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**REQUEST FOR PROPOSAL FOR A MULTI AGENCY,
MULTIJURISDICTIONAL COMPUTER AIDED DISPATCH
SYSTEM FOR THE WAUKESHA COUNTY DEPARTMENT OF
EMERGENCY PREPAREDNESS**

PUBLIC SAFETY CONSULTANTS, INC



RFP # 0936

MAY 18, 2009

PSCI

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GLOSSARY OF TERMS

<u>TERM</u>	<u>DEFINITION</u>
ACD	Automatic Call Distribution
AKA	Also Know As
ANI	Automatic Number Identification
ALI	Automatic Location identification
AVL	Automated Vehicle Location
ANSI	American National Standards Institute
BOLO	Be On the Lookout
CAD	Computer Aided Dispatch
CAP	Common Alerting Protocol
CD	Compact Disk
CDMA	Code-Division Multiple Access
CDPD	Cellular Digital Packet Data
CFS	Calls for Service
COTS	Commercial Off The Shelf
CT	Census Tract
DA	District Attorney
DOT	Department of Transportation
EMS	Emergency Medical Services
EOC	Emergency Operations Center
ESN	Emergency Service Number
ESRI	Environmental Systems Research Institute
EVDO	Evolution Data Optimized
FI	Field Interview
FTP	File Transfer Protocol
Geofile	Geographic file
GIS	Geographic Information System
GJXDM	Global Justice XML Data Model
GUI	Graphical User Interface
HTML	Hyper Text Markup Language
HTTP	Hyper Text Transfer Protocol
HTTPS	Hyper Text Transfer Protocol over Secured Socket Layer
ID	Identification
IP	Internet Protocol
IR	Incident Report
JMS	Jail Management System
LAN	Local Area Network
LIS	Division of Land Information Systems
MDC	Mobile Data Computer
MHz	Mega hertz
MSAG	Master Street Address Guide

MS	Microsoft
NCIC	National Crime Information Center
NIEM	National Information Exchange Model
PC	Personal Computer
PD	Police Department
PDA	Personal Digital Assistant
PSAP	Public Safety Answering Point
PSCI	Public Safety Consultants, Inc.
QA	Quality Assurance
RD	Reporting District
RAID	Redundantly Arrayed Independent Disks
RDBMS	Relational Database Management System
RFP	Request For Proposal
RMS	Record Management System
SMTP	Simple Mail Transport Protocol
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol (See W3C)
SOP	Standard Operating Procedures
SQL	Structured Query Language
SSM	System Status Monitoring
TCP	Transmission Control Protocol
TDD	Telecommunications Devices for the Deaf
TIME	Transaction Information for the Management of Enforcement
TRU	Telephone Reporting Unit
UDP	User Datagram Protocol
VIN	Vehicle Identification Number
VPN	Virtual Private Network
W3C	World Wide Web Consortium
WCC	Waukesha County Communications
WiFi	Wireless Fidelity (Wireless Networking)
XML	Extensible Markup Language
Vendor or Proposer:	Firm submitting Response
Contractor:	Successful Firm
WCC Staff:	Refers to Staff from WCC and / or other County Department Staff (IT, Sheriff's, etc.)
Project Coordinator:	County individual in charge of the responsibility to coordinate, administer, advise and collaborate with all parties involved with the project.

1 Introduction

Waukesha County Communications (WCC) is seeking a prime contractor capable of providing a turnkey solution to enhance and replace their current police and fire CAD systems and mobile computing system. WCC intends to implement a state-of-the-art Computer Aided Dispatch (CAD) and Field Mobile Computing System (MCS) that will serve the current and future needs of WCC. WCC is a regional communication center that provides call taking and dispatching services for nineteen (19) police agencies and twenty-one (21) fire agencies. Because there is the potential of adding fifteen (15) additional police and fire agencies, the proposed system must be able to expand in order to accommodate this growth.

Within this document, WCC defines the requirements for the CAD, and Mobile Computing Systems as well as the required interfaces and other specific related requirements. WCC is not interested in a customized system.

The functionality presented in this RFP is a guideline that WCC shall use to evaluate proposed systems from vendors.

In addition to this document, **RFP 0936 - CAD Replacement**, the following documents are also being posted:

RFP 0936 – Process, Submission and Schedule: This document provides critical information including the point of contact, how to obtain additional information, time and date for submitting questions, the RFP schedule and the evaluation criteria to be used. It also notes the bid bond requirements. This document need not be returned.

RFP 0936 - Vendor Response Document – Must be completed and submitted in accordance with the instructions herein. Includes information on company, staff, products and services. Must be completed in its entirety and submitted with the CAD Requirements Document as your Technical Proposal.

RFP 0936 - CAD Requirements Document - Must be completed and submitted in accordance with the instructions herein. This document details the system, technical and functional requirements of this project. Must be completed in its entirety and submitted with the CAD Requirements Document as your Technical Proposal.

RFP 0936 - Pricing Document - Must be completed in its entirety and submitted separate from your Technical Proposal. The signature page (download from website) and your Bid Bond (or certified check) must be included to be eligible for consideration.

- Appendix A - Firehouse CAD Data Transfer Required Fields
- Appendix B - IPMobileNet and GPS Interface Specifications
- Appendix C – Lassen GPS Specifications (Component of IPMobileNet)
- Waukesha County's Service Contract – Contract document that will be used.
- Waukesha County's Current Travel Policy
- Business to Business (B-2-B) Agreement

2 Overview of the Waukesha County Communication Center Project

2.1 Mission Statement

It is the mission of the Department of Emergency Preparedness to ensure that county and local governments have emergency response plans in place with information sharing capabilities to quickly respond to all types of disasters, personal safety and security situations. The essence of the mission is to provide state-of-the-art telecommunications and information technologies, so emergency personnel can provide the highest level of response possible.

2.2 Review of the Current Environment

Spillman is the incumbent CAD vendor. The County utilizes a suite of Spillman products, including their Record Management (RMS), Jail Management System (JMS) and their mobile computing system. The fire departments use Firehouse as their Record Management System. The new CAD system must be capable of providing electronic transfer of data that applies to the various fire and police departments record management systems and include codes to import records from CAD to various supporting RMS' for seamless transition of CAD events. The desired approach is depicted in section 3.3 and further discussed in the specific requirements section of this RFP. CAD events begin in Spillman CAD and are passed to Spillman LAW Records. LAW Records are updated as CAD events are updated. Dispatchers using Spillman CAD have view only access (based on permissions) to LAW Record incident data and VEHICLE Records, and add/modify permissions to NAME Records.

Police, Fire and other external users have view only access to CAD call information through the use of the Summit Client ("CADD0"). Officers also use IPMobileNet's DataLink application for querying the state TIME system for driver and vehicle information as well as text messaging. Additionally, some agencies use TraCS, an electronic citation and crash reporting application to electronically issue and report citations and crashes. An interface is currently under development between DataLink and TraCS for the electronic transfer of Name and Vehicle information.

