WEST SUBURBAN CONSOLIDATED DISPATCH CENTER

REQUEST FOR PROPOSALS

Project Title: Computer-aided Dispatch System, Mobile Data System, Law Enforcement Records Management, and Associated Interfaces

Proposal Closing Date: June 7, 2024, at 4:00 PM CST

1 INTRODUCTION

1.1 PROJECT OVERVIEW

West Suburban Consolidated Dispatch Center (WSCDC), Illinois is requesting fixed price proposals with the intent of awarding a contract for computer-aided dispatch (CAD), mobile data system (MDS), and Law Enforcement Records Management System (LERMS) to be utilized by the public safety answering point (PSAP), emergency responders in the field and law enforcement to record incidents.

The WSCDC expects that the CAD, MDS, and LERMS software, often referred to as the solution or system throughout this Request for Proposal (RFP), be commercial off-the-shelf (COTS) products currently deployed, and in use in jurisdictions of comparable size and scope. The solution sought under this RFP must be multi-discipline (e.g., police, fire, and EMS). Beta systems or systems that are undergoing major functional changes or enhancements are not acceptable for the solution sought in this solicitation. Although the WSCDC is interested in implemented solutions with a proven track record of reliability and capable of processing considerable transaction volumes, that does not preclude Respondents from submitting optional proposals that may utilize emerging technologies.

The successful Respondent(s) shall be capable of providing a fully integrated operational turnkey Solution that is highly configurable and includes the necessary implementation services to deploy – project management, configuration, installation, testing, training, cutover/operational support during go-live and *ongoing maintenance/support of the solution. Respondents must propose a Solution maintenance plan that meets the WSCDC's expectations for response and restoral times, includes system updates, upgrades, and necessary services to keep the systems and interfaces functioning at optimal performance levels.*

2 PROPOSAL SUBMISSION FORMAT AND CONTENT

The WSCDC seeks proposals from qualified Respondents for the delivery of CAD, MDS and LERMS. **WSCDC seeks to procure those solutions that best meet the operational needs of the end users; consequently, independent LERMS solutions are permitted, however, an integrated suite is preferred.** Respondents who provide all referenced systems are strongly encouraged to offer a proposal as a tightly integrated solution as this is WSCDC's long-term objective.

2.1 RESPONDENT NOTIFICATION OF RESTRICTIVE REQUIREMENTS

It is the WSCDC's intent that this RFP allow competition. It shall be the Respondent's responsibility to advise the WSCDC in writing of any language, requirement, specification, etc., or any combination thereof, that inadvertently restricts or limits the requirements stated in this RFP to a single vendor. Such notification must be received by the WSCDC not later than 15 days prior to the date set for acceptance of proposals.

2.2 PUBLIC INSPECTION OF PROPOSALS

The WSCDC adheres to the Illinois Freedom of Information Act (FOIA) and all other governing statutes, regulations, and laws regarding the disclosure of RFP information. Proposals are not available for public inspection until after the contract is awarded. If the Respondent has notified the WSCDC, in writing, that the proposal contains trade secrets or confidential information, the WSCDC will generally take reasonable steps to prevent disclosure of such information, in accordance with FOIA. This is a statement of general policy only, and in no event shall the WSCDC be liable for disclosure of such information by the WSCDC in

response to a request, regardless of the WSCDC's failure to take any such reasonable steps, even if the WSCDC is negligent in failing to do so.

2.3 PREPARATION AND SUBMISSION OF PROPOSALS

2.3.1 Submittal Packet – Required Content

Respondents are to make written proposals that present their qualifications and understanding of the work to be performed. Respondents shall address in their proposal each of the specific items listed below in the order presented. Each titled subsection below shall be separated and identified by its section number/title. The subsections detailed below include specific problem statements for which the project team is seeking detailed solutions. ***Failure to include any of the requested information may be cause for the proposal to be considered non-responsive and rejected.***

All proposals must be submitted electronically. Before submitting a proposal, Respondents are responsible to read the entire RFP document. Failure to read any part of this solicitation will not relieve a Respondent from the requirements of that section or any subsequent contractual obligation.

2.3.2 Cover Letter

The cover letter shall be signed by an authorized representative of the Proposer. The letter should indicate the Proposer's commitment to provide the solution and services requested.

2.3.3 Executive Summary

The executive summary should include a brief overview of the proposed plan to achieve the WSCDC's objective, the overall strategy for implementing the plan, and the key personnel who will be responsible for seeing the project through to completion.

2.3.4 Proposal Format and Content

The WSCDC has included areas where individual responses to each section are sought. Proposals shall address each section of this RFP, section by section, beginning with Section 5 through and including section 11. For ease of review and evaluation, the WSCDC is requesting that the respondent's proposal simply renumber each section so that responses to section 5 are re-numbered as follows:

1.0 Respondent's Minimum Qualifications
- 1.1 Company Background
- 1.2 Proof of Financial Stability
- 1.3 Proof of Experience
- 1.4 Commitment to Use Case Demonstration Evaluation
- 1.5 Reference Sites

Respondents shall continue using this numbering scheme through Section 11. Following this scheme, the proposal response should be organized as detailed in the table below:

Table 1 - Proposal Format

Section	Title
Cover Letter	
Table of Contents	
Executive Summary	
1.0 Respondent's Minimum Qualifications	
1.1	Company Background
1.2	Proof of Financial Stability
1.3	Proof of Experience
1.4	Commitment to Use Case Demonstration Evaluation
1.5	Reference Sites
2.0 Solution Focused Questions	
2.1	Solution Overview
2.2	CAD General Solution Focused Questions
2.3	Fire/EMS Unit Solution Focused Questions in CAD
2.4	Law Enforcement Specific Solution Focused Questions
3.0 System Implementation Statement of Work	
3.1	Project Management, Joint Project Team, and System Configuration
3.2	Project Kickoff
3.3	Project Schedule
3.4	Project Meetings and Reporting
3.5	Document Storage
3.6	Master Project Plan
3.7	Implementation Staff
3.8	Criminal Background Check Requirement
3.9	Executive Sponsor and Escalation Hierarchy
3.10	Testing, Implementation, and Cut over
3.11	Training
3.12	WSCDC Personnel Support
4.0 Warranty, Maintenance, Support Service Levels	
4.1	General Warranty, System Maintenance and Support Provisions
4.2	Warranty, System Maintenance and Support Response Times
4.3	System Updates/Patches and upgrades
5.0 System Hardware	
5.1	General Hardware
5.2	Hardware
6.0 General System Requirements	
6.1	Solution Design

6.2	Host Server Requirements
6.3	End-User Workstation Requirements
7.0 Performance Criteria	
7.1	Performance Criteria
7.2	Ongoing System Performance
7.3	System Performance Profile
7.4	System Response Times
7.5	Transaction Maximum Response Time for CAD and Mapping
7.6	Transaction Maximum Response Time for CAD and MDS
7.7	Support and Maintenance Requirements
7.8	Software Errors
7.9	Error Reporting
Exhibits to Proposal Submissions	
Exhibit A	CAD and Mobile Data Specifications
Exhibit B	LERMS Specifications Matrix
Exhibit C	Cost Proposal Workbook
Exhibit D	References Workbook
Exhibit E	Hardware Specifications and Diagrams
Exhibit F	Exceptions Workbook
Exhibit G	Implementation Schedule

Respondents should pay particular attention to their responses to sections 1 through 7 as these sections will provide the WSCDC with a comprehensive description of the CAD/MDS/LERMS solution being offered.

All exhibits to the RFP require completion and all but are to be submitted electronically. Exhibits A, B, C, D and F are to be submitted by Respondents in their native Excel format. Respondents may provide a PDF version of the Exhibits as well to ensure the accuracy of their submission. Respondents shall not modify or change the format of Exhibit A, B and C, doing so may result in disqualification.

2.3.5 Exhibits

2.3.5.1 Exhibit A – CAD and Mobile Data Specifications

Exhibit A, CAD and Mobile Specifications Matrix is to be completed by Respondents as described. Exhibit A is a compilation of common CAD/Mobile specifications, and the intent is to provide a better understanding of a Respondent's method of providing the functional specification described.

Respondents are to read each requirement and indicate one of the three answers provided, as follows:

- *Function Available*—The Respondent's solution will provide the described functionality in the system delivered to the WSCDC if the Respondent's solution is selected.

- *Function Not Available*—The Respondent's production system is not capable of performing the function as listed in the specification and will not be delivered in a system if the Respondent's solution is selected.
- *Exception*—The Respondent takes exception to the specification and must explain the reason for the exception in the comments field (e.g., Respondent believes that they can deliver the functionality requested, but by another means).

Only those items marked as ***Function Available*** will be scored within the matrix; responses of ***Function Not Available*** and ***Exception***, and those not answered, will receive no scores. Respondents are advised that any requirement marked as Function Available indicates that the system delivered to the WSCDC will be capable of performing the function as listed in the specification. Indicating Function Available is considered a contractually binding commitment by the Respondent to deliver on the required specification if its CAD/MDS solution is selected by the WSCDC.

For some functionality, the specifications may appear to be conflicting, where a requirement may ask whether a specific function is provided in one way, and then be followed by a requirement that asks whether the same function is provided in a different (or potentially conflicting) fashion. This is intentional as the WSCDC seeks to determine the manner in which the Respondent provides that specific functionality when there are multiple options. Column G, Vendor Response, is provided to Respondents to insert comments on those items marked as exceptions.

2.3.5.2 Exhibit B – LERMS Specifications

Exhibit B – LERMS Specifications matrix is to be completed as described above for Exhibit A.

2.3.5.3 Exhibit C – Cost Proposal Workbook

Exhibit C – Cost Proposal Workbook has been provided as an Excel workbook. The Cost Proposal Workbook is the sole pricing document to be completed in its entirety and submitted to the WSCDC in its native Excel format. Respondents shall not alter the workbook as any change to the Cost Proposal Workbook may result in disqualification of the proposal. Respondents may submit an additional PDF version of the workbook in addition to the native Excel submission if desired. Instructions for completion of Exhibit C can be found on the first worksheet within the Exhibit.

2.3.5.4 Exhibit D – References Workbook

Respondents are required to complete the Microsoft Excel Proposer References Workbook and submit it in its native Excel format. A minimum of five project references are required on this worksheet. Respondents may provide additional references beyond the five requested.

2.3.5.5 Exhibit E – Hardware Specifications and Diagrams (Vendor Provided)

Respondents are required to supply hardware specifications with a system diagram of the solution proposed as Exhibit E. The pricing for the hardware should be provided in the Optional Hardware workbook of Exhibit C – Cost Proposal Workbook.

2.3.5.6 Exhibit F – Exceptions Workbook

Just as Respondents were requested to provide clarifications to exceptions in responding to Exhibit A and B, Respondents shall also provide clarifications to any sections within the RFP where a response is required on Exhibit F, Exceptions Workbook.

2.3.5.7 Exhibit G – Proposed Implementation Schedule (Vendor Provided)

Respondents shall provide a notional implementation schedule as Exhibit G, with an assumed start date of October 7, 2024. The notional schedule shall be comprehensive and include all tasks, timelines, milestones, deliverables, and resources required (WSCDC and Vendor) to complete the implementation services for the project.

2.3.6 Pre-proposal Conference

A virtual pre-proposal conference for this solicitation will be conducted at the date and time indicated in Table 1. The pre-proposal conference is not mandatory, but it is strongly encouraged that interested Respondents attend this event. A Microsoft Teams meeting notice will be transmitted to interested vendors only.

Table 2 - Timeline of Events

Event	Date	Time
RFP Release Date	4/26/2024	
Virtual Pre-Proposal Conference	5/3/2024	10:00 AM CST
Deadline for Submission of Questions	5/14/2024	4:00 PM CST
Final Publication of Question Responses (Estimated)	5/24/2024	4:00 PM CST
Submission Due Date	6/7/2024	4:00 PM CST

2.3.7 Submittal Timeline

The deadline for submittal of proposals is indicated in Table 1 and no extensions from that due date will be granted. It is a Respondent's responsibility to have the proposal documents electronically submitted by the deadline to the following email: bstaunton@wscdc.org

No late submissions will be accepted.

2.3.8 Respondent Questions, Replies and RFP Clarifications

Questions regarding this RFP may only be submitted in writing via e-mail. Questions must be delivered to bstaunton@wscdc.org no later than the date noted in Table 2, Deadline for Submission of Questions. Contact by any other means is prohibited. Responses to questions that directly affect an interpretation or effect a change to this RFP will be issued in writing by addenda emailed to all participating vendors. All such addenda issued by the WSCDC prior to the submittal deadline shall be considered part of the RFP. All verbal responses to inquiries provided during the pre-proposal conference will also be issued via addenda and only written responses will be considered the WSCDC's formal position.

2.4 TERM OF CONTRACT AND OPTION TO EXTEND

The WSCDC intends to award the contract for five (5) years effective from date of award. The WSCDC and the successful Respondent will have the option to renew the contract, annually, for an additional five years in one-year increments subject to performance and acceptance from the WSCDC.

2.5 FIRM PRICING TIMEFRAME

Proposal pricing must be firm for the WSCDC's acceptance for a minimum of 180 days from proposal receipt date. "Discount from list" proposals are not acceptable unless requested.

If additional services are required of the successful Respondent after implementation is completed, such as integration, interfaces, or other services, the successful Respondent must provide the services at the hourly rates quoted in this RFP. The rates quoted will be firm for a period of one year from contract execution. Thereafter, hourly rates may be adjusted in accordance with the U.S Bureau of Labor Statistics Employment Cost Index, Private Industry Wages and Salaries, Management, Business and Financial (excluding incentive paid) based on the percentage of change from the contract year to the year the services are required.

2.6 PROPRIETARY INFORMATION

Trade secrets or proprietary information submitted by a Respondent shall be marked as such. Information provided in connection with this solicitation that is deemed proprietary shall not be subject to disclosure under the Illinois Freedom of Information Act

2.7 WITHDRAWAL OF PROPOSALS

Any submitted proposal may be withdrawn, or a revised proposal substituted prior to the submittal deadline. Proposal documents cannot be altered, amended, or withdrawn by the Respondent after the submittal deadline, unless such alteration, amendment, or withdrawal notice is approved in writing by the WSCDC.

