- 4.2.7 Ability to make attachments to incidents -- .wav files, pictures, documents, etc.
- 4.2.8 Ability to view County policies or procedures in various file formats, including but not limited to .doc, .pdf, etc.
- 4.2.9 Ability to re-open or re-dispatch a closed incident.
- 4.2.10 Any narrative or other information updated during an open incident is automatically sent to the mobile computers in the cars or back to dispatch if officers make the comment.
- 4.2.11 Tracking incident changes – If a dispatcher/officer updates an incident, it tracks the change to include an auto time stamp. All changes should be able to be seen in the call history and pulled up by a simple command. The history should be included under command query of the unit since logged on or any activity associated with an incident. A command inquiry that provides a report in a separate window is also acceptable.
- 4.2.12 When a subject or vehicle inquiry is made, then the system checks historical data and notifies the dispatcher if any previous inquiries were made and if so,



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when and by whom and whether it was associated with an incident. This length of the history check should be set by an administrator.

- 4.2.13 When a subject or vehicle query is made, the system should check multiple data sources including other databases, attached spreadsheets, internet pages, etc. The system should provide the responses as separate sections that allow it to be easily read by the user. Explain how the proposed system will work and what the limitations are.
- 4.2.14 Dual entry, both command line and drop down options are definable by agency or user.
- 4.2.15 Ability to cut/paste call data, notes, screen shots, etc. into emails. Describe the ability to limit these functions to administrators.
- 4.2.16 Auto Fill (with phonic equivalents) on street and intersection data to simplify and speed up entry.
- 4.2.17 Ability to operate in multiple windows within same application and single user log in.
- 4.2.18 For entries made in narrative fields, the CAD shall automatically notate the entry with date and time stamp of the entry along with the identification of the operator making the entry. The identification for each operator shall be unique and shall be assigned by the System Administrator. The identification shall be alphanumeric without limit to the number of characters and combination. An initial list of operator identifications shall be provided to the successful Contractor.
- 4.2.19 The system will be capable of sending automatic notifications to specified users based on call type and agency. Explain how the system will handle this.
- 4.2.20 The system will allow authorized users to schedule multiple reports for their agency. Reports will be automatically emailed to designated addresses.
- 4.2.21 The CAD shall provide for instant messaging between the CAD workstations. The instant messaging shall enable operators to send broadcast messages to assigned group(s) of workstations, MDC or a combination. All messages shall be saved by the system for a period defined by the System Administrator. The instant messaging shall allow an operator to send a message to a specific workstation or to multiple identified workstations.
- 4.2.22 Login names and passwords shall be established and maintained by the System Administrator. Explain password requirements and what level of security can be set by the administrator.



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- 4.2.23 The CAD shall be able to provide a report showing all users currently logged onto the system including all web interfaces.
- 4.2.24 The CAD shall automatically login to the Commonwealth Law Enforcement Assistance Network ("CLEAN") database when an operator with the proper security level is logged onto the CAD. This automatic login shall be configured by the System Administrator.
- 4.2.25 All user data/transaction, including but not limited to data entries, actions, log-in activities, instant messaging transmission, system configuration changes and system updates shall be archived by CAD for a period defined by the System Administrator.
- 4.2.26 The CAD shall ensure that transaction replication is used between the databases on the two CAD servers.
- 4.2.27 The CAD shall include an automated procedure for replication restoration in the event of failure. No human intervention shall be required at the servers to accomplish switching between servers in the event of a failure. Data and queued calls shall not be lost and shall be available following the reboot if required. Active calls which are open in the active call window may be interrupted but shall be fully retrievable.
- 4.2.28 The system shall provide access levels. The system shall allow the System Administrator to fully define, configure and modify parameters for all access levels. Explain the levels of access or provide a list of parameters that allow for administrator level security of users.
- 4.2.29 All reports should be easily accessed. The system should use a report building tool that can be used that is specific to the data that is available. Explain if the proposed system has an internal report builder or uses a third party system and state what system it uses.
- 4.2.30 It is preferred for the system to have two (2) years of historical data available at all times for the line level dispatcher to access. Explain any limitations to this requirement along with performance expectations accessing the data and also a recommended history interval that is available to provide optimal performance.
- 4.2.31 Explain the system's ability to interact with the below internet sites, if necessary.
 - 4.2.31.1 Google Earth
 - 4.2.31.2 Facebook



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4.2.31.3 Twitter

4.2.31.4 Other internet or social media sites

4.2.32 Explain if the proposed system has been interfaced to any mass calling systems. The County currently uses "Reverse 911;" however, an interface is not requested. A list of vendors that have been interfaced to along with the capability should be listed.

4.2.33 The CAD shall have the ability to display hospital status that is entered by the dispatcher/call taker. The system should have multiple levels of status and display any status other than "normal" or "no status change" when the hospital is selected as a destination.

4.3 General Call Creation (Call Taker) Requirements

4.3.1 The call taker screen should be customizable by an administrator. This should include the removal or addition of data elements. It should also have the capability to change the name of the fields.

4.3.2 Address verification should occur on all calls and allow the ability to override addresses. A report should be available to show all overridden addresses. Address verification should also check all possible geographical regions (Township, Borough, Municipality, County, etc.). This should be completed without the operator inputting such geographical area before address verification.

4.3.3 Duplicate Call recognition. It is preferred that the system allow the checking of closed incidents for a time period that is set by an administrator. Explain how the proposed system will manage checking duplicate calls.

4.3.4 It is preferred that duplicate call checks occur during the call process after minimal information is entered and also when the call is sent to the dispatcher.

4.3.5 The system should track location specific special permits such as burn permits, parking variances, solicitor permits, etc. The system should be able to track these on the map interface and also check duplicate calls for a predetermined amount of time. Such special permits should be viewable but not in the same area as other calls for service. Explain how the system will manage this requirement.

4.3.6 The call taker screen should provide an area to "mark" the incident noting that the calling party wants to remain anonymous. This will note the call, notify the



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dispatcher and responding units and mark the incident so the information is not readily available to the media or other public releases.

- 4.3.7 A single call entry should be capable of creating two individual calls with its own distinct call number identifier and its own specific type code. (Accident with injury creates separate calls for each discipline needed.)
- 4.3.8 The system should also allow the call taker to create a separate call for service based on protocol for another discipline or agency. This should be completed upon initial call entry and not after the call has been created. Explain if this feature is available in the COTS system or if it is a customized feature. If customized, then outline costs as a line item in the pricing.
- 4.3.9 The system should include the ability to utilize APCO EMD.
- 4.3.10 The system should include a customizable question and answer protocol feature that is based on type codes. The feature should allow customizable protocols to be entered by a system administrator. It is preferred that the system be dynamic and direct questions logically. Questions and answers should be published into the call history with a date and time and should not duplicate if the process is stopped and started throughout the call taking process.

4.4 General Call Management (Dispatcher) Requirements

- 4.4.1 Drag and Drop – Ability to select unit(s) and drop them onto a call or vice versa.
- 4.4.2 Swap units on calls with a simple command and by dragging and dropping.
- 4.4.3 Automatic Vehicle Location (“AVL”) updates mapping solution.
- 4.4.4 The CAD shall allow operators to combine calls, when it is determined that the calls are for the same incident. When calls are combined, all information from the combined calls shall be retained.
- 4.4.5 All units that are used in the system should be capable of having multiple functions and recommendations should be allowed based upon the functions needed at the time of dispatch. [Ex: a fire truck is also a rescue or a Police unit is also a Drug Recognition Expert (“DRE”)]
- 4.4.6 The system should be able to recognize stations that have limited manpower but multiple dispatchable units. (Ex: 3 engines available at a station but only one crew, the system should recognize the limited manpower and not recommend additional units if the crew has already been assigned. Availability of the crew should be set in advance and set by time of day and day of the week.