Law enforcement agencies and WCC staff use applications such as Enforcer or PS Portals for full access to the Wisconsin TIME system and FBI's NCIC hot files. While most access is query only access of driver, vehicle and criminal history information, some users have permissions that allow add, modify and delete access to warrant files, stolen vehicle files and stolen property files.

Using the Spillman CAD system and the StateLink module, dispatchers can query the Wisconsin TIME (DOT, CIB, DOC, Probation and Parole, etc) system for vehicle and driver data. Spillman and StateLink are used for query only.

Some WCC fire agencies use ACS' Firehouse software as their primary fire records management system. Although they do have Spillman Summit installed, this is primarily for the "CADD0" feature. No fire agencies use Spillman Fire Records as their primary records management application. In order to retrieve CAD records generated in Spillman CAD, ACS

developed a query only interface that pulls records from the Spillman system and populates the Firehouse system.

When a fire call is received, dispatchers enter the call in Spillman CAD, which issues an alert tone to the affected fire agency personnel. The tones are transmitted via an RF signal from the Zetron encoder. An interface was developed for use between the Spillman system and the Zetron encoder for automatic toning of personnel.

WCC uses a Positron phone system. The phone system handles both 911 and non emergency calls. The 911 call information is pushed to the Spillman CAD system through the use of a Spillman 911 interface. Incoming and outgoing calls to the Public Switched Telephone Network are routed through the Positron system.

CAD calls for service are "Geo Validated" using GIS data and the Spillman GEOBASE module. The GEOBASE information is maintained in part by the Division of Land Information Systems (LIS). Common place names and aliases are updated and given back to LIS where it is processed on a bi-weekly basis. Geo-validated addresses can be used by the Spillman LAW records and JAIL management.

Nine (9) law enforcement agencies have 'Interactive' (full) access to the Spillman Law Records system, and ten (10) have 'View' access to the above system.

The following diagram depicts the current system configuration:

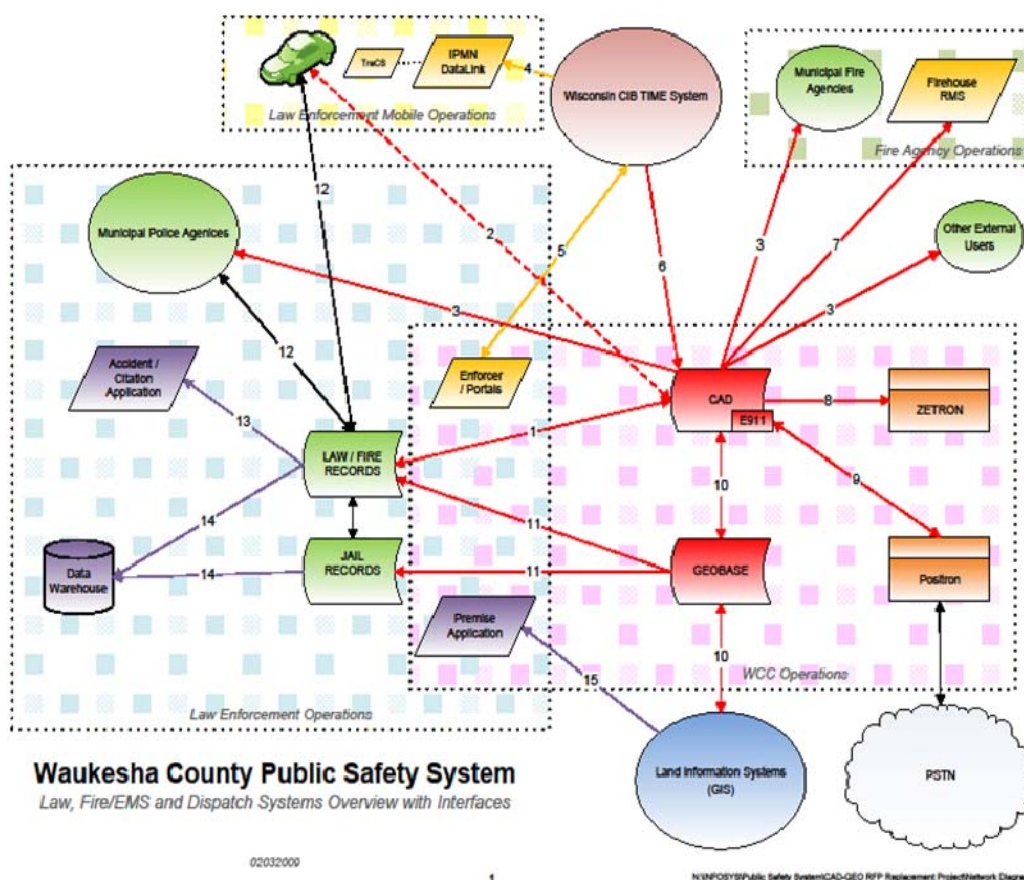


Figure 1: Current Environment

2.3 Summary of Project

The current CAD and the Mobile Computing systems lack many of the features and functionality required of WCC. WCC is a true Multi-Agency, Multi-Jurisdictional communication center that has all of the complex issues associated with a consolidated communication center. While the current CAD and Mobile system meet many of the basic requirements, there are many features and functionality required of a regional communication center that it does not meet. There are also specific street addressing requirements that are unique to Waukesha County that must be appropriately addressed with any new system. These addressing requirements do present a challenge for most of the systems currently on the market. Because of the unique addressing needs, vendors should pay specific attention to this critical component described herein and in the CAD requirements document.

The vision is to replace the current CAD and Mobile Computing applications with a more comprehensive Police, Fire and EMS CAD, CAD Mapping, AVL, and Field Mobile Computing applications that have true multi-jurisdictional and multi-agency capabilities. To accommodate this system, there are a number of required interfaces that must also be a part of the new solution. The following is a listing of those interfaces and how we expect them to function:

- Rip and Run (alerting at the fire house printer) Push
- State TIME/NCIC Interface Push / Pull
- Zetron 25 Push
- E9-1-1 Positron (Life Line 100) Pull
- Netclock Pull
- Pro QA Push / Pull
- ACS Firehouse RMS Interface Push/Pull
- Mapping GIS (ArcGIS) Push / Pull
- Mobile AVL Pull
- Paging (Page Gate) Push
- TDD Interface (from Positron 9-1-1 phone system) Push/Pull
- Badger Tracs Push
- State Department of Transportation Push
- ESO Push
- RMS Push / Query

CAD systems are mission critical, real-time systems that require high speed access and response as well as high availability. WCC requires that the selected CAD system be capable of “High Availability” with the goal of 99.9 percent of available service time. WCC seeks this high-level of availability. WCC also requires sub-second response time on all keyed field searches, including geofile address lookups. These requirements are further delineated in this Request for Proposal.

WCC provides call taking and dispatching services for police, fire, and EMS. WCC also serves as the regional Public Safety Answering Point (PSAP) for all wireless 9-1-1 calls within Waukesha County. For those that belong to other agencies for which they do not dispatch, they transfer those calls to the responsible facility. All other calls are processed through the center.