A. Before submitting a proposal, Respondents must read the entire RFP document. Failure to read any part of this solicitation will not relieve a Respondent from the requirements of that section or any subsequent contractual obligation.

B. All proposals submitted shall be valid for a minimum period of 180 calendar days following the proposal deadline date.

C. Proposals may be withdrawn on written request from the Respondent at the address shown in the solicitation prior to the time of acceptance on the deadline date.

D. Negligence on the part of a Respondent in preparing the proposal confers no right of withdrawal after the time fixed for acceptance of the proposals.

E. Pricing must be submitted on Exhibit C, Cost Proposal Workbook only; however, if supporting pricing material would prove beneficial to the WSCDC (e.g., optional solutions proposed), it may be included along with the Exhibit C submission. Note: for evaluation and scoring purposes, only the pricing proposed in Exhibit C will be considered.

F. All exhibits to the RFP require completion, Exhibits A through G, are to be submitted electronically by Exhibits A, B, C, D and F, must be submitted in their native Excel format. Respondents may provide a PDF version of the Exhibits as well to ensure the accuracy of their submission.

2.8 RIGHTS OF THE WSCDC

The WSCDC reserves the right to accept or reject all or any part of a proposal, to waive informalities, and to award the contract to ensure the best interests of the WSCDC are served. Informality shall mean a minor defect or variation of a proposal from the exact requirements of the RFP that does not affect the price, quality, quantity, or delivery schedule for the goods, services or construction being procured**.**

2.9 PROHIBITION AS SUBCONTRACTORS

No Respondent who is permitted to withdraw a proposal shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn proposal was submitted.

2.10 MISCELLANEOUS REQUIREMENTS

A. The WSCDC will not be responsible for any expenses incurred by Respondents in preparing and submitting a proposal. All proposals shall provide a straightforward, concise delineation of the Respondent's capabilities to satisfy the requirements of this solicitation. Emphasis should be on completeness and clarity of content.
B. Respondents who submit a proposal in response to this RFP will be required to participate in use case demonstrations if shortlisted during that phase of the evaluation. The WSCDC's PM will be responsible for scheduling the time and location for any Use Case Demonstrations.
C. This RFP and addenda thereto will be included in the final contract as a reference with the successful Respondent's proposal incorporated into the contract as an exhibit. The successful Respondent will be expected to sign a contract with the WSCDC.
D. The WSCDC reserves the right to reject any proposal received as a result of this solicitation, or to negotiate separately in any manner necessary to serve the best interests of the WSCDC. Respondents whose proposals are not accepted will be notified in writing.

2.11 NOTICE OF AWARD

The WSCDC intends to make one or multiple awards to responsive and responsible Contractor(s) whose proposal(s) represent a solution that best meets user agency needs at the best value to the WSCDC. If independent solutions are selected, Contractors shall be contractually obligated to commit to interfacing with other selected systems.

Notice of award correspondence will be emailed to the successful Respondent's point-of-contact with a hard copy to follow.

All Respondents not selected will be notified by official correspondence transmitted to the Respondent's point-of-contact via email.

2.12 NOTIFICATION OF ERRORS OR OMISSIONS

Respondents shall promptly notify the WSCDC of any omissions, ambiguity, inconsistency, or error they may discover upon examination of this RFP. The WSCDC will not be responsible or liable for any errors and/or misrepresentation that result from solicitations that are inadvertently incomplete, ambiguous, inconsistent, or obviously erroneous.

2.13 RFP WITHDRAWAL AND AMENDMENTS

WSCDC reserves the right to withdraw this RFP at any time, for any reason. The WSCDC also reserves the right to amend any aspect of this RFP by formal written addendum prior to the proposal submittal deadline and will endeavor to notify all potential Respondents that have registered with the WSCDC, but failure to notify shall impose no obligation or liability on the WSCDC.

3 EVALUATION OF PROPOSALS: SELECTION FACTORS

3.1 EVALUATION COMMITTEE

An evaluation committee shall evaluate Respondents' submissions in accordance with the evaluation criteria listed in this section. Upon completion of the evaluation, the committee may develop a short list of Respondent(s) meeting the technical competence requirements. Shortlisted Respondents will be evaluated to determine whether each is responsible, as defined below. The shortlisted Respondent(s) may be scheduled for a structured oral presentation, demonstration, and interview. Following these Respondent(s) meetings, the evaluation committee will summarize their findings and recalculate their scores, if needed. However, the evaluation committee reserves the right to issue letter(s) of clarification when deemed necessary to any or all Respondent(s). The oral presentations, demonstrations and/or interviews may be recorded and/or videotaped.

3.2 INTERVIEWS/ORAL PRESENTATIONS/ DEMONSTRATIONS

As described in this RFP the WSCDC will conduct Use Case Demonstrations in its evaluation process. During such demonstrations, Respondents selected to advance to this phase will be required to demonstrate their solutions to the evaluation team and invited stakeholders. Use cases will include CAD/MDS and LERMS scenarios that must demonstrate the level of integration across the product suite. No Respondent may attend presentations of any other Respondent. If necessary, Respondents may be scheduled for more than one presentation, demonstration, or interview, if a follow-up session is deemed necessary prior to selection.

3.3 SELECTION PROCESS

The WSCDC intends to select a Proposal(s) that best meets the needs of the WSCDC and that provides the best overall value. The WSCDC reserves the right to check references on any projects performed by Respondents, whether provided by Respondents or known by the WSCDC. Upon review of all information provided by Respondents, the evaluation committee will make a recommendation for selection to WSCDC officials. Upon approval of the selected Respondent(s), a contract(s) shall be executed by the appropriate WSCDC officials.

3.4 BEST AND FINAL OFFER ("BAFO")

The WSCDC reserves the right to request a BAFO(s) from one or more finalist(s).

3.5 EVALUATION CRITERIA

The criteria set forth in the table below will serve as guidelines during the evaluation process to identify the solution that best meets the WSCDC's business needs. The guidelines are not a rigid methodology by which Respondent selection must be determined. The WSCDC and its agencies will consider operational needs, total lifecycle cost, Respondent experience and performance track record, as well as the Respondent's

resources to deliver a successful outcome. At all times, the WSCDC reserves the right to reject any or all proposals and award the contract to any Respondent, regardless of price.

Table 3 - Evaluation Criteria

Criteria	Per Cent
Strength of Technical Solution	35%
Qualifications and Experience of Respondent	20%
Project Approach and Implementation	20%
Pricing	15%
References	10%
Total	100%

Respondents' proposals meeting minimum mandatory requirements, determined to be within budget, and meeting a ***critical requirements threshold*** will be reviewed fully by the WSCDC project team. These proposals will be evaluated, and a ranking developed by consensus decision-making that ranks all proposals from highest-ranked proposal in descending order.

At the conclusion of the Phase I evaluation, a select number of the highest-ranked Respondents will be invited for use case demonstrations and discussions regarding the system proposed and project approach. Finally, those firms that successfully advance through the use case demonstrations will have references checked with existing sites or may have site visits conducted by the project team. A final ranking of the remaining Respondents will be made, and a notice of award will be transmitted to the highest-ranking Respondent at the conclusion of Phase II of the evaluation. The final contract shall be awarded as a firm fixed-price contract after contract negotiations.

3.6 DETERMINATION OF FIRM RESPONSIVENESS AND RESPONSIBILITY

A Respondent that responds to all material requirements of any solicitation will be deemed responsive. The Proposal shall be responsive to all material requirements that will enable the evaluation committee to evaluate it in accordance with the evaluation criteria and make a recommendation to WSCDC officials.

A business entity or individual who has the integrity and reliability as well as the financial and technical capacity to meet the requirements of the solicitation and subsequent contract will be deemed responsible. This assessment will include a review of all references on any projects performed by a business entity or individual, whether provided by the business entity or individual or known by the WSCDC.

3.7 PROPOSAL EVALUATION AND CONTRACT AWARD PROCESS

An award of a contract to provide the goods or services specified herein will be made using competitive sealed proposals, in accordance with and with the WSCDC's purchasing policy. The WSCDC will evaluate all proposals to determine which Respondents are reasonably qualified for the award of the contract, applying the anticipated evaluation factors and emphasis to be placed on each factor as identified in this RFP. The WSCDC may, at its option, conduct discussions with or accept proposal revisions from any reasonably qualified Respondent. The WSCDC reserves the right to determine which proposal will be most advantageous to the WSCDC.

3.8 COMPLETENESS

If a proposal is incomplete or otherwise fails to conform to the requirements of the RFP, the WSCDC alone will determine whether the variance is so significant as to render the proposal non-responsive, or whether the variance may be cured by the Respondent or waived by the WSCDC, such that the proposal may be considered for award.

3.9 AMBIGUITY

Any ambiguity in a proposal because of omission, error, lack of clarity, or non-compliance by the Respondent with specifications, instructions, and all conditions shall be construed in the favor of the WSCDC.

3.10 ADDITIONAL INFORMATION

The WSCDC may request any other information necessary to determine a Respondent's ability to meet the minimum standards required by this RFP.

3.11 PARTIAL CONTRACT AWARD

The WSCDC reserves the right to award one contract for some or all the requirements proposed or award multiple contracts for various portions of the requirements to different Respondents based on the unit prices proposed in response to this request, or to reject any and all Proposals and re-solicit for proposals, as deemed to be in the best interest of the WSCDC.

4 BACKGROUND INFORMATION

4.1 WSCDC BACKGROUND

The WSCDC is co-located with the River Forest Police Department Headquarters at 400 Park Ave, River Forest IL and provides service to the Villages of Forest Park, Oak Park, and River Forest with a combined population of 79,160, as of the 2020 census.

The WSCDC currently operates a Central Square One Solution CAD system. WSCDC agencies use a variety of mobile computing hardware in 200 computer equipped vehicles.

In addition to CAD, integrated mapping, the ability to interface and exchange data with other systems and tightly integrated MDS application are of critical importance to the WSCDC. WSCDC interfaces are described later in this document.

WSCDC serves as the communications center for the police and fire/EMS departments of each village, six departments in total. While the Center is the focal point of emergency service requests for the villages, it is also responsible for being the primary dispatch center for the Mutual Aid Box Alarm System (MABAS) Division 11.[1]

The WSCDC currently operates 24 hours a day, 7 days a week, 365 days a year (24 x 7 x 365). Positions handle incoming 911 calls and 10-digit phones and dispatch for their respective agencies. All positions at WSCDC field incoming calls and serve as both call taking and dispatching for the six village emergency responder agencies.

[1] https://chicagoareafire.com/mabas-divisions/division-11/

The table below provides the current CAD client totals for WSCDC.

Table 4 - CAD Client Totals

Description	CAD Client Totals
Primary Dispatch Floor	9
Training Positions	6
Administrative Positions	8
Back-up Positions	6
Remote Office Positions	6
Total All Clients	**35**

WSCDC currently has 9 CAD clients on the primary dispatch floor. However, WSCD plans on future expansion to 32 CAD clients on the primary dispatch floor and respondents shall take that expansion plan into account in their response.

4.1.1 CAD Event Volume

The table below provides the CAD event volume for the past two years.

Table 5 - CAD Event Volume

CAD Events		
Discipline	**2022**	**2023**
Police	79,361	80,241
Fire	16,965	17,032
Annual Total	96,326	97,273
Average Annual Events	96,800	

4.1.2 Current Conditions/Tools

Technology support for the PSAP is provided by WSCDC IT staff, including the 911/geographic information systems (GIS) and CAD system administrator. The GIS dataset is developed by MGP, Inc., Des Plains, IL and maintained by WSCDC GIS IT staff.

4.1.3 Hardware and Backup

The current CAD system hardware configuration is an on-premises, client server configuration. The proposal should include production CAD, training, and test environments. Proposals should also include all hardware necessary for the systems to run proficiently in a public safety setting in addition to network and hardware architecture requirements and descriptions.

A Disaster Recovery (DR) plan must also be in place that is fully functional including all interfaces. Due to this being a mission critical platform the WSCDC requires the CAD Disaster Recovery (DR) site to provide a warm standby capability where a switch from the primary server to the DR server can be performed in under 15 minutes.

4.1.4 Discipline Modules

As previously indicated, WSCDC dispatches police, fire and EMS and utilizes Priority Dispatch ProQA Emergency Medical Dispatch (EMD) integrated with CAD for all medical calls.

4.1.5 Geographic Information System Data

4.1.5.1 Current GIS Layers

WSCDC is utilizing ESRI mapping with both their existing CAD and Mobile.

There are various features and image layers available to the CAD system mapping. The common layers available include the following:

a. Address points
b. Streets
c. Waterways
d. Places of interest
e. Municipal boundaries
f. Police beats
g. Fire/EMS districts
h. Fire hydrant locations

4.1.5.2 GIS Integration and Updates

WSCDC IT performs updates to the CAD map by importing Esri shapefiles provided by their mapping vendor, MGP. GIS data is updated regularly on dispatch workstations. The Respondent's CAD system must have a tightly integrated and robust GIS mapping capability. It is expected that the proposed system will provide the means to update dispatch workstations and mobile and remote terminals with no interruption or impact to system function. A mapping system that utilizes Esri data with no conversion process is preferred. The new system should provide the ability for WSCDC IT staff to update GIS data at their discretion with no vendor intervention. Respondents should provide a means of checking updates in a test environment prior to pushing it to a live environment. Respondents should provide any tools for the necessary conversion of current Esri data into an acceptable data format in their CAD system.

CAD Mapping is a component of the dispatch environment that has seen significant progress and increase of importance. As 911 call taking systems get better location data, the importance of visualizing this location is paramount for better service to 911 callers. Additionally, there are increased expectations on a mapping product as the user experiences with personal products continue to develop with modern handheld devices. The WSCDC wants the Respondent's CAD mapping solution to provide the features of a contemporary public safety CAD map solution. Including but not limited to:

a. Ability to ingest Esri files
b. Ability to display multiple map layers
c. Ability for the CAD user to select/deselect multiple map layers

d. Ability to show current location of public safety units via AVL
e. Ability to show event location
f. Color coding for events
g. Color coding for event status
h. Color coding for units
i. Color coding for unit status

Respondents shall explain if these types of CAD mapping features are available in the offered solution, how they function and how CAD mapping is configured, and any other potential uses for this feature within your system.

