



REQUEST FOR PROPOSALS

Revised: July 5, 2012

**FOR A HELP DESK SOFTWARE/WEB BASED
SOLUTION TO REPORT AND TRACK 9-1-1
TROUBLE CALLS AND RESOLUTIONS**

Issued: Monday, June 18, 2012

Due Date: Friday, July 17, 2012 Friday, August 17, 2012

SEND TO:

9-1-1 ACOG

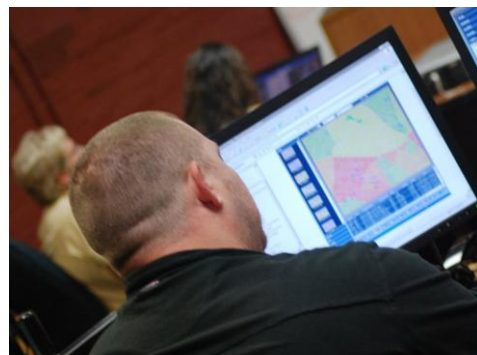
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BACKGROUND

The 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) is an intergovernmental entity formed to implement and administer E9-1-1 emergency communication service in Central Oklahoma. 9-1-1 ACOG is authorized to accomplish, on behalf of its members, the maximum utilization of resources available for the emergency communication system, to the end that the greatest economies of scale and efficiency of operation will result in the best system for all members, with the least cost to the taxpayers.

The 9-1-1 ACOG regional 9-1-1 system consists of 20 Public Safety Answering Points (PSAPs), within a multi-county area including Oklahoma, Canadian, Cleveland, and Logan counties, the city of Tuttle in Grady County and the city of Newcastle located in McClain County. The 9-1-1 ACOG region is approximately 3,000 square miles and serves, potentially, a population of over one million people. 9-1-1 ACOG currently operates on a centralized single hosted Intrado “VIPER” server configuration with 65 client workstations utilizing Intrado’s “Power 9-1-1 solution” co-habitated with GeoComm’s “GeoLynx” map display software. The largest concentrations of workstations are in Norman, six (6) clients; Edmond, five (5) clients; Midwest City, five (5) clients; and EMSA, six (6) clients. The remaining PSAPs are two (2) and three (3) client locations. 9-1-1 ACOG is currently responsible for the training and certification of 150 to 200 member dispatchers employed by its member entities. Although the City of Oklahoma City contracts with 9-1-1 ACOG for certain services, the City of Oklahoma City is not included within the scope of this RFP.

SCOPE

9-1-1 ACOG seeks a vendor to provide a help desk software/web based solution to assist the organization in fulfilling the help desk recommendation of the *9-1-1 ACOG Feasibility Study and Migration Plan for Future System Maintenance and Network Administration of the Regional 9-1-1 System – Final Report and Migration plan* issued on April 23, 2012 and available on-line at: <http://www.acogok.org/Newsroom/Downloads12/finalmigrationplan.pdf>

This help desk software/web based solution is one of the most important components of implementation of the recommendations of the Migration Plan. The software/web based solution must allow 9-1-1 ACOG to effectively assist and provide remote support and triaging of issues while providing services that fully meet the expectations of our customers (member PSAPs).

Effective Process Design and Control

The software must provide the ability to define a complete process with progress conditions, transitions, and business rules that pertain to the 9-1-1 ACOG community, and field-level data privileges using a simple tool to allow a consistent method for handling incidents, issues and requests. Subtasks will also need to be established such as manager approvals, reminders, etc., and may be configured to auto-create or be manually triggered by a technician. Outside of normal business hours, technicians will access the Help Desk system through remote access via computer or smartphone.

Automation

Incorporating automation will help reduce resolution times, improve efficiency, and increase overall PSAP satisfaction. Auto-routing configured to route incidents or requests to an appropriate support

team member and put the report in queue based on its predetermined condition or priority, depending on the 9-1-1 ACOG customer defined business rules. In addition, auto-escalation rules could be defined based on a combination of report categories and time criteria including elapsed time, no progress made, open too long or due date approaching/passed.

Communications

Within the Help Desk service model, nothing ranks higher than lack of communication as the reason things “fall through the cracks” and customer satisfaction numbers tumble. Communications can be improved, both internally and externally, with issue notifications and escalations as well as built-in web conversations. 9-1-1 ACOG PSAPs desire the option to communicate with repair services online rather than through various calls. The flexibility to create an audit trail, as well as custom rules and forms specifically designed to improve support center communications with the PSAP will be important to 9-1-1 ACOG and its member PSAPs.

Reporting

One of the advantages of this 9-1-1 ACOG Help Desk is that the technical staff has immediate access to data and overtime. Data and statistics will help to establish baselines and even be used to inform managers or policy makers of Help Desk trends. 9-1-1 ACOG seeks software that makes it easy to instantly identify, work with, and communicate the most important Help Desk and service performance metrics to the other members of the technical team, management and policy makers. Robust and effective reporting software with real-time support statistics to provide the technical staff with what they need to do their jobs more effectively, as well as both built-in and customizable reports, will be extremely useful.

Self-Service

A fully functional integrated web portal for self-service web-based communication, service/incident requests, and reading 9-1-1 ACOG news or notifications regarding service issues or maintenance processes would be helpful to both the PSAPs and the 9-1-1 ACOG technical staff. An easy-to-navigate web portal would provide the PSAPs a convenient way to communicate with the technical services staff and Help Desk.