WCC, as a standalone regional communication center, currently provides communication services for the following agencies:

Police Agencies

- Big Bend PD
- Brookfield City PD
- Brookfield Town PD
- Butler Village PD
- Chenequa Village PD
- Delafield City PD
- Dousman Village PD
- Eagle Village PD
- Hartland Village PD
- Lac La Belle Village PD
- Lannon PD
- Nashotah Village PD
- North Prairie PD
- Oconomowoc Lake Village PD
- Oconomowoc Town PD
- Pewaukee City PD
- Pewaukee Village PD
- Summit Town PD
- Waukesha Co Sheriff & Waukesha Co Contract Squads
 - o Delafield Town
 - o Lisbon Town
 - o Merton Town
 - o Merton Village
 - o Sussex Village
 - o Waukesha Town

Fire Departments

- Big Bend/Vernon FD
- Brookfield City FD
- Brookfield Town FD
- Butler Village FD
- Delafield City FD
- Delafield Town FD
- Dousman FD
- Eagle FD
- Hartland FD
- Lake Country FD
- Lisbon FD
- Merton FD
- North Prairie FD
- North Lake FD
- Okauchee FD
- Pewaukee FD
- Stone Bank FD
- Summit FD
- Sussex FD
- Wales/Genesee FD
- Waukesha Town FD

2.3.1 Department Objectives

- Provide Comprehensive Customer Service
- Innovate and Seek Continuous Quality Improvement
- Manage Resources with Fiscal Prudence
- Retain and Develop a High Quality Workforce

2.3.2 Project Goals:

WCC intends to replace the current CAD system with a modern, state-of-the-art system that will meet its current and future needs. The specific goals for this project are as follows: Implement a turnkey, commercial off the shelf system. WCC is prepared to modify its operational procedures before seeking any code modifications to a Contractor's system.

1. Obtain a mobile application that works on the current IPMobileNet radio system and with a broadband application, using the best method to provide seamless connectivity.
2. Contract with a firm who will provide all system support 24 x 7 to include software and hardware.
3. Contract with a firm that is capable of working effectively with a number of county departments such as the IT department who provides networking support and the Radio Services department that provides the IPMobileNet support.

2.3.3 Organization Chart

The following is a detailed organization chart depicting WCC organizational structure.

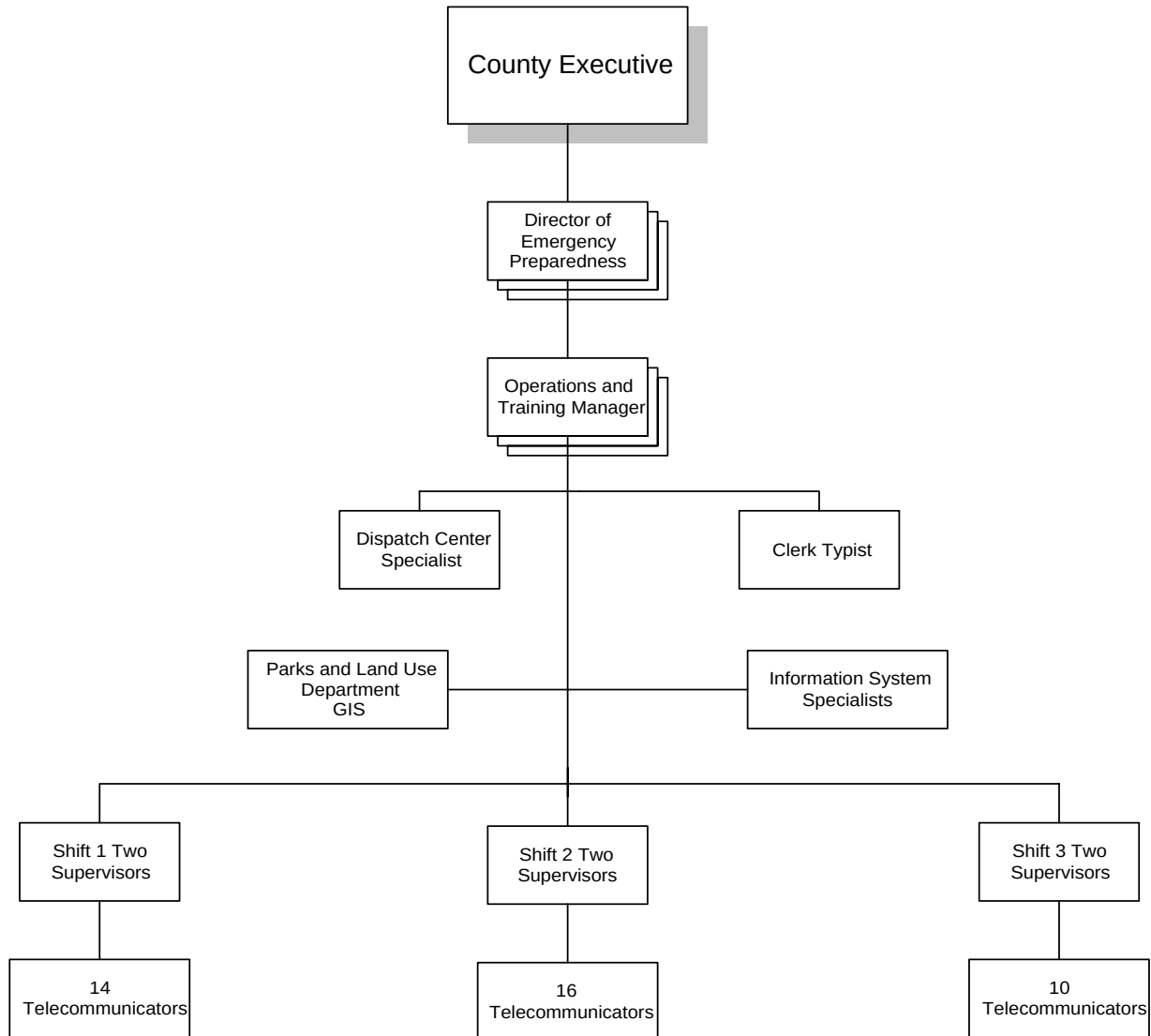


Figure 2: WCC Organizational Chart

WCC falls under the Director of Emergency Preparedness. The Operations and Training Manager assists the Director in the day-to-day operations. The center operates three shifts. Each shift has two supervisors and one supervisor is on duty at all times. The Telecommunicators are broken down into call-takers and dispatchers on each shift.

2.3.4 WCC Facility

WCC operates in a stand alone facility, designed specifically as a communication center. The Emergency Operations Center (EOC) is also part of this facility. The center has the ability to sustain itself during times of unusual occurrences. It is well supported by backup systems for telephone and computer systems. The center has a strong Uninterruptible Power System (UPS) with a generator capable of supporting the facility in the event power is lost. Diversity is also part of the facility hardening with telephone lines coming into the building from diverse locations that in the event one of the entry points is damaged or destroyed, the second way into the building would continue to function. Another form of diversity is the computer setup, with one of the two servers being located in another County facility. In the event of a catastrophic problem at the communication center, the second computer located at the other facility would allow call taking and dispatching to continue. The emergency systems are frequently tested to ensure that they stay viable. This facility was built in 2007 and is state-of-the-art and meets WCC's current needs.