4.1.5.3 Servers and Database

The WSCDC intends to upgrade its server infrastructure based upon the system needs of the successful Respondent. The preferred database platform is Microsoft SQL[2] Server. The WSCDC is seeking a system architecture that optimizes performance, yet efficiently utilizes server hardware to provide a training, test, and production environment for all systems.

The new CAD system shall leverage a centralized directory service, such as Active Directory, to reduce the number of different logins/passwords that users need to remember.

4.1.6 Mobile Data System

There are approximately 200 mobile data computers (MDCs) deployed as vehicle-mounted laptop computers in the public safety vehicles. The CAD system interface to the mobile data platform enables data or silent dispatch of CAD events. The mobile data application provides adequate functionality including one-button status changes and mobile messaging to other units and communications. In addition, for law enforcement operations, the mobile data application provides state and NCIC queries through an interface.

Table 6 - Mobile Data Computers

Mobile Data Computers	
Discipline	**Count**
Law Enforcement	150
Fire Departments	50
Total	200

WSCDC agencies support their own mobile hardware, which is a variety of mobile hardware. The agencies utilize Verizon Wireless for wireless connectivity.

The WSCDC is interested in a solution that provides mapping and AVL. Viewing the location of units on the mobile mapping application and automatic routing capability for in-vehicle map-based routing to the event dispatched is also needed. Additionally, recommendations of units for closest in proximity to a call is required.

[2] Structured query language

4.1.7 9-1-1 Answering Equipment

WSCDC uses the Solacom Guardian Call handling solution. The answering positions are used to answer all incoming 9-1-1 and 10-digit emergency calls, to place outgoing calls, and for one-button call transfers.

The equipment can receive Enhanced 9-1-1 (E9-1-1) call data through Solacom with an interface to the CAD system that allows for the transfer of ANI/ALI data into the CAD event entry screen., This provides the ability to display the location of wireline calls, Phase I wireless tower locations, and Phase II wireless callers on the CAD map.

The 9-1-1 CPE provides instant recall recording (IRR) through the radio system.

4.1.8 Logging Recorder

WSCDC uses an Equature NG91-1-1 digital logging recorder that records incoming 9-1-1 trunks, telephone lines, and radio traffic. Staff use remote monitoring and playback software to review recordings for investigations and quality assurance (QA).

4.1.9 Radio Dispatch Consoles

WSCDC and its partners use a legacy VHF radio system which has been in use for 30+ years. WSCDC has plans to migrate to the state's Motorola Starcom21 in the near future.

Several frequencies are available for on-scene operations, local details, significant incidents/events, and other department/agency needs.

If someone activates an emergency button, the system automatically switches the unit to the main dispatch channel.

4.1.10 State and National Database Integration

Illinois Department of Law Enforcement provides authorized agencies with access to criminal justice information and databases. The system is administered by the department and provides access to the following databases: Law Enforcement Agency's Data System (LEADS) Illinois Crime Information Center (ICIC), Computerized Criminal History (CCH) system, Interstate Information Index (III), Driver License System and the Department of Motor Vehicles.

The existing CAD system provides an interface to LEADS at all positions within the WSCDC, but it does not parse the information into the call as they would like. Currently, there is a limited CAD system interface that runs vehicle and driver data, but some data must be cut and pasted separately into the subject and vehicle call data that cannot be imported directly into the CAD event. The requirement of an interface between CAD and GCIC will be mandatory.

Access to LEADS is available to the agencies via MDCs to query records only. The MDS provides an interface to LEADS through the same interface shared by the CAD system.

4.1.11 Municipalities Served and Future Growth

The selected solution must be sized appropriately to meet specified performance criteria and accommodate any future workload increases based on population increase and the potential for additional agencies joining the WSCDC. The solution must be sized to ensure that sufficient storage capacities exist not only for initial data requirements, but also to meet projected increased volume from the agencies currently dispatched. The solution must be scalable and capable of having its storage capacity easily and economically increased to

meet changing operational needs or expanded solution functionality. The solution will have the capacity to load a separate instance of the software to test and train, prior to an upgrade.

Based on the potential for adding additional agencies, population growth and to accommodate average annual volume increases, WSCDC seeks to procure a solution capable of handling 125,000 annual events, at a minimum. The solution should be capable of expanding the number of existing dispatch positions/workstations currently in use. This capacity would provide future expansion capability necessary to accommodate additional user agencies, their associated activity volumes, and the future functional needs of the CAD and MDC systems. The procured CAD and MDC must be scalable to accommodate 150% growth.

4.2 LAW ENFORCEMENT

WSCDC agencies have a maximum of 150 law enforcement units on duty during peak shifts. Law Enforcement departments utilize a variety of ruggedized laptops. Various mobile devices are used.

4.2.1 Current LERMS System Information

4.2.1.1 LERMS

Agencies dispatched by WSCDC have been utilizing the Central Square One Solution LERMS and CAPERS LERMS . Both LERMS interface with the WSCDC CentralSquare CAD system.

Event data is transferred from the CAD to the Central Square records management systems after the event is closed. The Central Square CAD system has the capability of running numerous queries against the Central Square LERMS database for subjects and vehicles, some of which are run in parallel with queries sent to LEADS/NCIC. Neither RMS solutions currently interface to the Illinois State Police NIBRS system.

4.3 FIRE AND EMERGENCY MEDICAL SERVICES

WSCDC dispatches fire/EMS for the aforementioned villages.

The WSCDC fire agencies have a maximum of 50 fire units on duty during peak shifts.

4.3.1 Current Conditions/Tools

The WSCDC uses numerous systems and tools to assist with daily duties and activities. These include at a minimum, event-viewing applications, records management databases, and MDS.

4.3.2 Fire/EMS Records Management System

The WSCDC agencies utilize ESO software for its fire RMS (FRMS) and Zoll for its ePCR reporting.

FRMS provides various modules for National Fire Incident Reporting System (NFIRS) incident reporting, training, supply inventory, pre-plans, hydrants, building inspections, personnel, equipment inventory, system inspections, and fire investigations as well as electronic patient reporting.

4.3.3 Fire Station Alerting

The WSCDC fire and EMS agencies utilize US Digital Design (USDD) Phoenix G-2 for their fire alerting system. The successful Respondent must interface with the USDD system. This interface utilizes the CAD resource database and transmits dispatched units to (Respondent's) servers via a Transmission Control Protocol (TCP) port for processing. The servers utilize a computer voice to dispatch units through the speakers in the firehouse as well as the two-way radio. There are multiple ways to deliver the message if

the primary system is busy or unavailable. Further, the system alerts the appropriate station(s) depending on what units are placed on the call.

4.3.4 Text/Alphanumeric Paging

WSCDC is using the Solacom Guardian NG 9-1-1 platform for text to 9-1-1.

An additional feature used within the CAD system is a paging interface via PageGate that allows text to be sent to various user agencies.

4.3.5 Emergency Medical Dispatch

The ProQA EMD must interface to the CAD system in the Respondent's solution to assist in call handling and determining criteria and pre-arrival instructions. Additionally, Respondents must integrate with Priority Dispatch Aqua for QA/QC and Reporting.

5 RESPONDENT'S MINIMUM QUALIFICATIONS

Respondents, including any subcontractors, must demonstrate that they have the resources and capability to provide the materials and services requested and shall meet the minimum qualifications contained in this section. Although detailed responses or solutions for some of the items contained in this section are required in Section 6, these minimum qualifications are introduced here to ensure Respondents can meet them before proceeding further. *All Respondents must submit the documentation indicated below with their proposal. Failure to provide any of the required documentation shall be cause for the proposal to be deemed non-responsive and rejected.*

5.1 COMPANY BACKGROUND

Include a concise statement describing the Respondent's background information, history, resources, and track record of such projects, as well as resumes for key staff that will be engaged in this project.

5.2 PROOF OF FINANCIAL STABILITY

Audited financial statements for the Respondent's last three fiscal years are required. Financial statements shall include, at a minimum, the balance sheet, statement of retained earnings, income statement, and any notes to the statements.

If the date of the financial statements provided above is more than three months from the date in which the WSCDC requests the information, then the Respondent must provide interim financial statements consisting of a balance sheet and year-to-date income statement, as of two months prior to the date of the WSCDC's request.

Evidence is required—by certification from the chief financial officer or an authorized signing officer of the Respondent—regarding the accuracy of any financial information provided.

Formal certification is required—on Respondent's stationery signed by the owner or authorized officer of the company—indicating that the proposing firm has not filed for bankruptcy in any form, nor are there any current intentions of filing any type of bankruptcy proceedings. In the event a Respondent has or is considering filing bankruptcy of any type, formal certification will take the form of a written explanation of such filing, complete with history and current status.

If any proposal is submitted by a joint venture, then the specific financial information requested may be required from each member of the joint venture, as determined by the WSCDC.

If a Respondent or subcontractor is a subsidiary of another company, then the specific financial information requested also is required from the parent company.

The WSCDC shall not disclose any financial information received from Respondents to the extent permitted by law.

5.3 PROOF OF EXPERIENCE

Respondents shall demonstrate experience—a minimum of five years is required—in providing the level of services required to successfully deliver and deploy an operational CAD, MDS, and LERMS solution for organizations of a similar size and scope to that of the WSCDC agencies (i.e., comparable operational size, population served, and CAD event volume).

As indicated in Section 5.4, Respondents shall include with their proposals a minimum of five recent comparable implementations and locations where the solution, including the software elements being solicited in this RFP, has been in use, the number of years in use, the software and various modules in use, and any other pertinent data to demonstrate the deployment serves as an acceptable comparable reference location. The list shall include agency name, person to contact, address, telephone number, email address, description of work performed, installation date, installed applications, version numbers (if applicable), average annual CAD events, implementation timeframe and whether the solution was delivered on schedule.

5.4 COMMITMENT TO USE CASE DEMONSTRATION EVALUATION

The WSCDC will conduct Use Case Demonstrations in its evaluation process. During such demonstrations, Respondents selected to advance to this phase will be required to demonstrate their solutions to the evaluation team and invited stakeholders. Use cases will include CAD and mobile data scenarios that must demonstrate the level of integration across the product suite.

5.5 REFERENCES

Respondents shall provide, at a minimum, five references in Exhibit D of similar size and complexity where the solution being proposed has been installed and in operation. More references can be provided within the exhibit, if desired.

6 SOLUTION FOCUSED QUESTIONS

The below sections request a solution overview and present several functional areas where the WSCDC seeks detailed solution write-ups from Respondents. Respondents shall address each issue separately with a written explanation of how their solution functions to meet the requirement.

6.1 SOLUTION OVERVIEW

Based on the WSCDC background provided, they are seeking a robust, intuitive Next Generation 911 compliant CAD, MDS, and LERMS solution that will meet operational needs today, and well into the future. Respondents should provide a synopsis of the solution being proposed and how it would best meet the WSCDC's needs for seamless integration between the systems. The WSCDC is seeking a fully functional platform that will tightly integrate GIS capabilities across all products and provide advanced AVL to track units and provide routing and unit recommendation.

6.2 CAD GENERAL SOLUTION FOCUSED QUESTIONS

6.2.1 Mobile Connectivity/AVL

WSCDC and partner agencies intend to implement AVL capabilities as a component of this CAD/Mobile/LERMS procurement. AVL data for each unit with a mobile data client shall be available systemwide so that every unit can be viewed in both CAD and in-vehicle, as controlled by system administrators. In addition to being used with the CAD system, AVL data may be shared with other applications.

Respondents shall provide details on how AVL data is depicted in its CAD and mobile mapping solutions, how this data is utilized by the CAD system to determine nearest available units for recommendation, what other capabilities exist within its solution to use AVL data (e.g., routing, geofencing), and how AVL data is archived and retrieved for playback.

6.2.2 Full Featured CAD/Mobile & LERMS Mapping

CAD Mapping is a vital component of the dispatch environment that has seen significant progress and an increase in importance as NG911 is implemented across the country. As 911 call taking systems get better location data, the importance of visualizing this location is paramount for better service to callers. Additionally, there are increased expectations on a mapping product as the user experiences with personal products continue to develop with modern handheld devices. The CAD mapping component used with the current CAD system does not meet that level of expectation. Implementing a new comprehensive mapping system is the first priority of the WSCDC. Comprehensive mapping would enhance mutual aid and vehicle tracking for surrounding jurisdictions.
The WSCDC wants a CAD and Mobile mapping solution to provide the features and functionality of a contemporary public safety CAD and Mobile map solution including but not limited to:

a. Ability to easily ingest Esri files
b. Requires the use of Dynamic layers and Geodatabase (GDB) which is the common storage and management framework for ArcGIS
c. Use of the same map data for CAD, Mobile and RMS
d. Ability to add out of jurisdiction map data for mutual aid responses and routing to include addresses outside the normal jurisdiction.
e. Ability to display multiple map layers (e.g., traffic camera locations)
f. Ability for the CAD user to select/deselect multiple map layers
g. Ability to show the location of public safety units via AVL
h. Color coding for events
i. Color coding for event status
j. Color coding for units
k. Color coding for unit status
l. Display a flag to indicate hydrants with the ability to put out of service on the map
m. Display a flag for floor plans with the ability to hyperlink and open them from the map
n. Display a flag for all traffic cameras on the map
o. Ability to calculate the distance between two points
p. Turn by turn directions from a unit’s location

RMS will have the ability to consume GIS data to validate all geo-related fields in the system so that the same data is utilized across all systems.

Respondents shall explain if these types of CAD, Mobile and RMS mapping features are available in the offered solution, how they function, how mapping is configured, and any other potential uses for this feature within your solution.

6.2.3 Geo-Fencing Capability

Geo-fencing is a feature that the agency would like to implement within the Respondent's integrated mapping solution for unit response, arrival, or other parameters that could be set by the CAD system administrator or other authorized individuals. This setting could be a pre-determined radius that might be used on a long-term basis or can be a temporary radius drawn on the fly by a dispatcher or incident commander for a specific event. Respondents shall explain if this type of GIS feature is available in the offered solution, how it functions and how geo-fences are configured, and any other potential uses for this feature within your solution.

6.2.4 LEADS/NCIC

In addition to the ability to automatically run people and vehicles as they are entered into a Call for Service and then parsing the return data to the corresponding fields, WSCDC would like the ability to run Criminal History checks through CAD.