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- 4.4.7 A “storm mode” or “degradation” table should be included. This will allow a command to be initiated that will downgrade response patterns without using different type codes (Ex: during inclement weather a burglar alarm only receives one police officer instead of two police officers). It is preferred that this mode is selectable by agency. Explain how the proposed system will perform this function.
- 4.4.8 It is preferred that the system be capable of dispatching predefined Strike Teams or Task Forces. Strike Teams or Task Forces can be multi-agency. The system should also group teams before and after they are dispatched to make it easy to identify (Ex: Swat teams, Grass Fire Task Forces). Explain this feature.
- 4.4.9 The proposed system must include a way to easily change response patterns. This should be done quickly and without interfering with operations. Explain.
- 4.4.10 The system should include contact timers for each level of unit statuses. Timers should be set by a system administrator.
- 4.4.11 The system should include the ability to set a contact timer along with a predefined message that will appear with directions. (Ex: after a unit has been on scene for 15 minutes the system alerts a message saying “Check PAR-Personnel Accountability”)
- 4.4.12 The system should send a list of units that have had no contact via the system (contact via the system can be CAD notification, AVL position change, or any other system contact) to the controlling dispatcher for the ability to check welfare of the unit. This should be sent as a list or as a message and acknowledgment by the dispatcher should be recorded with a date and time in the system for future access. This should also be time stamped in the unit history of all units that were on the list. Explain if and how this feature is implemented and if this feature can be modified by time of day or night / day of the week.
- 4.4.13 The system should be capable of performance based recommendations. If a unit fails to respond to the last call assigned then the next time the unit is recommended the system will identify the previous performance issue and recommend another unit from the response plan along with the initial failed response unit. Explain if and how this feature is implemented.
- 4.4.14 System must have the ability to open multiple command lines.
- 4.4.15 It is preferred that the system be able to open multiple command lines that are specific to a particular incident/unit to allow for quick entry of items that pertain to that incident.



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- 4.4.16 The system should allow the dispatcher to hold calls for a particular unit. The system should log the time it was held and allow for comments to be entered. Calls that are held should be distinctly shown as being held and for what unit. Calls that are held should also be displayed on the Mobile Data Computer Software.
- 4.4.17 Should include the ability to provide “rip and run” reports via various medians including but not limited to network printers, modems connected to other networks, etc.
- 4.4.18 Ability to alternate units that are within one station to evenly distribute work load. It is preferred that this feature be dynamic based on the status that the unit had on the previous assigned call. It is preferred that this feature resets when a unit logs off and another crew logs on.

4.5 General Mapping Requirements

- 4.5.1 The system should include an integrated ESRI mapping solution. If the proposed mapping solution is not ESRI based, then provide what platform the mapping solution uses.
- 4.5.2 The mapping solution should include a simple process to retrieve mapping from the County’s Geographic Information System (“GIS”) department and updates should not interfere with system performance. The system should also only update those files that have changed.
- 4.5.3 The County currently uses ArcGIS 9.3; however, the County will be upgrading to ArcGIS 10.0 before installation of the CAD software. The proposed system should work with both versions of ArcGIS.
- 4.5.4 The system will be capable of call entry from the integrated mapping solution.
- 4.5.5 The system will use existing County GIS data as its base geography. The GIS data includes, but is not limited to, road centerlines (containing theoretical address ranges), response zones, municipal boundaries, fire hydrants, railroads, hydrography, commonplaces, address points, building footprints, and digital orthophotos. This data is in an Oracle ArcSDE database format and must be able to be imported into a Geofile that can be used for dispatch. Updates to the GIS data should trigger updates to the Geofile. Proposers must demonstrate in written form how this will be accomplished.
- 4.5.6 Mapping should be capable of identifying closed streets. A closed street should be viewable on all dispatch and capable mobile maps. There should also be a simple report that all levels can pull to see all closed streets. Closed streets



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should also automatically send the data to Knowledge Center. From the EOC, the CAD should also be capable of pulling closed street reports that originate from the Knowledge Center. (See Section 6.2 for Knowledge Center interface)

- 4.5.7 The system must be compatible with Pictometry. The Proposers must explain how Pictometry is used in the proposed CAD solution.
 - 4.5.8 Tracking and displaying fire hydrants that are closed or limited is preferred by the County. Explain how your COTS system handles this. Also identify any Public Utility System software solutions that the proposed system has integrated with to provide this data automatically.
 - 4.5.9 New calls should center and zoom on the map. It is preferred that this occurs prior to address validation in the CAD system.
 - 4.5.10 Phase 1 wireless calls should be shown on the map along with the phase of the tower that is provided with the Format 76 data.
 - 4.5.11 Phase 2 wireless calls should be shown on the map along with the closest known verifiable address. It is preferred that the "Phase 2 verifiable address" that is selected be noted as such in the call notes or on the call taker/dispatch screen. The operator should know if the address may not be valid and was estimated by the system. If this is not part of the COTS system, then provide line item costing for this feature.
 - 4.5.12 It is preferred that the mapping solution include a translator that will display the United States National Grid Number.
- 4.6 General Internet Connected Web Access
- 4.6.1 The CAD shall provide a web based user interface allowing authorized users to enter predetermined type codes for dispatch.
 - 4.6.2 The CAD shall provide a web based user interface for viewing active calls and units.
 - 4.6.3 Provide the ability to create, run, view and print custom or predefined reports.
 - 4.6.4 The CAD shall allow a properly authorized operator to configure what entries in the incident record are allowed in the view only interface.
 - 4.6.5 The web view only interface shall not allow the user to make any changes to the data. However, it should allow for new call entry and supplemental data to be added to both closed and open calls.



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- 4.6.6 Use of the web based view only interface shall require the user to login and provide a password. Explain password requirements and what level of security can be set by the administrator.
- 4.6.7 It is preferred that the system include a web viewer access for the media. This viewer should be customized by call type and location. It should have a built in delay to ensure that information is accurate when it is displayed for the media. Explain if this feature is available in the COTS system or if it is a customized feature. If customized, then outline costs as a line item in the pricing.
- 4.6.8 The web client should allow entry, modification or supplemental information to be added to CAD rolodex and other lists that are authorized by the system administrator.

5. Mobile Data Computer Software ("MDCS") Requirements

There are currently approximately 650 mobile data computers deployed in the field. Wireless connectivity is provided. The County uses a Motorola packet data system called Radio Data Link Access Protocol ("RDLAP"), which operates at a raw speed of 9600 baud. RDLAP is very robust in noisy RF environments, and Chester County does not have very high capacity demands on the system and it is only being used for the current Mobile Data Computer Software system. This section provides general guidelines for the needs and requirements for mobile computing, along with the associated interfaces and system functionality.

MDCS is to provide personnel with additional information in the field, to improve efficiency, and to increase the safety of the first responders. Access to state and federal databases, as well as the ability to query other local databases, along with the ability to interface with CAD and provide message and location data for AVL are all critical functions. This will enable personnel to perform more functions in the field, such as updating status, reporting times more accurately and to access CAD records such as business or common place information from a rolodex. Access to additional information and documentation will allow field personnel to become more independent, more efficient, and improve the safety and effectiveness of first responders in the field.

- 5.1 The Proposer shall provide quantity pricing and pricing break points for the mobile data clients. For example, the vendor will provide the per unit price for 1-10, 10-50, 50-100, 100-500, 500-1000, etc.
- 5.2 Line item pricing should include hardware needed to obtain GPS data into the MDC software solution. The GPS hardware should be universal using non-proprietary connections that can be used with any computer.
- 5.3 Line item pricing should also include card readers that read both magnetic strip and bar code.



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- 5.4 The Proposers must review the County's current Motorola RDLAP capacity and capability of handling the proposed MDC solution. If the County owned Motorola RDLAP system does not adequately meet the needs of the proposed MDCS solution, then the County requests that the Proposers provide recommendations and costing for adequate infrastructure that would be acceptable for the proposed software now and for the next ten (10) years for up to 1500 MDCs.
- 5.5 The system should be able to set parameters and allow features that are allowed for the connectivity that is available. Please explain how the proposed solution handles throttling data to meet network capabilities.
- 5.6 In the event that the unit loses connectivity, the system should identify the loss of connectivity and when the unit connects again, they should connect without user intervention. No connectivity should be displayed on the MDC screen and also to the CAD users. Reconnection time intervals should be set by the system administrator. When the time is exceeded, the MDC should allow for the user to log back into the system. Explain this feature
- 5.7 The Proposers must respond in writing identifying whether the proposed software will work efficiently on the County owned system. The Proposers must provide a minimum of three (3) references of similar size agencies running the proposed mobile data software solution deployed within the last three (3) years. The County prefers references to be from within the tri-state area of Pennsylvania, Maryland and Delaware.
- 5.8 Software should provide Windows type functionality, including but not limited to:
 - 5.8.1 Cut/copy/paste
 - 5.8.2 Keyboard functions
 - 5.8.3 Custom toolbars / macro support
 - 5.8.4 Windows-style Graphical User Interface ("GUI")
 - 5.8.5 Drop down menu pick lists for all fields that support a predefined set of user entries
 - 5.8.6 Data shall be capable of being imported or exported from other applications such as Microsoft Word or Excel
 - 5.8.7 Function keys can be added, deleted, reassigned, and configured by a system administrator.