2.3.5 Workload

The following table depicts general workload for 2006 through 2008 experienced by WCC. This information will assist in appropriately sizing the CAD system requirements:

Service Provided	2008	2007	2006
E9-1-1 telephone calls received	67,437	65,710	63,035
Non-emergency calls received	164,814	146,273	146,021
Number of dispatched Fire calls	16,053	12,619	11,931
Number of dispatched Police calls	169,799	181,875	175,022
Number of telephone calls received by the center (emergency, non-emergency, admin, etc.)	232,251	211,983	209,056
Number of abandoned calls	10,901	10,087	10,220
Average amount of time required to enter Fire calls	37.5 sec	Not Available	Not Available
Average amount of time required to enter EMS calls	37.5 sec	Not Available	Not Available
Average amount of time required to enter Police calls	37.5 Sec	Not Available	Not Available
Total number of combined calls for service (emergency and non-emergency) for all agencies combined	225,939	221,082	210,897

Figure 3: WCC Workload Data

As the above data indicates, workload has steadily increased over the past three years. WCC assumes that the workload will continue to increase. Obviously, as WCC continues to add agencies for which it dispatches for, the above call activity will continue to increase. The new system must be able to grow to meet the increasing workload demands.

3 Scope of Services

The Proposer is responsible for all work necessary to implement their system. Work will consist of, but is not limited to the creation of plans, configuration, installation, setup, training, data conversion, pre-go live testing, and acceptance certification.

3.1 Software

WCC requires that the proposed version of the software be the Proposer's most current version. WCC requires both full access licenses and query licenses. In the response document, you must note the type of licensing provided; i.e. concurrent; named user or site/enterprise. You must also indicate if there are any differentiations in access types with respects to licensing i.e. internally attached to network vs. web access.

It is Waukesha County's intent to procure a system that meets as many of the detailed functional requirements as possible without requiring significant customizations. Customization of software for purposes of this RFP is defined as changes to the software made at the source code level so that it affects the ability to upgrade or enhance the software in the future. Any changes made to the software that doesn't affect future upgrades and enhancements is acceptable, however, software that meets the requirements without customizing, modifying and/or tailoring the software will be given preference.

WCC will only entertain necessary customizations. WCC is willing to modify their processes before seeking a customized solution. If a proposed system does not perform a task as described in the RFP, the Proposer should describe how their system would meet the requirements of the task by alternative means.

Any customizations, tailoring and/or modifications to the base system will be warranted to function with the current release and must be incorporated to function as designed in future upgrades and versions of the software at no cost to Waukesha County. This provision also applies to any interfaces created by the Contractor.

All work will be performed in accordance with Waukesha County Information Technology standard for coding, design, naming, and documentation that are posted with this solicitation. Documentation must be of a nature that all work performed can be clearly understood by Waukesha County Information Technology personnel.

3.1.1 Proposed System Configuration

The vendor shall provide, and be responsible for, all hardware required for this system, including that required for system redundancy and for information sharing as further described herein. Please describe, in detail, what equipment, devices, and

software is needed to support your proposed system. All items quoted by vendor must be non-proprietary.

This section must contain items such as, but not limited to, estimated SAN disk space, minimum requirements of WCC equipment (including desktop) and proposed server, software, performance expectations, standards, protocols, security, and in general, a thorough discussion and component list. Diagrams and tables are required.

All systems must be designed to operate in a stand-alone configuration and have all equipment and databases installed at the WCC. The system configuration must also be fully redundant to include redundant file servers, redundant disk drives, utilizing RAID Level 5 technology. The redundant configuration should not include the desktop configuration.

WCC would also like the vendor to quote a “Hot Backup” option. The “Hot Backup” would include the necessary servers and disk drives to maintain a live remote facility so that in the event of a catastrophic failure at the WCC facility, call takers and dispatcher could move to the backup site and immediately begin receiving calls and dispatching and controlling field units. The WCC understands that there are a number of options possible in providing “Hot Backup” capabilities and this is often dependent on the proposed system. The Proposer must provide their recommendations for this type of redundancy and provide the cost for this option.

3.2 Response to the CAD Requirements

The Proposer shall provide a detailed response, to each of the requirements in the CAD Requirements Documents. Please include sufficient detail in each response to ensure that WCC understands your proposal and how your proposal meets or exceeds our requirements. Examples of areas of concern are what features of your system are out-of-the-box, which requirements are/are not fulfilled, enhancements to the requirements, and what solutions you propose to unfulfilled requirements.

Please be sure to document your exceptions to the requirements where they occur. Suggestions which increase the functionality, performance, and in general the utility of our requirements are highly desired – however, the requirement as documented must also be addressed.

If your proposed system meets the requirement **EXACTLY** as specified without modification, then the Proposer should respond with a 3 and nothing further is necessary. WCC will assume a 3 response indicates the requirement is satisfied within the system base rather than by a program modification.

If the Proposer’s system does more than specified, the Proposer should respond with a 4 or 5 and describe how it exceeds WCC requirement in the Comment Section. Keep in mind, a 5 must significantly exceed requirements and the vendor must be able to articulate why it deserves such a high rating.

If the proposed system does less than what is being requested and the proposer is willing to modify their system to make the software perform as requested, the proposer must respond with a 2 and provide a detailed explanation as to how the proposer intends to modify their system to meet the requirement.

If the proposed system does less than what WCC is requesting and the proposer believes it can still meet the intent of the requirement without modification, the proposer must respond with a 1 and provide a description of exactly where the system is deficient.

If the proposed system cannot meet the requirement at all and the proposer is unable to make a modification to provide the requirement, the proposer should respond with a 0. These instructions for responding apply to all sections of this RFP.

If the Proposer knows or can suggest a better way of addressing any of the listed requirements, please feel free to describe that capability.

3.3 Information Sharing

WCC is a multi agency and multi jurisdictional communication center. Agencies must have the ability to access their own RMS databases to obtain required information to assist them in doing their jobs. Currently, dispatchers can access the existing Spillman RMS to perform lookups of data stored on that system. This works well for those agencies that use the Spillman system but does not provide the other agencies with access to their systems and the data they contain. The current system does not have the ability to conduct searches on systems used by other agencies. It is the intent of WCC to provide the same capability for the existing Spillman users and to expand their capability for sharing information with other systems that might be in use by member agencies.

The majority of WCC police agencies use the Spillman RMS and the transfer of call for service data occurs by WCC CAD system sending the call data directly to the Spillman RMS. The WCC seeks an XML compliant approach to distributing this information that will allow any XML compliant system authorized by WCC to access this information regardless of the hardware or software that the agency chooses to use. In this approach, the WCC requires that the data be written to a specific location in XML and NIEM compliant format where authorized agencies can access the data and download it to their own record management system. WCC requires that the NIEM standard be followed for all information exchanges. This approach accommodates growth and ensures that an agency has access to their calls for service data regardless of their software platform. This approach is currently applied to the fire agencies RMS'.