6.2.5 Updates

The WSCDC, like many other agencies, is often required to update their operating system and other applications to stay current with Windows or Federal/State required updates. These could be version or security updates that may also require some adjustment to the Respondent's software or interfaces.

Respondents should provide information, including billing, on their preferred approach to addressing changes and updates to the WSCDC's operating systems and other related applications which in some way integrate, interface or have an influence on the Respondent's proposed solution.

6.2.6 CAD Interfaces

The table below lists the current and future interfaces desired by WSCDC. Respondents should describe how they will interface with each of the applications listed in the table below.

Table 7 - Current and Future CAD Interfaces

CAD Interfaces	
Interface	**Status**
ASAP-to-PSAP	Future
Blaze Mark Preplan	Future
Brazos Crash Reporting	Current
CAD-to-CAD	Current

Capers Law Records Management System	Current
Cityview	Current
Equature Voice Recording	Future
ESO Fire Records Management System	Current
ImageTrend	Future
IWIN – LEADS access	Current
LEADS/NCIC	Current
MCC 7500 PTT	Future
National Academy Emergency Medical Dispatch	Current
PageGate	Current
RapidSOS	Current
Solacom Call Handling Solution	Current
US Digital Design Phoenix G-2 Fire Station Alerting	Current
Zoll ePCR	Current

6.2.7 Data Migration

Migrating configuration data and historical event or incident data from the legacy system is a key component of the WSCDC implementation. Respondent should describe its expertise in this area and how they would approach migration of configuration and historical data from CAD and RMS and what recommendations they would offer to WSCDC.

6.3 FIRE/EMS UNIT SOULTION FOCUSED QUESTIONS IN CAD

6.3.1 Static Run Card Recommendations

The WSCDC has complex responses that vary by area. The WSCDC uses static recommendations based on its response area and nature of the call.

The response area assigned to a location allows WSCDC to define multiple station response orders based on unit type and nature of the call. In addition, CAD will search for multiple types of units within a station before moving to the next station for a resource.

The new solution will need to accommodate WSCDC’s current practices specified above and be capable of static run card responses that are unique to the agency and/or response area.

6.3.2 AVL

The CAD/AVL feature will have the ability to plot on both the communication center and mobile client monitors the location of each apparatus (whether they are logged on-in service or logged off). This CAD feature will display the quickest route by driving time, including allowing for impedances such as road closures, weight restrictions and speed limit to accept closest unit recommendations during a dispatch sequence. Turn-by-turn directions will be provided.

6.3.3 Hybrid Method

The WSCDC also requires that the proposed CAD system utilize a hybrid method for fire/EMS dispatching that allows for both AVL-based recommendations along with the standard unit recommendations consistent with a static station response. Specifically, the solution should be able to use a standard run-card method and should allow for transitioning to AVL (Automatic Vehicle Location) location—or a mix of both. This hybrid method would utilize the standard static "in station" resource list while at the same time allowing the AVL application to replace any resource from the static station response by recommending closest-available units based on AVL data. Respondents shall explain if this type of dispatch feature is available in the offered solution, provide a description of how it functions and how dispatching is configured, and any other potential uses for this feature within your solution.

6.3.4 GIS Attribute Modifier

The WSCDC seeks a solution that would allow different fire responses to the same call nature based on a hazard or building type associated with an address. This data would be an attribute in the GIS data associated with an address point. For example, a high-rise building would have a hazard attribute of S for special hazard, while a multi-family building may have a hazard attribute of H for high hazard.

Respondents shall advise if their solution is capable of obtaining this information from GIS and allocating a higher response based on this attribute.

6.3.5 Move Ups/Transfer Assignments/Responsibility

The WSCDC seeks the ability for the solution to recommend apparatus or EMS move-up from one station to another in times of high call volume where one geographic area could be deficient in a specific apparatus type.

Move-up recommendations should include the unit ID and location (region/district/area) being moved to. The moved unit then becomes a resource for deployment in the newly assigned location (region/district/area).

6.3.6 Multi-Task Units/Concurrent Function

The WSCDC seeks the ability to identify units as multi-task (i.e., a unit can fill both the advanced life support [ALS] and basic life support [BLS] functions on a medical incident, or a quint can be suggested for its ladder capability or engine capability but not both at the same time).

The CAD system should recognize "multi-task" units such as engine/rescue or ladder/quint. These multi-task units should be able to be recommended in multiple CAD apparatus categories. This should be accomplished with a single CAD unit identifier, not with "ghost" units. Respondents shall explain how their solution "counts" these multi-task units in deployment recommendations.

The CAD system should have the ability to adjust functionality on the fly with both the MDT and the dispatch terminal. As an example, an ALS engine paramedic rides to the hospital in an ambulance and is no longer on the engine. The unit officer or dispatcher can temporarily reclassify the engine from an ALS function while the unit remains in service as a BLS resource. This should work without taking one unit off-duty and placing another on duty. Respondents shall explain this functionality.

6.3.7 Multi-Discipline incidents

Currently, when two or more disciplines are dispatched to the same event (auto accident with injuries) the CAD system creates an event for each discipline. In turn, comments that one discipline adds to their call are not shared with the other disciplines. The WSCDC requires that calls requiring more than one discipline have a shared event and all comments are also shared unless the dispatcher decides that the information should not be shared. An example of this might be CJIS data that the police do not want shared with fire and EMS.

The WSCDC seeks:

a. The ability to display law and fire/medical unit tracking on a combined (response) incident and display real-time narrative or supplemental incident entry. For example, Fire MDTs can view when police units are enroute or arrived on the call, or vice versa.

b. The ability to show supplemental or narrative information among law enforcement and fire for scene safety, location changes, patient information etc.

c. The ability to create law enforcement calls for each fire/medical call created based on call type. For example, an EMS mental health call would automatically create a law enforcement event and pass that event to law enforcement dispatch.

d. CJIS returns should be segregated so that those first responders that do not have proper authorization will not be able to access CJIS data.

Respondents should explain how their solution handles this type of requirement.

6.3.8 Built in Text Notifications Without Utilizing 3rd Party Software

The ability to notify personnel or units when a specific command is entered in CAD that triggers a text notification, whether automatically or manually. This notification could be an FYI for specific unit types that they should be aware of a situation or units/companies receiving notification of new calls that they must respond to.

6.3.9 Display of High Hazard or Special Needs Facilities

The WSCDC is interested in visually displaying high-hazard facilities/buildings to the dispatcher and mobile application. This would potentially include Superfund Amendments and Reauthorization Act (SARA) facilities, power/energy plants, hospitals, and nursing homes, to name a few.

Respondents shall explain how their solution denotes these facilities to alert both dispatch staff and dispatched units. Respondents shall explain how their solution could potentially pare down, via the map icon, to display building information or pre-plans.

6.3.10 Storm Alert/Busy Mode

It is desirable that the CAD can switch to different response plans. For example, a feature of “storm mode” that would alter normal response and downgrade different call types during a storm or busy period. This would be a system setting that would be initiated by the floor supervisor at any time. Explain if your solution has this feature and how it is initiated and displayed.

6.3.11 Divided Highways/Off Ramps/Mile Markers

The highways in the WSCDC present many challenges for first responders. Namely, limited access, mile markers, on and off ramps at different locations, collector roads, etc. As such, responses, especially fire and EMS, utilize directional dispatching with companies responding from different directions.

Respondents shall explain how their solution handles this challenge.

6.3.12 Incident Check/PAR Timer Prompt

For firefighter safety considerations, the WSCDC requires visual prompts to the assigned incident telecommunicator to perform essential tasks. The proposed solution must possess the capability to have an indicator to notify the telecommunicator controlling an incident that a task is due for a designated incident. This solution should be user-configured as to types of checks and time frequency. Examples of this are a 20-minute timer to notify the Incident Commander of time on scene and a 30-minute Personnel Accountability Report (PAR). Respondents should describe in detail the capabilities of their proposed solution.

6.3.13 Mutual Aid Box Alarm System

Mutual Aid Box Alarm System (MABAS) is a statewide mutual aid response system for fire, EMS and specialized incident operational teams. Each designated MABAS division has a primary and secondary dispatch center which serves as the single control point for resource tracking and coordination during an activated box alarm. Working closely with the Incident Commander, the MABAS dispatch center ensures that personnel and resources respond to, arrive at and return from each incident. In the event of an emergency, a local agency only needs to provide the box alarm number, level and staging area for the incident to set in motion the process of requesting additional resources necessary to aid in the mitigation of the incident.

The MABAS dispatch center makes notification using a common VHF radio frequency stating the agency requesting the box alarm, the address of the incident and the nature of the incident followed by announcing the pre-determined resource response. Resources responding to an incident are tracked by the MABAS dispatch center using either a computer based or paper log, which is updated throughout the incident to ensure resource accountability.

WSCDC is the Division 11 primary dispatch center for MABAS which includes departments located in Cook County. MABAS allows WSCDC to communicate with and receive assistance from many non-WSCDC fire agencies during major fire incidents.

6.4 LAW ENFORCEMENT SPECIFIC SOLUTION FOCUSED QUESTIONS

WSCDC law enforcement agencies would like to know if the Respondent's solution can address the situations listed in the below sub-sections. Respondents shall explain how the proposed solution will address the specific areas noted below.

6.4.1 Case Management

Sophisticated case management capabilities are required by the three police agencies partnered with WSCDC. Respondents should address whether the system can enhance officer efficiency by providing functionality that:

- Transmits a notification to an officer when they are assigned a case or task.
- Establishes due dates for initial, supplemental, and task-based reports (e.g., collect evidence).
- Provides a prompt or notification when a supplemental investigation report is added to a case.
- Allows suspects or vehicles within a case to be flagged so that any future activity with the flagged individual/vehicle triggers a notification to the officer creating the flag.
- Provides supervisory correction notes to officers explaining what errors must be corrected and why.
- Allow officers, with supervisory approval, to establish solvability scores to cases and the factors that generated that score.

6.4.2 Crash Reporting

Currently, crash reporting is conducted within the RMS solution and the police agencies are interested in an imbedded crash reporting module. This allows statistical analysis of crashes, criminal incident and other data to be conducted from one repository – the LERMS. Respondents should indicate whether they currently have an Illinois state approved crash report in their solution and whether electronic submission of those reports is active with the state. Respondents should also describe the diagramming capabilities within the crash report and how the reports are reviewed and approved, including the diagram, before submission to the state. If an Illinois-approved crash report is not available, Respondents should indicate if they have partnered with a third-party provider to incorporate crash reporting with the proposed solution. The WSCDC police agencies would expect that, if a third-party application is proposed, the integration would allow the import of LEADS returns (e.g., driver's license, vehicle registration) into the report and that the completed report would be accessible within the RMS.

6.4.3 Imbedded NIBRS Functionality and Electronic Submission

A top priority for the WSCDC law enforcement agencies is imbedded NIBRS validation and error correction within the RMS application and subsequent submission of NIBRS data to the Illinois State Police. The ability of the application to prompt users for necessary NIBRS data elements and ensure NIBRS errors are corrected before report submission is paramount. Consequently, the solution must have real time validation while the end user is entering data and will flag errors prior to report submission. The solution must not allow a report to be submitted without correcting NIBRS errors, such as, not allowing duplicate NIBRS Offenses, erroneous victim to offender relationships, or allowing a case to be submitted where all the offenders did not act in concert.

Ideally, the solution proposed will offer the above referenced internal error checks and already been certified by the Illinois State Police as attaining the error rate threshold – *"agencies must successfully submit six (6) months of data with an error rate of 4% or less for three (3) consecutive months."* Solution providers who have not had their RMS certified in Illinois can access the necessary requirements at: https://isp.illinois.gov/CrimeReporting/NIBRS .

6.4.4 Property and Evidence (P&E)

As noted in the law enforcement interfaces, Porter Lee's BEAST system is currently utilized to record property and evidence, but the police agencies would entertain an imbedded module with similar capabilities that would include the following.

- The ability to be configured to generate letters to property owners when property is ready to be picked up.
- Robust chain of custody
- Barcoding for tracking and inventory
- Inventory audit capabilities
- Notification push to officers/staff when items have reached their maturity (e.g., statute of limitations expiration, case closed, found or recovered property 30 day notification. This would also indicate the follow-up action required (e.g., destruction, return to owner, etc.).
- The ability to link property to people (e.g., victims, suspects, property owners).

Respondents should advise whether their imbedded property and evidence module has these capabilities. Also, if a BEAST evidence interface is the selected path forward, whether the solution has been interfaced with the BEAST and whether the interface is uni- or bi-directional.

6.4.5 Custom Forms

The ability to design custom data input forms using a tool that is intuitive and easy to use. All data entered in the forms will be stored in the database and be available for queries and reporting. The ability to configure custom form templates, where only the data fields applicable to an investigation are available to be completed (e.g., domestic violence worksheet).

6.4.6 Attachments

Respondents should address how the proposed solution attaches non-evidentiary paperwork electronically to a case, such as digital images, or scanned documents linked to a case file.

6.4.7 LERMS Interfaces

The table below describes the required interfaces for the LERMS solution and details if the interface is currently deployed or required in the future.

Table 8 - LERMS Interfaces

LERMS Interfaces	
Interface	**Status**
Axon Body Worn Cameras (BWC) – Storage through Evidence.Com	Current

Brazos eCitation	Current
CAD	Current
eCourt System – County Courts Justice Portal	Future
Illinois State Police NIBRS	Current
LEADS/NCIC	Current
Mobile Data Solution	Current
Panasonic Body Worn Cameras	Future
Property and Evidence - BEAST	Future

6.4.8 Public Facing Dashboard

The WSCDC sees value in providing the public with statistical information regarding crimes reporting and active calls within WSCDC. They believe a public facing dashboard would be a valuable and efficient method to deliver this information. The Respondent should explain if their solution includes this functionality, how it works and whether the public-facing portal can be used by citizens to report low-level crimes (e.g., damage to personal property).

