



Request for Proposal

Pine County Sheriff

Public Safety Software System

May 9, 2016

RFP Checklist

- Have you signed the transmittal letter?
- Have you signed the required additional forms?
- Have you included 5 client references?
- Have you included 1 original, 5 copies and 1 electronic copy of your response?

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Introduction

The Pine County Sheriff's Office hereby request that Vendors submit proposals for a public safety software system. These proposals shall provide all of the material requested herein, including detailed cost proposals for the necessary hardware, software, and services. A Vendor's failure to follow any of the provided instructions may result in rejection of the Vendor's proposal.

The Pine County Sheriff's Office reserves the right to overlook any errors or omissions on the part of the Vendor during the RFP process.

The Pine County Sheriff's Office reserves the right to reject all bids.

The selected Vendor will be an independent contractor and not an employee of Pine County Sheriff's Office.

The Pine County Sheriff's Office is seeking to replace the existing public safety system. The Pine County Sheriff's Office is looking for a contemporary, completely integrated solution that is one application, with one database, provided by one Vendor. In addition, the Pine County Sheriff's Office would like the public safety software solution Vendor to not only provide but to also maintain the software and servers (including OS and DBMS) under the Vendor's standard maintenance and service agreement.

Contacts

Requests submitted to:

Pine County Administration
Deb Gray
635 Northridge Drive NW
Suite 200
Pine City, MN 55063
320-591-1620
Deborah.Gray@co.pine.mn.us

Communications regarding this RFP pertaining to any part of the Plans or Specifications should be submitted to:

Pine County Administration
Deb Gray
635 Northridge Drive NW
Suite 200
Pine City, MN 55063
320-591-1620
Deborah.Gray@co.pine.mn.us

It shall be the responsibility of the Vendor to gain a clear and comprehensive understanding of the proposal document requirements. It shall be the responsibility of the Vendor to obtain interpretations or clarifications before submitting a Proposal. Any interpretation or change will be made only by addendum numbered, dated, and issued to each Vendor on record of receiving a set of proposal documents. The Pine County Sheriff's Office shall not be responsible for any other explanations or interpretations of the documents.

No Vendor employee or consultant shall contact anyone else at the Pine County Sheriff's Office for purposes of soliciting information about this RFP, the evaluation of the proposals, or the selection process until after such time as the Pine County Sheriff's Office announce their intent to award the contract or otherwise completes the RFP process.

Dates

May 9, 2016	RFP is released to Vendors.
June 6, 2016	Questions are due from Vendors via email.
June 17, 2016	Answers are due back to Vendors via email.
July 11, 2016	Hardcopy and electronic proposals are due from Vendors.
TBD	Vendors are notified of the intent to award the contract.

Deliverables

As of the date specified in the [Dates](#) section for the proposals to be due, the Vendor must submit the following to the Pine County Administrator's Office as specified in the [Contacts](#) section:

- One original signed paper copy
- Five additional copies
- One electronic copy on CD or flash drive

The sealed package which contains the proposals must note the following prominently on the outside of the package in addition to address or mailing labels:

- Vendor name
- RFP name
- Proposal due date and time

The proposal shall follow the structure specified in the [Content](#) section.

Profile

The Pine County Sheriff's Office serves a population of approximately 31,500 and consists of 36 sworn officers and 65 non-sworn personnel, who are anticipated to use the new system as follows:

Dispatch Seats	3
Workstations - Civil	5
Workstations – Records	25
Workstations – Jail	20
Mobile Units	32

The Pine County Sheriff's Office need a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the Pine County Sheriff's Office processes.

Current System

Presently, the Pine County Sheriff's Office is using Shield. This system has been in place for 8 years. Shield is an outdated program that requires several interfaces to keep up with the changing law enforcement technology needs.

These interfaces include but are not limited to; Tiburon CAD, Tiburon Mobile CAD, LETG TicketWriter, Odyssey, iamresponding, eCharging and MCAPS.

Scope of Services

It is the intention of these specifications that the selected Vendor, furnish to the Pine County Sheriff's Office a mature public safety software system that will enable the effective and efficient operation of the Pine County Sheriff's Office public safety software system. At a minimum, the system shall support the following:

Administration, Computer Aided Dispatch, Civil Process, Jail Management System, Mapping, GIS Services, Mobile, Records Management System, Evidence and eCitaitons.