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- 5.8.8 The application shall support use of a touchscreen for quick and direct access to functions.
- 5.9 The MDCS should allow for log in for all related system. The log in should capture the below information. The system administrator should have the ability to set mandatory fields and allow for editing, adding or deleting of the fields.
 - 5.9.1 User name or names (a special identifier should be displayed on CAD if the unit is a two man unit)
 - 5.9.2 Vehicle number
 - 5.9.3 Mobile radio ID (See radio interface)
 - 5.9.4 Portable radio ID (See radio interface)
 - 5.9.5 Shotgun ID
 - 5.9.6 Rifle ID
- 5.10 The Mobile Data Software should validate entered data and not allow for the input of unvalidated information. The software should include edit rules that allows for validated data to be entered.
- 5.11 The data exchanged over the air and stored on the MDC shall satisfy Department of Justice security requirements, including a minimum of 128-bit end-to-end encryption.
- 5.12 Integrated GPS AVL shall provide accurate positional data for all field units. Transmitted data shall include vehicle-tracking information for maintenance purposes.
 - 5.12.1 The MDCS should have in-vehicle mapping showing the unit and call information
 - 5.12.2 The MDCS should allow for the viewing of multiple units via the mapping based on privileges set by a system administrator.
 - 5.12.3 Mapping should include a Tactical Mapping display that allows for the viewing of all units, units on the same call, units assigned to districts, or other configurations that can assist the County in managing field personnel from the field
 - 5.12.4 The mapping solution should include Travel Route analysis that assists the unit in determining the best route to a call.



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- 5.12.5 MDCS mapping will meet the same parameters as CAD listed in this document.
- 5.13 The GPS AVL data should be provided seamlessly to the CAD system for recommendations.
- 5.14 The MDCS shall support all current Commonwealth Law Enforcement Administration Network (CLEAN) and National Crime Information Center ("NCIC") transactions available to mobile devices. Access to this module will be limited to authorized personnel.
- 5.15 All NCIC transactions should meet NCIC 2000 requirements.
- 5.16 The system must meet Criminal Justice Information Services ("CJIS") Security Policy requirements for Advanced Authentication. Advanced Authentication is the term describing added security functionality, in addition to the typical user identification and authentication of login ID and password, such as: biometric systems, Public Key Infrastructure ("PKI"), smart cards, software tokens, hardware tokens, or "Risk-based Authentication" that includes a software token element comprised of a number of factors, such as network information, user information, positive device identification (i.e. device forensics, user challenge/response questions).
- 5.17 The MDCS shall support the ability to import data from bar coded driver's licenses from both magnetic and/or bar code readers. The data obtained by the readers should be automatically inserted into the proper forms for the user to submit with minimal effort.
- 5.18 The MDCS should have the ability to query the CAD system for live and historical data that includes but is not limited to: Unit activity; unit(s) status; address history; caller history; premise information; radius searches for calls; business information etc using the Global Positioning System ("GPS"), AVL information; and other pertinent information. Additional queries should be able to be added by the system administrator without assistance of the Contractor.
- 5.19 The MDCS shall provide a query to return hazardous material information and hazard mitigation procedures based on the latest edition of the North American Emergency Response Guidebook and also linked to CHEMTREC if so desired by the County. The query shall go to a national Hazardous Material database set up to provide this information.
- 5.20 The MDCS shall include a real-time message system that provides real time messaging and include the following:
- 5.20.1 Message data shall be encrypted (minimum 128 bit encryption) and compacted.



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- 5.20.2 Messaging shall not be limited to a specific agency (ability to message to personnel in other agencies).
- 5.20.3 Dynamic Group assignments, such as the ability to coordinate with CAD to find all units currently belonging to certain zone or group. For example, a list of fire vehicles in a specific response area or sector should be an actual representation of the currently assigned units in the response zone or sector.
- 5.20.4 Ability to send / reply / forward a message from an MDCS unit to one or more MDCS units.
- 5.20.5 Alerts MDC users that they have a message pending.
- 5.20.6 All messages shall be logged, including who sent the message, the date and time the message was sent, the message content, and if the message was successfully delivered. Such logs shall be maintained online for no less than thirty (30) calendar days, and allow for off-loading to Compact Disc ("CD") or other storage media for permanent retention. The log shall be searchable by date-time range, specific user(s), partial / complete message contents, or a combination of these factors.
- 5.20.7 Shall provide the capability to send and receive messages to mobile units and CAD from any Intranet-enabled personal computer. Requires a valid user ID and password.
- 5.20.8 When a unit receives a positive hit confirmation from a vehicle, person, or other specified query, a configurable message shall be sent to the dispatcher and all units or units in a given area.
- 5.20.9 The system shall have a message prioritization and organization to arrange messages according to importance, time / date, or local grouping.
- 5.20.10 The system shall have an inbox where messages are stored; messages are not deleted when new messages come in.
- 5.20.11 Users shall have access to the County Intranet and mobile messaging, but access to the World Wide Web or Internet mail will be configurable by user to limit access to selected sites for authorized resources only.
- 5.20.12 It is preferred that the system include the ability to send preformatted messages to MDC users based on geographical areas and based on type codes. (Example: All "shooting" type codes in the township of Exton is sent to Exton and the immediate surrounding agencies)



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- 5.21 The MDCS shall be fully integrated with the CAD system. The MDCS integration to the CAD system shall provide the public safety personnel with a more efficient tool to perform many dispatch-related functions directly in the field without relying on voice communications. Dispatched calls should automatically be logged in the activity report. The CAD functionality should include but not be limited to the below items.
- 5.21.1 The MDCS should include the ability to Silent dispatch - A vehicle's MDC shall be a full participant in the dispatch process. When a dispatcher assigns a unit equipped with an MDC and logged into CAD, all relevant information regarding the event and the assignment shall appear on the MDC. Software shall automatically update calls if selected fields have been updated. New messages shall provide a configurable audible and visible notification to the user.
- 5.21.2 Self-initiated dispatch - an MDC-equipped unit happens upon an event and dispatches / assigns itself to the event. The unit shall inform CAD that it is responding to the event by sending CAD a digital message specifying the event location, nature code, and other relevant information.
- 5.21.3 Self-Assignment even if not dispatched to the call. The ability for a unit to assign itself to a pending call or active call.
- 5.21.4 Tracking status - MDC-equipped vehicles shall use digital messages to inform CAD of changes in their status.
- 5.21.5 MDC should have the ability to self dispatch to holding calls. This should be set to be limited by system security and set by a system administrator.
- 5.21.6 MDC should allow the ability to view calls that are holding for that unit.
- 5.22 A form for Self-Initiated calls shall be available in MDC-equipped units that allow them to initiate an event.
- 5.23 The MDCS shall provide the capability for units to review pending calls for service and under specific rules assign themselves to a selected call. The Proposer shall explain how their system would permit this and what rules can be put into place to regulate this function.
- 5.24 Unit Status (Police) – At a minimum the MDCS should include the below status.
- 5.24.1 Out of service with indication of type, including data fields for entering the reason to be validated against a locally-maintained table and location. The location shall be validated against the geographic reference file.
- 5.24.2 Off-duty.



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- 5.24.3 On-duty.
- 5.24.4 Send a backup unit – unit is requesting that a backup unit be assigned to the activity currently being handled by the unit.
- 5.24.5 Busy, but available for dispatch.
- 5.24.6 Busy and not available for dispatch.
- 5.24.7 In service and available for calls.
- 5.24.8 En route / dispatch message received.
- 5.24.9 Arrived / on scene.
- 5.24.10 Officer needs help – initiates an emergency message.
- 5.24.11 Available / call completed.
- 5.24.12 Transport begun, including a drop down list of type. The system should only accept a valid address or system defines location. Should also include a place to enter mileage.
- 5.24.13 Transport completed, should capture the driven mileage from the GPS/AVL and notify the user with the ability to modify if allows by the system administrator.
- 5.25 Unit Status (Fire/EMS) – At a minimum the MDCS should include the below status
 - 5.25.1 Call acknowledgement
 - 5.25.2 Responding
 - 5.25.3 Arrived
 - 5.25.4 Staged
 - 5.25.5 Primary search complete
 - 5.25.6 Secondary search complete
 - 5.25.7 Extrication Complete
 - 5.25.8 Fire under control



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- 5.25.9 Available on the air
- 5.25.10 At patient side
- 5.25.11 Transporting to hospital, including a field for entering the destination hospital and priority of the transport.
- 5.25.12 Arrival at hospital. The hospital name pre-filled from the above entry.
- 5.25.13 In service
- 5.25.14 In quarters
- 5.25.15 Out of service
- 5.25.16 At predefined or dynamically assigned post. The system should capture the units' GPS and use that for recommendations as if it were a station.
- 5.26 Explain the system's ability to interact with the below internet sites, if necessary.
 - 5.26.1 Google Earth
 - 5.26.2 Facebook
 - 5.26.3 Twitter
 - 5.26.4 Other internet or social media sites

6. Interfaces

Proposers shall address, in writing, each of the below interface items. If the Proposer is unable to interface or is limited in the ability to fully interface, then a full explanation of the deficiencies should be provided in writing. If a secondary solution is available that will meet the need of the County, then that can also be provided as an option; however, the pricing should also be listed as options accordingly.