7 SYSTEM IMPLEMENTATION STATEMENT OF WORK

7.1 PROJECT MANAGEMENT, JOINT PROJECT TEAM, AND SYSTEM CONFIGURATION

The successful Respondent shall assign a project manager (PM) as a primary point of contact who has the necessary qualifications and staffing support to assure the successful performance of the project tasks and to ensure that the project schedule and milestones are met. The WSCDC expects that the successful Respondent will assign an experienced PM with exceptional verbal and written communication skills as well as a thorough knowledge of the solution to be installed by the Respondent. The successful Respondent's PM shall possess a Project Management Professional (PMP) certification or similar agile certification such as Certified Scrum Professional-ScrumMaster (CSP-SM) or Advanced Certified Scrum Master (A-CSM). This PM will report to a WSCDC PM and will be required to be onsite during project events, such as installation of the core system, configuration sessions, system testing, system go-live or other critical events as deemed necessary by the WSCDC. The WSCDC is an adherent of the Project Management Institute's methodologies, standards, and best practices for project management. As such, the WSCDC expects that during project implementation lifecycle all issues will be tracked, and all risks identified will be mitigated or eliminated to the greatest extent possible. Any downtime during project implementation will be minimized to adhere to the contracted project schedule as agreed. Along with an issue and action item tracker, a risk management plan shall be developed to identify all known risks with likeliness of occurrence, magnitude and mitigation strategy identified.

The responsibilities of the successful Respondent's PM shall include the management and timely execution of all tasks and activities required, based upon an agreed-upon statement of work (SOW), project plan, and project schedule that will result in the successful completion of the design, configuration, integration, testing,

cutover, and acceptance of the proposed solution and related services, as defined in this RFP and resulting contract. Project management shall include at a minimum:

a. Project coordination
b. Task oversight and milestone completion
c. Project meetings with minutes
d. Schedule updates
e. Progress reports
f. Risk Management

The WSCDC will designate a team consisting of a PM, and key stakeholders to work with the successful Respondent's PM. The successful Respondent's PM shall coordinate and assign project tasks identified as key to the success of the project with WSCDC staff and stakeholders. In addition, the successful Respondent's PM shall coordinate all technical project tasks between Respondent's technical personnel and those of WSCDC IT or other engaged WSCDC departments.

The successful Respondent's PM shall be responsible for consensus building among the various stakeholders and for obtaining design approvals, system inputs, agreements, etc., from all agencies and stakeholders involved in or affected by the implementation of this solution. This task requires close and continuous liaison with dispatch operations staff, emergency responder representatives, and supporting IT personnel from the WSCDC. The ability of the successful Respondent's PM to collaborate among all stakeholders will ensure that the requirements of the solution and the needs of the participating agencies are met in all phases of the project.

7.2 PROJECT KICKOFF

The project kick-off meeting shall be held within 20 business days after contract execution, or mutually agreed date thereafter. The successful Respondent's PM must collaborate with the WSCDC PM prior to the kick-off meeting to ensure that the content of the kick-off meeting meets expectations. Within 10 business days following the kick-off meeting, the successful Respondent's PM shall provide a project plan that includes project communications, issue tracker, action item workbook, risk registry and a working project schedule that sets forth the various project phases, tasks, and milestones, with definitive start and completion dates. In addition, the successful Respondent's PM shall be responsible for providing weekly updates for approval by the project core team.

7.3 PROJECT SCHEDULE

The successful Respondent shall provide a project schedule with an effective start date established during contract negotiations. For the purposes of the Respondent's proposal, a tentative project schedule shall be included in the proposal with an anticipated start date of October 7, 2024. This project schedule shall include, at a minimum, the following major milestones:

a. Hardware readiness
b. Software installation and configuration
c. System administrator training
d. Unit level testing
e. Functional testing
f. Interface Integration testing
g. Stress testing

h. Failover/failback testing
i. Delivery of system and training documentation
j. Training timeframes
k. 45-day reliability testing
l. System acceptance
m. Milestone Payments

Prior to contract execution the Respondent shall be required to create, and their PM shall create and submit for approval by the WSCDC, a detailed project schedule with Gantt chart that sets forth the various project phases, tasks, activities and milestones, with definitive start and completion dates. The schedule shall encompass the period beginning with contract execution through the conclusion of the warranty period. The schedule shall be provided in Microsoft Project (.mpp) format and Portable Document Format (.pdf). Fields for the project schedule shall include at a minimum:

a. Task name
b. Start/finish dates
c. Duration
d. Predecessors
e. Dependencies
f. % complete
g. Resources

WSCDC approval of the project schedule is a requirement for contract execution and the approved schedule shall become part of the contract.

In addition, the successful Respondent's PM shall be responsible for managing the schedule for the lifecycle of the project and will provide weekly updates for approval by the WSCDC PM and project core team. At every update the PM shall provide a copy of the project schedule in Microsoft Project (.mpp) format and Portable Document Format (.pdf).

7.4 PROJECT MEETINGS AND REPORTING

The successful Respondent's PM shall have full responsibility for organizing, scheduling, and conducting technical and management meetings required for the successful completion of the work defined in the scope of services. Additionally, Ad Hoc meetings may be scheduled when requested by the successful Respondent's PM or the WSCDC PM to resolve critical issues that cannot wait until the next regularly scheduled meeting.

At a minimum, one project management (progress) meeting shall be held every week or as otherwise mutually agreed upon. The successful Respondent's PM shall work with the WSCDC PM to mutually agree upon a regular date and time for project status meetings.

Project Status reports will be provided on a weekly basis or as otherwise mutually agreed upon. Project Status reports shall include, at a minimum, tasks completed since the last progress report, upcoming or outstanding tasks and their estimated date of completion, items requiring resolution with estimated completion dates, risks and issues, milestones achieved to date and outstanding milestones. The successful Respondent's PM shall work with the WSCDC PM to mutually agree upon an acceptable format for the

project status report. The first project status report is due within 10 business days following the kick-off meeting.

The successful Respondent's PM shall provide written minutes of all meetings no later than five (5) days after the meeting.

7.5 DOCUMENT STORAGE

The successful Respondent's PM shall archive all project documentation in a centralized, internet cloud-based location that is accessible 24 x 7 x 365 to all designated WSCDC staff members. All archived correspondence shall also be digitally supplied with final system documentation.

7.6 MASTER PROJECT PLAN

The successful Respondent's PM shall present to the WSCDC for approval at the kick-off meeting, a Master Project Plan. Elements of the Master Project Plan include but are not limited to:

7.6.1 Issue Management Plan

The successful Respondent's PM shall create and manage an Issue Management Plan to track action items and mitigate issues that may impact the project. An issue is an event that is impacting the project scope, budget, schedule, deliverables, milestones, etc. and must be acted upon and resolved.

7.6.2 Risk Management Plan

The successful Respondent's PM shall create and manage a Risk Management Plan to track risks to the project and formulate mitigation strategies and mitigate issues that may impact implementation. A risk is an event that has not happened yet but may happen in the future and has the potential to impact the project scope, budget, schedule, deliverables, milestones, etc. Risks must have a remediation plan so that they can be addressed before they materialize. The Risk Management Plan shall include a Risk Register that will be managed by the PM for the lifecycle of the project.

7.6.3 Communications Management Plan

The successful Respondent's PM shall create and manage a Communications Management Plan that identifies with whom it is critical to communicate, the method of communications and the frequency and timing of communications. The plan shall identify how information and documentation will be shared and exchanged between the successful Respondent and the WSCDC throughout the project lifecycle. The Communications Management Plan shall describe any communications management tools that the successful Respondent will use such as portals, shared drives, video conferencing, etc.

7.6.4 Change Management Plan

The successful Respondent's PM shall create and manage a Change Management Plan that identifies how system changes will be tracked, managed, and approved by the WSCDC. The Change Management Plan shall also address the method for managing SOW modifications and the Change Order process.

7.6.5 Quality Management Plan

The successful Respondent's PM shall create and manage a Quality Management Plan that identifies how the successful Respondent will ensure the quality of all software, hardware, and services.

7.7 IMPLEMENTATION STAFF

The successful Respondent's implementation staff shall be fully trained and certified by the manufacturer(s) of the solution(s) proposed; training shall be current. In addition, all key implementation staff shall have experience with projects of similar size, scope and complexity if serving a critical role on the WSCDC's project. Resumes shall be provided for all key implementation staff, including references for recent customer sites. The WSCDC reserves the right to reject the resumes and request additional resumes prior to the commencement of activity on the project to ensure satisfaction with equivalency of skills and experience.

The personnel assigned to this project as identified in the Respondent's proposal will remain on the project for the duration, which includes during go-live and a reasonable time thereafter. If for any reason the individual(s) identified are no longer employed by the company, the successful Respondent will be responsible for ensuring that any substitute personnel have comparable skills and experience and be approved by the WSCDC.

If problems occur with the successful Respondent's personnel, the WSCDC PM will notify the successful Respondent in writing and shall specify the reasons for dissatisfaction. If the successful Respondent does not resolve the problem within seven days from the date of notice, the Respondent shall remove such person and shall promptly provide a qualified replacement. The WSCDC will be liable for payment of services only up to the time of removal. If the removal occurs within a two-week period after project commencement, there will be no cost incurred by the WSCDC.

The WSCDC shall be entitled to remove individuals working on any project for any of the following grounds:

a. Unsatisfactory performance that causes negative operational impact at WSCDC or with Fire and EMS, Law Enforcement agencies and IT; and causes the project team to commit additional resources to avoid operational impact
b. Dishonesty or belligerent conduct
c. Violation of WSCDC rules or policies

Upon such written request, the WSCDC PM and the successful Respondent shall decide on a course of action to resolve any problems within category a. above. There shall be no opportunity to resolve problems involving categories B. or c. above.

The successful Respondent is responsible for ensuring that any substitute personnel have comparable skills and experience. Resumes for substitute personnel must be submitted, in advance, for approval by the WSCDC, which reserves the right to interview substitute personnel prior to commencement of activity on the project.

The Respondent shall maintain continuity of project personnel throughout this project. The Respondent will be obligated to keep personnel assigned to the project and not transfer or replace the Project Manager or other individuals designated as "key personnel" for the duration of the project assignment unless such transfer or replacement is at the request of the WSCDC or due to a bona fide illness, family leave, disability, termination of employment, or other reasonable circumstance. Prior to any permitted transfer of "key personnel" to another position, the Respondent shall provide the WSCDC with at least thirty (30) days' notice of such transfer. The WSCDC will approve all replacement personnel and will require a resume and interview prior to assignment.

7.8 CRIMINAL BACKGROUND CHECK REQUIREMENT

All Respondent personnel assigned to work on-site on the project shall be required to undergo a criminal history check that includes fingerprinting. Off-site personnel, including those accessing via VPN, may also be subject to a criminal history check. Note that arrangements for required criminal history checks shall be made in advance with WSCDC or other designated personnel. The WSCDC or its agencies reserves the right to reject any personnel proposed by the Respondent for due cause following the completion of the background checks. All key personnel who will have access to sensitive data or the production system once connected to LEADS/NCIC will be required to sign a confidentiality agreement and have the requisite CJIS security clearance.

7.9 EXECUTIVE SPONSOR AND ESCALATION HIERARCHY

The Respondent should name a senior member within the Respondent's organization to serve as Executive Sponsor for the project. This individual shall provide executive oversight to the Respondent's work on this project and resolve any issues that may arise that cannot be resolved through the designated PM. This individual will be expected to be on-site during significant project events, such as kickoff and executive level briefings, conflict resolution sessions, and at other significant events as mutually agreed (e.g., system go-live). The WSCDC will also designate an Executive Sponsor for the implementation.

7.10 TESTING, IMPLEMENTATION, AND CUT OVER

Once the successful Respondent's proposed solution is fully installed, a rigorous testing program has been presented below in Sections 7.10.1 through 7.10.05 of this RFP to ensure that the solution satisfies the stated requirements. Respondents must describe how it will comply with each phase of testing and offer any other approaches that may benefit the WSCDC or streamline the process.

Respondents must describe how they propose to implement the solution in the WSCDC, the mobile environment, and the Law Enforcement RMS, and describe cutover to live operations. Respondents must describe how its implementation team will work with the project team during the 30-day reliability test to resolve any issues that may arise and to ensure that the solution reaches the final system acceptance milestone. Sample test plans used by the Respondent must demonstrate how the solution functionality and interfaces are tested to ensure compliance with the functional specifications matrices or other functionality described elsewhere in this RFP.

WSCDC believes that rigorous testing of the solution is a necessity prior to go-live. The Respondents should provide details as to how they will facilitate testing the solution with WSCDC to include the following test intervals.

a. Hardware readiness test
b. Functional testing of the software
c. Interface testing
d. Integration testing with interfaces
e. Failover testing

Apart from the above referenced testing intervals, WSCDC requires a 30-day reliability period of the software after go-live. Upon successful completion of the 30-day reliability testing, a systems acceptance certificate will be issued. Respondents will incorporate the 30-day reliability period within their proposed testing and acceptance structure.

7.10.1 Functional Acceptance Testing

Functional Acceptance Testing (FAT) will commence when the successful Respondent, in accordance with the implementation schedule, delivers the completed solutions for CAD, and mobile data during FAT. The successful Respondent will exercise each system to demonstrate that every function defined as "Function Available" has been delivered and is operational prior to going live on the system. The successful Respondent must demonstrate that data exchanges or data inquiries within its software suite (e.g., CAD to mobile to RMS and mobile to CAD) function seamlessly as proposed. The successful Respondent must demonstrate that each function included as part of the system deliverable operates as defined in the contract, Respondent's proposal, the RFP, or the system documentation and/or user manuals (in that order of precedence).

7.10.2 Integration Testing

During integration testing, the successful Respondent shall demonstrate that each system interface operates in concert with the CAD system to provide information and details related to an event or inquiry. For example, as part of Phase I and Phase II wireless/wireline testing, the test shall demonstrate that the information received from wireless and wireline phones can be properly displayed by the appropriate call entry function and that the solution will handle re-bid information from a wireless carrier properly when provided and reposition the map automatically. Further, as part of integration testing, LEADS/NCIC inquiries will be performed to ensure that returns received are populated within the solution as proposed and that a functional interface exists between the CAD and MDS software that allows for seamless data exchange.

7.10.3 Initial System Acceptance

At the successful conclusion of FAT and integration testing of each system, the project core team and the successful Respondent will mutually agree that Initial System Acceptance (ISA) has been achieved and that the system is ready for go-live.

7.10.4 Go-live and 30-Day Reliability Test

At the successful completion of the ISA and the successful Respondent's certification that the solution is ready for live operational use, WSCDC will go-live on all or part of the tested systems, as agreed to in the implementation plan. The time and date of go-live will mark the commencement of the 30-day reliability test period (30 consecutive 24-hour intervals of system performance).

