

REQUEST FOR  
PROPOSAL FOR  
COMPUTER AIDED  
DISPATCH (“CAD”)  
SYSTEM FOR  
ST. JOSEPH  
COUNTY  
911 CENTER

## 1.1 INTRODUCTION

St. Joseph County (“SJC”) is seeking a computer aided dispatch (“CAD”) system for use in operation of its combined 911 Dispatch Center operated by the St. Joseph County Public Safety Communications Consortium (“911 Center” or “SJC911”).

The CAD system must be capable of being implemented to serve multiple agencies and local governments within St. Joseph County; must be able to integrate with existing record management systems utilized by various local government agencies within St. Joseph County; and must be capable of being maintained and updated on a timely basis without interference to operations.

In addition to the CAD system, SJC is seeking optional proposals for Hardware and a Record Management System (“RMS”).

Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

## 1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

ANI/ALI	Automatic Number Indicator/Automatic Location Indicator
APRA	Access to Public Records Act
ATL	Attempt to Locate
AVL	Automatic Vehicle Locator
ARIES	Automated Reporting Information Exchange System
CAD/RMS/CJS	The “system” may be a single vendor solution providing computer aided dispatch software, police and fire records management and jail management, or a set of vendor solutions that collectively provide services and functionality required of the collective software, system, and hardware implementation.
CFS	Calls for Service
CJIS	Criminal Justice Information System
COTS	Commercial Off the Shelf
EMS	Emergency Medical Service
eCWS	Indiana electronic Vehicle Citation and Warning System
Full Time Equivalent (FTE)	The County defines FTE as a measurement of an employee's productivity on a specific project or contract. An FTE of one would mean that there is one worker fully engaged on a project. Two employees, each spending one half of their working time on a project, equal one FTE.

GIS	Geographic Information System
IAC	Indiana Administrative Code
IC	Indiana Code
IDACS	Indiana Data and Communications System
IEPD	Incarceration/Booking Information Exchange Package Documentation
Implementation	The successful implementation of a County-wide multi-jurisdictional computer aided dispatch for the 911 Center and optional application by other local governmental bodies as specified in the contract resulting from this RFP.
Installation	The delivery and physical setup of products or services requested in this RFP.
Interface	Development of code that enables systems/applications to exchange and process data.
JMS	Jail Management System
LEISP	Law Enforcement Information Sharing Program
MDC	Mobile Data Computer
NCIC	National Crime Information Center
N-DEx	Law Enforcement National Data Exchange
NIEM 2.0	National Information Exchange Model
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: <ul style="list-style-type: none"> <li>(1) The judicial branch.</li> <li>(2) The legislative branch.</li> <li>(3) A political subdivision (includes towns, cities, local governments, etc.)</li> <li>(4) A County educational institution</li> </ul>
Products	Tangible goods or manufactured items as specified in this RFP.
Proposal	An offer as defined in IC 5-22-2-17.

PSAP	Public Safety Answering Point (Enhanced 911 Services)
QPA	Quantity Purchase Agreement
Respondent	An offeror as defined in IC 5-22-2-18. The County will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract.
RMS	Records Management System
SAFE-T	The Countywide 800MHz public safety communications system.
Services	Work to be performed as specified in this RFP.
SOP	Standard Operating Procedure
SJC911	St. Joseph County Dispatch Center (including back up center)
County	St. Joseph County of Indiana
Turnkey	Installed or purchased in a condition ready for use.
Vendor	Any successful respondent selected as a result of the procurement process to deliver the products or services requested by this RFP.
WebEOC	Information management system for Emergency Operations Centers

### **1.3 PURPOSE OF THE RFP**

The purpose of this RFP is to select a vendor that can satisfy the needs of many public safety agencies within SJC for a fully functional multi-jurisdictional public safety (police, fire, EMS) computer aided dispatch system.

CAD Systems purchased for Public Safety in SJC must have the capability to interoperate and share data with the other legacy systems.

The procurement of a computer aided dispatch system will further enable not only communication centers to operate, but law enforcement, fire and EMS services to better respond.

It is the intent of SJC to contract with a vendor that provides quality public safety multi-jurisdiction/multi-agency computer aided dispatch. The multi-jurisdictional CAD system is expected to support the dispatching needs of all local units of government within SJC, as well as other institutions and entities utilizing the 911 Center.

**Vendors shall employ a solution that utilizes:**

#### **ProQA Paramount Certification**

**Vendors shall employ a CAD/RMS solution that provides for all CJIS/IDACS/NCIC**

**CAD/Mapping solution from same vendor/developer**

**The preferred solution will incorporate Microsoft SQL server 2017; other server solutions will be allowed if they satisfy the other factors set forth herein.**

*Creativity in application of proven technology is encouraged, as is creativity in developing and application of emerging technology solutions that minimize the initial and life cycle cost to the user agencies.* The proposal shall clearly demonstrate how the respondent's equipment, services, and support can best satisfy SJC's requirements for this project.

## 1.4 SUMMARY SCOPE OF WORK

SJC requires a system to satisfy the needs of multiple agencies across multiple jurisdictions/disciplines within SJC (police, fire, EMS, jail,) to enhance interoperability and improve efficiency in public safety dispatching, as well as integrating with records management systems employed by various units and agencies within SJC.

Systems proposed will support enterprise-wide information exchange standards and processes (LEISP, N-DEx) that can enable jurisdictions to effectively share critical information in emergency situations, as well as support the day-to-day operations.

Computer Aided Dispatch (CAD) will be for use in dispatching for fire, police and EMT for multiple cities, towns, townships, fire territories, and other units electing to contract with SJC for use of the 911 Center.

Depending upon workload and schedules, dispatch personnel require the capability to function as a “dispatcher” or “dispatcher/call taker”. Other personnel within the facility can and do receive phone calls. The ability of these personnel to utilize CAD will improve speed and efficiency of information flow to the dispatcher and fire, police and EMT personnel.

Respondents are expected to familiarize themselves with existing hardware currently used in the 911 Center and to provide an analysis on ability to use existing hardware and compatibility of proposed software with existing hardware in order to deliver a turnkey solution for use of the CAD system.

**Vendor shall provide an assessment of the GIS data and provide guidance to ensure that the GIS data is capable of supporting the system. Vendor shall attest that the system is capable of operating in an effective manner with the GIS data as provided.**

It is anticipated that any proposed mobile office solution will include a “central work area” which provides a “single logon” into all applications on the Windows desktop; i.e., a mobile interface that encompasses all mobile productivity applications. The solution will also support Two Factor Authentication.

Ensuring personnel safety, improving dispatch operations, enhance mobile office solution and provide WEB enabled support are the critical elements of this procurement.

The ability to know current safety personnel activity, his/her location and status are absolutely critical elements, particularly respect to mobile or portable radios.

Dispatchers will have a county wide area of responsibility which flows into several jurisdictions; and thus require a fully functional CAD with the tools necessary to constantly be informed of public safety personnel status and provide critical information through alerting, data search,

mapping, AVL and GPS systems to enhance performance and better protect the health, safety and welfare of citizens in Indiana.

To help ensure this level of communication and monitoring, the CAD systems must be available with “five 9’s” reliability, this shall include times of maintenance and upgrade . Respondents are required to propose innovative CAD networked solutions that deliver this reliability to each workstation located within the dispatch centers.

Respondent must fully describe the COTS approach, further describing the process by which customization is accomplished to ensure the operational and technical requirements of the CAD program are fully met. Respondent must also indicate whether respondent will provide customization or whether respondent intends to provide the required customization through another contractor. Proposal should identify change control process to include any forms for changes and modifications, the level of resources to include hardware and software not specifically identified in the Hardware / Software Requirements, and estimated number of hours or percentage of time required from the County to successfully develop, customize and maintain the application. Systems should allow tiered access to information based on passwords and other authentication and non-repudiation practices. Systems should apply appropriate edits to all entered data to ensure data integrity and maintain activity logs and audit trails. The CAD system must be capable of jurisdictional access by customer without vendor support or intervention.

SJC recognizes vendors have different methods of software licensing. Respondents are asked to explain, in detail, the software license and procurement process; how they will be acquired; license renewal periods, renewal costs, ownership of licenses, how licenses will be handled; how licenses are transferred to Buyer at System Acceptance; Post-Warranty licenses; and Buyer licensing responsibilities. Vendor must explain how it supports COST devices that do not consume a license until placed in service.