Customization

The ability to customize the Help Desk application software, including everything from business processes to issue forms to a customer self-service portal, is essential. Software should be customizable to suit individual demands of 9-1-1 ACOG, and allow easily configured workflow rules that can be changed to control the ACOG processes based on the organization’s or the PSAP’s needs. Without the need for outside consulting, software should be configurable “on-the-fly” as business objectives and processes change.

FEATURES SHOULD INCLUDE:

- Web based reporting
- On-line status updates

- On-demand status updating
- Multiple access methods
- Automated ticket generation
- Customizable auto routing
- Alert notification
- Email, pager and Text notifications
- Customizable forms
- Customizable reports
- Pre-built reports
- Performance measurements
- Auto-routing configurable
- Searchable knowledgebase
- Scalable, customizable business rules/service level agreements
- Auto-escalation

PROPOSED SCHEDULE

The following schedule is an estimate and may require adjustment depending on the availability of the selection committee and other unforeseen circumstances:

- RFP Issue Date: June 18, 2012
- Deadline for Proposals: August 17, 2012 @ 4 p.m.
- Review and Vendor Interviews: August 20, 2012 – September 14, 2012
- Vendor Selection by: September 20, 2012
- Authorization by Board of Directors: September 27, 2012
- Product delivery: November 2, 2012

RESPONSES

Please submit five (5) sealed proposals to the address provided below, and a pdf version of the proposal to the email address listed below. Materials and documents submitted in response to this RFP will become the property of 9-1-1 ACOG and will not be returned to the bidder. After evaluation, all proposals become a matter of public record.

Responses must be received by mail or delivered to: Brent Hawkinson, 9-1-1 ACOG, 21 E. Main Street, Suite 100, Oklahoma City, OK 73104-2405 by 4 p.m. Central Time on Friday, August 17, 2012. Late proposals will not be considered and will be returned unopened to the sender.

Inquiries and clarification questions should be directed to Brent Hawkinson [or Steve Willoughby](#) and must be by email to bhawkinson@acogok.org or swilloughby@acogok.org. Responses to all questions and clarifications will be provided to any interested party at www.911acoghelpdesk.blogspot.com.

PROPOSAL FORMAT

To assist the evaluation committee in better understanding your qualifications and quote, the bidder will need to use the following proposal format:

1. **Cover Letter** – A one-page cover letter, signed by an authorized representative of the vendor, must be included in the submittal. It must contain the name and address of the corporation or business submitting the proposal, as well as the name, address, telephone number, email, and title of the person authorized to represent the vendor (this person will be the principal point of contact for 9-1-1 ACOG during the selection process).
2. **Table of Contents**
3. **Vendor Qualifications** – The vendor must provide a brief description of its company including a company history and list of key personnel to be assigned to the project being proposed, their respective role in the project, and resume for each person listed.
4. **Experience and References** – The vendor must provide a list of past projects the vendor believes qualifies it to undertake the 9-1-1 ACOG project. This list of projects must include a description of the project, contact name, telephone number, address, and email of the project contact. Vendor may also provide a list of any other previous customers who may provide the evaluation committee with a better understanding of the vendor's qualifications.
5. **Proposal Body** – The vendor must describe its approach in addressing the scope of this RFP. The vendor needs to identify any unique or distinctive approaches that the vendor wishes the evaluation committee to give particular attention. Any approaches or services that are mentioned in the proposal body that are optional or at an additional expense above the base proposal quote should be appropriately noted and costs detailed in the Proposal Price section of the response.
6. **Project Timelines & Milestones** – The vendor must provide a project implementation plan with appropriate Pert or Gantt charts or similar representations of the milestones and timeline for implementation of this project.
7. **Proposal Price** – The vendor must provide a quote to provide the software/web based solution, training and to perform the work associated with the proposed project. The vendor must quote and outline reoccurring charges (such as annual support or licensing fees). If the vendor has various levels of support, the vendor must provide a detailed description and price for each optional level of support. Detailed pricing will assist the evaluation committee, however, the vendor must provide a "NOT TO EXCEED" price in their proposal. The "NOT TO EXCEED" price will encompass all equipment, software and services outlined in the proposal unless clearly notated and priced as optional or additional services.

EVALUATION CRITERIA

Responses to this RFP will be evaluated on the following criteria:

- Qualification/experience of the prime consultant with solutions of similar type and size
- Qualification/experience of sub-consultants with solutions of similar type and size
- Demonstration of knowledge of large 9-1-1 systems and the associated complexity of management and maintenance of systems of similar type and size
- Indication of sufficient staff for all facets of the project
- Identification of personnel who will be working on the project and their respective qualifications
- Past record of performance on similar projects
- Proposed cost of the solution and demonstration of commitment for meeting the project budget and schedule

A committee comprised of 9-1-1 ACOG staff and other 9-1-1 professionals from the region will review the proposals, conduct the interviews, and select the vendor. 9-1-1 ACOG staff will negotiate a contract to be presented with the committee's final recommendation for approval to the 9-1-1 ACOG Board of Directors.

DISCLOSURES

- A. It is understood that this RFP does not obligate 9-1-1 ACOG to pay any costs incurred by the applicant in the preparation and submission of a proposal or an interview.
- B. The Association reserves the right to reject any or all proposals and to negotiate the terms of the contract, including the award amount, with the selected vendor prior to entering into a contract.
- C. As a public agency formed under Title 74 Oklahoma Statutes, 9-1-1 ACOG is exempt from income, property and sales tax.