6.1 E911 Interface

- 6.1.1 The CAD system shall integrate with the existing Cassidian (formerly Plant/CML) "Patriot" 911 platform with Intelligent Workstations. The current system is NENA standard format 76. The System has ten digit phone lines integrated into the Intelligent Workstations and caller ID is passed from the current Vesta phone switch and passed onto the call taker on the Cassidian Intelligent Workstation.



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- 6.1.2 The CAD system must be able to determine through the 911 interface which communicator has a particular 911 call.
- 6.1.3 The interface shall provide the ability for the operator to issue a command to populate the incident screen with the associated Automatic Number Identification (“ANI”) / Automatic Location Identification (“ALI”) information. The CAD system must not automatically populate the CAD incident screen until the operator issues a command.
- 6.1.4 The Interface shall provide the ability for the operator to issue a command to populate the incident screen with the associated Caller ID information. When caller ID information is used, the call type should not be “911.” The call type should use the default call type. The CAD system must not automatically populate the CAD incident screen until the operator issues a command.
- 6.1.5 The address shall be located in the caller location field of the CAD call entry form.
- 6.1.6 If the caller location is the location of the call, the system will provide the communicator the ability to copy the caller’s location to the location of the call field on the CAD call entry form with a single keystroke or click.
- 6.1.7 The system shall also center and zoom the CAD GIS mapping to the caller’s location and place an icon on the map to indicate the caller’s location.
- 6.1.8 The system shall be capable of capturing and retaining the off hook (answer) time of calls.
- 6.1.9 For Phase 1 calls, the system shall place an icon on the map indicating the tower location and include the general heading of the tower face receiving the call.
- 6.1.10 For Phase 2 calls, the system shall place an icon on the map indicating the location of the 911 caller based upon the coordinate data received.
- 6.1.11 The system shall provide the capability to translate the 911 coordinate data into a street address and record this address in the location of caller field in the CAD call entry form following the same process for ANI/ALI landlines listed above.
- 6.1.12 The Proposer shall explain in detail how their system and interface will process the rebidding of the system.
- 6.1.13 The Proposer shall explain in detail the capabilities of their system to support the emerging standard for Next Generation 911 and what plans are being made to adapt future Next Generation 911 features.



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6.2 Knowledge Center

Knowledge Center is a software application that is an incident management software solution used for large scale incident management. It is a company owned by Vanadium Enterprises. This is a tool used by the region to track incidents on a daily basis. The Knowledge Center server based solution is owned by the Southeast Pennsylvania Regional Task Force ("SEPARTF") and is currently at version 3.9.5.

- 6.2.1 The interface to Knowledge Center needs to have the ability to send free form text by the use of a command line function.
- 6.2.2 The information sent needs to include a unique ID so Knowledge Center can capture the data and updated data can later be sent without duplicating information.
- 6.2.3 It is our intention that the information provided to Knowledge Center is updated without duplicated information being added.
- 6.2.4 Incident information should also be sent including, but not limited to call type, call location and units assigned.
- 6.2.5 The responding Proposers must contact Knowledge Center, Inc to determine the full cost of implementation and include this as a line item as part of this proposal.

6.3 Radio System Interface

The County is currently in a procurement process to replace the existing radio system. The below items are to understand the Proposer's ability to interface to various radio systems.

- 6.3.1 List all radio systems that the proposed solution has been interfaced to that allows the receipt of radio ID's and radio aliases. Provide line item pricing for this feature/interface.
- 6.3.2 List all radio systems that the proposed solution has been interfaced to that allow for the receipt of GPS data that is transmitted via the radio. Explain how the system uses this information in the call process. Provide line item pricing for this feature/interface.
- 6.3.3 It is preferred that the radio system interface allow the ability to submit commands to the radio system that can change the radio channel of the portable or mobile radio by command or selection from a drop down window. This ability can also be used for changing groups based on call number or strike team



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or task force. Explain if the proposed system has delivered a similar interface and what are the limitations. Provide line item pricing for this feature/interface.

6.4 Station Alerting (Paging) Interface

The County has an existing interface to a two tone paging/encoding system. The CAD system connects to a Glenayre GL3000RES terminal via an RS232 TNPP port for input of custom paging commands. See Appendix C-1 for a diagram of the CAD to terminal connection, and Appendix C-2 for a description of a typical paging sequence on the current system.

- 6.4.1 The CAD system must be able to alias all current stations with the necessary controller commands. See Appendix C-3 for a typical command string sequence between the current CAD and Glenayre terminal. *This is a custom interface which needs to be replicated by the new CAD system.*
- 6.4.2 The interface should also include an easy GUI screen to add additional aliases that can be added by a system administrator without the assistance of the Contractor.
- 6.4.3 Training should be included in the cost for administrator training in section 9.0 of this document. If additional training is required, then the cost should be outlined as a separate line item in the costing section.
- 6.4.4 Pricing should be line itemized on the costing sheet and should include all costs to provide the full interface, including custom software development if necessary.

6.5 CAD to CAD Interfaces / Interoperability

An interface or server solution should be included as a line item cost that will provide system data to other agencies in a standardized National Information Exchange Model (NIEM) XML format.

- 6.5.1 The interface or server should include the ability to share information to and from other agencies or systems.
- 6.5.2 The interface or server should allow the County to easily connect to other systems without the assistance of the Contractor.
- 6.5.3 Training should be included in the cost for administrator training in section 9.0 of this document. If additional training is required, then the cost should be outlined as a separate line item in the costing section.



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- 6.5.4 Pricing should be line itemized on the costing sheet and should include all costs to provide the full interface.
- 6.6 CAD to CAD Interface to Philadelphia Electric Company (“PECO”)
 - The County has a current CAD to CAD interface with PECO. PECO uses an Intergraph CAD system.
 - 6.6.1 Data that should be sent to the PECO CAD system.
 - 6.6.1.1 Call number
 - 6.6.1.2 Actual address of the call
 - 6.6.1.3 Call type
 - 6.6.1.4 X,Y coordinates of the call
 - 6.6.1.5 If the incident is in progress or currently active with a high priority
 - 6.6.1.6 Ability to send additional notes specific to the Electric Company
 - 6.6.1.7 Ability to send supplemental data or questions such as an estimated time of arrival
 - 6.6.2 Data that should be received from the PECO CAD system
 - 6.6.2.1 PECO’s call number or reference number
 - 6.6.2.2 Additional notes or messages from PECO
 - 6.6.2.3 Ability to send supplemental data or questions such as estimated time of arrival
 - 6.6.3 Pricing should be line itemized on the costing sheet and should include all costs to provide the full interface.
- 6.7 Video Interface to Public and Private Systems
 - 6.7.1 It is preferred that the system include the ability to interface to camera systems that are made available to the County’s Network.
 - 6.7.2 The system should recognize URL or similar type shortcuts to access the camera system.



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6.7.3 It is preferred that the system be accessed through the map and be available by simple mouse or command functions. If the systems are not available through the map, then another solution should be provided that will allow easy access to view the camera systems with minimal effort of the dispatcher.

6.7.4 Explain how the proposed COTS system will or can meet this requirement. Identify if this is a customized interface or part of the COTS system.

6.7.5 Pricing should be line itemized on the costing sheet and should include all costs to provide the full interface.

6.8 Verint Recorder Interface

The County has a current Verint/Mercom digital audio recorder. An interface will need to be provided that will connect to the recorder and provide call data to the system in order to reference incident data for the purpose of research and quality assurance.

6.8.1 At a minimum, the call location, phone number, position number, operator ID and Type code should be included in the interface.

6.8.2 Pricing should reflect the price of the completed interface including any cost from Verint.

7. Hardware Recommendations

The Proposer must include specifications for all hardware as provided by the respondent as it relates to their solution.

8. Support

The Proposer must include support options including level of support.

9. Training

9.1 Describe pre-cutover, cutover, and continuing training programs for system operation and maintenance. This includes on-site training for both administrators and users onsite for CAD software training.