The purpose of this test is to demonstrate that the solution, as delivered, can perform under live operational conditions without the occurrence of Severity Level 1 or 2 software errors, as defined in this RFP. If the solution experiences a Severity Level 1 or 2 software error during the first 15 days of the reliability test, a new 30-day period will begin once the problem has been corrected. If a Severity Level 1 or 2 software error is detected on or after day 16 of the initial 30-day test period, once corrected, the test will continue from day 16 and go for the remaining 14-day period.

Upon notification from the WSCDC PM or their designee of a critical priority software error, the successful Respondent shall work continuously to resolve the problem. If the successful Respondent determines that a resolution or workaround cannot reasonably be provided within 24 hours of notification, the successful Respondent shall, within the 24-hour period, provide the WSCDC with a resolution plan that includes status updates and an estimated time of resolution.

In the event of a Severity Level 1 or 2 software error notification from the WSCDC, the successful Respondent shall work continuously to resolve the problem. If the successful Respondent determines that a resolution or workaround cannot reasonably be provided within 24 hours of notification, the successful Respondent shall, within the 24-hour period, provide the WSCDC PM or their designee with a resolution plan that includes status updates and an estimated time of resolution.

The 30-day reliability test is not only intended to demonstrate the operational capability and reliability of solution production use, but to instill confidence in the end-user community that the system is performing as designed and in accordance with end-user training. To successfully complete the test, the successful Respondent shall demonstrate in live operations that all software supplied under the contract will be operational and available 99.995% of the time during the 30-day period. If the solution fails to meet this level of performance during the 30-day period, the 30-day reliability test will be extended on a day-to-day basis for each day system performance falls below this level.

Respondents are advised that the project core team may elect to review and modify the acceptance criteria for the 30-day reliability test during contract negotiations based upon specifics of the successful Respondent's proposal.

If the successful Respondent fails to successfully complete the test in the 30-day period or the WSCDC approved extension thereof, the WSCDC may, at its sole option:

a. Terminate the contract between the WSCDC and the successful Respondent; or
b. Have the successful Respondent upgrade the system and augment the implementation team with whatever resources necessary to bring the system into compliance, at no cost to the WSCDC. This team, once deployed, will remain intact and onsite until such time as the successful Respondent can demonstrate full compliance with all system requirements.

7.10.5 Final System Acceptance

Upon successful completion of the 30-day reliability test, the parties will jointly acknowledge final system acceptance in writing with the WSCDC's issuance of a final system acceptance certification letter.

Commencement of system maintenance will begin on the issuance of final system acceptance certification to the successful Respondent and at no time before the final system acceptance certification is formally issued.

7.11 TRAINING

The successful Respondent shall provide the necessary training for system administrators, all staff, and WSCDC management personnel and selected agency personnel. It is preferred that training for CAD system administrators, dispatch staff, and management personnel be delivered ***on-site*** directly by the Respondent's training staff to these target audiences. The successful Respondent shall provide classroom instruction for all call-takers/dispatchers and supervisors, as well as various support staff and management, to ensure their complete understanding of the functional and operational use of the CAD system, mapping system, and other integrated systems. At the completion of training, staff shall be capable of proficiently operating the system at a level that allows them to confidently use the system to effectively perform their job functions.

A train-the-trainer approach is acceptable for mobile data and browser-based CAD training for agency and WSCDC staff. Training for LERMS must be delivered directly ***on-site*** to all law enforcement personnel that

will be utilizing the system. The Respondents should describe, in detail, how they will facilitate training with agencies and WSCDC staff.

a. The following ***on-site*** training is required:
b. System administrator(s) training
c. Telecommunicator (call-taker/dispatcher) training
d. Supervisor training
e. Management training (assuming there may be report generation or data accessed by this group only)
f. Mobile data train-the-trainer training
g. Browser-based CAD train-the-trainer training (for non-dispatch personnel)
h. LERMS train-the-trainer training

The number of trainees will be determined by the project management team during contract negotiations. Respondents should provide details of class size for each training type and equipment necessary to deliver training.

Sufficient training is defined as that level of training that enables the end user to proficiently perform the duties associated with the utilization of the system or, for system administrators, maintenance of the system. End-user training and corresponding training materials must be designed for the intended target audience, i.e., call takers, dispatchers, management personnel, and system administrators, as well as MDS and Web CAD end users, if applicable. This will include training end users and trainers on the functions and features of each module applicable to their position, to assure that they can effectively utilize the system, or train other personnel on the use of the system.

The successful Respondent will be required to prepare electronic training manuals for each training session for review prior to the training. The WSCDC reserves the right to reproduce training materials for internal purposes only.

Respondents' proposals shall include related costs for training materials (e.g., reference guides, tutorials, and related CDs).

7.11.1 Training Guidelines

The general training approach required by agencies is as follows:

a. Targeted successful Respondent-delivered training for specialized functions (e.g., system administrators and technical support personnel for general systems administration and operations, and select staff for application operations, data entry and data maintenance)
b. Targeted successful Respondent-delivered user training for all WSCDC call-takers/dispatchers, supervisory staff, and management personnel
c. Targeted successful Respondent-delivered training for all law enforcement personnel on the LERMS
d. Identification of train-the-trainer staff—as determined between the successful Respondent and the WSCDC team—for MDS and web CAD end users external to the WSCDC

Proposed hourly or per-course rates shall be provided for training should the WSCDC elect to conduct training courses beyond what is delivered within the contract during implementation. This "a la carte" training pricing must remain firm for one year following the completion of all contract-delivered implementation

training. Rates for subsequent years of refresher training are subject to negotiation. Respondents shall guarantee that the WSCDC will be provided with the normal rates, or a price extended by a Respondent to its most-favored clients.

Training shall be conducted onsite at the WSCDC facility, or at an alternate site selected by the project team. A copy of all training materials planned to be used by the successful Respondent shall be delivered to the WSCDC PM 45 working days prior to the commencement of training. The training plan shall identify any training requirements applicable after implementation and acceptance of the system. Respondents shall include an optional follow-up training program if deemed appropriate.

In addition to the implementation plan, Respondents shall submit a schedule of all proposed training modules in Microsoft Project or another WSCDC-approved scheduling tool. The training plan must include the following information:

a. Course summary/outline
b. Learning objectives
c. Duration of training for each module
d. Audience
e. Class size maximum (train-the-trainer, end user, and system administrator)
f. Delivery method (e.g., lecture, PowerPoint presentation, hands-on)
g. Equipment needed
h. Network connection needed
i. Student prerequisites

7.11.2 Training and Test Environments

Respondents shall provide training and test environments within its system that allow users to access all system applications and associated databases including the geo-file/mapping system.

Users logged into the training or test environment must utilize the same commands, forms, and system features as users logged into the live system. Data entered and commands invoked while logged into the training or test environment must not corrupt the live system or impede the performance of the live system.

7.12 WSCDC PERSONNEL SUPPORT

The estimated level of support required from WSCDC personnel and its agencies for the completion of each task within the Respondent's proposal shall be itemized by position and man days.

Respondents shall indicate the necessary number of telephones, office space, and materials the Respondent requires. The WSCDC may furnish these items if it considers them reasonable, necessary, and if available for the Respondent to complete their tasks.

8 WARRANTY, SYSTEM SUPPORT AND MAINTENANCE

8.1 GENERAL WARRANTY, SYSTEM MAINTENANCE AND SUPPORT PROVISIONS

The Respondent shall provide a minimum one-year, no-cost warranty period from the date of final system acceptance. The Respondent shall warrant that all hardware and software supplied by the Respondent, and the integration thereof, will be free from defects in material, design, and workmanship for the warranty period and any extended warranty or maintenance period purchased. This warranty shall cover all parts, labor, and travel related to all the hardware and software supplied under the contract.

During the warranty period, the Respondent shall provide support services 24 hours a day, 7 days a week (24x7), the same as would be provided during the maintenance and support periods. This service shall be available any hour of the day via a toll-free telephone number and via an online trouble-ticket system. The Respondent shall have the ability to log into and remotely access the system via an application supplied with the system to troubleshoot and perform system diagnostics.

The Respondent shall provide a fixed cost for support/maintenance fees for years two through six as provided in the pricing proposal form. Thereafter, pricing may not increase by more than 3% over the previous year's cost.

8.2 WARRANTY, SYSTEM MAINTENANCE AND SUPPORT RESPONSE TIMES

As noted earlier, support/maintenance shall be on a 24x7x365 basis, inclusive of remote diagnostics. Upgrades and enhancements applied to the system should, at no time, bring the system offline. Support services shall include a toll-free number for service issues and an online trouble-ticket system, a support email address, and remote diagnostic capability.

Severity Level 1 – Urgent and *Severity Level 2 – Critical* calls relating to the Respondent's CAD, MDS and RMS software, including any message switch software and any critical interfaces to those systems, shall be available 24x7x365. Respondent shall provide an immediate acknowledgement of the incident and shall initiate corrective action within 60 minutes from the time of notification. Within two hours of any Severity Level 1 or 2 report, if the problem has not been corrected, Respondent shall immediately escalate the issue for a heightened response. Support for all other calls (Severity 3 and 4) will be available, excluding weekends and holidays, during normal support hours of 8:00 a.m. to 5:00 p.m. Eastern Time.

8.3 SYSTEM UPDATES/PATCHES AND UPGRADES

WSCDC seeks a solution that will be consistently updated and upgraded at frequent intervals. Respondents should describe when and how updates are applied to the solution. Respondents should also provide the intervals for system upgrades and how they are applied to the system. WSCDC requires that the system maintain compliance with all state and federal mandates, necessary updates, and modifications related to the system as part of the support provided.

9 SYSTEM HARDWARE

9.1 GENERAL

The WSCDC's strong preference is to implement its systems utilizing server virtualization to increase system uptime and availability, reduce the amount of time it takes to recover from a disaster, and to make IT operations more efficient and cost-effective.

Respondent shall provide server and related hardware specifications to host the CAD system and include pricing for same in Exhibit E. The Respondent must provide all services and supplies necessary to install, operate, and maintain the software and equipment specified in its proposal and to deliver the CAD system.

9.2 HARDWARE

The WSCDC reserves the right to purchase hardware independently, but Respondents shall provide pricing for all hardware, specifying the exact equipment and configuration, with operating systems, as an OPTION as indicated in the pricing form provided Regardless of the method determined by the WSCDC to purchase the required hardware, Respondents must certify that the hardware proposed meets or exceeds the requirements stipulated in this section related to system performance and storage capacity. The WSCDC will not select a Respondent's hardware proposal without selecting its software solution.

10 GENERAL SYSTEM REQUIREMENTS

10.1 SOLUTION DESIGN

Respondents must provide an overall design using a system diagram and an overview explanation (no more than ten pages) describing the proposed hardware and software configuration. The design should identify the major functional components of the software, including how the components are related and communicate with each other, and how the server-based components will be implemented on one or more virtual machines. Respondents must describe their plans for future system enhancements to demonstrate the long-term viability of the system architecture, hardware, and software.

The installed solution must be scalable and capable of expansion in a modular and incremental fashion. The solution design should demonstrate that it is a high availability, redundant architecture that provides robust system resiliency in a mission critical environment. The WSCDC will give preference to a solution that utilizes a Microsoft Windows operating system and meets a system uptime requirement of 99.995%.

10.1.1 Training and Test / Development Environments

In addition to a high availability production environment, the Respondent shall provide training and test/development environments within the solution that allows users to access all system applications, and associated databases including the geo-file/mapping system.

Users logged into the training or test environment must utilize the same commands, forms, and system features as users logged into the live system. The training environment should always be a direct mirror of the live environment and have a method for the system administrator to easily synchronize with the live environment after updates and modifications are made. The test / development environment will be used for the testing of updates, patches and customer planned configuration changes. Data entered and commands invoked while logged into the training or test / development environment must not corrupt the live system or impede the performance of the live system.

10.1.2 Data Warehouse

It is the WSCDC's expectation that an archive database or reporting data warehouse will be provided that will contain near real-time data. This database should be used for all reporting/exporting of data to other systems to help maintain the integrity of the live CAD data.

10.1.3 Authentication

The new CAD system shall leverage a centralized directory service, such as Active Directory, to reduce the number of different logins/passwords that users need to remember. The system must support a multi-domain environment for Active Directory to enable each municipality to utilize their own Active Directory.

10.1.4 Database Platform

The preferred database platform is Microsoft SQL[2] Server.

10.1.5 Virtualized Server Environment

Respondents must describe in their solution diagram and overview explanation of all specifications related to server capacity, such as CPU power, memory, and disk storage in the context of a virtualized environment as well as the virtualization software utilized (and its licensing, maintenance, and support options) to create the virtual server environment.

If there are components of a Respondent's solution that cannot function in a virtualized environment as described above, then the Respondent shall identify such components, explain why they cannot be operated on a virtual machine, and offer hardware specifications for an alternate hardware solution.

10.1.6 Services Related to Hardware and Software Installation

Respondents must provide all services and supplies necessary to install, operate, and maintain the software and equipment specified in its proposal and to deliver on the functional specifications being proposed. The WSCDC may elect to increase or decrease quantities or acquire the hardware separately based upon the successful Respondent's provided specifications. In the event hardware is procured separately, the WSCDC will be responsible for providing the server environment and operating systems per the Respondent's specifications. Regardless of method of procurement, the successful Respondent shall be responsible for approving the hardware specifications and configuration proposed.

10.1.7 Standard Operating Systems and Other Software

The following software packages, complete with quantities of any necessary licenses, must be specified within the proposal. Respondents must state the application and version that is being used for each of the following:

a. Operating system
b. Relational database management system (RDMS)

c. Mapping software
d. Any other language processor or utility required to maintain the application software.
e. Development environment for updating programs.
f. Utility programs for file handling.
g. Language compiler in which system is written.

The successful Respondent must provide all licenses (software, support, etc.) purchased in the name of the WSCDC prior to payment for the software. Proposals that incorporate a proprietary or non-standard operating system must contain an explanation for the choice of operating systems and must indicate whether it is the Respondent's intention to migrate to a standard environment in the future.

10.1.8 Networking

If selected, the successful Respondent shall evaluate the WSCDC's current network environment and determine whether it is sufficient for the new solution to operate at optimum performance levels or whether the equipment should be upgraded.