The following diagram depicts the various systems that WCC will require the ability to share information.

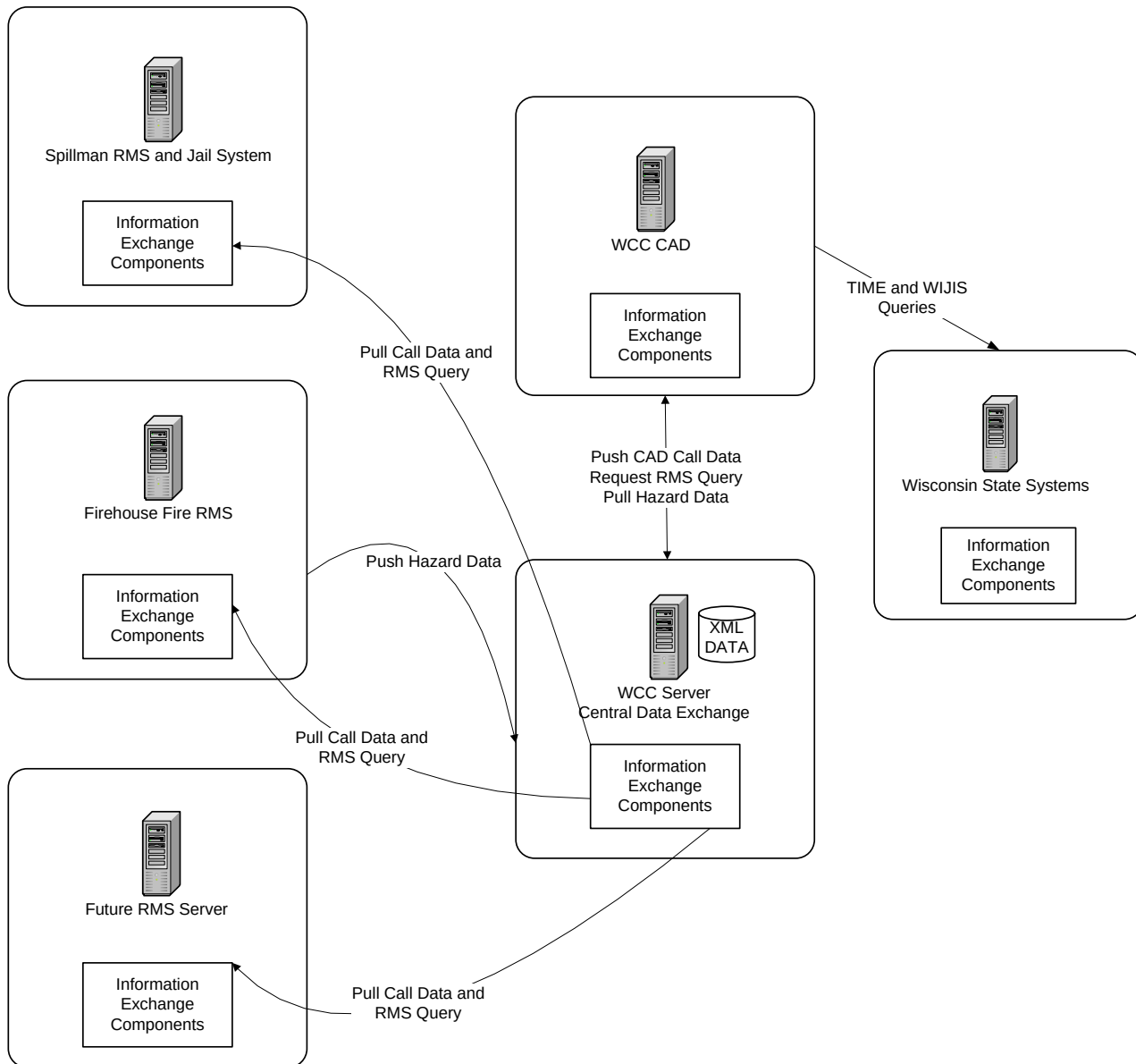


Figure 4: Information Sharing Diagram

3.3.1 Data Conversion

When transitioning from a legacy system to a new system the issue of data conversion always presents challenges. There is a need to address data conversion, particularly in terms of the geofile. WCC geofile is unique in structure and content. For many CAD vendors this geofile will create significant issues, therefore, it is incumbent upon the vendor to fully describe their approach to solving these geofile

requirements. There is also historical call data that can be important to WCC and the agencies it serves.

WCC is aware that vendors have different approaches to converting data. Some, do not recommend data be converted at all and others have specific methodologies. Data Conversion is often very costly and, therefore, must result in significant value if it is to be pursued.

Proposers must fully describe their approach to this data conversion and although data conversion is optional, all vendors must provide pricing for doing so in the pricing document. WCC understands that in order to obtain an accurate cost for the current UNIX based CAD data conversion that the proposer will need to obtain a significant amount of information pertaining to the data to be converted. Therefore, data conversion will be quoted at an hourly rate, however, once the data is reviewed, etc., Waukesha County reserves the right to negotiate a fixed cost if we proceed with this option.

3.3.2 Installation

The Contractor will be required to fully install all software and hardware procured directly from the Contractor. All costs for installation are to be included in the component pricing providing in the pricing documents. Waukesha County requires that installation be done in the presence of IT staff and that knowledge transfer of the processes occurs during this process.

3.3.3 Implementation

Contractor will be required to successfully implement the System. When pricing implementation, be sure to include sufficient hours to assure a successful implementation, including any post-implementation you feel is necessary based on past experience. Waukesha County has noted the minimum requirements it feels are the critical services required for a successful implementation, however, we are relying upon the Contractor's expertise to assure all services required are included to accomplish this goal. If you are proposing a "modular" system, each item below should be addressed by module.

The Contractor will:

1. Develop, in conjunction with WCC personnel, an understanding of the current technical, functional, and database environment. The Contractor will submit a draft for WCC review to clarify any discrepancies, ambiguities, etc. prior to development of final project plan.
2. Develop a final project plan by combining all derived information from the prior step and an overall functional analysis of the system. This project plan should be presented in three views:
 - a. Overall project

- b. Technical aspects sub-project
- c. Functional aspects sub-project

These plans should detail Contractor's estimated start date, end dates, timelines, milestones, test schedules and deliverables. This plan will highlight all milestones and deliverables and include for each task, the individual assigned and the number of hours that will be contributed to the task. Include a column noting what tasks will be required of Waukesha County, an estimate of the number of hours and the title/skill set of the individual required.

- 3. Develop the final production Implementation Plan and review this plan with all parties involved.
- 4. Perform all work (installation, configuration, etc.) in conjunction with WCC personnel, in a Development environment.