Please note the following:

- The Pine County Sheriff's Office is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective Vendors.
- The Pine County Sheriff's Office is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with the existing and future options the Pine County Sheriff's Office may implement.
- The system shall allow the Pine County Sheriff's Office to efficiently organize, track and access the vast amount of information that flows through the system daily, must be easy to use, and must be searchable. Must be able to be customized by agency.
- The selected Vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the Pine County Sheriff's Office to enter into and maintain full use of the system.
- Acquisition and implementation of a new public safety software system is a project that will impact the Pine County Sheriff's Office for years to come. Key goals for the project are to:
 - Replace the system currently being used with an off-the-shelf solution that meets or exceeds the needs of the Pine County Sheriff's Office;
 - Deliver a fully-integrated public safety software system on time and within budget;
 - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system;
 - Provide a technologically sound platform for expansion of information services into the future;
 - Establish a long-term maintenance and support contract.

Additional Project Objectives:

- Provide real-time access to public safety data;
- Automate data input processes;
- Reduce paper-based documentation and tracking;
- Leverage new technologies to anticipate the future needs of the Pine County Sheriff's Office;
- Successfully implement the system with minimal disruption to users and operations.

Service Requirements

Project Management

The Vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the Pine County Sheriff's Office for the duration of the project.

System Configuration and Setup

The Vendor must provide detailed system configuration and setup services to the Pine County Sheriff's Office as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the Pine County Sheriff's Office to reduce the learning curve and improve the rate of adoption by the users.

Training

The Vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the Vendor and the Pine County Sheriff's Office. The Pine County Sheriff's Office will provide the training facilities, workstations, network, etc. which are required for the training. The Vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the Pine County Sheriff's Office data which has been converted from the existing system.

Data Conversion

The Vendor will work with the Pine County Sheriff's Office to determine the precise process, if any (including data verification and testing) which can be used to perform the data conversion. All specified data must be converted before go-live, and must be available to the users on the new system at that time.

Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet: *Pine County Technical Requirements*. The Vendor must complete this spreadsheet as part of the proposal. Failure to answer all of the requirements in accordance with the provided instructions may result in rejection of the Vendor's proposal.

Content

The Vendor must provide its proposal in accordance to the structure and content specified in the following sections:

Cover Page

This must include the Vendor's legal name and contact information, as well as the name of the RFP, Federal Tax Identification Number, DUNS number, the Vendor's contact person for the proposal, and the date the proposal is due.

Transmittal Letter

This must be provided on the Vendor's letterhead and must be signed, in ink, by a person who is authorized to commit the Vendor to the representations within the proposal.

The signer must be one of the following:

- A current corporate officer, partnership member or other person specifically authorized to submit a proposal
- A person authorized to bind the Vendor as reflected by an accompanying corporate resolution, certificate or affidavit

The transmittal letter must include the following:

- A list of all addenda to the RFP, including the Vendor's statement that any responses required by those addenda have been made within the proposal
- A list of any sub-contractors who will be used for the project
- A statement that the proposal will be valid for 6 months from the due date

Failure to provide a properly signed transmittal letter in accordance with the provided instructions will result in rejection of the Vendor's proposal.

Table of Contents

This must include a paginated list of the information provided within the proposal.

Qualifications

This must include a minimum of the following information:

- Company Overview – Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the Vendor does business, financial status and company health, current number of agencies under maintenance and support, and number of agencies who are no longer customers.
- Benefits - Describe how working with the Vendor would be to the Pine County Sheriff's Office particular benefit.

Experience and References

The Vendor needs to provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.

Provide a minimum of 5 references of a similar size and scope to the Pine County Sheriff's Office. Each reference must include the following information:

- Name and address
- Contact person with email and telephone number
- Date they became a client
- Products purchased

The Vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.

If the Vendor is proposing to use subcontractors, a minimum of two (2) references need to be provided for each subcontractor. All subcontractors will be subject to the approval of the Pine County Sheriff's Office. The selected Vendor shall itself be solely responsible for the performance of all work set forth in any contract resulting from the RFP, and for compliance with the price and other terms provided in the contract.

Proposal Bond/Security

Each Proposal shall be accompanied by a Proposal bond/Security in the sum of not less than 5% of the total Proposal amount made payable to the Owner, condition upon the Proposer entering into a contract with the Owner in accordance with the terms of their Proposal. Any bonding company used must be licensed in the State of Minnesota.

It is agreed that the Proposal bond/Security will constitute liquidated damages, and not a penalty, for the failure or refusal of the successful Proposer to execute and deliver the contractual documents, in a correct form within (10) days after receipt of the contractual documents.

This Proposal bond/ Security shall be returned within 90 days after the Proposal opening or, in the event of a successful Proposal, return shall be made after the completion of work or after the proper posting of a performance bond.