## 1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested Products or Services	This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the County/Agency via this RFP.
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal.
Section 3 – Proposal Evaluation Criteria	This section discusses the evaluation criteria to be used to evaluate respondents' proposals.
Attachment A	Hardware Option
Attachment B	RMS Option
Attachment C	SJC Standard conditions

## 1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3 p.m. Eastern Time on August 1, 2018**. Questions/inquiries may be submitted via fax (**574-288-7868**) or email [RSchultz@sjc911.com](mailto:RSchultz@sjc911.com) and must be received by him time and date indicated above.

Following the question/inquiry due date, SJC personnel will compile a list of the questions/inquiries submitted by all respondents. The responses will be posted to the County Website relating to the SJC911 Center according to the RFP timetable established in Section 1.23. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the website will be considered official and valid by the County. No respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any county employee.

Inquiries are not to be directed to any staff member of SJC or any member of the Operations/Executive Board of the PSAP. Such action may disqualify respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the SJC 911 Center website. If such addenda issuance is necessary, SJC may extend the due date and time of proposals to accommodate such additional information requirements, if required.

## **1.7 DUE DATE FOR PROPOSALS**

All proposals must be received at the address below by SJC no later than 3:00 p.m. Eastern Time on August 24, 2018. Each Respondent must submit one original hardcopy (marked "Original") and one original CD-ROM (marked "Original") and ten (10) complete copies on CD-ROM of the proposal, including the Transmittal Letter and other related documentation as required in this RFP.

Alternatively, the proposal may be submitted electronically by the same deadline, as a PDF file attachment, via email to [RSchultz@sjc911.com](mailto:RSchultz@sjc911.com).

If submitted electronically, the PDF file will be considered the official response, regardless of whether a CD-ROM is also submitted. Otherwise, the original CD-ROM will be considered the official response in evaluating responses for scoring and protest resolution. The respondent's proposal may be posted on the SJC 911 Center website, if recommended for selection. Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Ray Schultz, Director  
County of St. Joseph  
Public Safety Communications Consortium  
58266 Downey Avenue  
Mishawaka, Indiana 46544

Late submissions will not be accepted.

All proposal packages must be clearly marked with the RFP number, due date, and time due. Any proposal received after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

SJC accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

## **1.8 PRE-PROPOSAL CONFERENCE**

A pre-proposal conference will be held on:

August 6, 2018

3:00 p.m.

Public Safety Communications Consortium  
58266 Downey Avenue  
Mishawaka, Indiana 46544

At this conference, potential respondents may ask questions about the RFP and the RFP process. Respondents are reminded that no answers issued verbally at the conference are binding on SJC and any information provided at the conference, unless it is later issued in writing, also is not binding on SJC.

## **1.9 MODIFICATION OR WITHDRAWAL OF OFFERS**

Modifications to responses to this RFP may only be made in the manner and format described in Section 1.6 and clearly identified as a modification.

The respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the County will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the County after the exact hour and date specified for receipt of proposals will not be considered.

## **1.10 PRICING**

Pricing on this RFP must be firm and remain open for a period of not less than 365 days from the proposal due date.

Please refer to the Cost Proposal sub-section under Section 2 for a detailed discussion of the proposal pricing format and requirements.

The vendor shall provide an in-house financing solution with options for 5,7 and 10 year pricing with first payment due 30 days past go-live.

### **1.11 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS**

The County reserves the right to request clarifications on proposals submitted to the County. The County also reserves the right to conduct proposal discussions, either oral or written, with respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the County may use information derived from proposals submitted by competing Respondents only if the identity of the Respondent providing the information is not disclosed to others. The County will provide equivalent information to all Respondents which have been chosen for discussions. Discussions, along with negotiations with responsible Respondents may be conducted for any appropriate purpose.

The County will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

### **1.12 BEST AND FINAL OFFER**

The County may request best and final offers from those respondents determined by the County to be reasonably viable for contract award. However, the County reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the County may select for final contract negotiations/execution the offers that are most advantageous to the County, considering cost and the evaluation criteria in this RFP.

### **1.13 REFERENCE SITE VISITS**

The County may request a site visit to a respondent's working support center to aid in the evaluation of the respondent's proposal. Site visits, if required will be discussed in the technical proposal. The subject of the site visit must be of a consolidated, multi-jurisdictional PSAP with a phone call volume of at least 500,000 call volume and at least 40,000 fire dispatches and 180,000 police dispatches annually.

### **1.14 TYPE AND TERM OF CONTRACT**

The County intends to sign a contract with one or more respondent(s) to fulfill the requirements in this RFP.

The term of the contract shall be for a period of up to five years with renewal periods of multiple years from the date of contract execution.

### **1.15 CONFIDENTIAL INFORMATION**

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked “Confidential” and must indicate in the Transmittal Letter and on the outside of that envelope that confidential materials are included. The respondent must also specify which statutory exception of APRA that applies. The County reserves the right to make determinations of confidentiality. If the respondent does not identify the statutory exception, the County will not consider the submission confidential. If the County does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

### **1.16 TAXES**

Proposals should not include any tax from which the County is exempt.

### **1.17 [intentionally omitted]**

### **1.18 SECRETARY OF STATE REGISTRATION**

If awarded the contract, the respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

**Secretary of State of Indiana  
Corporation Division  
402 West Washington Street, E018  
Indianapolis, IN 46204  
(317) 232-6576  
[www.in.gov/sos](http://www.in.gov/sos)**

### **1.19 COMPLIANCE CERTIFICATION**

Responses to this RFP serve as a representation that the Respondent has no current or outstanding criminal, civil, or enforcement actions initiated against it by the State or the County, and it agrees that it will immediately notify the County of any such actions. The respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other

statutory, regulatory or judicially required payments to the State or County. The respondent agrees that the County may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that County may bar the respondent from contracting with the County, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State or County and has submitted proof of such payment to the County.

## 1.20 EQUAL OPPORTUNITY COMMITMENT

See County Required policies attached hereto.

## 1.21 [intentionally omitted]

## 1.22 AMERICANS WITH DISABILITIES ACT

The respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

## 1.23 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change.

### *Key RFP Dates:*

<b>Activity</b>	<b>Date</b>
Issue of RFP	<b>July 18, 2018</b>
Deadline to Submit Written Questions	<b>August 1, 2018, 3:00 pm (EST)</b>
Response to Written Questions/RFP Amendments	<b>August 6, 2018</b>
Pre-Proposal Conference	<b>August 6, 2018</b>
Submission of Proposals	<b>August 24, 2018, 3:00 pm (EST)</b>

<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	<b>TBD</b>
Proposal Discussions/Clarifications (if necessary)	<b>TBD</b>
Oral Presentations	<b>TBD</b>
Best and Final Offers (if necessary)	<b>TBD</b>
Contract Award	<b>TBD</b>

## SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

### 2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All respondents are required to format their proposals in a manner consistent with the guidelines described below:

Each item must be addressed in the respondent's proposal.

The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.

### 2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as "optional."

#### 2.2.1 Agreement with Requirements as listed in Section 1

The respondent must explicitly acknowledge understanding of the general information presented in Section One and agreement with any requirements/conditions listed in Section 1.

#### 2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

The Transmittal Letter must briefly summarize the respondent's ability to supply the requested products and/or services that meet the requirements defined in Section Three of this RFP. The letter must also contain a statement indicating the respondent's willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the County's mandatory contract clauses.

#### 2.2.3 Signature of Authorized Representative

A person authorized to commit the respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail**

**address, if that contact is different than the individual authorized for signature.**

#### 2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, respondents will be notified via e-mail.

It is the respondent's obligation to notify the County of any changes in any address that may have occurred since the origination of this solicitation. The County will not be held responsible for incorrect vendor/contractor addresses.

#### 2.2.5 Other Information

This item is optional. Any other information the respondent may wish to briefly summarize will be acceptable.

### **2.3 BUSINESS PROPOSAL**

The Business Proposal must address the following topics except those specifically identified as "optional." Information responsive to topics below should be accomplished within no more than 3 pages, except for financial and GIS support information requested below.

#### 2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the respondent deems relevant or important to the County's successful acquisition of the products and/or services requested in this RFP.

#### 2.3.2 Respondent's Company Structure

The legal form of the respondent's business organization, the County in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

The company's technical division including GIS, product support, project management, software development, research and development, consulting and training shall be listed separately with the number of FTE employees assigned to

each division listed separately. If there is any outsourcing of any of these components they must be identified as well.

### 2.3.3 Company Financial Information

This section must include the respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the respondent's financial stability. If the financial statements being provided by the respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

A report of total annual sales, total sales of CAD, mobile data, and RMS listed separate shall be included with company financial. Also, any current or past litigation within the last three (3) years for any of the CAD solutions currently owned by the vendor.