10.2 HOST SERVER REQUIREMENTS

10.2.1 Hardware Requirements

Respondents shall provide hardware specifications for the host servers based on the assumption that there will be at least five virtual machine (VM) hosts. Two VMs will be located at the Primary, two at the Backup, and one located at the DR/COOP facility. All the hosts must be capable of running the entire solution in the event of a hardware failure or planned hardware maintenance on the other host. The hosts will be in different physical locations, assuming the WSCDC can provide a network of sufficient speed and bandwidth between the different sites.

All specifications must support the application software requirements, volumes, number of concurrent users, and processing performance characteristics defined in this RFP. Sizing should also consider the future use of large-size media files such as pictures, video, and audio in addition to the typical text-based data that the CAD system normally collects.

Based on the potential for adding new initiatives/units and/or agencies to the ECC, and to accommodate average annual volume increases, it is required that the system be capable of handling 100,000 annual events, at a minimum, with incremental growth of 10% a year factored in. The system should also be capable of increasing the number of existing workstation clients that will initially be procured by 25%. The system must support any additional workstations required to maintain a backup PSAP at another location or any future migration of systems to a new facility, should such be required.

Hardware specifications must include:

a. Model and number of processors, including core quantity per CPU and clock speed.
b. Amount of memory required per host.
c. Number of network interfaces required per host.
d. Amount of useable, local disk storage and its expandability per host

e. Length of warranty and support if procured from Respondent (must meet or exceed those provisions included with the maintenance and support agreement executed in accordance with the contract).

10.2.2 Storage Solution

Respondents shall provide storage solution specifications that cater to the requirements of the above proposed hardware solution. The storage solution should be designed to enhance flexibility, maintain uptime, and tolerate hardware failures effectively. Respondents shall provide details on each storage node including:

a. Amount of raw disk capacity available
b. Amount of usable disk capacity required to meet specified growth requirements.
c. Impact (if any) of proposed storage configuration on application performance (documentation and/or references may be required to support this information)
d. Recommended number of network interfaces for seamless data communication.

If a Respondent proposes specific storage equipment, the nodes must include the following:

a. Redundant power supplies
b. Hot-swappable disk drives with suitable performance specifications
c. Redundant controllers
d. Capability for data redundancy
e. Adequate network interfaces for efficient data transfer

If equipment is procured through the successful Respondent, warranty and subsequent maintenance/support of this equipment will meet or exceed those provisions included within the maintenance and support agreement executed in accordance with the contract.

10.2.3 Concurrent System Operations

All application systems must operate concurrently. The equipment specified must be able to function in a multi-tasking capability for simultaneous processing of application systems that are required. If several applications utilize the same data server, the system must be configured to assure priority workstation response for the CAD system.

10.2.4 Server Definition and Requirements

Respondents shall identify each needed system server, virtual and/or physical, and stipulate its:

a. Function/Purpose
b. Operating system
c. Number of CPU cores required
d. Amount of RAM required
e. Amount of disk space required
f. Any unique requirements for virtual hardware emulation/pass-through from the host

10.3 END-USER WORKSTATION REQUIREMENTS

It is imperative to the WSCDC that end-user hardware specifications be defined for both call-taker/dispatcher workstation and mobile hardware so that the WSCDC can ensure the agency is fully equipped to deploy the new solution.
Respondents shall provide specifications for the following aspects of the desktop workstations:

a. Operating system
b. Number, size, and resolution of monitors
c. Type of video card(s) required
d. Type of processor required
e. Amount of RAM required
f. Amount of disk space required

Agencies already have some computer equipment installed in their vehicles. Respondents shall provide specifications for the following aspects of the mobile workstations to ensure compatibility:

a. Operating systems
b. Processor speed and number of cores required
c. Amount of RAM required
d. Amount of disk space required
e. Compliant global positioning system (GPS) software to render AVL coordinates
f. Any additional specialized peripherals required
g. Minimum/preferred mobile network communication requirements

Respondents shall provide minimum specifications for any supported mobile tablet and/or smartphone devices.

11 PERFORMANCE CRITERIA

11.1 PERFORMANCE REQUIREMENTS

This specification section contains general and specific requirements related to the performance of the proposed solution, both at the point of system acceptance and throughout the life of any warranty and maintenance contracts between the WSCDC and the successful Respondent.

The successful Respondent shall work closely with the WSCDC and its agents and consultants to develop an implementation plan that clearly defines the hardware and software deliverables, tasks, or other criteria associated with each milestone. The successful Respondent's phased implementation plan shall specify how performance testing for each phase will be completed. System acceptance will occur in phases as various milestones are identified in the implementation plan and agreed to by the project core team.

11.2 ONGOING SYSTEM PERFORMANCE

The following specifications describe the performance requirements for the solution following formal acceptance of the solution and throughout the life of the contract between the WSCDC and the successful Respondent.

For any consecutive 30-day period during the life of the contract and/or maintenance, the software components of the solution shall remain fully operational and achieve 99.995% availability. Thirty-day performance periods are incremental from system acceptance. If a problem occurs, a new 30-day period will begin once the problem has been corrected. The WSCDC will decide and notify the successful Respondent when issues have been satisfactorily resolved.

The initial system hardware and software configuration shall be expandable to handle the anticipated increase in work. This expansion shall meet the specified system performance requirements. The system shall continue to meet the functional, reliability, and performance requirements as expressed in this section throughout the life of the system. If the system fails to meet any requirement in the contract after final acceptance, the successful Respondent shall take appropriate steps to cure the problem and bring the system back into compliance with the performance and reliability requirements, at no cost to the WSCDC. The successful Respondent shall describe the means and timeframe by which such failure(s) will be resolved, and the WSCDC shall agree in writing if it concurs with the resolution plan.

11.3 SYSTEM PERFORMANCE PROFILE

The following performance criteria are provided as a guide in designing the solution and forms the basis for acceptance testing of the implemented solution:

a. The solution shall conform to the requirements specified in this RFP.
b. The solution shall provide all functional operational capabilities described as “Function Available” by the Respondent in its RFP proposal response.
c. All inquiry and file maintenance functions shall be performed without adversely affecting system performance and system operations.
d. The solution shall provide problem-free interoperability for all hardware and software components that comprise the delivered solution.

e. Users shall not be required to halt CAD system operations during backups or other system administration tasks.
f. The proposed CAD design shall provide for all operations floor clients (9) and a minimum of 26 other active clients outside the operations floor during the peak busy hour. The proposed CAD design shall accommodate expansion of floor clients to 32 in the future.
g. The proposed MDS design shall provide for a minimum of 200 active MDCs during the peak busy hour.

11.4 SYSTEM RESPONSE TIMES

The system response time shall not exceed an average of the seconds defined in Section 10.5 below when operating at three times the expected initial volumes. Respondents shall not be responsible for the processing time of external systems (e.g., GCIC when such systems are involved in a transaction. It is understood that factors such as network latency, external system responsiveness, and external system load may negatively affect such times and may need to be analyzed as part of the response time determination if an issue occurs with these response times.

11.5 TRANSACTION MAXIMUM RESPONSE TIME FOR CAD AND MAPPING

The solution shall provide response times of less than one second 95% of the time for the following transactions:

a. Display of blank event entry screen
b. Assigning a single unit to an event
c. Display unit recommendation based on uniquely verified address
d. Changing a single unit's status
e. Clearing a single unit from an event
f. Display of verified address on the mapping
g. Verification of a unique address

The solution shall provide response times of less than two seconds 99% of the time for the following transactions:

a. Return of a list of possible address matches when an address cannot be uniquely verified with the information entered
b. Assignment of up to ten units to an event from a single command
c. Call up of premises/hazard file data

11.6 TRANSACTION MAXIMUM RESPONSE TIME FOR CAD AND MDS

The solution shall provide response times of less than five seconds 99% of the time for the following transactions:

a. MDC-to-MDC message, 80 characters
b. CAD-to-MDC dispatch message
c. Display of a list of events queried by unit identification (ID) for a single shift

11.7 SUPPORT AND MAINTENANCE REQUIREMENTS

Subject to the terms and conditions set forth elsewhere in a contract, the successful Respondent shall provide, at a minimum, the following support for the covered applications (Basic Support). The successful Respondent shall maintain the software and each component thereof so that such software and components operate in conformity with the documentation and with all specifications, performance standards, and functional requirements in the software licensing agreement. The successful Respondent shall promptly transmit, by the most expeditious means available, corrective software patches/bug fixes and related instructions for correcting malfunctions.

11.8 SOFTWARE ERRORS

Upon notification, the successful Respondent will promptly correct malfunctions in any of the covered software discovered by agencies during the term of the software licensing agreement, provided: (i) the agencies provided all information regarding such malfunction that may be requested by the successful Respondent and reasonably available to agencies as defined in the following error reporting section; and (ii) the WSCDC has provided the successful Respondent with remote access to the system as required by the contract.

11.9 ERROR REPORTING

Personnel making a software error report will describe to support staff the malfunction in reasonable detail and the circumstances under which the malfunction occurred or is occurring. With the assistance of support personnel, the software error will be classified as a Severity Level 1, 2, 3, or 4. The WSCDC shall provide all reasonably available information requested by the successful Respondent that is necessary to complete

the request for technical services. Upon detection of any malfunction in any of the covered software, the affected agency shall provide the successful Respondent a listing of command inputs, resulting output, and any other data the successful Respondent may reasonably request and is available to reproduce operating conditions similar to those present when the malfunction occurred.

11.9.1 Severity Level 1

Severity Level 1 is an issue that renders the software or a major component of the software inoperative, causes a significant and ongoing interruption to the end user's activities, or causes an unrecoverable loss or corruption of data.

Severity Level 1 for CAD and MDS is a call requesting technical support for a malfunction in any covered software or a failure of the system server on which such covered software is installed that affects functions or results in system-related failures, as follows:

a. Users are unable to enter new requests for service via the new event call taking screen.
b. Users are unable to assign or exchange a unit or apparatus on an event.
c. Users are unable to change status or increase the priority of an event.
d. Users are unable to close an event.
e. Users are unable to view information needed to dispatch the event.
f. Users are unable to clear assigned units and close the event.
g. Users are unable to view premise history related to the location of an event.
h. Users are unable to update unit status or location related to an event.
i. Users are unable to change call type or the priority of an event.
j. Users are unable to transmit a CAD event from dispatch to field units or transfer event data to RMS.
k. Users are unable to log units on or off the system.
l. Users are unable to view the current status of all units.
m. The CAD and MDS sides of any interface are down.
n. Users are unable to perform address verification because of an application problem.
o. Twenty-five percent (25%) of the workstations in the primary dispatch facility or mobile data clients are down.
p. Major hardware issues prevent continued use or operation of the system or impact all operators using the system or halt or severely impact critical system operations or endanger the integrity of any database on any defined system server or, impact all or 25% of the operators using the system (applies to Respondent-provided hardware).
q. The map cannot be displayed or cannot display any validated location and control cannot be transferred to another workstation.

Severity Level 1 shall not include calls requesting technical support relating to a problem encountered that substantially falls outside the list of functions or system-related failures noted above or a failure related to individual components of the network communications equipment, communication lines, terminals, a single workstation, printers, or terminal servers that do not impact or impede operations of the system unless otherwise described in other areas of the contract. The WSCDC shall have exclusive authority for initially determining whether a service request constitutes a Severity Level 1. If, after review, the successful Respondent determines the service request is not Severity Level 1, the successful Respondent reserves the right to charge reasonable call-out fees as defined in the contract.

11.9.2 Severity Level 2

Severity Level 2 is defined as a problem that causes the software to be inoperative, disrupted, or malfunction and which materially interferes with agency use of the software. If a reliable and suitable workaround, which does not impact intended work or process flow, is delivered to the WSCDC to temporarily fix or patch a Severity Level 1 issue, the service request can be downgraded to a Severity Level 2.

11.9.3 Severity Level 3

Severity Level 3 is any problem in the software that causes the software not to function in accordance with applicable specifications, including system documentation, but that causes only a minor impact on agency use of the software and for which an acceptable workaround is available.

11.9.4 Severity Level 4

Severity Level 4 is defined as (i) any general question or request pertaining to the software or (ii) all malfunctions in the software that are not included in the other malfunction classifications outlined above.

11.9.5 Workarounds

A workaround shall mean a temporary procedure, routine, solution, or fix that restores operational capability without substantially compromising the performance of the software or integrity of the operating system or data. A workaround will not require recurring system or workstation downtime. A workaround gives the ability to achieve substantially the same functionality as would be obtained without the programming error.

Workarounds may include changes to configuration of GCIC or operational processes. To be acceptable, it must be an action, or series of actions, that can reasonably be accomplished by an average user without excessive impact on other capabilities and/or impeding work or process flow.

All workarounds shall be documented on a single workaround list and outline the native functionality that this workaround is temporarily resolving, the date the workaround was put into place, the representative from the WSCDC and Respondent who approved it and the expected length of time this workaround is expected to exist. This list will be discussed in regularly scheduled vendor/client meetings until each workaround is permanently accepted or resolved.

12 CONTRACT TERMS AND CONDITIONS

The contract with the successful Respondent will contain the following contract terms and conditions. Respondents taking exception to these terms and conditions or intending to propose additional or alternative language must:

a. Identify with specificity the terms and conditions to which they take exception or seek to amend or replace; and
b. Include any additional or alternate language with their proposal. Failure to both identify with specificity those terms and conditions Respondent takes exception to or seeks to amend or replace and provide Respondent’s additional or alternate contract terms may result in rejection of the proposal.

12.1 PROCEDURES

The extent and character of the services to be performed by the Respondent shall be subject to the general control and approval of the assigned PM or their designee. The successful Respondent shall not comply with requests and/or orders issued by any other person other than the WSCDC's PM or their designee acting within their authority for the WSCDC.

Any change to the Contract must be approved in writing by the WSCDC Manager and the successful Respondent.

12.2 CONTRACT ASSIGNMENT

The successful Respondent is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title, or interest therein or its power to execute such agreement to any other person, company or corporation without the prior consent and approval in writing from the WSCDC's purchasing manager. Such consent shall not relieve the assigner of liability in the event of default by the assignee.

12.3 CONFIDENTIALITY AND SECURITY

The successful Respondent shall not copy, display to other parties, or distribute any agency data without the express written permission of WSCDC.