9.2 The Proposer must provide instructional materials describing the system and detailing its proper use.

9.3 Initial CAD training will be provided to all users within two (2) weeks prior to the system cutover.



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- 9.4 Train the Trainer for Mobile Data Computer training will be conducted within sixty (60) calendar days of the system cutover.
- 9.5 Below is an expected number of class attendees.

<u>Number of Personnel</u>	<u>Training Type</u>
80	CAD Dispatcher/Call Takers
12	CAD Supervisors
6	CAD System Administrators
18	CAD Reports
25	MDCS (Police) (Train-the-Trainer)
25	MDCS (Fire/EMS) (Train-the-Trainer)

- 9.6 All training materials shall be provided to the County upon completion of training. This material must be provided to the County in a format that is editable by the County so that any changes in procedure can be reflected in the material.
- 9.7 The successful Contractor shall be available to train new attendants and retrain current attendants at a minimum, once every six (6) months. Costs of this service should be outlined here, but not included in the bid pricing.
- 9.8 On-site training must be quoted to take place at an acceptable facility designated by the County.
- 9.9 The Contractor must permit the County to video record the training sessions. The County will make these recordings viewable by County personnel only.

10. Pricing Details

It is the County's intent to evaluate and score proposed pricing submitted with the proposal. Any discounts, trade-ins, cost incentives or signing bonuses intended to be extended to the County should be contained in this proposal.

The Proposer must submit all pricing for its proposal(s) based on the following pricing worksheets. The forms provided in these worksheets serve as the basis for the proposed pricing of all equipment/software and all services including, but not limited to, equipment delivery, installation, programming, optimization, project management, engineering, training, testing, contractor and subcontractor travel and per-diem, supplies, etc. Submission of a proposal shall be conclusive evidence that the Proposer has investigated and is satisfied as to the conditions to be encountered in performing the work.



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The Proposer should expand on the specifics of these forms, add lines where necessary and duplicate the forms as required to adequately portray the proposed system. The Proposer must be as descriptive as possible and include equipment model names, software version number, supplier names and model numbers for 3rd party equipment, etc.

10.1 Pricing Sheet – Software

Proposed Software			
Description	Qty/# of Licenses	Unit Cost	Extended Cost
Map Display Software		\$	\$
Computer Aided Dispatch (“CAD”) Software		\$	\$
Anti-virus Software		\$	\$
MDCS Software		\$	\$
1-10 licenses		\$	\$
10-50 licenses		\$	\$
50-100 licenses		\$	\$
100-500 licenses		\$	\$
500-1000 licenses		\$	\$
1000+ licenses		\$	\$
Other software as deemed necessary by the Proposer		\$	\$
Total Cost of CAD Software		\$	\$

10.2 Pricing Sheet – Hardware

Proposed CAD Hardware - In the following price sheet, the Proposer shall list and price any hardware deemed necessary for the new CAD system by the Proposer. Proposed hardware should include pricing of MDC units.			
Description	Qty	Unit Cost	Extended Cost
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Total Cost of CAD Hardware		\$	\$



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10.3 Pricing Sheet – Services

Proposed CAD Services	
Description	Cost
Administrator and User Training for Software and Hardware proposed	\$
Map data conversion and setup	\$
CAD data conversion and setup	\$
Project Management*	\$
Maintenance for three years	\$
Installation charges	\$
First year 24x7 support	\$
Support for years 2-5	\$
All training expenses	\$
Any other charges necessary to complete a turnkey installation	\$
Total Cost of CAD Services	\$

* The Proposer shall designate a single point of contact as the Project Manager for the project. The County reserves the right to accept or reject the proposed PM at its discretion.

11. System Acceptance

- 11.1 System acceptance will take place upon demonstration by the Contractor that the requirements of this specification have been met and that all services and software provided are working.
- 11.2 System acceptance will include:
 - 11.2.1 Verification that all training has been completed.
 - 11.2.2 Confirmation that troubles reported within thirty (30) calendar days of system cutover have been resolved.
 - 11.2.3 Reconciliation of all charges.
- 11.3 Final acceptance by the County will be in writing.
- 11.4 First year 24 hour x 7 day support will commence upon the first day of the month following acceptance.

12. Required Format and Contents of Proposals

Proposals must contain the following information in the format and order set forth below.

- 12.1 Cover Letter: Respondents must include a cover letter transmitting the proposal to the County, signed by an official authorized to contract for the Proposer. The letter



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must contain the following: Name, title, address, telephone number and email address of the company's contract person for the proposal. The letter shall also contain a statement that the Proposer understands and agrees with the scope of services and accepts all other requirements, terms and conditions of the RFP.

- 12.2 Firms Qualifications: Provide an organizational chart for firm. Also, provide documentation of registration to do business in the Commonwealth of Pennsylvania. Include information illustrating special experience or techniques that are directly relevant to this project.
- 12.3 Project Management Approach and Format: Description of the firm's experience with five (5) projects brought to completion. Provide for each, the client name, address and contact person and telephone number. Also, list the skill sets the firm has in its employ related to the scope of this project.
- 12.4 Fee Schedule: Please list the fee structure per skill set related to the type personnel required to fulfill this contract as stated in the Statement of Work.
- 12.5 Response to General Terms and Conditions
- 12.6 Additional Information: Provide any other relevant information which you believe uniquely qualifies your company for this engagement.
- 12.7 Implementation Plan: Please include an implementation plan section in your proposal. Proposer should include a high level project plan with timeline and milestones. The proposed schedule should be supporting the expected months/years of the project duration. Please include time estimates for specific tasks and clearly indicate where County staff will be involved. It is expected that the Proposer will furnish sufficient and competent resources necessary to ensure timely project completion. This should allow for sufficient time for the development of any procedures, tasks, problems and/or correction/resolution.
- 12.8 Organization: The Proposer must describe the firm's organization and outline what percentages are dedicated to public safety communications.

13. Milestone Payments Schedule

The terms of cash payment shall be as follows:

- 30% paid with contract signing
- 40% paid with delivery of job site and installation
- 30% paid thirty (30) calendar days after installation and system acceptance



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14. Questions

- 14.1 Questions regarding the RFP must be submitted in writing no later than 1700 ET on February 2, 2012 to:

Mr. Ali Shahnami, Vice President
ACD Telecom, LLC.
Email: ali.shahnami@acdtelecom.com

With a copy to:

Ms. Robin P. Davis, Senior Buyer
Department of Procurement and General Services
Email: rdavis@chesco.org

- 14.2 The County will not accept questions received after the above mentioned date and time. All questions and responses will be issued to all known Proposers.

15. Proposal Due Date

Six (6) complete copies (1 original, 5 copies) and one (1) soft copy in PDF format on a CD of the sealed proposal must be submitted no later than 1630 ET, March 15, 2012 to:

Ms. Robin P. Davis, Senior Buyer
Department of Procurement and General Services
313 West Market Street, Suite 4402
West Chester, PA 19380-0991

Note: Proposers must clearly mark the outside of the package with the words:
"Proposal for Public Safety Computer Aided Dispatch System"
Proposals received after the date and time above will not be accepted.

16. Mandatory Pre-proposal Conference

All potential Proposers must attend the Pre-proposal Conference scheduled for **February 9, 2012 at 1000 ET**. This meeting will be held at Chester County Government Services Building located at 601 Westtown Rd, Room 042, West Chester PA, 19380. Proposers are responsible for any and all travel and meeting preparation expenses.

Anyone planning to attend the pre-proposal conference must register seven (7) calendar days in advance to allow the County to properly prepare for the conference. The Pre-proposal Conference is open to all potential Proposers but no proposals shall be considered by any potential Proposer who fails to send representation to the mandatory Pre-proposal Conference. To register for the pre-proposal conference, the Proposers **MUST** send the names and contact information of the personnel representing the Proposer on company letterhead to Ali Shahnami



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of ACD Telecom at ali.shahnam@acdtelecom.com **no later than February 2, 2012 at 1700 ET.**

Proposers have the opportunity to ask questions prior to the pre-proposal meeting. These questions should be emailed to Ali Shahnam **no later than February 2, 2012 at 1700 ET.** Questions regarding the CAD system will be answered at the pre-proposal conference. Questions regarding the Pre-proposal Conference that require immediate resolution will be answered within two (2) calendar days of receipt. Answers to all questions involving the general requirements of the CAD system will be shared with all potential Proposers.

