

MONITEAU COUNTY EMERGENCY DISPATCH



May 21, 2019

Eligible Vendors

RE: Request for Proposal (RFP) COMPUTER AIDED DISPATCH SYSTEM

Dear Vendor,

You are invited to submit a proposal for our Computer Aided Dispatch (CAD) System project in accordance with the requirements set forth in the attached request for proposal (RFP).

Moniteau County Emergency Dispatch serves a population of over 15,000 covering approximately 419 square miles. We dispatch for 4 law enforcement agencies, 7 fire districts and 1 ambulance service.

Proposals must be received not later than July 15th, 2019 at 6:00PM or your proposal will otherwise be disqualified.

Submitted proposals will be reviewed by the Moniteau County Emergency Dispatch Executive Director and the Board of Directors. Vendors who are deemed fully qualified and best suited among those submitting proposals may be requested to participate in further discussions regarding their proposals. The contract shall be awarded to the lowest responsible respondent whose offer best responds to the quality, capacity, and service requirements of Moniteau County Emergency Dispatch

Final vendor approval will be granted by the Moniteau County Emergency Dispatch Board of Directors. After the evaluation of the proposals and the selection of the successful vendor, all vendors will be notified of the award.

Any questions need to be received in writing by letter or email to Kevin Wieberg at kwieberg@moniteau911.com or PO BOX 87 California MO 65018. I will be the single point of contact for all inquiries and correspondences.

I thank you for your time, effort and interest.

Respectfully,

A handwritten signature in blue ink that reads 'Kevin Wieberg'.

Kevin Wieberg

Director | Moniteau County Emergency Dispatch

REQUEST FOR PROPOSAL



**MONITEAU COUNTY EMERGENCY DISPATCH
CALIFORNIA, MISSOURI**

BID No. 2019-01: COMPUTER AIDED DISPATCH SYSTEM

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1. NOTICE

1.1 Notice. This document constitutes a request for proposals for the establishment of a contract to provide Moniteau County Emergency Dispatch (MCED) with Computer Aided Dispatch Software. Qualified organizations are invited to prepare a response to the specifications outlined in this document. Any information submitted in conjunction with this request will become public record, open for public inspection under State law. Moniteau County Emergency Dispatch will not pay for any information requested herein, nor is it liable for any costs incurred by the vendor in preparing a response.

1.2 Instructions to Respondents. Proposals shall be submitted in a sealed envelope identified by bid number and bid title; shall be complete and signed by an official authorized to obligate the agency or company submitting the proposal. Changes, additions, or limiting provisions made on the invitation will render the offer informal and may cause its rejection. All submissions must be received by the date and time indicated; no late proposal will be accepted.

Submissions will be received at the Moniteau County Emergency Dispatch center office, 604 N Oak St, California, MO 65018 until **6:00 p.m. on Monday, July 15, 2019**, at which time they will be publicly opened and taken under advisement. All proposals must be clearly marked on the outermost envelope as follows:

BID NO. 2019-01
COMPUTER AIDED DISPATCH SYSTEM

1.3 Rejection/Disqualification. The right is reserved to accept or reject any and all proposals for any reason, in part or in whole, to waive technicalities, and to accept the offer that Moniteau County Emergency Dispatch considers the most advantageous to the organization. Failure to comply with all provisions of this solicitation may result in disqualification.

2. QUESTIONS, REQUESTS FOR CLARIFICATION OR INTERPRETATIONS

2.1 Restrictive Language. It shall be the respondent's responsibility to ask questions, request changes or clarification, or otherwise advise Moniteau County Emergency Dispatch if any language, specifications or requirements of this solicitation appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit responses to a single source. Any and all communication from respondents regarding specifications, requirements, competitive bid process, etc., must be directed to the Moniteau County Emergency Dispatch Executive Director.

2.2 Contact Information.

Kevin Wieberg
PO Box 87 California, MO 65018
Ph: (573) 796-8416;
Email: kwieberg@moniteau911.com

2.3 *Submission of Questions.* All questions about the meaning or intent of these documents shall be submitted in writing. Every attempt shall be made to ensure that the respondent receives an adequate and prompt response. However, in order to maintain a fair and equitable bid process, all respondents will be advised, via the issuance of addendum to all parties recorded by the Executive Director as having received the documents, of any relevant or pertinent information related to the procurement. Therefore, respondents are advised that all questions must be received at least five (5) business days prior to the due date of the bid. Respondents are cautioned that the only official position of MCED is that which is issued by MCED in the specifications or amendment thereto. No other means of communication, whether written or oral, shall be construed as a formal or official response or statement.

3. OBJECTIVES / SPECIFICATIONS

Respondents are asked to propose what they consider to be the best, most-cost efficient technology for use by Moniteau County Emergency Dispatch while accomplishing the following:

- Must be compatible with Windows 7 and Windows 10 operating systems.
- Must integrate with Priority Dispatch ProQA software and trade information such as address, phone number, Caller Statement, Key Question answers, Diagnostic Tool results, and have the ability to change Call Type in CAD based on shunt in ProQA.
- Must integrate with Intrado Power 911 ANI/ALI feed.
- Must integrate with Spatial Data Research Mapping by displaying the active calls for service on this mapping program.
- Must integrate with Missouri Uniformed Law Enforcement System (MULES) by having the capability to run base queries on individuals and license plates in state of Missouri.
- Must have multi-monitor functionality.
- Must have the ability to view active calls in an organized window.
- Must have the ability to change unit status and assign units to calls for service via command line and mouse functionality.
- Must have the ability to alert field responders via SMS or integrated programs such as Active 911.
- Must have the ability to simply review history and provide alerts on individuals and locations.
- Must have the ability to geo-verify address by referencing a database of addresses to confirm valid addresses. This database can be supplied by Moniteau County Emergency Dispatch.
- Must be able to display cross street information based on an entered address into a Call for Service entry record.
- Must have the function of pasting information from Windows Clipboard into a Call for Service record.
- Must have the ability to retrieve information that is entered into the system by a CAD administrator for the purpose of running reports and providing data analysis to response agencies.