Insurance

The successful Vendor shall purchase and maintain such insurance as will protect it from claims set forth below that may arise out of or result from their operations under the contract, whether the operations be by them or by anyone employed by or contracted by them.

The successful Vendor agrees to indemnify and hold the Owner harmless from any and all claims, demands, damages, actions, or causes of action arising or to arise against the Owner by reason of the successful Vendor's performance of the contract.

Such insurance shall be acquired for and on behalf of the successful Vendor in protecting them from claims for damages for bodily injuries, including sickness or disease, death, and care and loss of services, as well as from claims for property damages, including loss of use, which may arise from operations under the contract, whether such operations be by the selected Vendor or anyone directly or indirectly employed by them.

The successful Vendor is required to carry the following insurance coverage and types at a minimum:

Public Safety Software Solution

- ◆ Comprehensive General Liability: Coverage shall have minimum limits of \$1,500,000 each occurrence and \$3,000,000 aggregate combined single limit for bodily injury liability and property damage liability. This shall include premises and operations, independent Vendors, products and complete operations, contractual liability, and personal injury liability. This shall be maintained for three (3) years after completion of work if this policy is on a claim made basis.
- ◆ Business and Auto Liability: Coverage shall have minimum limits of \$1,500,000 per occurrence and \$1,000,000 aggregate combined single limit for bodily injury liability and property damage liability. This shall include owned vehicles, hired and non-owned vehicles, and employee non-ownership.
- ◆ Property Insurance: Coverage shall be all risk and shall be in a broad form basis, including coverage for explosion, collapse, and damage in and around facilities. The coverage also should include off-site and in-transit exposures.
- ◆ Worker's Compensation:
 - ◆ State: Statutory
 - ◆ Applicable Federal: Statutory
 - ◆ Employer's Liability: \$ 500,000 per accident, per employee
 \$ 1,000,000 disease, policy aggregate
 \$ 500,000 disease, each employee

The successful Vendor agrees the minimum requirements set forth, shall at all times be in an amount at least equal to the maximum liability of the county under Minn. Stat. 466.04 now or as said statute is hereafter amended or as otherwise required by law, statute, or rule.

Professional Liability Insurance in the amount per claim per occurrence equal to a minimum of \$2,000,000, with insurance to be maintained for three (3) years after completion of the work.

Certificates shall name the Owner as an additional insured on all liability policies except for professional liability. Prior to the start of work, the successful Vendor shall furnish certificates or adequate proof of the foregoing insurance. Certificates furnished by the successful Vendor shall contain a clause stating, "Owner is to be notified in writing at least thirty (30) days prior to cancellation of, or any material change, in the policy." Such notice is to be sent to the Owner's Purchasing Agent.

The company providing the insurance for the successful Vendor must be licensed to do business in the State of Minnesota and be acceptable to the Owner.

The successful Vendor shall be responsible for all losses that fall under any deductibles on required insurance coverage.

If sub-vendors are employed, the prime Vendor shall procure and maintain bodily injury and property damage liability insurance for and on behalf of the Vendor for claims and damages arising out of acts of sub-vendors in the same amounts as required or claims and damages arising out of acts of the selected Vendor.

Software Overview

This must include a brief overview of the software solution, including how all of the products and modules work together.

Implementation

This must include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. In addition, this section should include a description of how enhancements to the software solution are provided.

Training

This must include both an overview of the general approach to training, as well as a sample training plan.

Support and Maintenance

This must include a complete description of the maintenance and support services which are offered by the Vendor as part of this proposal.

Technical Requirements

This must include the completed *Pine County Technical Requirements* spreadsheet and any extended explanations which may be needed for the Vendor's answers to particular requirements.

Pricing

This must include detailed pricing for the software, hardware, and services included in this proposal. In addition, 24x7x365 maintenance costs must be included for five (5) years.

Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).

Issues and Assumptions

Describe any issues or assumptions that could impact the successful outcome of the project.

Forms

Provide completed forms requested herein such as, but not limited to, the non-collusion affidavit provided in the appendices.

Performance Bond

The successful Vendor will be required to produce a performance bond in the amount of 100 percent of the awarded Vendor. This bond must be furnished within 10 days of award.

Evaluations

This request for proposal is not meant to favor any Vendor or manufacturer. It is solely designed to provide the best value to the Pine County Sheriff's Office in meeting the needs of public safety for the Pine County Sheriff's Office. The Pine County Sheriff's Office will designate an evaluation team that will consist of selected representatives of Law Enforcement, IT, as well as field and operational personnel. The Pine County Sheriff's Office and the evaluation team may also choose to utilize outside advisors from other public safety departments, or establish and advisory team toward such purpose.