17. General Information

- 17.1 As a result of review and evaluation of any proposals received in response to this RFP and any other information that may be obtained by the County, the County may prepare and offer an agreement to the successful Contractor. The Agreement will incorporate, in order of precedence, the following:
 - 17.1.1 The Attached Agreement form which will briefly state the purpose of the Agreement, contain the final fee structure with any refinements agreed to in the Scope of Service and Statement of Work.
 - 17.1.2 This RFP.
 - 17.1.3 Any pertinent portions of the proposal submitted by the selected Contractor.
- 17.2 The County reserves the right to reject any or all proposals or any portion thereof and to select the proposal which it judges to be in the best interest of Chester County. The County reserves the right to cancel or modify this RFP. There is no guarantee that the County will place the requested services under contract.
- 17.3 Upon execution of an agreement, the Contractor shall, at its sole cost and expense provide the County with a one hundred percent (100%) performance bond on the bond form that is included in the RFP, within ten (10) business days of the award. The performance bond shall be held for the duration of the contract, and any and all renewal terms.

18. General Terms and Conditions

- 18.1 **Independent Capacity of Contractor:** The Contractor, its employees and agents, are not deemed to be employees of the County in any manner whatsoever and shall act in an independent capacity and not as officers, employees or agents of the County.
- 18.2 **Prohibition Against Assignment:** The Contractor shall not assign any part of this Agreement without prior written approval by the County.



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18.3 Contract Modification, Amendment and Termination

- 18.3.1 This document and all attachments which have been incorporated by reference, contain all terms, provisions and conditions of the Agreement. All provisions thereof are intended by the parties to be whole and entire.
- 18.3.2 Any alteration, variation, modifications, or waiver of any provision of the Agreement shall be valid only when reduced to writing, duly acknowledged by the parties hereto by execution of an addendum which shall be attached to and part of this Agreement.
- 18.3.3 The Contractor shall not be held responsible for delay or failure to perform hereunder when such a delay or failure is due to fire, epidemic, natural disaster or public enemy.
- 18.3.4 The County reserves the right to suspend, revise, or withhold funds in whole or in part for reasons of noncompliance with the terms and provisions of this Agreement.
- 18.3.5 In addition, this Agreement may be terminated by the County at any time, upon thirty (30) business days written notice delivered by certified mail or in person in which case equitable adjustment will be made for work satisfactorily performed up to the date of notice of termination.

18.4 Hold Harmless

- 18.4.1 It is understood that the selected Contractor is an independent contractor in respect to its performance under this Agreement, and shall assume all risks and responsibilities for losses of every description in connection with the service which can be attributed either directly or indirectly to the Contractor. The firm agrees to indemnify, defend, and hold harmless the County, its agents and employees for or on account of any damages or loss, including the cost of litigation or legal counsel resulting directly or indirectly from the action of the Contractor in fulfilling the terms of this Agreement.

18.5 Insurance and Taxes

- 18.5.1 The Contractor shall perform its services under this Agreement, as an independent Contractor and shall insure, as they may appear, the interest of all parties to this Agreement against any and all claims which may arise out of the Contractor's operations under the terms of this Agreement.
- 18.5.2 The Contractor will provide original certificate(s) of insurance made out to the County of Chester showing all insurance coverage carried by the selected Contractor upon submission of a signed Agreement to the County. The



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Agreement will not be approved by the County if a certificate is not present. If, during terms of Agreement, coverage should expire, payments may be withheld by the County until the Contractor submits a certificate reflecting the new policy coverage dates.

18.5.3 At a minimum, the Contractor must carry at least the following:

18.5.3.1 General liability insurance, naming the County of Chester as additional insured, in the amount of \$2,000,000 per occurrence.

18.5.3.2 Worker's compensation as required by Pennsylvania statute

18.5.3.3 Employer's liability insurance

18.5.3.4 Automobile liability insurance, with a combined single limit of \$1,000,000 "any auto"

18.5.3.5 Professional liability insurance with a limit of \$5,000,000

18.5.4 The Contractor hereby expressly waives any immunity under the Worker's Compensation Act, either as an employer or statutory employer, for any claim brought by the County. This waiver is intended to comply with the provisions of Section 303 (b) [77 P.S.@ 481 (b) of said act.

18.5.5 The Contractor shall accept full responsibility for the payment of premiums of all insurance, as well as for social security taxes, income tax deductions, and any other taxes or payroll deductions required by law for the Contractor or the Contractor's employees who are performing services pursuant to this Agreement.

18.6 Sole Contractor: The Contractor of award agrees that he and only he shall be the County's sole Contractor on this project.

18.7 Non-Discrimination

18.7.1 The Contractor agrees to comply with all applicable State and Federal laws, regulations, procedures, and orders which protect the civil rights of employees, job applicants, and recipients of services.

18.7.2 The Contractor expressly agrees to comply with Title VI of the Civil Rights Act of 1964, as amended, the Americans with Disabilities Act of 1990, and all other applicable Federal, State and or Local Laws, ordinances, rules and regulations and orders prohibiting discrimination in hiring or employment opportunities. It shall not be an excuse for non-compliance that the Contractor has or intends to delegate any of its responsibilities to any union, training program, other source



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of recruitment or other entity, but the Contractor shall remain primarily responsible for compliance hereunder.

18.8 Certification Regarding Impartiality and Conflict of Interest

- 18.8.1 The Contractor certifies that it is a totally independent entity and that to the best of its knowledge, no County official or employee has a vested interest, financial or otherwise, in this Agreement.
- 18.8.2 The Contractor will inform the County in writing immediately if any potential conflict of interest arises during the performance of this Agreement. Conflict of interest may constitute grounds for termination of the Agreement following notification by County to Contractor (allowing Contractor a reasonable opportunity to respond) where same is not corrected by Contractor within a reasonable time period after notice.
- 18.8.3 The Contractor shall not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex or handicap.

19. Cooperative Purchasing Program

Southeastern Pennsylvania Counties Cooperative Purchasing Board

The County of Chester is a member of the Southeastern Pennsylvania Counties Cooperative Purchasing Board which consists of the Counties of Berks, Bradford, Bucks, Chester, Delaware, Lancaster, Lehigh, Montgomery and Northampton. Members of the Co-op may, at their discretion, avail themselves of contract(s) awarded by Chester County provided the Contractor agrees. The terms and conditions of the contract apply in full except that they do not include any requirements for Co-op members. Their requirements, if any, will be identified by each member through direct communications with the Contractor. All orders, invoice payments, and related transactions will be made directly between the Contractor and individual Co-op member

The Proposer is to respond to the following question by initialing below. Responses are required but will not affect the award.

The provisions of this contract; price, delivery, terms and conditions may be extended to any and all members of the Southeastern Pennsylvania Counties Cooperative Purchasing Board for the duration of the contract.

Yes_____ No_____

Intergovernmental Cooperative Purchasing



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Pursuant to Section 1902 of Act 57 of May 15, 1998, as amended, (title 62 Pa C.S. 1902), known as the Commonwealth Procurement Code (a), local public procurement units, local municipalities, and authorities are permitted to participate in, sponsor, conduct, or administer a cooperative purchasing agreement for the procurement of any supplies, services, or construction with one or more public procurement units or external procurement activities in accordance with an agreement entered into between the participants. Such a local procurement unit is defined as: a political subdivision, public authority, tax-exempt, nonprofit educational or public health institution or organization, nonprofit fire company, nonprofit rescue company, nonprofit ambulance company and, to the extent provided by law, any other entity, including a council of governments or an area government, which expends public funds for the procurement of supplies, services and construction. Local Public Procurement Units located within the County of Chester, or as otherwise approved by the County and the Contractor may, at their discretion, avail themselves of contract(s) awarded by the County of Chester, provided the Contractor agrees. The terms and conditions of the contract apply in full except that they do not include any requirements for such Local Public Procurement Units. Their requirements, if any, will be identified by the Local Public Procurement Unit through direct communications with the Contractor. All orders, invoice payments, and related transactions will be made directly between the Contractor and individual Local Public Procurement Units.

The Proposer is to respond to the following question by initialing below. Responses are required but will not affect the award.

The provisions of this contract; price, delivery, terms and conditions may be extended to any and all Local Public Procurement Units on a cooperative purchasing basis for the duration of the contract.

Yes_____ No_____

20. Payment

- 20.1 The County has the ability to utilize a Procurement Card for payment of goods/services provided under this contract. Please indicate if your company would accept the use of a Procurement Card for payment.

The successful Contractor will accept payment by Procurement Card for goods/services sold under this contract:

Yes_____ No_____

If yes to the above questions, what percent discount would you offer off pricing?
_____%



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Please Note: discounts for accepting payment by Procurement Card will not affect the award.