The vendor shall be responsible for installation of software on 3 dispatch workstations and 1 laptop (laptop is administrative used for reporting and required updates).

The vendor shall be responsible for ensuring software to be fully operational on installed devices.

Moniteau County Emergency Dispatch anticipates to be operational with a new CAD system by November 1 2019. If this "Go-Live" date is not possible, the vendor shall clearly define a substitute date that is agreed upon by the Director of Moniteau County Emergency Dispatch.

4. DELIVERABLES

- 4.1 The vendor shall agree and understand that any product delivered to Moniteau County Emergency Dispatch that is different than what was submitted with the vendor's accepted proposal or that was proposed without meeting the requirements outlined in this document may be rejected. The vendor shall provide all deliverables to the satisfaction of Moniteau County Emergency Dispatch. Payment may be withheld until such time.
- 4.2 *Lead Times.* Lead times shall be stated in definite terms as they may be taken into consideration in making the award. Moniteau County Emergency Dispatch reserves the right to cancel all or any part of an order if delivery is not made as guaranteed. In case of any delay, it is the responsibility of the vendor to notify MCED.
- 4.3 *Disqualification from Future Bids.* Failure to deliver as guaranteed disqualifies bidder from future bids.

5. INVOICING AND PAYMENT REQUIREMENTS

- 5.1 *Payment as Bid.* The vendor shall be paid in accordance with the submitted pricing pages of this document, upon acceptance of deliverables by Moniteau County Emergency Dispatch. Other than payment specified above, no other payments or reimbursements shall be made to the vendor for any reason whatsoever.
- 5.2 *Tax Exemption.* Federal Excise Tax or Missouri Sales and Use Taxes should not be included in bid prices, as the Moniteau County Emergency Dispatch is exempt from them by law. Federal tax exemption certificate will be furnished upon request.

6. GENERAL TERMS AND CONDITIONS

- 6.1 *Product Specifications.* Whenever products or materials of any particular manufacturer are referenced in the specifications, such product or material is intended to be descriptive of type or quality and not restrictive to those mentioned. Alternates to what has been specified may be proposed and bid, but the bid submission must clearly indicate such and include specifications and/or descriptive literature documenting the manufacturer, stock number, and other pertinent details necessary to establish equivalency. Moniteau County Emergency Dispatch shall be the sole judge of equivalency.
- 6.2 *Like or Similar Products.* Moniteau County Emergency Dispatch reserves the right, at its sole discretion, to obtain "like or similar" products as specified herein from other manufacturers when use of such products is deemed in the best interest of MCED.
- 6.3 *Clarification/Negotiations.* Terms, conditions, prices and methodology or other features of the offeror's bid may be supplemented, clarified, or changed as a result of the negotiation process. The requirements of the specifications shall not be negotiable and shall remain unchanged unless that change is in the best interest of MCED and in which case shall apply to all bids subject to negotiation.

6.4 *Default or Misrepresentation.* In case of default or misrepresentation by the vendor awarded the bid, Moniteau County Emergency Dispatch will procure the articles or services from other sources and hold the vendor responsible for any excess cost occasioned thereby

7. BID AWARD

7.1 Submitted proposals will be reviewed by the Moniteau County Emergency Dispatch Executive Director and the Board of Directors. Vendors who are deemed fully qualified and best suited among those submitting proposals may be requested to participate in further discussions regarding their proposals. Discussion may cover cost, method, and other relevant factors.

7.2 The contract shall be awarded to the lowest responsible respondent whose offer best responds to the quality, capacity, and service requirements of Moniteau County Emergency Dispatch. The selection process may include a request for additional information and/or an oral presentation to support the written proposal.

7.3 Negotiations may be conducted with responsible respondents who submit proposals determined to be reasonably susceptible of being selected for award. All respondents will be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers.

7.4 Final vendor approval will be granted by the Moniteau County Emergency Dispatch Board of Directors. After the evaluation of the proposals and the selection of the successful vendor, all vendors will be notified in writing of the award. The successful vendor shall commence work only after the transmittal of a fully executed contract and after receiving written notification to proceed from Moniteau County Emergency Dispatch.

8. SUBMISSION INFORMATION

8.1 *Bid Modification/Withdrawal.* The respondent may withdraw, modify, or correct its bid after it has been submitted to MCED provided such request is submitted in writing and received prior to the time specified for opening bids. Such a request received as specified will be attached to the bid and the bid will be considered to have been modified accordingly. No bid may be modified after the time specified for opening of bids.

8.2 *System Proposal and Explanation.* The Vendor should provide information and detail on the proposed equipment, and software; its capabilities and advantages and provide itemized pricing for all the components, integrations, fees, accessories, parts and supplies required of the system and its installation with a defined TOTAL COST. Additional cost of operations of the system including but not limited to any ongoing maintenance requirements, foreseeable upgrade requirements, programming, service rates, etc. should also be included.