### 2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the County in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The County will consider the information offered in this section to determine the responsibility of the respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

### 2.3.5 Contract Terms/Clauses

Acceptance of a proposal is subject to incorporation of the proposal in a contract to be executed by the parties. The Contract shall contain certain mandatory terms. Mandatory clauses are listed below, AND IN ATTACHMENT C, and are non-negotiable

In your Transmittal Letter, please indicate acceptance of these mandatory contract terms (see section 2.2.2).

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Duties of Contractor, Rate of Pay, and Term of Contract
- Compliance with Laws
- Drug-free Workplace Provision and Certification
- Funding Cancellation
- Indemnification
- Governing Laws
- Non-discrimination Clause
- Payments
- Penalties/Interest/Attorney's Fees
- Non-collusion and Acceptance
- Information Technology
- ALL TERMS SET FORTH IN ATTACHMENT C

Any or all portions of this RFP and any or all portions of the respondent's response may be incorporated as part of the final contract.

### 2.3.6 References

The respondent must include a list of at least five (5) multi-jurisdictional clients for whom the respondent has provided products and/or services; reference clients should be of equal or larger size than SJC, serving at least 3 separate police agencies and 4 fire jurisdictions with the same or similar products and/or services requested in this RFP. The resulting systems should be comprehensive, fully integrated and be comprised of several major components, including, but not limited to:

- Mobile Office Environment
- Mobile Office Applications
- WEB access
- Mobile to Enterprise Network Connectivity
- Consolidated Dispatch Environment
- Computer Aided Dispatch System (CAD)
- Geographic Information System (GIS)
- Automatic Vehicle Location (AVL) System
- Portable radio and metadata sensors
- Application/use of national data exchange standards – (NIEM 2.0) National Information Exchange Model; and support for (LEISP and N-DEx) IDECS/CJIS compliance
- Enterprise Applications, Databases, and Hardware
- Records Management System

- Interfaces to Existing Information Systems/Databases
- Wireless Middleware
- Gateway Servers

Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

Must disclose pending litigation with any current or former clients/ and any litigation relating to any software rights.

### 2.3.7 Registration to do Business

#### Secretary of State

If awarded the contract, the respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The respondent must indicate the status of registration, if applicable, in this section of the proposal.

### 2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

### 2.3.9 Subcontractors

The respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any respondent's proposal must identify all subcontractors and describe the contractual relationship between the respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the respondent must be in compliance with all state statutes and county ordinances, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a

subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the respondent and any or all subcontractors will be considered in the County's evaluation. The respondent must furnish information to the County as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the County. All subcontracts held by the respondent must be made available upon request for inspection and examination by appropriate County officials, and such relationships must meet with the approval of the County.

The respondent must list any subcontractor's name, address and the County in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal.

## **2.4 TECHNICAL PROPOSAL**

The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the County.

The CAD functional items contained in this RFP are intended to provide guidance and direction to respondent. They are not all inclusive and must not be interpreted by respondent to exclude other functionality that may be of value to the County of Indiana. The below specifications are generic in nature and do not favor one particular system or approach over another; they are at the functional level, meaning that they define what the County wishes to accomplish versus how it should be accomplished. Respondents are encouraged to propose innovative solutions to the needs described in Sections 1.3 and 1.4 Purpose and Summary, and Scope of Work.

The significance of CAD and the potential to improve data communications interoperability to the County is great. Functional needs delineated herein are, in the view of the County, critical to the performance of a CAD system. Respondent shall describe, in detail, how the proposed solution

for CAD system addresses each item. Other detailed system functionality shall also be described in narrative form.

- 2.4.1 Provide a broad overview of the proposed CAD functions that support system administration, support services, EMS dispatch, interfaces to mobile data, County systems (IDACS/NCIC), etc.
- 2.4.2 Describe related CAD functions such as shift change-roll call, “attempt to locate (ATL)” files, call scheduling, etc.
- 2.4.3 CFS typically initiate the CAD process. A CFS may come from many different points of origin, such as alarm systems, E911 systems, direct calls (7- or 10-digit numbers), walk-ins, CAD-to-CAD interfaces, Web-based systems or Text to 911. Describe in detail the call taking function and any related interface support.
- 2.4.4 Describe the method by which CFS may be prioritized, scheduled and reviewed to determine whether the call is a duplicate of a call in progress.
- 2.4.5 Describe the methods of processing “officer initiated” CFS.
- 2.4.6 Describe the method of processing TDD/TTY, Digital Messages, Digital Photos, Streaming Video and NG 911 Information. Include the process of integrating incoming calls and text messages into the CAD entry screen and map.
- 2.4.7 Respondent must describe how the proposed CAD systems conform to any relevant State or Industry standards.
- 2.4.8 “In process” calls for service are subject to modification from multiple sources, potentially resulting in reclassification and/or prioritization of the call. Updating may occur from the initial call taker, other dispatchers and call takers, law enforcement officers and firefighters. Dispatchers must have the ability to enter narrative data any time prior to closing the CFS. Upgrades and downgrades will be reflective in the response plans related to the CFS. The dispatcher must be alerted to the updated call information and the process of acknowledging the update by the dispatcher within the CFS itself. Describe how the proposed CAD solution addresses the above concerns.
- 2.4.9 Frequently, CFS do not require dispatch or external follow up. Typically informational CFS or other “administrative” processing, established by standard operating procedure, may be processed and completed (disposition) by the call taker and or dispatcher. Describe support methods for receiving calls, initiating dispatch – commenting and final disposition without initiating officer response and methods for retrieving those calls when no response was initiated.

- 2.4.10 Call disposition and closure may result from input by responding units or other means. Describe methods by which the proposed system supports input from external interfaces which may result in call closure.
- 2.4.11 How would the proposed system manage resources assigned to an incident which is closed by others?
- 2.4.12 Describe the “disposition/closure” method of managing duplicate CFS, and how the individual records would be accessed upon transfer to RMS.
- 2.4.13 Describe the method of CAD incident data transfer to existing RMS systems used in existing applications.
- 2.4.14 “Immediate dispatch” functions are common in many CAD systems. Information gathered by the call taker/dispatcher from various sources may be sufficient to cause immediate dispatch. Describe minimum information required to initiate the CFS and routing to the appropriate dispatcher. What limitations, if any, are placed upon the dispatcher to enter supplemental information to the CAD incident?
- 2.4.15 In many instances, the call taker has access to the call origination location (ALI/ANI) data using the 911 system. If not, the CFS location must be obtained from the caller. In some incidents, the caller’s location may not be the location of the CFS. Describe vendor support for cellular Phase I and Phase II support and interface with CAD and phone system.
- 2.4.16 Within the County, common street names and spellings are used in multiple jurisdictions (e.g., “Main,” “Lincolnway,” “Michigan”, etc.); explain how your CAD system deals with this issue
- 2.4.17 Describe in detail what functionality is provided by the geo-file system. Critical functions may include, but are not limited to the following examples:
- Validate that the street name is an actual street in the service area.
  - Resolve ambiguities while accounting for spelling variations and duplications.
  - Validate intersections.
  - Validate address range.
  - Relate common place names to actual addresses.
  - Common place validations independently by name and address
  - Relate X/Y coordinates to an actual address; adaptability to providing Z coordinate
  - Transform latitude and longitude to map coordinates for display.
  - Translate call location to agency reporting area. Translate alias names to actual street names.
  - Identify street names that reside in multiple jurisdictions within SJC.

Using minimum number of characters while entering a street name/commonplace on the call entry screen

In addition to consideration of the foregoing, please respond to the following points:

- Does the system support an Enterprise ArcSDE GeoDatabase/File Database on the ESRI platform (Please Explain).
- Does the system include interactive tools for validating the accuracy and completeness of the geofile (Please Explain).
- Does the system have multiple environments such as Production, Test, and development (Please Explain).
- Does the system have the ability to handle the workflows in the ArcSDE GeoDatabase/File Database of the geofile of multiple data sets from different sources into final geofile, i.e. different street centerlines into one overall centerline (Please Explain).
- Does the system include geographic data to support, at a minimum, the following (please explain):
  - System and boundaries, alternate names (Alias) registered to the street centerline in the geofile
  - Boundary assignments (i.e. determining the response zone for each incident, EMS, Fire and Police Districts, EMS and Fire Response Areas, Police Beat Areas) completed in real time by processing the incident's X,Y coordinates against the road centerline and boundary files to determine the incident's location and response zone
  - Address, common names validation and to determine an incident's location
  - Address Locators for street centerline and addresses

Location Format examples:

Address – 123 Main Street, Anytown USA 98765

Intersection – 1st Avenue and Main Street, Anytown USA 98765

Geo-coordinates – Latitude and longitude, decimal degrees referenced to the North American Datum of 1983 (NAD83 StatePlane Indiana East FIPS 1301 Feet), X,Y  
 Common place name/landmark – Joe’s Bar and Grill in Anytown USA/Anytown City Hall  
 Mile markers – Mile marker 26 on I80/90 HWY  
 Alternate Name (Alias) – Lincoln Way West – Alias - SR 933 HWY

- Does the system support property-level GIS information and use this information for address/location validation (Please Explain).
- Does the system have the ability of importing geographic boundary information (e.g. station boundaries, jurisdictional boundaries, reporting districts, response zones) from GIS and other geographic data sources (Please Explain).
- Does the system have the ability of importing topologically-structured street networks and other linear features (e.g. rivers, streams, utility right of ways) from GIS and other geographic data sources (Please Explain).
- Does the system have the ability of importing point data (e.g. landmarks, business and retail store common place points, fire hydrants) from GIS and other geographic data sources (Please Explain).
- Should have the ability to dispatch to the appropriate response jurisdiction an incident based solely on the common name identification and location of an addressed common place point even if no matching address point is found.
- Does the system have the ability of importing other types of geographic data (e.g. park boundaries, rectified aerial photography, trailer parks, apartment complexes) from GIS and other geographic data sources (Please Explain).
- Does the system include location databases such as hazards, general premises information, street closures, and other user-definable GIS type data (Please Explain).
- Does the system support multiple layers of information; for example, the storage of building footprints, aerial photographs and other images (i.e. pictures of specific buildings) that are associated with specific areas and addresses (Please Explain).
- Does the system bring up on the GIS map the validated location, clearly marked with the surrounding area, once location is validated? (Please Explain).

- Does the system support duplicate incident checks based upon the location of the incident (Please Explain).
- Does the system require all incidents located within the CAD system's duplicate incident search radius be checked as potential duplicates (Please Explain).
- Does the system use GIS data, if available, to extrapolate the closest geographical attribute (address, intersection, common place) (Please Explain).
- Does the system provide geo-fencing, and add the capability to establish law enforcement on-the-fly response zones, fire response areas, ambulance (EMS) response areas, street networks, and other geographical layers using typical mapping/GIS tools (Please Explain).
- Does the system support valid MSAG names and multiple "aliases" for street names, intersections, commonplace names, landmarks, and street or highway route numbers (Please Explain).
- Does the system provide an interactive address matching tool for assisting users to determine the location of incidents that do not have an exact geofile match for their initially-entered location (Please Explain).
- Is the system capable of determining X,Y coordinate values that represent the location of incidents whose locations have been validated (Please Explain).
- Does the system have the ability of displaying the coordinates anywhere on the map with mouse over (Please Explain).
- Does the system make possible integration of the CAD system's geofile with Global Positioning Satellite (GPS), AVL, and Automatic Person Location (APL) systems (Please Explain).
- Does the system provide CAD users the ability to select the unit of measurement necessary (feet versus meters) (Please Explain).
- Does the system generate a visual alert when any potential duplicate incidents are identified (Please Explain).
- Does the system integrate with Eagleview (Pictometry) aerial imaging technologies to provide digital, oblique, aerial imaging (Please Explain).
- Does the system enable users to obtain measurements such as distance, height, elevation, and area directly from the Eagleview (Pictometry) aerial imaging technologies, as well as insert GIS content and other data (Please Explain).

- 2.4.18 Describe location verification technology proposed within CAD. Timing is critical for this notification, as the dispatcher may still have an opportunity to validate with the caller. How will the proposed CAD geo-file be constructed to ensure the dispatcher is notified when an address cannot be verified regardless of the input entry point?
- 2.4.19 Call takers obtain person identification information as a matter of processing calls. Respondent shall describe how “person information” may be processed in CAD for previous call involvement, protection orders, warrants, mental health issues, gang affiliation, sex offender registration, etc.
- 2.4.20 Person and/or vehicle information is commonly obtained during call taking. Describe how a name and/or vehicle query can be initiated during the call taking process.
- 2.4.21 Describe how the proposed CAD system maintains specific and neighboring premise data and how it provides timely delivery of that information to dispatchers and field personnel. Examples include but not limited to hazardous materials stored at a site, call history, records of firearms, dangerous or mentally disabled residence/occupants, etc.
- 2.4.22 Respondent shall describe in detail their method of generating a CFS. Step-by-step processing details will be useful. Take the reader through the entire process of generating a CFS, use of geo-file, premise history, telephone or electronic alarm activated, alternative 911 processing, etc.
- 2.4.23 Resource allocation and recommendations are key components of CAD. The County envisions implementing GPS/AVL for all vehicles. Describe how the proposed CAD system utilizes resources for unit recommendation. What resources are used within CAD to develop recommendations? Can CAD use both proximity (AVL) and department specified assignments to choose the most appropriate unit simultaneously? Can recommendations be overridden through the normal course of dispatch processing? How does the system maintain jurisdictional areas and agency policies/procedures?
- 2.4.24 Officers routinely initiate incidents by reporting the event to the dispatcher who creates the call, or the officer may directly initiate the call through a mobile device. Describe how the officer-initiated incidents are processed within CAD. Do the resulting call types receive similar processing (additional resources) as if it had been developed through normal call taking processes? How does system handle routine traffic stops for license plate, owner registration verification?

- 2.4.25 Dispatch centers frequently process CFS for which they do not have an immediate resource. These pending or “stacked” calls are placed in queue. Describe how the proposed CAD system manages “stacked” calls with consideration for use with:
- Paging
  - Instant messaging
  - Announcements (queued to mobiles regardless of whether they are logged on or not)
  - Silent dispatch
  - Text messaging to portable radios
- 2.4.26 CAD system integration facilitates case information that can be used in the dispatch process. Typically, ATLS and other alerts can be generated from RMS data. Describe how these types of notifications can be processed through the CAD system.
- 2.4.27 Describe the call process if multiple resources are assigned. Is there a protocol for primary unit assignment? What, if any, restrictions apply in CAD for units to “complete” their status before the entire call is complete? Can a unit be reassigned? Can the primary unit “complete” his/her assignment of the call without all units having been “complete”? Can units be reassigned to another call while “active” on another call? If so, is this an automatic update to his/her status?
- 2.4.28 Units typically have the capability to clear/complete a CFS from the field through use of status update tool, as well as through use of the voice radio system. Updates should include the change of status to indicate the transport of a patient to the hospital. Describe the proposed CAD system capabilities for both voice and data status update.
- 2.4.29 Describe how the proposed CAD system will permit the clearing of all units assigned to a CFS when all assigned units simultaneously are reassigned to available status.
- 2.4.30 Status monitoring of in process calls, unit status, and pending CFS are critical components of a CAD. Describe the proposed CAD status monitoring system. What actions affect officer status, call status, pending calls, etc.? Describe logging processes for status. Does logging occur real-time, or updated on status change? Describe or provide graphical information that depicts the typical status monitor. What tools are used by CAD for status update?
- 2.4.31 Describe how the proposed CAD will accept unit acknowledgement of assigned calls.

- 2.4.32 Describe the method of transmitting alerts, command information, pending calls or system activation information to mobile units. Assume mobile data dispatching is available. Provide solution for when mobile data dispatching is not available.
- 2.4.33 Describe how current incident information, unit status and resource allocation will be made available to commanders and staff not located in dispatch center or do not have access to a mobile solution.
- 2.4.34 Depending upon call priority, dispatchers may reassign resources to another higher priority call before the previous call is complete. Describe how the proposed CAD system will manage the process. What happens to the previous incomplete call? What happens to the officer status? What provisions exist for logging this diverted “reroute” status?
- 2.4.35 Frequently, CFS require multiple resources that may arrive at different times. Provision for multiple arrival times must be available in the proposed CAD. Other possible scenarios include units arriving at a “building”, but not yet at the “scene”. Provision for and describe how multiple arrivals for this scenario shall be available within the proposed CAD.
- 2.4.36 Dispatchers require some form of “timed alerts” capability with CAD. The system must be able to provide visual and/or audible alerts for the dispatcher, and identify the expiration of the timer associated with any status change. Typically, these alerts are configurable based upon the type of CFS and are easily reset by the dispatcher. Describe how the proposed CAD system will provide the required functionality.
- 2.4.37 CFS are managed by continually updating data with any additional information reported by callers or officers on scene. Immediate access to active CFS is required. Describe the proposed CAD method for updating with new data, and if necessary, the ability to modify existing CFS information. Explain the alerting method so that the dispatcher knows the CFS was updated.
- 2.4.38 Upon closure of a CFS, the system shall immediately remove it from call display. Describe this method of display management.
- 2.4.39 Dispatchers often require recall of “recently” closed CFS. Describe how this function would be accomplished in the proposed CAD system.
- 2.4.40 Should a dispatcher reopen a CFS, is there a method for tracking changes and updates to that call? Is there an option to require supervisory review and approval before the case is closed?
- 2.4.41 Frequently updated information is received that modifies status or even the resulting type of call. Update capability shall exist to modify or change the initial CFS type

to the actual type. Describe how the proposed CAD system supports this functionality?