Once the development environment has been completed, work will be moved to a test environment where all testing, including the Standards of Performance and Acceptance testing, will be done. No development will be allowed on the test system. Systematic testing of each module will be conducted, followed by a complete system test. Acceptance of any one module does not constitute acceptance of the entire system. Testing will be conducted in conjunction with WCC personnel.

Note: During the development and test process, change control software should be used. Currently, the County's standard is PVCS.

Once testing is completed and the system is accepted, it will be moved to the production environment.

- 5. Train technical and system administrators, as well as end users, as further defined herein.
- 6. Be responsible for insuring that thorough knowledge transfer is accomplished.
- 7. Assist WCC personnel in validating the function and responsiveness of the installed modules, insuring minimal delay for the end user workstations.
- 8. Insure that all outstanding issues are addressed, conduct a user satisfaction survey, and submit, for approval by the WCC, a completion document, signifying WCC acceptance of project deliverables.
- 9. Conduct regular project meetings and prepare status reports as required by the WCC.

3.3.4 Training

The Contractor will be required to provide sufficient training to ensure that County personnel can effectively utilize and maintain the proposed system. An exclusive

“Train-the-Trainer” implementation strategy is not acceptable. WCC expects that the Contractor will train all users of the CAD system. This includes technical administration, system administration and end-user.

Sufficient training is defined as that level of training for a “reasonably” competent person to be able to perform the duties associated with the utilization and maintenance of the system. All training will be done at our facilities. Waukesha County requires training in the following areas:

TRAINING TYPE	NUMBER OF TRAINEES
System Administrators	5
Dispatch Center Management	5
Dispatch Center Supervisors	7
Call takers/Dispatchers	50
Field Personnel	100
External Agencies	50

End User training must be designed for the end-users of the system, including on-site personnel and field personnel. This will include training the individuals (no train the trainer) on the functions and features of each module applicable to their position to assure they can effectively utilize the system.

Contractor will be required to prepare training manuals for each of the training sessions noted above. Include one paper copy and one electronic copy on CD ROM. Waukesha County reserves the right to reproduce for internal purposes only.

3.3.5 System Documentation

WCC requires a comprehensive set of user, system, and management documentation. WCC prefers both online, or otherwise electronic documentation, and hard-copy documentation volumes. WCC reserves the right to duplicate documentation for internal purposes only.

Each system workstation must be provided with complete online user documentation that is resident on the workstation or can be accessed via the agency’s internal networks. The online user documentation must describe the components, functions, and operations of each workstation function. Operations descriptions must include a list and description of all error conditions, and for each error condition, the associated error message that is displayed and the action required of the operator.

Additionally, WCC expects that online documentation be maintained and updated throughout the life of the system to reflect hardware/software version updates and modifications.

3.3.6 Technical Documentation

Contractor will create and supply the following technical documentation:

- System overviews – data flow diagrams, Entity-relationship diagrams (ERD), etc.
- Architectural design of the system
- Business rules applied to the development of the system for each user function
- Logical design - Layouts and descriptions of all screens, commands, file updates, transaction processing and display features
- Error handling routines, validation methodology for entry and imports of data
- System integration hierarchy – web services, import/export, flat file, direct DB access, etc.
- Archival/backup/restore methodology
- Identify the software development best practices (development process maturity and activities considered critical).

3.4 Standards of Performance & Acceptance:

This section establishes a standard of performance, which must be met before WCC accepts the system. Note: WCC will retain 25% of the total cost until system acceptance.

The performance period shall begin when the Contractor notifies WCC that they have completed their testing and will continue for a period of thirty- (30) consecutive calendar days to determine if the system performs as follows:

1. In accordance with the manufacturers published specifications, including without limitations all applicable run times and response times as noted in your response to System Performance.
2. WCC's functional requirements and routine business transactions.

To accomplish this, WCC with the assistance of Contractor when necessary/requested, will prepare scripts for this test. These scripts will mirror the day-to-day activity within each job function to assure that all functions, features, modifications, etc. perform..

In the event the system fails to meet the standard of performance during the initial thirty- (30) consecutive days, the performance period shall continue on a day-by-day basis until the standard of performance is met for a total of thirty- (30) consecutive days.

If the system fails to meet the standard of performance after ninety- (90) calendar days, WCC may elect one of the following and so notify vendor in writing of such election:

- A. WCC may allow the Contractor additional time to correct the problem(s).
- B. WCC may terminate the license agreement and request the removal of the software with no charges or penalties and all monies paid will be returned to WCC.
- C. WCC may demand, and vendor agrees, to install a direct replacement of the software or hardware causing the failure. Such direct replacement shall be subject to all provisions of this section.
- D. WCC may demand, and vendor agrees to install, additional software or hardware as necessary to correct the failure. Such additional software shall be added at no cost to Waukesha County and shall be subject to acceptance as provided in this section.

The system shall not be accepted nor shall any obligation for final payment exist unless and until the foregoing standard of performance is met.

3.4.1 Support and Maintenance

After system acceptance and warranty expiration, the Contractor shall provide support and maintenance for all software and hardware proposed and implemented in this project. The WCC will provide an on-site system manager(s) but their responsibilities will be limited to routine maintenance as prescribed by the Contractor. We assume this would include functions such as adding users, code table maintenance, adding agency units, etc.

Respondents must include pricing for support/maintenance on a 7X24 basis inclusive of remote diagnostics and all upgrades and enhancements aimed at achieving efficient operation of the system and providing safe and adequate services at all times. Support services shall include a toll-free number for services issues, a support email address and remote diagnostic capability.

Acknowledgment of support/maintenance call must be within two hours after receipt. Problem resolution will be in accordance with the following:

Priority 1 – Entire system is inoperative. This commands the highest level of priority and fastest repair but no later than 4 hours after acknowledgement of the call.

Priority 2 – The system is disabled; major function inoperative or component failure. Repair needed ASAP, but no later than one business day after acknowledgement of the call.

Priority 3 – Minor system issue or redundant component failure. Routine but repaired as quickly as practical but no later than two business days after acknowledgment of the call.

The first year of support will be fixed and will not commence until after the system has been accepted, followed by warranty expiration. Thereafter, pricing may not increase by more than 3% over the previous year's cost or the Employment Cost Index, Private Industry Wages and Salaries, 12 month percent change, not seasonally adjusted for the Midwest Area, whichever is less.

4 REQUIREMENTS OF FINALISTS

4.1 Presentation and Functional Benchmark

WCC will select a small number of Proposers with the highest-ranking evaluation scores to give a formal presentation and participate in a benchmark test. The County will notify all Proposers as to whether or not they will be participating no later than September 11, 2009.

The purpose of the presentation and functional benchmark is to validate functionality and give Proposers an opportunity to formally present their products and company. Proposers will receive materials needed to prepare for the presentation and functional benchmark when notified of their status as finalists.

