

CASS COUNTY SHERIFF'S OFFICE
CASSOPOLIS, MI



REQUEST FOR PROPOSAL
SPECIFICATIONS

Cass County, Michigan invites qualified vendors to submit proposals for the purchase, installation, and maintenance of a Computer Aided Dispatch (CAD) system at the Cass County Central 911 building.

A. General Specifications

The purpose of this RFP is to seek the highest quality, most expeditious, and most cost-effective CAD system solution.

B. Proposal Submission

To be considered, five (5) copies of the completed proposal must be received no later than October 18, 2017 at 4:00pm. Proposals can be mailed, or delivered in person or emailed; faxed proposals are not acceptable. Proposals should be addressed to:

**Cass County Information Systems
Attn: Kerry Collins
120 North Broadway Street, Suite 218
Cassopolis, MI 49031**

Submitters should mark the lower-left corner of their submittal envelope with: **RFP
CAD Project**

Submitted proposals become the property of Cass County and will not be returned.

C. Late Proposals

Any proposal received by Cass County after the exact time specified above will not be considered.

D. Withdrawal of Proposals

Proposals may be withdrawn by written notice received at any time prior to award. Proposals may be withdrawn in person, by an offerer or their representative, provided that the representative signs a receipt for the proposal prior to award.

E. Questions Concerning this RFP

Inquiries may be made to Kerry Collins, Information Systems Director at kerryc@cassco.org

F. Proposal Format

The proposal should include, at a minimum, the following:

1. A brief cover letter summarizing the key points of your firm's proposal.
2. A description of your firm and a listing of the person(s) who will be responsible for the provision of the services required by this RFP. This should be written with special focus on the lead person and each team member with specific background and experience in the proposed project, as well as information regarding pertinent certifications and licenses.
3. The name, address, phone and email address of the person to be the direct contact for questions pertaining to your proposal.
4. The total cost of providing the complete requested turnkey system(s) for the projects. This section shall include pricing for the proposed products (software and hardware, plus installation if required) with the components listed item by item. The proposed costs must be valid for a period of 90 days from the date of submission.
5. Indication of any assumptions made pertaining to the number of site visits by you during the process, meetings with the County, and any other assumptions having a bearing on your proposed fee. Please include a realistic suggested allowance for reimbursable expenses, including trainings and travel broken down and itemized separately. The proposed travel and expense fees must be valid for a period of 90 days from the date of submission.
6. Client references (minimum of three) from recent related projects (within the last five years), including name, address, telephone numbers and e-mail addresses.
7. Describe the project work tasks and provide an estimated time-line for implementation.

G. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the consultant's ability to meet the requirements of this RFP.

H. Proposal Signature

The proposal should be signed by the person in the vendor's organization responsible for the decision as to costs and services being offered.

I. Prime Vendor Responsibilities

The vendor selected will be required to assume responsibility for all services offered in their proposal, regardless of who produces them. The selected vendor shall be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

J. Proposal Preparation Costs

All costs incurred for proposal preparation, presentation, or contract negotiation are the responsibility of the vendor. Cass County will not pay the cost for any information solicited or received.

K. Acceptance of Proposal Contents

The contents of the proposal of the selected vendor may become contractual obligations if a contract is issued. Failure of the successful vendor to accept these obligations may result in cancellation of the award.

L. Oral Presentations

Vendors who submit bid proposals may be required to make oral presentations of their proposals, to be arranged by the project administrator. These presentations will provide an opportunity for bidders to clarify their proposals, as well as a forum for discussion of the terms and conditions of the proposals.

M. Contract Reservations

Cass County reserves the right to reject any or all bids, in whole or in part, if it is deemed to be in the best interests of Cass County.

Cass County reserves the right to amend this RFP and to request any additional clarifying information in writing or orally from any or all bidders.

N. Warranty

An initial warranty/maintenance agreement of one (1) year from final date of acceptance shall be included as part of the proposal. The warranty should include all parts, material, travel and labor for the warranty period.

O. Training

The proposal should include an employee training element. Indicate the amount of training hours that is being proposed along with the cost for additional/follow-up training.

End of this section

PART II

DESCRIPTION OF SERVICES REQUESTED

A. Purpose

Cass County is interested in replacing an existing two year old CAD system with possible future replacement of RMS and JMS. The CAD system must have the capability of full intergration with the vendors RMS and JMS solution.

B. Project Schedule

It is anticipated that the contract will be awarded in December and the project must be completed by May 1, 2018.

C. Scope of Services

Existing Services

911 currently has three dispatch stations, a dispatch supervisor position and a dispatch coordinator position. The three dispatch stations are running Windows 8.1, Xeon E5-1603 processor, 16GB ram and four 24" monitors. The other two PC's are general office PC's with Windows 7, Intel i5 processor and 8GB ram.

The server environment is comprised of:

- (2) HP ProLiant DL380p Gen8 servers, 384GB ram, Dual Xeon E5-2660
- Microsoft Windows HyperV virtualization
- HP SMSA 2040 SAN, 24 – 300GB SAS, 15K drives, fiberchannel
- Cisco MDS 9148 Multilayer Fabric Switch

It is anticipated that the new CAD system will reuse the existing dispatch PC's but that the virtualization environment will be migrated to VMWare. To minimize downtime to the new CAD system this will require installing CAD on an existing County VMWare system and then migrating to the 911 VMWare system.

The new virtual environment is not part of this project but assistance with the testing/configuration involved with the migration described above should be itemized in the proposal.

Requested Services

Cass County would like a CAD site license to be able to share CAD resources with:

- Cass County Sheriff's Office
- Dowagiac Police Department
- Cassopolis Police Department
- Silvercreek Township Police Department
- Ontwa Township Edwardsburg Police Department
- Pokagon Tribal Police Department
- Michigan State Police

Cass County 911 Center Dispatch Requirements

1. Computer Automated Dispatch (CAD) System with the capability to receive NG911
2. Automatic Vehicle Locator (AVL) System
3. Ability for CAD integration with RMS/JMS or at a minimum full interface with RMS/JMS
4. 911 ANI/ALI serial interface with NextGen capabilities
5. Agency specific report numbers
6. Ability to perform automatic "rip and run" (fax direct to fire/EMS for call info)
7. ProQA interface for EMD
8. Dispatch recommended by AVL location- closest car
9. Silent/Digital dispatch capability including text dispatching and chat with mobile units
10. Fire/EMS paging integration for texting and pagers
11. Full reporting with report writer for custom reports
12. Pin mapping based on reports
13. Import locations and produce pin map report
14. Towing module with rotation schedule
15. Ability to flag addresses for medical, warrants, or officer safety reasons

End of this section