- 2.4.42 Typically CFS have SOP based response recommendations derived from CFS types or the dispatcher provides support through other policy. Once on scene, first responders may make a determination that changes in resource or additional resources are required. The CAD system shall support updating and adjustment of resources. Frequently the request for additional units/resources are for the “next closest”, a specific plan for specialty resources (EMS Plan or Tanker plan), or upgrading to an additional alarm level Describe the method of updating a CFS that supports this requirement.
- 2.4.43 Dispatch personnel requires a rotation recommendation tool to ensure appropriate rotation of tow company’s, board-up or other supplemental on-scene services. Instances where the owner of a vehicle does not have a preferred tow company, or responder requires a tow vehicle for an impounded vehicle, dispatchers shall have access, via the CAD system, to a listing of “next in rotation”. For example: use of a drop-down menu indicating available services “if flatbed” or “regular wrecker”, if for “large truck” or bus, or if for recovery of lost load or overturned semi-tractor trailer (clean up equipment and properly trained). Similar functionality for other supplemental on-scene services applies to this requirement. Often on-scene providers are unable to deliver timely response. In that event, the system should provide the capability to “reflect the instance” and rotate to the next in line for recommendation. Describe in detail how this function will be provided, maintained and updated within the proposed CAD system. Can the system be configured to accommodate separate agency policy and procedure.
- 2.4.44 Indiana law requires vehicles that are abandoned along the roadside be tagged and after a certain time limit be impounded. Management of this process remains a critical function that, in the past, has required dispatch personnel to maintain a series of manual logs that track vehicle location, wrecker service tow information, location of the vehicles, release information, officer responsibility etc. The proposed CAD system shall have tools through which this process may be easily managed. At a minimum, the following functionality is required:
- The proposed mobile office solution will permit an officer to self-initiate an abandoned vehicle incident, whereby;
  - A timer is automatically started to remind the dispatcher of the abandoned vehicle. Reminders that may be displayed on CAD dispatch console desktop or mobile client.
  - Officer will enter required information from his mobile.
  - A subsequent “revolving” list will be available on CAD, indicating all vehicles within a district that require impound.

- Mobile solution and/or dispatch will close impound and update list automatically for the dispatcher.

2.4.45 CAD to RMS transfer typically occurs at closure of a CAD CFS. Describe the process of CAD/RMS interface, assignment of RMS case numbers and how supplemental data may be added to RMS from re-opened CAD CFS. May CAD and RMS data be fully edited if both CAD call incident and RMS case are closed or resolved? How long do closed CAD CFS remain in CAD? What are the minimum retrieval keys and/or parameters for access to CFS in CAD and RMS? System must allow for agency unique case numbers.

2.4.46 Describe in detail the peer-to-peer CAD capabilities.

2.4.47 Describe in detail the CAD to external CAD interfaces proposed.

2.4.48 Describe in detail your compliance with the required national data exchange standards for use of Global Justice XML / NIEM 2.0 data exchange technology with respect to interoperability between disparate CAD and RMS systems.

2.4.49 Describe in detail your compliance with the required national standards for support of Law Enforcement Information Sharing Program (LEISP), Law Enforcement National Data Exchange (N-DEx) (IEPD) v.2.0.0

2.4.50 The State of Indiana has implemented a Countywide electronic Vehicle Crash Reporting System (ARIES) to complete and process vehicle crash reports.

Describe how you interface to these applications from the proposed CAD System.

2.4.51 The State of Indiana has integrated justice data solutions on a statewide basis. The State courts (JTAC) are deploying a statewide courts management system with immediate plans to integrate “electronic ticketing” and “electronic court documents.” Describe how a proposed interface to these applications from the proposed CAD system will be accomplished.

2.4.52 The County’s goal is to eliminate redundant entry of common data elements, thus reducing the potential for error. The County is seeking a mobile office solution, CAD field reporting applications that communicates and integrates with the workflow process utilized by the various police and fire departments within SJC. CAD systems that eliminate data entry reduce errors and increase officer efficiency and directly correlate to increased levels of service and public safety. Describe a solution which supports, at a minimum, application integration techniques that interface with the following applications:

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Note: Specific application information will be made available upon request by the respondent

- 2.4.53 The County will continue to expand mobile data use both at the County level and locally as communities expand CAD use and mobile data devices. Describe existing CAD/mobile client data solutions which have successful deployments within large mobile, multi-jurisdictional fleets.
- 2.4.54 System administration encompasses a wide array of general requirements that agencies need from CAD systems in order to be able to query information effectively; ensure appropriate access to information and systems security; and ensure effective information, image, and document management. The County envisions a number of system support and maintenance activities. Some of those activities are listed; however, the County expects that others apply as well. These are: table maintenance, security and data management, geo-file maintenance, error logging; and to a certain extent, customization. Respondent shall describe in detail the various tasks associated with managing the proposed CAD system and the level of technical support required to manage those tasks, including updating processes for all relevant data, including GIS data.
- 2.4.55 Service interruptions may cause the CAD/RMS systems to require “catch up”. Describe the proposed system capability to update CAD/RMS when service is restored.
- 2.4.56 Dispatch supervisor support functions are critical to the operation of a dispatch center. The CAD system should provide the supervisor with the ability to monitor the activity on any dispatcher workstation. If necessary, a supervisor needs to have the ability to take direct control over a dispatch position remotely, without leaving the supervisor console. Describe in detail how this functionality will be provided in the proposed CAD system.
- 2.4.57 Respondent shall describe security and audit methodologies within CAD/RMS. Logs should be viewable and searchable by the System Administrator. Describe in detail how this functionality will be provided.
- 2.4.58 CAD application for the SJC dispatch operations will also need to include logging and indexing of Telephony and RF Voice. Describe in detail how this functionality will be provided in the proposed CAD system.
- 2.4.59 CAD management reports assist with effective dispatch center staffing management. The functionality needs to include the ability to report any data element by any other data element in the system. This may include the ability to export data for use in third party tools. The reporting tool shall be flexible so that reports can be run by any user-defined date and time range, and be capable of creating and customizing reports without vendor involvement or additional cost

Respondent shall list all “pre-defined” reports currently available in the proposed CAD. Respondent shall explain how and where information is stored, the speed of the information deposit, and at what point during an incident triggers the information sent. The system must also allow for scheduled and automated exporting of reports per Customer requirements.

- 2.4.60 The County requires an isolated region on the CAD system to be used for program and file maintenance testing and training for new personnel. This function may be referred to as a CAD training mode. To the greatest extent possible, the training environment should be identical to the production region, thus allowing accurate testing and training to occur without impacting the production environment. The following are examples of the types of items the County wishes to include in the training environment. It should be noted that this list is not all inclusive but a reference: law enforcement, fire, EMS, Intelligent Transportation; tables defined to include unit names, recommendation patterns, premise information, personnel information, security permissions, modifying common names, GEO Zones, special details, etc; separate test E911 connection or a canned script of E911 information; separate test mobile connection or a canned script of mobile information; access to audible radio transmissions. Describe how this function can be applied in CAD with expectation not to rely on CAD provider for minor adjustments.
- 2.4.61 The County considers the following applications essential for law enforcement functions to include: a message system, local/County RMS efficient sharing of data, regional systems CAD to CAD, IDACS/NCIC, WE-911, AVL/GPS, mobile data (a complete list will be made available upon vendor selection). Respondent shall describe how the proposed CAD system will support the required interfaces.
- 2.4.62 Dispatch centers may support electronic alarm service notification of business and residential alarms. The proposed CAD system should, as an option, support, recognize, and accept notification of alarms. The system should coordinate alarm input with key-holder information and should at a minimum present that information to the call taker. Respondent shall describe how the proposed CAD solution would address this requirement.
- 2.4.63 Certain other “business” functions of dispatch centers and CAD systems include the ability to implement “pre-arrival instruction systems”. The call taker/dispatcher obtains answers to the questions posed by a pre-arrival system. Typically, functionality exists whereby pre-arrival questions are written to CAD and become permanent record of the call. Based on the capabilities of the prearrival system, the call taker may be prompted by the pre-arrival system based on the CAD call type. Respondent shall describe support of any existing “pre-arrival system” and to what extent integration of the application exists. Describe vendor provided functionality with CAD that may exist.