The CAD system must be loaded with all core components. At a minimum this must include the following:

- Call taking
- Unit status display(s)
- Call for Service Status display(s)
- Field Mobile Computing
- Mapping
- Pro QA
- All interfaces as specified in the Interface section of this RFP and other interfaces the vendor is capable of providing but not specifically requested in this RFP
- Geo file

WCC intends to assess all of the core functionality provided by the proposed system. The vendor shall use the Waukesha County geographic database. Waukesha County will provide the database at no cost to the vendor. In addition to premise and hazardous information for specified locations, WCC must be able to add geo file records during the test. These capabilities must be provided for both police and fire.

NOTE: Waukesha County intends to video tape all vendor Benchmark Presentations.

4.1.1.1 CAD Benchmark

1. The vendor will be asked to simultaneously enter multiple calls for service into the CAD system simulating a variety of scenarios associated with standard police and fire call taking issues. Response times to enter the call and for the call to display in the dispatcher's pending queue will be measured.
2. The vendor will be asked to demonstrate the ability to enter a variety of CAD commands typically associated with police and fire/EMS dispatching. These commands will include, but not be limited to, arrival on scene, en-route, on-scene,

- exchanges units, traffic stops, fire move-up and move backs and other similar commands. Response times will be measured as appropriate.
3. The vendor will be required to demonstrate the integrated CAD mapping functions of their system.
 4. The Proposers will be asked to demonstrate the integration of CAD support files such as premise history, hazard files, Library functions and other similar capabilities requested in the RFP.

Each Proposer participating in the functional benchmark will demonstrate interactive map-based functions. The County will provide the required raw data in a common format to each of the Proposers participating in the functional benchmark. Each Proposer will receive an identical data set. Even though this data set will be a representation of different CAD (computer aided design) files and GIS layers from various County departments, it may not meet the specification necessary to fully integrate with each Proposer's system. As a result, it may be necessary for individual Proposers to modify the data set in an appropriate fashion or to establish their own mapping component with County data.

Before beginning the presentation and functional benchmark, Proposer will be required to have prepared a database with a number of records appropriate for an organization the size of WCC and equal to event and unit data for a period of one year, which is listed in figure 2. The specific requirements for this database will be included in the materials received when notified of finalist status.

The presentation and functional benchmark usually takes two days for each finalist. The presentation and functional benchmark will be performed at the WCC and all costs for preparing and performing the functional benchmark will be at the Proposer's expense. Proposer must provide all equipment and software used to conduct the presentation and functional benchmark. The equipment and software provided must be representative of the products proposed.

The following is the general structure of the presentation:

- Brief introduction of Proposer's team, and overview of qualifications
- Overview of Proposer's approach to the project, including time table
- Overview and demonstration of the components of the proposed CAD System
- Listing of supporting CAD software for both police and fire
- Overview of Alternatives, variations to vendor's proposal and any identified shortcomings (include goals to overcome shortcomings if available).

During the presentation portion, the Proposer has the opportunity to introduce their team and present the proposal, product(s) and capabilities to WCC. The Proposer should be prepared to demonstrate how well the proposed solution provides the functionality requested. This demonstration should also make WCC representatives comfortable with, and somewhat knowledgeable about, how to use the components of the proposed solution. It is assumed that the vendor will have to provide some minimum training to project personnel to successfully complete the test.

The functional benchmark is generally structured as follows:

- Scripted functional benchmark of capabilities (by Proposer)
- Hands-on, unscripted use of proposed CAD (by WCC representatives)

The intent of the scripted portion of the functional benchmark is to ensure minimum and consistent coverage of functional requirements by all finalists. WCC will provide typical case scenarios to the Proposer in the form of scripts at the time of the presentation and functional benchmark. WCC will roughly measure system response times during the scripted portion of the functional benchmark.

The intent of the “hands-on” time is to provide end users with unscripted time on the proposed systems to explore their specific areas of interest. WCC personnel will require the support of Proposer representatives for this hands-on time, but the intent is for end users to do all data entry and retrieval. The Proposer should prepare five workstations (call-taker, Fire Radio, Police Radio, Supervisor, and mobile computing) for simultaneous use during the functional benchmark.

The County will provide Proposers with adequate access to the facility before the benchmark test. The presentation and functional benchmark will occur before up to fifteen (15) or more individuals. Although most are knowledgeable on communication center operations, it is important to assure that all participants understand the processes and jargon used. Proposers should plan presentations and materials accordingly and perform the demonstrations according to the requirements provided as part of the benchmark notification material.

Throughout the presentation and functional benchmark, WCC representatives may ask questions pertaining to the proposal, the system, or any other relevant concern. WCC reserves the right to request ad hoc operations during any demonstrations. Likely sources of discussions will include system tailoring and interfaces. Areas of functionality that the Proposer intends to meet in ways that are different from that requested by the County will also be of interest.

Direct any questions pertaining to the Benchmark Test to:

Attn: Ms. Cindy Greco
Administration Center, Room 310
515 W. Moreland Blvd.
Waukesha, WI 53188
(262) 548-7889 Voice
(262) 548-7668 Fax

Email: cgreco@waukeshacounty.gov

4.1.1.2 Financial Stability

The Contractor, including any subcontractors, must have the financial capability to undertake the requirement. In order to demonstrate its financial capability, Waukesha County requires all finalists to submit the financial information detailed below by both the Contractor. The

requested information must be provided five (5) working days prior to your scheduled demonstration.

- A) Audited Financial Statements for the Respondent's last three (3) fiscal years or for the years that the Respondent has been in business if this is less than three (3) years, including as a minimum the Balance Sheet, Statement of Retained Earnings, Income Statement and any notes to the statements.
- B) If the date of the Financial Statements provided in A) above is more than three (3) months from the date on which Waukesha County requests this information, the Respondent must also provide Interim Financial Statements consisting of a Balance Sheet and year to date Income Statement, as of two (2) months prior to the date of Waukesha County's request.
- C) Evidence by certification from the Chief Financial Officer or an authorized signing officer of the Respondent, regarding the accuracy of any financial information provided.
- D) Formal certification on proposer's stationary signed by the owner or authorized officer of the company indicating the proposing firm has not filed for bankruptcy in any form, nor are there any current intentions of filing any type of bankruptcy proceedings. In the event a proposer has or is considering filing bankruptcy of any type, formal certification will take on the form of a written explanation of such filing, complete with history and current status.
- E) A confirmation letter from the Respondent's financial institution(s) outlining the total of lines of credit granted and the amount of credit that remains available and not drawn upon as of one month prior to the date of Waukesha County's request.
- F) If any proposal is submitted by a joint venture, then the specific financial information requested may be required from each member of the joint venture depending on the magnitude and impact of their role in the joint venture.
- G) If the Contractor or subcontractor is a subsidiary of another company, then the specific financial information requested is also required from the parent company.

5 CONTRACTOR RESPONSIBILITIES

5.1 Project Management

A Project Manager shall be assigned for this project as a primary point of contact with all contracted staff. This Project Manager will report to a WCC Project Coordinator and will be required to be on-site at WCC during the installation of the core system and any optional capabilities WCC purchases. All risk will be eliminated where possible, and any downtime will be minimized to the scheduled durations as planned. Every week, a status meeting will be held, and the contractor will prepare the project status report and an updated project plan electronically for the WCC Project Manager. Status reports will include, at a minimum, tasks completed to date, outstanding tasks/items with estimated date of completion and items requiring resolution with estimated completion.