- 20.2 The Contractor shall be responsible to meet all time schedules with regard to completion of defined deliverables.
 - 20.2.1 The County shall reserve the sole right to deduct five percent (5%) on any invoice submitted in which a specific agreed upon schedule has not been met.
 - 20.2.2 The County shall reserve the sole right to collect and/or deduct from the Contractor an amount deemed reasonable by the County for any errors created or developed by the Contractor.



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Appendix A – Chester County Agreement Form

COUNTY OF CHESTER

AGREEMENT FOR CONTRACTED SERVICES

AGREEMENT is made and entered into this ____ day of _____, 20 ____, by and between the County of Chester (hereinafter called "County") and _____

(hereinafter called "Contractor").

WITNESS

COUNTY proposes to use the services of Contractor and Contractor agrees to provide such services under and subject to the following terms and conditions:

1. SCOPE OF SERVICES:

Contractor shall provide _____ as an independent contractor and not as a County employee for any purpose. Contractor will diligently and conscientiously devote his/her time and attention and best efforts to render services as indicated.

Contractor will perform such contracted services as described in **Attachment A** to this Agreement consisting of _____, including any addenda thereto.

2. DISCRIMINATION:

Contractor shall not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap.

3. TERM OF AGREEMENT:

This Agreement shall begin upon date of approval and continue until terminated by either



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party upon ten (10) days written notice.

4. TERMINATION:

This Agreement shall terminate upon the satisfactory completion of the work by Contractor and acceptance by County, or upon 10 days' written notice by either party at any time; or upon incapacity of Contractor. In the event of termination, County shall pay Contractor for work performed to the satisfaction of County up to the effective date of the termination.

5. METHOD OF PAYMENT:

County agrees to pay Contractor a total payment not to exceed \$ _____ per Attachment A. Payment shall be made promptly following receipt of correct invoice submitted and subject to County approval of satisfactory performance of the work required under this Agreement. If the maximum amount of the Agreement is reached, Contractor shall not perform additional work unless a written Addendum to this Agreement providing for an increase in the maximum is approved by the parties.

Contractor acknowledges that Internal Revenue Service (IRS) regulations may require that County withhold Social Security, Medicare or other taxes from payments due Contractor. Such withholding shall not constitute a default under this Agreement. Contractor shall not be entitled to receive any "employee" benefits from County including, for example, pension or health insurance.

6. RECORD MAINTENANCE:

Contractor agrees to maintain records relating to the performance of the services hereunder as required by County. Such records shall be open for inspection to County and to such agents of County as are designated during reasonable business hours.

7. SOLE CONTRACTOR:

Contractor agrees that he shall be County's sole contractor under this Agreement and Contractor accepts full responsibility for the performance of any sub-contractors. All



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provisions of this contract shall apply equally to any subcontractors. Contractor agrees to indemnify, defend and hold County harmless from and against all claims, losses, expenses (including reasonable attorney's fees), demands or judgments ("Claims") which result or arise out of the negligent or willful misconduct of Contractor or its officers, agents, servants, subcontractors or employees under this Agreement for personal injury or property damage as well as for any employment, tax, withholding, discrimination or other employment related claims concerning Contractor's employees or subcontractors.

8. DEFAULT/RESOLUTION

If the Contractor or County defaults in its performance under the Terms and Conditions of the Agreement, the defaulting party shall be notified promptly in writing. If the defaulting party fails to resolve a default within thirty (30) days after notification or if the default requires more than thirty (30) days to resolve and the defaulting party fails to begin resolution of the default within thirty (30) days after notification, this Agreement will be terminated.

Contractor agrees, if found to be unacceptable by the County, to replace any individual on their project team upon reasonable request of County Project Manager. The County has the sole right to accept or reject any individual assigned to this project by Contractor.

9. WORKERS' COMPENSATION IMMUNITY/ACT:

Contractor hereby expressly waives any immunity under the Workers' Compensation Act, either as an employer or statutory employer, for any claim brought by the County. This waiver is intended to comply with the provisions of Section 303(b) [77 P.S. @481(b)] of said act.

Contractor accepts, in so far as the work covered by any such contract is concerned, the provisions of the Workers' Compensation Act and any reenactments, supplements or amendments thereto.

10. INSURANCE:



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Contractor agrees, if it is a corporation or employer, to carry Workers' Compensation and Unemployment Compensation per statutory requirements. If motor vehicle travel is associated with performance, Contractor agrees that it carries and will continue to carry Automobile Liability insurance. An original certificate of insurance, showing Automobile Liability, Workers' Compensation, General Liability and Professional Liability insurance coverage (if applicable to the work) made out to the County of Chester, will be submitted by Contractor to County along with this signed Agreement.

Insurance requirements are as follows:

Commercial General Liability: Occurrence form (ISO 10/01 or equivalent)

Each policy and Certificate of Insurance shall contain an endorsement naming the County of Chester as an Additional Insured. **If Additional Insured language is not shown, contract will not be processed.**

\$2,000,000	General Aggregate
\$1,000,000	Products/Completed Operations Aggregate
\$1,000,000	Personal/Advertising Injury
\$1,000,000	Each Occurrence

(Any restrictive endorsements must be included)

Workers' Compensation & Employer's Liability:

PA Statutory Coverage
Employers Liability - Statutory Limits

Automobile Liability (Business): (only if contract involves transportation of persons or goods)

Covering "Any" Automobile used in connection with contract.
\$1,000,000 Combined Single Limit

Professional Errors and Omissions Liability: (only if contract involves performance of a recognized professional service)

\$2,000,000	Each Occurrence
\$2,000,000	Aggregate

Claims-made basis acceptable for *Professional Errors and Omissions, and Medical.*



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If coverage on insurance policy is due to expire before the end of the contract period, it is the responsibility of the vendor to provide an updated Certificate of Insurance to the County prior to the expiration date. If coverage should expire prior to completion date shown on contract, the County reserves the right to withhold payment(s) until updated Certificate is provided.

11. INDEPENDENT CONTRACTOR:

Contractor certifies that he is totally independent of any company or contractor that may perform work for the County regarding this contract and that Contractor will not receive any remuneration or commission of any kind from any such vendor as a result of Contractor's performance under this Agreement.

12. CONFLICT OF INTEREST:

Contractor will inform the County in writing immediately if any potential conflict of interest arises during the performance of this Agreement. Conflict of interest may constitute grounds for termination of this Agreement following notification by County to Contractor, (allowing Contractor a reasonable opportunity to respond) where same is not corrected by Contractor within a reasonable time period after notice.

13. OWNERSHIP OF DOCUMENTS:

County shall be the owners of and shall be entitled to possession of any software, computations, plans, correspondence or other pertinent data and information gathered by, developed, or computed by Contractor under this Agreement.

14. PUBLIC OFFICIAL AND EMPLOYEES ETHICS ACT:

Contractor certifies that to the best of its knowledge, no County official or employee has a vested interest, financial or otherwise, in this Agreement. Contractor agrees to comply in all respects with the Public Official and Employees Ethics Act (65 P.S. Section 1101 et seq.)

15. NOTICE:



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Notices under this Agreement shall be directed to:

For Contractor:

For County:

16. SOLICITATION:

Contractor and County both agree not to solicit, hire, contract with or engage the employment or services of any employee or former employee of Contractor or County during the period of and for one year after the termination of the Agreement without written approval. Contractor and County agree that such approval will not be unreasonably withheld.

17. CHANGES/MODIFICATIONS:

This Agreement contains the full understanding of the parties. Any modifications to be effected are to be in writing signed by the parties.

18. LAWS OF COMMONWEALTH:

This Agreement shall be governed by the laws of the Commonwealth of Pennsylvania.

IN WITNESS WHEREOF, the parties have entered their duly authorized signatures below on the date first set forth above.



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CONTRACTOR:

COUNTY OF CHESTER:

Signature of Authorized Official Chairman,

Chairman, County Commissioners

Typed Name & Title of Authorized
Official

Commissioner

Commissioner

Witness for Contractor:

Witness for County:

Signature

Chief Clerk



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Appendix B – Chester County Bond Form

PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENTS, THAT WE, the undersigned

as Principal, and _____
as the Surety, are held and firmly bound unto the County of Chester hereinafter called "County", as
hereinafter set forth, in the full and just several sum of

(a) _____ Dollars ()
)

for faithful performance of the contract as designated in Paragraph "A".

Sealed with our respective seals and dated this _____ day of _____, 20____.

WHEREAS, the above bounden Principal has entered into a contract with the County, bearing even
date herewith, for _____

upon certain terms and conditions in said contract more particularly mentioned, and;

WHEREAS, it is one of the conditions of the award of the County pursuant to which said contract is
about to be entered into, that these presents be executed.