2.4.64 Fully describe the architecture and process which will be deployed to ensure system security.

2.4.65 Mobile command vehicles deployed in support of events create a need for implementation of “remote” CAD function, through a number of possible connections. The County envisions satellite/Internet Web CAD and RMS as a possible solution. The following are functionality the County believes critical to any solution:

- A temporary dispatch center with the ability to initiate CFS and other CAD related activity which includes:
- Issuing updated case, crash, mug and tow numbers consistent with parent jurisdictional numbering system.
- Be able to isolate all activity associated with the special assignment for a summary and after-action report.
- Security enabled access for view of incident details from support locations throughout SJC.

2.4.66 In the event of a CAD server failure, all call takers, dispatchers, and supervisors would be logically redirected to the backup server. System Administrators will be notified of the problem to manually fail-over, transfer operations to alternate site. In the event of a catastrophic event, all remaining call takers, dispatchers, and supervisors would be logically redirected to other servers; calls would be redistributed among the call takers, dispatchers, and supervisors at any one or combination of the remaining sites. Describe functionality with CAD that may exist.

2.4.67 In the event of emergencies, part or all of call taker and dispatch functions may need to be transferred to an adjoining dispatch center. Describe the functionality with CAD that may exist.

2.4.68 The County desires to procure a commercial off the shelf product to the extent possible. However, certain functionality described within the RFP may require development. Describe how you will address installation and customization, integration, training and full implementation of your system to include custom development. Customization of forms, reports, and views should NOT require vendor support or cost. Agencies must be trained by the vendor to maintain, customize and enhance systems. Proposal should identify change control process to include any forms for changes and modifications, the level of County’s resources to include hardware and software not specifically identified in the Hardware / Software Requirements, and estimated number of hours or percentage of time

required from the County to successfully develop, customize and maintain the application

- 2.4.69 In order to reduce redundant entries of basic event/victim/location information throughout the investigative process, the County envisions the ability to enter an item in a report or form one time throughout the workflow process. Subsequent data fields, requiring the same information, are expected to be automatically updated throughout every work flow report and form thereafter.
- From the outset of an "Event", whether initiated in CAD or RMS, all information should only have to be input once with the system updating all relevant fields, i.e., Township, County, and Location contained in forms and reports. Describe how the proposed systems will support a single data entry solution in CAD, RMS and other applications.
- 2.4.70 RMS will have the capability to link with other agency/County applications and databases. Describe in detail, proposed open systems interface in support of this requirement.
- 2.4.71 Describe the proposed systems method of cross-referencing other investigations - participant, location, and characteristics of incident etc. The County requires a method of identifying crimes with similar "method of operation (MO's)" in order for them to be worked together, rather than in several separate investigations. When a report is prepared, it should automatically be compared to other reports for an MO. Describe how you would document and report encounters with people, and their information.
- 2.4.72 On current reports, there should be no need to look up codes for specific boxes; they should be automatically filled in by the information provided in the report. The RMS will utilize drop-down boxes where known codes are needed. Describe how you would complete this function.
- 2.4.73 The proposed RMS system shall provide tools that help supervisory personnel monitor assigned investigations, notify investigators of pending documentation, and follow up when activity is due. Describe how you would notify officer when due, and supervisor when overdue, and how you will incorporate specific rules and procedures that may be unique to each individual agency.
- 2.4.74 The solution must provide MCC7500 radio console integration that allows CAD users to select and dynamically group channels, initiate a priority transmit, initiate a multi-select of radios upon incident dispatch allowing communication to all units regardless of talk group affiliation utilizing a single CAD keyboard and mouse from within CAD. The solution must provide MCC7500 radio console integration that allows CAD users to manually regroup a set of specified CAD Units' radios to a

specified pre-existing talk group from the CAD system command line. The solution must provide MCC7500 radio console integration that allows CAD system to automatically regroup the CAD units recommended radios to a call for service to set of specified pre-existing talk group.

- 2.4.75 The solution must include a Mobile client capable of supporting Next Generation capabilities over 3G/4G/5G connectivity and also a Mobile client supporting limited bandwidth over low bandwidth networks. These two clients must be able to operate on the system at the same time.
- 2.4.76 The proposed solution should be capable of plotting the Portable Radio location on the Mobile maps as well as the CAD map. As an example, if the Emergency button is initiated from the Portable Radio, then those first responders associated with the “incident” or area would also be alerted to the Emergency unit location on their Mobile workstation map, having ability to see location of themselves as well as the emergency displayed on the CAD and Mobile maps. The proposed CAD and Mobile solution must support native Esri data and not require the use of other third party tools for mapping data manipulation outside of Esri ArcGIS Desktop. Any data manipulation tools for preparing GIS data for CAD and Mobile must be provided as an ArcGIS toolset. The system must not rely solely on the ArcGIS address locator service for address / location validation.
- 2.4.77 The system shall support a browser-based, central maintenance of system parameters. Updates shall occur at the system level including Mobile updates without having to physically touch CAD client workstations, Mobile workstations or handheld units.
- 2.4.78 The proposed system should provide the capability to support automated vehicle location (AVL) and automated responder location (ARL) intelligence to associate Mobile workstation and Portable Radio locations on the CAD and Mobile map based upon established out-of-vehicle statuses. The system must dynamically change the device being displayed (Mobile computer versus Portable Radio) based on incident type or unit status as defined by agency practices. The proposed CAD/Mobile system must be able to receive multiple GPS feeds for a single first responder’s location (Mobile workstation/Portable Radio) and dynamically change which is displayed on CAD & Mobile map at any given time.
- 2.4.79 Proposed Mobile solution must include the capability to perform configurable command line dispatching.
- 2.4.80 The solution should have the ability to integrate with both iOS and Android Tablet/Mobile platforms seamlessly – not through an interface.

2.4.81 The solution provider should show the ability to dispatch by Box Card, and show that they have clients that have up to 13 different fire agencies with over 32 stations in their system dispatching 40,000 plus fire runs a year.

## **APPLICATION AND SYSTEM SUPPORT – TECHNICAL APPLICATIONS**

2.4.82 Provide a detailed maintenance and support plan for all software and systems provided as part of the procurement process, including but not limited to:

- software fixes, enhancements and new releases
- support availability – 7/24, remote connectivity, toll free access, -field replacement units for hardware etc.

2.4.83 Describe additional support services offered that are not part of the detailed maintenance plan. Include costs, hourly rates etc.

2.4.84 Describe Help Desk support functions (7/24, 8/5, M-F, weekends) associated fees.

## **TRAINING – APPLICATION AND SYSTEM**

2.4.85 Describe your approach to training that includes both system administration and end user. Also identify any web-based or instructor led training and associated costs, if any. SJC and/or the agencies served by the 911 Center will provide jurisdictional training sites.

Need to provide training material; validation of mastery of cad skills.

The proposed project implementation schedule shall include provision for training after installation of hardware and software in order for dispatch personnel to have appropriate hands on training.

## **2.5 COST PROPOSAL**

The pricing associated with this RFP will be a firm proposal price that must remain open and in effect for a period of not less than 365 days from the proposal due date as well as any extensions agreed to in the course of contract negotiations. In addition, the respondent shall provide the following information:

Financial Reports – Financial reports shall be provided which include:

1. Statement of Income and Retained Earnings, last two years
2. Changes in Financial Position, last two years
3. Balance Sheet, last two years
4. Certified Public Accountant or Auditor’s Opinion, last two years

5. Most recent Annual Report
6. Latest interim Balance Sheet and Income Statement
7. Explanation of any lawsuits now pending involving the respondent

All costs to be incurred and billed should be included with the respondent's proposed cost and clearly labeled. The respondent should understand that the County will not pay any amount identified as insurance or taxes of any kind, that liability for such items remains with the respondent, and that the proposed price quoted must include any such costs the respondent wishes to have included in the transaction which will be described therein.

### **2.5.1 DETAILED COSTS**

Respondents should provide detailed cost schedules for each component of the proposed system. These schedules should include the following information as a minimum: model number of component, description of component, number of fixed equipment units of the component that are being proposed, component unit price and total purchase price. Additionally, annual maintenance expense should be shown for the installed fixed equipment beginning after the first year.

## **SECTION THREE PROPOSAL EVALUATION**

### **3.1 PROPOSAL EVALUATION PROCEDURE**

The County has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. However, the St. Joseph Board of Commissioners will use its discretion to determine which proposal is in the best interests of the County. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration, but SJC reserves the right to waive any irregularities and technicalities or to request re-bids
- 3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price.
- 3.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the County, taking into account all of the evaluation factors, may be selected for further action, such as contract negotiations. If, however, SJC decides that no proposal is sufficiently advantageous to the County, the County may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the respondent, SJC may begin contract preparation with the next qualified respondent or determine that no such alternate proposal exists.

### **3.2 EVALUATION CRITERIA**

Proposals will be evaluated based upon the proven ability of the respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 100). If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

***Summary of Evaluation Criteria:***

<b>Criteria</b>	<b>Points</b>
1. Adherence to RFP CRITERIA	15
2. Vendor Qualifications and financial stability	20
3. System Suitability	20
4. Implementation Services	10
5. System demonstration	10
6. Price	10
<b>7. Recommendation of RFP review committee/PSAP Board</b>	<b>15</b>
<b>Total</b>	<b>100</b>

All proposals will be evaluated using the following approach.

Step 1

In this step, proposals will be evaluated to determine if they adhere to Requirements of the RFP. Any proposals that are significantly deficient in meeting the RFP Requirements will be disqualified. The more a proposal meets the requirements of the RFP, the higher its score, with a maximum of 15 points.

Step 2

The proposals that are not disqualified will then be scored based on Criteria 2 through 7. This scoring will have a maximum possible score of 85 points. All proposals will be ranked on the basis of their combined scores. This ranking may be used to create a “short list” to limit the number of proposals for further discussion and review. .

### Step 3

Any proposals not eliminated as a result of Steps 1 and 2 will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the County conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short listed respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

#### 3.2.1 Adherence to Requirements 15 points

3.2.1.1 Vendors must support enterprise-wide information exchange standards and processes that enable effective sharing of critical information. Other required applications include: Mapping, Mobile Solution, Web Based Application, AVL, Field Reporting, and interfaces to ARIES and eVCWS.

3.2.1.2 Fully functional CAD with emphasis on use of the latest proven technology used to achieve “five 9’s” of reliability.

3.2.1.3 Support that includes customization, implementation, installation, training.

3.2.1.4 Provide a minimum two year software warranty from date of system acceptance, with maintenance commencing at the conclusion of warranty.

3.2.1.5 Guaranteed firm fixed price for annual hardware and software maintenance for a minimum of four years.

3.2.1.6 Respondent shall include “enterprise licensing” as a pricing option.

3.2.1.7 The County requires the respondent to create an “as built” source code volume to be retained in escrow. The respondent shall identify the holder of the escrow and provide a method of access that will allow the County to continue to maintain the application in the event that the company goes out of business.

3.2.1.8 The County requires the respondent to provide user documentation and supporting manuals

3.2.1.10 Vendors shall describe in detail the proposed acceptance test plan. The County reserves the right to negotiate further acceptance test protocols during contract negotiations. It is envisioned that testing will include validation of databases, tables, system configuration files, and those applications for which specific functional design criteria are established during contract negotiations.

### 3.2.2 Vendor Qualification and Financial Stability - 20 points

The quality of the vendor, based on years of experience, dealings with other customers, ability to respond and support the system, quality of key personnel, reputation, financial strength and stability and other factors relating to this category will be considered in allocating points with respect to this factor.

### 3.2.3 System Suitability - 20 points

How well does the system provide what the County is seeking; does the system provide user friendly interaction; does it allow modifications and corrections without vendor involvement; does it provide flexibility where needed; how difficult is training with respect to the system; does it have established intuitive features that enhance service; these and other factors relating to this category will be considered in allocating points with respect to this factor.

### 3.2.4 Implementation Services - 10 points

What type of personnel and how many will be involved in implementing; how strong is testing of system before going live; what back up plans are there to prevent failure during implementation; how long and how much disruption will occur with implementation. These and other factors relating to this category will be considered in allocating points with respect to this factor.

### 3.2.5 System Demonstration - 10 points

Demonstration of how the system works in real world situations is significant; simulating reality as close as possible is important to understanding whether the system works when it is need most.

### 3.2.6 Price - 10 points

Price is important, but it is not the most significant factor in determining which proposal is the most responsive and which vendor is the most responsible; nevertheless, the more parity on other factors, the more significant this factor becomes

3.2.7 Recommendation of RFP review committee/PSAP board: 15 points

The RFP review committee involves professionals who interact with the system and input from this committee will carry weight in the review of the proposals. Therefore, in responding to the RFP, making sure that the proposal shows that the respondent understands how its system is used by dispatchers and its relevance to the safety of police, EMS and fire personnel, police and the public is important.

The Board of Commissioners of SJC or its designee will, in the exercise of its or his or her sole discretion, determine which proposal(s) offer the best means of servicing the interests of the County. The exercise of this discretion will be final.

# **ATTACHMENT A**

## **HARDWARE OPTION**

### **REQUIREMENT SUMMARY:**

The Vendor will need to inform the County of all hardware items needed to properly operate the CAD System/Solution, including the RMS option.

The new virtualized server design should provide a fully integrated solution for all SJC911 facilities. The system should be scalable at the convenience of the SJC911.

SJC911 requires a high availability system installed at both on-site data centers. The server, storage, and backup targets should be able to support the center's independently from either data center to maintain business continuity. These data centers are SJC911 Primary and SJC911 Back-up, which are connected via 10 Gbps fiber optics in a ring topology.

### **TECHNICAL REQUIREMENTS**

#### **Design Requirements**

Establish a design for a distributed architecture to ensure local survivability. Core redundancy with complete failover must be provided to ensure maximum availability, to industry standards of five (5) 9's of reliability. The system should be able to completely failover from one internal data center to the other with minimal disruption of service. The system should allow for load balancing of traffic between the two data centers during normal operation. Preference will be given to a SQL Database set and a virtualized environment using VMWare.

Recommendation will require approval from the SJC911 Technology Department prior to configuration and installation of all hardware and software.

### **PROJECT REQUIREMENTS**

#### **Single Point of Responsibility**

SJC911 expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. SJC911 will not enter into any agreement that does not provide a single point of accountability for the installation of the system. If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support the successful respondent will be the sole responsible party for all activities. It is the intent of this Request for Proposal that the responder provides a complete, end to end solution for the installation. The vendor shall provide design, planning, system architecture, installation, network analysis, training and post installation support for the project. The SJC911 Technology Department will act as the consultant and Single Point of Responsibility for SJC911.

#### **Project Management**

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to SJC911 throughout the life of the project. SJC911 reserves the right to request a change in project management based on performance. All work is to be completed as per these specifications and any accompanying drawings. Contractor shall be responsible for all coordination and sequence with all other work-in-progress by all other trades. The vendor should have experience implementing a virtualized server infrastructure for an organization of the size and scope of SJC911.

### **Transition Plan**

The vendor is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff. SJC911 Technology Staff will work closely with the vendor to create a working project plan that will achieve these goals. This includes a project plan to migrate all existing virtual machines and data. Work will be performed during normal business hours Monday-Friday. Transition plan is to include migrating the SJC911 centers VM's to the respondent's proposed server infrastructure.

### **Maintenance and Support**

SJC911 intends to obtain maintenance services on the virtualized server(s) and storage infrastructure for a period of five years. Service should be manufacturer maintenance provided with 24x7x365 with a 4-hour minimum response time. System maintenance should include hardware, software and licensing support/upgrades for all components.

### **Training**

Technical support staff will receive training from the vendor as part of "knowledge transfer" during and after implementation of the virtualized server(s) and storage infrastructure. Manufacturer authorized training to become self-sufficient in the configuration and operation of the virtualized server and storage infrastructure should be included for three Server Administrators.

Include the following training;

Hardware and software management training

Storage platform training

Backup target platform training

System failover training

Disaster recovery training

### **BACK-UP:**

SJC911 current has two (2) Dell Appsure D730 Back-up servers, with 20 TB of storage.

Provide pricing for two (2) redundant backup targets, separate from primary storage, are required. One each located at the Primary and Back-up centers. Sizing must include growth of 30%., back-up or snapshots for daily, weekly and monthly plans.

### **SAN Storage Requirements**

SJC911 currently has four (4) Dell PS6210x SAN units.

Provide pricing for a replacement of the existing SAN Storage Systems with two new SAN systems with 500 TB of usable space each, to accommodate migration of existing VM's.

### **TECH REFRESH**

Vender is to provide tech refresh at year five (5), to include all components; hardware, software, storage, and virtual environments for review.

### **INVENTORY**

An inventory of all deployed hardware to include serial number, A template will be provided at the appropriate time by the SJC911 Technology Department.

### **BUY BACK OPTION**

Provide option for purchasing or credit for existing equipment. Inventory list is provided in Appendix A.

### **PROJECT RESPONSE**

- Describe the overall architecture of the system.
- Provide diagrams of the major system components. How will they connect into the existing SJC911 network?
- Provide any hardware/software requirements for servers to support the virtualized server infrastructure.
- Provide power requirements for each site.
- Provide a design including the appropriate products and licensing.
- Indicate any additional features that are not noted, but are included in the recommended system as well as any that set your virtualized server infrastructure and/or storage components apart from your competitor's products and services.
- Provide all necessary documentation of the system including product literature, and spec sheets.
- At the completion of the implementation, provide full system documentation including full inventory of all products, licenses, configuration, and design. This should include location of equipment/license, description, model, and serial number.
- Provide equipment list with version/model numbers and design description.
- An itemized list of all required equipment
- An itemized list of software and software licenses
- An itemized list of services (implementation, training)
- An itemized list of all items to be provided to SJC911.
- A full description of the high availability and failover capabilities of the system per the requirements noted in this document.
- A summary of your solution and specific supported features.
- Provide pricing credits for the trade-in of existing SAN and physical host servers.
- Provide a description of the necessary training for SJC911 employees to be fully proficient in the use of vendor specific hardware and management tools.
- Include the recommended level of manufacturer authorized classroom training for up to three (3) server administrators. Indicate the closest manufacturer authorized training centers to Mishawaka, Indiana.  
frequency with which this training is offered.
- Provide "knowledge transfer" to SJC911 Technology staff in the operation and administration. It is the intention of SJC911 that all on-site work will be conducted with

SJC911 Technology staff so that they can learn from the vendor's team during implementation.

- Provide a project plan to transition existing virtual infrastructure and storage infrastructure to the new virtual infrastructure and storage infrastructure. This plan needs to include a minimum amount of downtime.
- Provide network resources required for operating CAD/RMS solution including, but not limited to RAM, CPU speeds, number of physical host(s), and network speed requirements. System design will need to incorporate SJC911 current VM environment, See Attachment A1.
- Is the hardware available for purchase through a cooperative purchasing method, or any other purchasing method permitted under Indiana law which would provide savings to the County? Explain.

SJC911 reserves the right to purchase requirements from more than one vendor as is advantageous to the SJC911.

ATTACHMENT A1

## **ATTACHMENT B**

### **RECORD MANAGEMENT SYSTEM (“RMS”)**

#### **OPTION**

In addition to seeking a proposal for a CAD system for use by the County in connection with the operation of the County’s 911 Center, the County is also evaluating whether acquisition of an integrated RMS should be pursued at the same time.

Provide an add-on option which includes a proposal for RMS.

The RMS should be capable of enabling public safety personnel to access investigation information from available sources through one easy-to-use automated application interface.

Describe how your proposed RMS will integrate with your proposed CAD solution to provide critical information to public safety officers with CAD Mobile Solution and Desktop Applications.

In addition to the above, please provide the following additional information:

1. The RMS will provide the ability to capture investigation information in the field that is in addition to the routine incident information. Describe how your proposal will support timely capture and reporting of information.
2. The RMS will provide the ability to correlate information from all of the available sources to determine similarities between cases from within and outside the State of Indiana. Describe how your proposal will provide information and support enhanced investigation programs.
3. The RMS will provide easy, on-scene, secure accessibility to all information for all public safety personnel and staff who have authorization. Describe how your proposal will function with CAD and provide critical information to public safety officers with CAD Mobile Solution and Desktop Application for supervisors, commanders and staff that do not have CAD.
4. The RMS should provide the capability to query data and develop forms or ad hoc templates as required. Describe how the proposed RMS will provide the capability. Describe proposed administrative and user training required to support and maintain this capability.

5. In order to reduce redundant entries of basic event/victim/location information throughout the investigative process, the County envisions the ability to enter an item in a report or form one time throughout the workflow process. Subsequent data fields, requiring the same information, are expected to be automatically updated throughout every work flow report and form thereafter.

From the outset of an "Event", whether initiated in CAD or RMS, all information should only have to be input once with the system updating all relevant fields, i.e., Township, Town,, City, County, and Location contained in forms and reports. Describe how the proposed systems will support a single data entry solution in CAD, RMS and other applications.

6. RMS should have the capability to link with other agency applications and databases. Describe in detail, proposed open systems interface in support of this requirement.

7. Describe the proposed systems method of cross-referencing other investigations - participant, location, and characteristics of incident etc. Does the system provide a method of identifying crimes with similar "method of operation (MO's)" in order for them to be worked together, rather than in several, separate investigations. When a report is prepared, it should automatically be compared to other reports for an MO. Describe how you would document and report encounters with people, and their information.

8. On current reports, there should be no need to look up codes for specific boxes; they should be automatically filled in by the information provided in the report. The RMS will utilize drop-down boxes where known codes are needed. Describe how you would complete this function.

9. The proposed RMS system should provide tools that help supervisory personnel monitor assigned investigations, notify investigators of pending documentation, and follow up when activity is due. Describe how you would notify officer when due, and supervisor when overdue.

10. RMS information for search warrants and receipts for items seized and property records contain the same information. Describe how you would cross-reference information and place it on applicable reports.

11. The County envisions the RMS will reduce the amount of administrative paperwork for first line investigators and supervisors to allow more supervisory time in the field. Describe how your program will improve workflow for administrative review and improve the flow of information critical to investigations.

12. RMS should be capable of generating reports through information gleaned from incident and case reports consistent with national standards developed by the U.S. Department of Justice.
13. RMS should provide an automated system that allows investigators to search for addresses, people and other related subjects critical for first responders and investigations. Describe how your proposed RMS will integrate with CAD and provide critical information to officers with CAD Mobile Solution and Desktop Application.
14. RMS should allow for automatic merging of master records based on each agency's individual requirement.
15. RMS should allow changes to reports by individual agency without vendor involvement.
16. RMS should allow each agency to create and maintain unique reports without vendor involvement.
17. RMS should be able to generate and transmit IBR for each individual agency, with automated updates to originating incidences.
18. RMS should be able to generate case number to an incident without assigning a unit.

# ATTACHMENT C

## County Required Policies

The parties to the Agreement agree that the following terms are part of the Agreement to which they are attached:

1. It is understood and agreed by the parties that VENDOR is an independent contractor separate from the County, and the County will not withhold from any payment to VENDOR any federal or Indiana unemployment taxes, federal or Indiana income taxes, Social Security tax, or any other amounts for benefits to VENDOR or its agents or employees; further, the County will not provide any insurance coverage or other benefits normally provided by the County for its general employees to VENDOR or its agents or employees.
2. VENDOR will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability or any other basis prohibited by Indiana or federal law related to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of VENDOR. VENDOR agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth this nondiscrimination clause.
3. VENDOR, in all solicitations or advertisements for employees placed by or on behalf of VENDOR, will state that it is an Equal Opportunity Employer.
4. Notices, advertisements and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
5. VENDOR shall include the provisions of the foregoing paragraphs 3, 4, and 5 in every subcontract or Purchase Order relating to this Agreement in excess of so that the provisions will be binding upon each subcontractor and/or supplier.
6. VENDOR will comply with the provisions of the Americans with Disabilities Act of 1990, as amended, which prohibits discrimination against individuals with disabilities in employment and mandates their full participation in publicly- and privately-provided services and activities.
7. During the performance of this Agreement, VENDOR agrees to (i) provide a drug-free workplace for VENDORs employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of marijuana or any other controlled substance is prohibited in VENDOR's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of VENDOR that VENDOR maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order relating

to this Agreement in excess of \$10,000.00, so that the provisions will be binding upon each subcontractor or supplier. For the purposes of this section, "drug-free workplace" means VENDOR's facility or facilities used for the performance of work done in connection with this Agreement.

8. In accordance with Indiana Code I.C. §22-5-1.7 et seq. (Indiana's adoption of the E-Verify program), VENDOR acknowledges that it does not, and shall not during the performance of this Agreement, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

9. This Agreement shall not be effective until a valid County Purchase Order is issued to VENDOR covering the amount of the Agreement.

10. VENDOR shall comply at all times during this agreement with St. Joseph County Personnel Policy 6.7 (Business Ethics/Conflicts of Interest) and St Joseph County Ordinance 36.50 (Anti-Nepotism Policy), which policies are incorporated by reference herein.

11. No employee of the County shall be admitted to any share or part of this Agreement or to any benefit that may arise therefrom.

12. Notwithstanding any other provision of this Agreement, nothing in this Agreement or any action taken by the County pursuant to this Agreement shall constitute or be construed as a waiver of either the sovereign or governmental immunity of the County. The parties intend for this provision to be read as read as broadly as possible.