5.2 Communication Management

The Contractor, its Project Manager and all of its personnel, agents, and subcontractors agree to use WCC Project Coordinator as the single point of contact for all communications. Further, The Contractor agrees to respond to written inquiries and communications within three (3) business days.

5.3 Staff Assignments

The project personnel assigned to this project as identified in the Contractor's response will remain on the project for the duration. If for any reason the individual(s) identified are no longer employed by the firm, or by the subcontracted firm, you will be responsible for ensuring that any substitute personnel have comparable skills and experience. The Contractor shall submit resumes of substitute personnel. The County reserves the right to reject the resumes and request additional resumes prior to commencement of activity on the project to confirm the WCC's satisfaction of equivalency of skills and experience.

If problems occur with Contractor's personnel, WCC will notify Contractor in writing and shall specify the reasons for the WCC's dissatisfaction. In the event CONTRACTOR does not cure the problem within (7) days from the date of notice, CONTRACTOR shall remove such person and shall promptly provide a qualified replacement. The WCC will be liable for payment of services only up to the time of removal. If the removal occurs within a two (2) week period after commencement, there will be no cost incurred by the WCC.

The WCC shall be entitled to request the removal of individuals working on any project for any of the following grounds: (i) unsatisfactory performance that causes negative operational impact at WCC or causes WCC to commit additional resources to avoid operational impact; (ii) dishonesty or belligerent conduct; (iii) lack of compatibility with WCC staff; or (iv) violation of WCC rules or policies. Upon such written request, the WCC and contractor shall decide on a course of action to cure

any such problems, provided that there shall be no cure opportunity required for problems involving categories (ii) or (iv) in the preceding sentence.

The CONTRACTOR is responsible for ensuring that any substitute personnel have comparable skills and experience. Resumes for substitute personnel must be submitted for approval by the WCC. The WCC reserves the right to interview substitute personnel prior to commencement of activity on the project.

5.3.1 Performance and Payment Bond

As a condition precedent to award of contract, Contractor will furnish in the amount of 100% of the contract prices, a satisfactory Performance Bond, Labor and Material Payment Bond and Certificate of Insurance.

5.3.2 Insurance

The contractor shall agree that it will, at all times during the term of the agreement, keep in force and effect insurance policies required by the contract as noted below. Insurance certificates must be issued by a company or companies authorized to do business in the State of Wisconsin and that are satisfactory to the County. Such insurance shall be primary. Prior to execution of the written contract, the successful contractor shall furnish the County with a Certificate of Insurance issued and upon request, certified copies of the required insurance policies. The Certificate shall reference the contract and provide for thirty (30) days advance notice of cancellation or non-renewal during the term of the agreement.

Failure to submit or maintain the insurance requirements can make the contract void at the County's discretion. Minimum requirements are as follows:

Worker's Compensation and Employer' Liability Insurance – Statutory worker's compensation benefits and employers' liability insurance with a limit of liability not less than \$100,000 each accident. Contractor shall require subcontractors not protected under its insurance to take out and maintain such insurance.

Commercial General Liability Insurance (including errors and omissions) – Policy shall provide coverage for premises and operations, products and completed operations, personal injury and blanket contractual coverage. Errors and omissions shall not be excluded or a separate policy covering such exposure shall be maintained. Limits of liability are not less than \$3,000,000 per occurrence and aggregate.

Waukesha County, its boards, commissions, agencies, officers, employees and representatives must be named as additional insured with respects to the General Liability and so stated on the certificate of insurance.

Automobile Liability Insurance – Business automobile policy covering all owned, hired and non-owned private passenger autos and commercial vehicles. Limit of liability not less than \$500,000 combined single limit.

5.4 Other

1. All subcontractors must be identified in your proposal response. If subcontractors are used, Waukesha County will consider the proposing vendor to be the Prime Contractor and to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements.

The Prime Contractor will be fully responsible for the acts, errors, and omissions of the Sub-Contractor. The Contractor shall cause appropriate provisions of its proposal to be inserted in all subcontracts ensuing to ensure fulfillment of all contractual provisions by subcontractors.

2. The Contractor will be required to sign Waukesha County's B-2-B (Business to Business) Network Access Agreement. A copy of this agreement is posted with this solicitation.
3. Background Checks: Due to the nature of the assignment, all personnel scheduled to work on site will have a background check performed by the Waukesha County Sheriff's Department as follows:
 - a. At least 48 business hours prior to the scheduled commencement of the work, personnel will be required to fill out a personal history statement form, as well an authorization for release form.
 - b. A security check will be performed and the results of the check will be relayed back to the contact person within 24 hours. The reported results will be that the worker is either a) cleared for access to the jail and/or the Sheriff's Department or b) not cleared for access to the jail and/or the Sheriff's Department.
 - c. If the contracted firm has prior knowledge of issues with the workers that may be questionable, contact Detective Paul Stadler at 262-896-8142 and she/he will be able to make an upfront assessment if the individual would be allowed access or denied.
4. Compliance with Federal Immigration Laws and Regulations: Waukesha County supports the Immigration and Nationality Act (INA) which includes provisions addressing employment eligibility, employment verification and non-discrimination. The filing of a proposal in response to this RFP is considered certification that the proposer is in compliance with the INA and has established appropriate procedures and controls so that no services under this contract will be performed by a worker who is not legally eligible to perform such services.

5. All personnel working on-site shall be required to wear an ID badge, dress appropriately and maintain proper hygiene. Failure to do so can be cause for removal of the individual from Waukesha County's account.
6. The Contractor(s) shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or obtained from Waukesha County or from others in carrying out its functions under the contract shall be used or disclosed by it. Waukesha County reserves the right to review such procedures to ensure acceptability to Waukesha County. If information and/or records are requested of the successful Contractor(s) by anyone other than Waukesha County personnel, Waukesha County shall be notified immediately. Waukesha County will address all requests.
7. Should additional services be required of the Contractor after implementation is completed, such as integration, interface or other services, Contractor must provide them at the hourly rates quoted in this RFP. The rates quoted will be firm for a period of one-year from contract execution. Thereafter, hourly rates may be adjusted in accordance with the Employment Cost Index, Private Industry Wages and Salaries, Management, Business and Financial (excluding incentive paid) based on the percentage of change from the contract year to the year the services are required.
8. Contractor agrees that if further integration, interface or other services are required, they will work with other County partners or vendors in the development of the integration points or other tasks as required.

6 CONTRACTUAL ISSUES

Contractor should expressly understand that Waukesha County will not:

1. Waive any warranty provisions and/or allow the inclusion of warranty disclaimers.
2. Limit the liability to the contracted amount.
3. Indemnify the Contractor.

END OF DOCUMENT