NOW THEREFORE, the joint and several conditions of this obligation are such:

"A" - That if the above bounden Principal as Contractor shall well and faithfully do and perform the
things agreed by him to be done and performed according to the terms of the said Contract therein
referred to and made a part thereof and such alterations as may be made in said work as therein
provided and which are hereby made a part of this Bond the same as though they were set forth
herein, and shall indemnify and save harmless the said County and all of its officers, agents and
employees from any expenses incurred through the failure of said Contractor and any of its
subcontractors to complete the work as specified and for any damages growing out of the manner of
performance of said Contract by said Contractor or his subcontractors or his or their agents or
servants, including patent, trademark and copyright infringements; then this part of this obligation
shall be void; otherwise it shall be and remain in full force and effect.



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It is further agreed that any alterations which may be made in the terms of the contract or in the work to be done or materials to be furnished or labor to be supplied or performed under it or the giving by the County of any extension of time for the performance of the contract or any other forbearance on the part of their the County or the Principal and the Surety or Sureties or either or any of them, their heirs, executors, administrators, successors or assigns, from their liability hereunder, notice to the Surety or Sureties or any such alterations, extension, or forbearance being hereby waived.

The Principal and Surety hereby jointly and severally agree with the obligee herein that every person, co-partnership, association or corporation who, whether as subcontractor or otherwise, has furnished material or supplied or performed labor in prosecution of the work as above provided and who has not been paid therefore, may sue in assumpsit of this bond in the name of the County for his, their, or its use, prosecute the same to final judgement for such sum or sums as may be justly due him, them, or it and have execution thereon; provided, however, that the County shall not be liable for the payment of any costs or expenses of any such suit and further provided that the subcontractor or otherwise shall not have the right to sue or bring action against the County directly.

IN WITNESS WHEREOF, the said Principal and Surety have duly executed this bond under seal the day and year above written.

WITNESS:

(Principal)

BY: _____
(Signature of Principal)

Signatory)

(Typed Name & Title of Principal's

(Typed Name of Surety Co.)

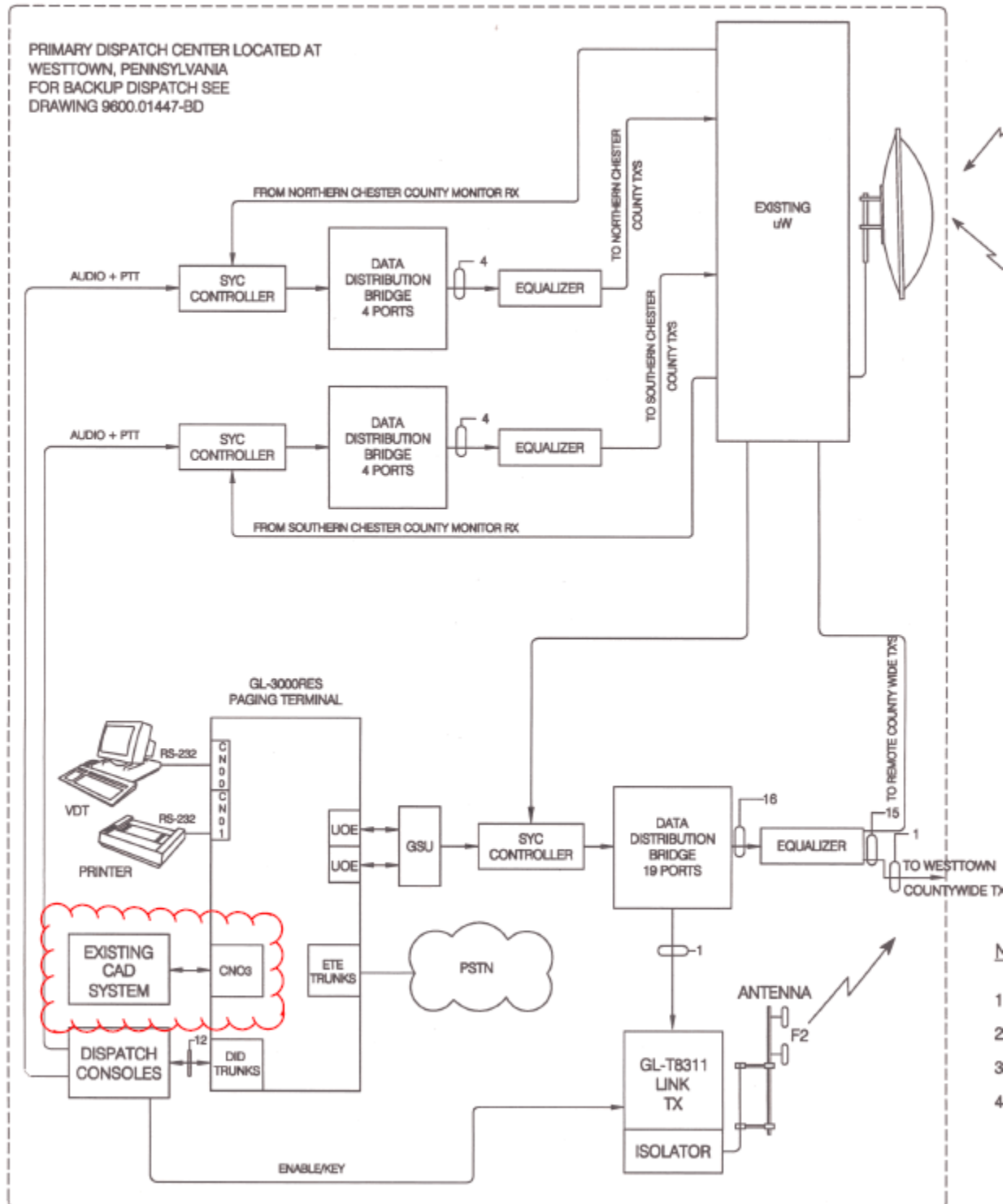
BY: _____
(Signature of Attorney-in-Fact)



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Appendix C-1 – CAD to Paging Terminal Diagram

CHESTER COUNTY SYSTEM LEVEL BLOCK DIAGRAM





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Appendix C-2 – Typical CAD Paging Sequence

- A 911 call taker enters the info for a Fire/EMS call into the CAD with the location and description of the emergency. Based on the location of the emergency, the CAD presents this info on the screen of the appropriate fire dispatcher depending on the East, Central, or West zone.
- The fire dispatcher acknowledges the call by hitting shift/F7. The CAD then presents a list of recommended apparatus tones to be paged. The dispatcher reviews the list and modifies it if necessary. When satisfied, the dispatcher hits shift/F7 again to acknowledge the tones. The CAD then adds the tones to the extended group subscriber record(s) in the Glenayre terminal via its RS232 TNPP interface (See Appendix C-3). The records wait in the terminal to be sent as part of the master group record.
- The extended group subscriber records are set up to contain two groups of sixteen two-tone codes for apparatus, followed by one group for a 30-second voice message, followed by one group of sixteen two-tone codes for sirens. The priority levels for these subscriber records are set to insure that up to thirty two apparatus codes go out first, followed by the voice message, followed by up to sixteen siren codes.
- After acknowledging the list of tones as detailed above, the dispatcher selects the paging channel resource on the radio screen, which is actually a dedicated DID trunk into the terminal. When that button is pressed, a 4-digit DTMF sequence is sent over the DID trunk to identify the extended group subscriber voice record which is part of the same master group as the other tone groups mentioned above. While holding the button, the dispatcher speaks the text of the emergency message into the microphone for no longer than 30 seconds. The voice message is routed through the corresponding DID trunk on the GL-3000 and stored in the extended group record.
- When the dispatcher releases the TX button, the CAD tells the terminal to send the master group ID which contains the extended group records in the appropriate priority sequence. The voice message is sent twice during its sequence in the page.
- The terminal sends the entire page message out via the UOE, SYC controller, distribution bridge, and microwave channels to all the RF transmitter sites.
- After the page goes out on the Countywide VHF channel, the dispatcher selects the corresponding regional 800MHz fire talk group on the radio screen, sends a brief alert tone, and rebroadcasts the very same voice message again. This sends the same voice message to 800MHz units in the appropriate region, and rebroadcasts the message on the secondary VHF frequency for north or south region via the voice ties at the Westtown GSC.

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Appendix C-3 – Typical CAD to Paging Terminal Command Strings

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[illegible]

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[illegible]

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@MR#01/00003030\$36(00)

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TONE 542 000

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@MR#01/00003035\$36(00)