The successful Respondent shall not copy, display to other parties, or distribute any owned programs or proprietary data or information without the express written permission of the WSCDC.

The successful Respondent shall use only WSCDC approved access technologies for remote access to networks, servers, and applications.

The successful Respondent shall access networks, servers, and applications only for business reasons associated with the provision of services to the WSCDC and its agencies.

The successful Respondent shall use hardened passwords for all access related to networks, servers, and applications. Such passwords shall contain at least eight unique characters that identify the Respondent's staff assigned, and shall contain at least one each: alpha character, numeric character, space and special character.

Hardware operating system software and applications software provided through the contract shall be provided with all known security vulnerability patches applied.

The successful Respondent acknowledges and understands that its employees may have access to proprietary business information, or other confidential information belonging to WSCDC agencies or acquired by WSCDC agencies during its operations. Therefore, except as required by law, the Respondent agrees that its employees shall not:

1. Access or attempt to access data that is unrelated to their job duties or authorizations as related to this contract.
2. Access or attempt to access information beyond their stated authorization.
3. Disclose to any other person or allow any other person access to any information related to WSCDC agencies, data collected by agencies, information regarding facilities or any other party of the contract that is proprietary or confidential. Disclosure of information includes, but is not limited to, verbal

discussions, FAX transmissions, electronic mail messages, text messages, photos or videos, voice mail communication, written documentation, “loaning” computer access codes and/or any other transmission or sharing of data.

The successful Respondent understands that WSCDC agencies or others may suffer irreparable harm by disclosure of proprietary or confidential information and that the WSCDC may seek legal remedies should such disclosure occur. Further, the Respondent understands that violations of this provision can result in contract termination.

The successful Respondent understands that information and data obtained during the performance of the contract shall be considered confidential, during and following the term of the contract, and will not be divulged without the WSCDC’s written consent and then only in strict accordance with prevailing laws. The Respondent shall hold all information provided by the WSCDC agencies as proprietary and confidential and shall make no unauthorized reproduction or distribution of such material.

The successful Respondent shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or information obtained from WSCDC agencies or from others in carrying out its functions under the contract shall be used or disclosed by it. The WSCDC reserves the right to review such procedures to ensure acceptability to the WSCDC. If information and/or records are requested of the Respondent by anyone other than designated WSCDC personnel, the WSCDC PM shall be notified immediately. The PM will promptly address all requests for information.

12.4 DELAYS

Time is of the essence in the performance of the contract. If an unavoidable delay is foreseen, the successful Respondent shall give immediate written notice to the WSCDC. The Respondent shall keep the WSCDC PM advised at all times of the status of system delivery. Default in meeting a major milestone, without mutually agreed accepted reasons, or failure to deliver agreed upon functionality shall be considered a default in the terms and conditions of the contract and may result in the WSCDC authorizing the purchase of supplies and/or services from other sources and charge full increase in cost and handling to defaulting Respondent or, in the alternative, seeking relief through the contract performance bond as set forth below.

12.5 DELIVERY FAILURES

If the successful Respondent fails to deliver the proper services or item(s) contracted for at the time and place(s) specified, or within a reasonable period of time thereafter as determined by the contract, or if the Respondent fails to make a timely replacement of rejected items when so requested, the WSCDC may purchase services or items of comparable quality in the open market to replace the rejected or undelivered services or items. The Respondent shall reimburse the WSCDC for all costs more than the contract price when purchases are made in the open market; or, in the event that there is a balance the WSCDC owes to the Respondent from prior transactions, an amount equal to the additional expense incurred by the WSCDC as a result of the Respondent’s nonperformance shall be deducted from the balance as payment.

12.6 DEBARMENT

By submitting a proposal, a Respondent is certifying that the Respondent is not currently debarred by the State of Illinois, any County within Illinois, or, in a procurement involving federal funds, by the federal government.

12.7 PROOF OF AUTHORITY TO TRANSACT BUSINESS IN ILLINOIS

A Respondent organized under the laws of a state other than the State of Illinois shall include in its proposal the filing number and authority to transact business issued to the Respondent by the Illinois Secretary of State when the Respondent registered as a foreign business entity pursuant to Section 13.05 of the Illinois Complied Statutes, 805 ILCS 5/13.05 to be authorized to transact business in the State of Illinois.

12.8 INSURANCE COVERAGE

Respondents shall include with their proposal a copy of their current Certificate of Insurance that illustrates the current level of coverage the Respondent carries. The Certificate can be a current file copy and does not need to include any "additional insured" language for the WSCDC.

12.9 INSURANCE PROVISIONS

In accordance with WSCDC insurance requirements, the awarded firm agrees to provide the following insurance:

a. Comprehensive General Liability Insurance for contractors to include Products and Completed Operations and Contractual Liability, with aggregate limits of no less than $1,000,000.00.
b. Automobile Liability Insurance covering all owned, leased, hired, and non-owned vehicles, with no less than $1,000,000.00 aggregate limits.
c. Statutory Worker's Compensation Insurance according to Illinois law. Employer's Liability with limits of no less than $500,000.00 per occurrence.

Such insurance shall be executed by insurance companies admitted in the state of Illinois and should be in a form acceptable to the WSCDC

.

The WSCDC shall be named as an "Additional Insured" on the required insurance. A Certificate of Insurance evidencing such insurance shall be provided to WSCDC by awarded firm.

12.10 SOFTWARE INFRINGEMENT

The successful Respondent shall, at its own cost, defend and hold harmless any claim or suit brought against the WSCDC on the issue that the software infringes a United States copyright, patent, trademark, trade secret or other intellectual property right of a third party provided that the WSCDC:

a. Notifies the Respondent promptly in writing of any such claim or suit;
b. Gives the Respondent full information and assistance in settling and/or defending the suit and:
c. Gives the Respondent full authority and control of the defense and/or settlement of any such action.

The Respondent shall not be liable for any costs or expenses incurred:

a. By the WSCDC without the Respondent's prior written authorization;
b. For any claim based on the use of a combination of the Respondent's software with any other software not provided by the Respondent,
c. For any claim based on the WSCDC's modification of the software;
d. From use of other than the latest available version of the software, provided that the version containing the correction of the infringement has been made available to the WSCDC at no charge; or;

e. Any transaction entered into by the WSCDC relating to the software without the Respondent's prior written consent.

If the software becomes subject to a claim of infringement for which the successful Respondent may become liable, the Respondent may at its option (i) obtain the right to continue using the software; or (ii) replace or modify the software to make them non infringing so long as the replacement or modification meets substantially similar specifications; or (iii) the WSCDC and the Respondent may elect to terminate the contract in the event that the Respondent is unable to perform under (i) and (ii) above. All payment obligations of the WSCDC shall be suspended until the Respondent provides one of the remedies described.

12.11 DEATH AND PERSONAL INJURY PROVISIONS

The successful Respondent shall indemnify, defend, and hold harmless the WSCDC and its affiliates against any liability, demands, damages, expenses, and losses for death, personal injury, illness, or property damage arising out of the Respondent's breach of its representations, warranties, or performance, or based on an alleged defect or design error in any element, part or combination thereof in the software.

12.12 WSCDC INDEMNIFICATION PROVISIONS

The WSCDC is prohibited from indemnifying the successful Respondent and/or any other third parties. Notwithstanding the foregoing, the WSCDC shall be responsible for the actions and/or omissions of its board members, officers, employees, and agents during their use of the software, including the negligent use, misuse, or reproduction of software. Further, the WSCDC expressly waives all actions against the Respondent for claims resulting from the negligent acts or omissions of the WSCDC and its officers, employees, and agents. Provided, however, this waiver shall not be deemed to be a waiver of the WSCDC's sovereign immunity or defense thereof.

12.13 SUBSTITUTIONS

No substitutions, additions, or cancellations, including those of key personnel, are permitted after contract award without written approval by the WSCDC. Where specific employees are proposed by the Respondent for the work, those employees shall perform the work if those employees work for the Respondent, either as employees or subcontractors, unless the WSCDC agrees to a substitution. Substituting project staff will require the Respondent to reimburse the WSCDC 40 hours of project time toward acclimating staff to current project status. Requests for substitutions shall be reviewed and may be approved by the WSCDC at its sole discretion.

12.14 BACKGROUND CHECKS AND OTHER STATUTORY REQUIREMENTS

Respondent employees or subcontractors assigned to the project will be subject to background checks and, if working onsite, fingerprinting in compliance with FBI CJIS requirements. Personnel will be required to fill out a personal history statement form, as well as an authorization for release form. The results of the background check will be relayed back to the contact person within 24 hours. The reported results will be that the worker is either (i) cleared for access to the WSCDC or (ii) not cleared for access to the WSCDC. All personnel working onsite shall be required to wear an ID badge, dress appropriately and maintain proper hygiene. Failure to do so may be cause for removal of the individual from WSCDC premises.

12.15 EXEMPTION FROM STATE SALES AND FEDERAL EXCISE TAX

WSCDC purchases are exempt from State sales tax and federal excise tax. Do not include tax in the proposal. The WSCDC will furnish an excise tax exemption certificate upon request.

12.16 ORDERING, INVOICING, AND PAYMENT

All work requested under the contract shall be performed and invoiced in accordance with the signed contract. The successful Respondent shall not accept credit card orders or payments under the contract.

The Respondent shall submit invoices in duplicate upon completion of agreed upon project milestones, to include a detailed breakdown of all charges, and shall be based on completion of tasks or deliverables and shall include progress reports.

All such invoices will be paid within 30 days by the WSCDC unless any items thereon are questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim. The Respondent shall provide complete cooperation during any such investigation.

Individual Respondents shall provide their social security numbers, and proprietorships, partnerships, and corporations shall provide their federal employer ID number on the pricing form.

12.17 PAYMENTS TO SUBCONTRACTORS

All payments made by the WSCDC will be made to the successful Respondent. The Respondent shall agree that the WSCDC is held harmless and is not liable for any claims or payment requests made by subcontractors under contract to the Respondent. The successful Respondent shall furnish to WSCDC all required or necessary subcontractor lien waivers.

12.18 ASSIGNMENT OF CONTRACT

The Contract may not be assigned in whole or in part without the written consent of the WSCDC.

12.19 TERMINATION

Subject to the provisions below, the Contract may be terminated by the WSCDC upon 30 days advance written notice to the successful Respondent; but if any work or service hereunder is in progress, but not completed as of the date of termination, then the contract may be extended upon written approval of the WSCDC until said work or services are completed and accepted.

a. Termination for Convenience: The contract may be cancelled or terminated at any time by giving the contractor thirty (30) days written notice. The successful Respondent may be entitled to payment for services performed; to the extent said services are satisfactory.
b. Termination for Cause: The occurrence of any one or more of the following events will justify termination of the contract by the WSCDC for cause:
    I. The successful Respondent fails to perform in accordance with the provisions of these specifications; or
    II. The successful Respondent violates any of the provisions of these specifications; or
    III. The successful Respondent disregards laws or regulations of any public body having jurisdiction; or
    IV. The successful Respondent transfers, assigns, or conveys any or all of its obligations or duties under the contract to other party(ies) without written consent of the WSCDC.

V. When the contract has been so terminated by the WSCDC, such termination shall not affect any rights or remedies of the WSCDC then existing, or which may thereafter accrue.

VI. In the event of Termination for Cause, the 30-day advance notice is waived, and the Respondent shall not be entitled to termination costs.

c. Termination Due to Unavailability of Funds in Succeeding Fiscal Years
If funds are not appropriated or otherwise made available to support continuation of the performance of the contract in a subsequent fiscal year, then the contract shall be canceled and, to the extent permitted by law, the successful Respondent shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the supplies or services delivered under the contract.

12.20 CONTRACTUAL DISPUTES

The successful Respondent shall give written notice to the WSCDC of the intent to file a claim for money or other relief within ten (10) calendar days of the occurrence giving rise to the claim or at the beginning of the work upon which the claim is to be based, whichever is earlier.

The claim, with supporting documentation, shall be submitted to the WSCDC by certified US Mail, courier, or overnight delivery service, no later than 60 days after final payment. The Respondent shall submit its invoice for final payment within 30 days after completion or delivery of the services. If the claim is not disposed of by agreement, the WSCDC shall reduce its decision to writing and mail or otherwise forward a copy thereof to the Respondent within 30 days of the WSCDC's receipt of the claim.

The WSCDC's decision shall be final unless the Respondent appeals within 30 days by submitting a certified written letter delivered via US Mail of the appeal to the WSCDC Executive Director or their designee. The WSCDC Executive Director shall render a decision within 60 days of receipt of the appeal. Each party shall bear its own costs and expenses resulting from any litigation, including attorney's fees.

12.21 SEVERABILITY

In the event that any provision shall be adjudged or decreed to be invalid, such ruling shall not invalidate the entire agreement but shall pertain only to the provision in question and the remaining provisions shall continue to be valid, binding, and in full force and effect.

12.22 APPLICABLE LAWS/FORUM

The contract shall be governed in all respects by the laws of the State of Illinois. Any state court action shall be filed in the State of Illinois, County of Cook, and any federal court action shall be filed in the US District Court for the Northern District of of Illinois. The successful Respondent expressly waives any objection to venue or jurisdiction or the applicable federal district court. The Respondent expressly consents to waiver of trial by jury.

12.23 COMPLIANCE WITH APPLICABLE LAW

The successful Respondent agrees that the contract will be subject to, and Respondent will strictly comply with, all applicable federal, state, and local laws, ordinances, rules, and regulations.

EXHIBIT A – CAD AND MOBILE FUNCTIONAL SPECIFICATIONS MATRIX

Refer to Excel Spreadsheet.

EXHIBIT B – LRMS SPECIFICATIONS MATRIX

Refer to Excel Spreadsheet.

EXHIBIT C – COST PROPOSAL WORKBOOK

Refer to Excel Spreadsheet.

EXHIBIT D – REFERENCES WORKBOOK

Refer to Excel Spreadsheet

EXHIBIT E – HARDWARE SPECIFICATIONS AND DIAGRAMS

Respondent supplied specifications and diagrams.

Pricing to be included in Exhibit C – Cost Proposal Workbook.

EXHIBIT F – EXCEPTIONS WORKBOOK

EXHIBIT G – IMPLEMENTATION SCHEDULE

Notional Schedule to be Submitted in Gantt Chart Format