The evaluation process will begin after the proposals are due and is anticipated to take several weeks. During this review process, the evaluators may request additional clarifying information from the Vendor.

The evaluation team will make a recommendation to the Pine County Sheriff's Office. They will award a contract to the vendor whose offer yields the highest combined score in accordance with the evaluation criteria and, when considered in its entirety, best conforms to the overall long-term interests of the Pine County Sheriff's Office.

Evaluation criteria include the following:

- Application Functionality
 - Project Cost
 - Technical Environment and Support
 - Level of Integration
 - System / Information Security
 - Project Implementation and Support
 - User Support and Training
- a. Application Functionality – The evaluation team will rate the Vendor responses to each module as listed in “*Pine County Technical Requirements*” of this RFP. A requirement should be viewed as a minimum need that must be met by the Vendor. Scores will be given for a pass/ fail/ or alternate response based on response and to ensure that minimum base requirements, at the least, have been satisfied. The Pine County Sheriff's Office may eliminate any Vendor who does not fulfill all requirements and/or does not propose an acceptable alternative or modification. All responses must indicate present capability. All responses designated as alternative or modified must be accompanied by a detailed explanation stating the commitment to meet the requirement and all pertinent information relative to the alternate or modification. An acceptable alternate or modification is one that the Pine County Sheriff's Office, at its sole discretion, deems satisfactory in meeting a requirement. The Pine County Sheriff's Office may also, at its sole and absolute discretion, waive or convert a requirement to a desirable feature or may drop a requirement altogether from inclusion.
- b. Project Cost – The evaluation team will review the total cost for each system. The evaluation factors may include, but are not limited to, base price, cost of alternate responses or modified responses, annual maintenance, training. The Pine County Sheriff's Office reserves the right to adjust cost proposals to reflect factors, which in the Pine County Sheriff's Office judgment, would result in more accurate costs for their environment. These factors may include, but are not limited to, extracting items that are not afforded in the allotted budget for this project, reduction of number of personnel licensed for any application proposed, reduction or extraction of various hardware options, and/or reduction of total project scope. The Pine County Sheriff's Office reserve the right to select the proposal which best meets its needs, regardless of the cost of that proposal relative to other proposals received.

- c. Technical Environment and Support – This set of criteria will evaluate how well the technical infrastructure proposed meets the long-term direction of the Pine County Sheriff's Office. Factors for evaluation may include, but are not limited to, feature set, capability for interface with current systems, standards compliance, operations system(s), suitability and flexibility of application software, hardware limitations, ease of use, and ease of configuration, administration and security.
- d. Level of Integration – This set of criteria will evaluate the level of integration achieved by the proposed software and hardware solutions. Preference will be given to those Vendors offering a fully integrated suite of applications. Preference will also be given to those products that eliminate redundant entry and provide a seamless interaction between the Pine County Sheriff's Office. Evaluation consideration will also be given to those Vendors who have successful local installations of their applications and working interfaces to Local, State and National databases.
- e. System / Information Security – This set of criteria will evaluate how well the Vendor meets legal mandates and public safety requirements relating to maintain the integrity and security of internal and external criminal justice and E911 medical services information. The focus of this evaluation will be the Vendor's ability to provide sound hardware, software and operational safeguards as set by the State of Minnesota Bureau of Criminal Apprehension (BCA) guidelines, Minnesota State Government guidelines and industry best practices.
- f. Project Implementation and Support – This acquisition and scope of this project is more than a single one-time purchase. It is the establishment of a relationship with a solution provider. This set of criteria will evaluate the Vendor's capability to implement and support the full suite of products as requested in the RFP. The Pine County Sheriff's Office will also take into consideration the implementation plan, the overall timing and duration of the project, the technical capability of and experience of the Vendor, the Vendor's vision and strategy and the Pine County Sheriff's Office financial standing.
- g. User Support and Training – Initial training and ongoing training are critical factors in the evaluation of the Vendor's ability to deliver the final results desired in the RFP. The evaluation team will review training and support documentation within the proposal and rate according to costs, desired and future direction.

As part of the evaluation process, the evaluators may request site visits and demonstrations or oral presentations (in person or via teleconference) on the part of the Vendor.

Appendices

The appendices include the additional forms which are required for this response.

Appendix A: Performance and Non-Collusion Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency;
- b. Have not within the five (5) year period preceding the submission of this proposal:
 - i. Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract;
 - ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;
- d. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default; and
- e. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, equipment, or services and that this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of State and Federal law and can result in fines, prison sentences, and/or civil damage awards.

Name:	Title:
Authorized Signature:	Date: