

REQUEST FOR PROPOSAL
FOR
BID NO. 019-10
RFP FOR CAD/RMS
FOR
FAIRHOPE POLICE DEPARTMENT
FOR THE
CITY OF FAIRHOPE

FAIRHOPE CITY COUNCIL

Lonnie L. Mixon, Council President

Timothy M. Kant, Mayor

Bid Posted: 05-21-10
Bid Opening: 06-16-10

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ITEM I

ADVERTISEMENT FOR REQUEST FOR PROPOSAL (RFP)

Sealed proposals will be received by the City of Fairhope of Baldwin County, Alabama, in the City of Fairhope offices, 555 South Section St. Fairhope, Alabama, until 2:00P.M. June 16, 2010, and then publicity opened thereafter, for furnishing all equipment, labor and materials, and performing all work required by the City of Fairhope entitled as follows:

Bid Number 019-10, RFP for CAD/RMS For Fairhope Police Department

Questions or comments pertaining to this bid must be presented in writing, sent as E-mail or Faxed to the attention of the Purchasing Manager, Daniel P. Ames, e-mail: [.ames@cofairhope.com](mailto:ames@cofairhope.com), fax number: 251-990-0125, P.O. Drawer 429, Fairhope, Al 36533, no later than Five (5) working days prior to the bid opening or will be forever waived.

There will be a non-mandatory pre-bid meeting May 27, 2010, at 10:00 A.M., in the conference room of the Public Utilities Building, 555 South Section St., Fairhope, Al. Non-attendee bids will not be considered.

THERE WILL BE NO BID BOND FOR THIS RFP.

All proposals, with their guarantee (when required), must be enclosed in a sealed, opaque envelope, clearly identified on the outside as a "SEALED BID" with **RFP FOR CAD/RMS FOR FAIRHOPE POLICE DEPARTMENT, BID NO. 019-10, CITY OF FAIRHOPE'S NAME AND ADDRESS** and **BIDDER'S NAME AND ADDRESS**. Each bid must be in a separate envelope. Proposals filled out in pencil will not be accepted.

The Contractor must furnish to the City of Fairhope at the time of the signing of the contract a certificate of insurance coverage, which will include comprehensive insurance, Contractor's Automobile Liability Insurance, and where applicable, Owner's Protective Liability insurance, subcontractor's public liability and property damage insurance. The right is reserved to reject any and/or all proposals and to waive informalities and to furnish any item of material or work to change the amount of the Contract. Failure to observe the instructions contained herein will constitute grounds for rejection of your proposal.

RFP documents will be posted on the City of Fairhope Website: [.cofairhope.com](http://cofairhope.com) or a copy may be obtained by e-mailing: [.ames@cofairhope.com](mailto:ames@cofairhope.com). Specifications are on file and may be seen in the Purchasing Department of the City of Fairhope, Alabama, 555 S. Section Street. Prior to opening, RFP packages may be picked up at that location during normal operation, between 7:00 am and 4:00 pm local time.

The City of Fairhope is an Equal Opportunity Employer and requires that all contractors comply with the Equal Employment Opportunity laws and the provisions of the Contract Documents in this regard. The City also encourages and supports the utilization of Minority Business Enterprises on this and all public bids.

No proposals will be considered unless the bidder, whether resident or non-resident of Alabama, is properly qualified to submit a proposal for this type of work in accordance with all applicable laws of the State of Alabama. Where applicable, this shall include evidence of holding a current license from the State Licensing board for General Contractors, Montgomery, Alabama, as required by Chapter 8 of Title 34, of the Code of Alabama, 1975. In addition, non-residents of the State if a corporation, shall show evidence of having qualified with the Secretary of State to do business in the State of Alabama. Bidder must have a current business license or purchase a business license with the City of Fairhope prior to proposal being awarded.

No proposals shall be withdrawn for the period of thirty (30) days subsequent to the opening of proposals without the consent of the City of Fairhope, Baldwin County, Alabama.

PUBLISH: BALDWIN COURIER

CITY OF FAIRHOPE, ALABAMA

POSTED: 05-21-10

BY: DANIEL P. AMES
PURCHASING MANAGER

ITEM II

INSTRUCTION TO BIDDERS

1. PREPARATIONS FOR BID RESPONSE:

Forms furnished, or copies thereof, shall be used, and strict compliance with the requirements of the invitation, these instructions, and instruction printed on the forms is necessary. Special care should be exercised in the preparation of bids. Bidders must make their own estimates of the facilities and difficulties attending the performance of the proposed contract, including local conditions, uncertainty of weather, and all other contingencies. All designations and prices shall be fully and clearly set forth. The proper space in the bid form shall be suitably filled in.

2. LABOR AND MATERIALS NOT TO BE FURNISHED BY CITY OF FAIRHOPE:

a. The City of Fairhope, Alabama, will not furnish any labor, material, or supplies unless specifically provided for in the Contract documents.

3. SIGNATURE TO BID RESPONSE:

a. Each bid must give the full business address of the Bidder and must be signed by him with his usual signature. Bids by partnerships must furnish the full names of all partners and must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and designation of the person signing. Bids by corporations must be signed with the legal name of the corporation followed by the name of the State of Incorporation and by the signature and designation of the president, secretary, or other person authorized to bind it in the matter. The name of each person shall also be typed or printed below the signature. A bid by a person who affixes to this signature the word "president", "secretary", "agent" or other designation without disclosing his principal, may be held to be the bid of individual signing. When requested by the City of Fairhope, Alabama, satisfactory evidence of the authority of the officer signing in behalf of the corporation shall be furnished.

4. ALTERNATE BID RESPONSE:

a. An alternate bid response will not be considered unless called for.

5. CORRECTIONS:

a. Erasures or other changes in the bid response must be explained or noted over the signature of the bidder.

6. OWNER:

a. Where the word "Owner" appears herein, the same refers to City of Fairhope, Alabama, and includes the Fairhope City Council, its governing body.

7. INSURANCE:
 - a. The insurance policies of any insurance company shall be an admitted carrier by the State of Alabama, will be accepted as insurance as required for any bid or contract. See the instructions (V-1) hereinafter contained with respect to the type, form, and amounts of required insurance policies.

8. MARKING AND MAILING BID RESPONSE:
 - a. Mark and mail bid response per the instructions in Item I, Advertisement for Request for Proposals (RFP).

9. TIME FOR RECEIVING BID RESPONSE:
 - a. A bid response received prior to the time of opening will be securely kept, unopened. The Owner will decide when the specified time has arrived. No responsibility will attach to the City of Fairhope, or Fairhope City Council for the premature opening of a bid response not properly addressed or identified. Unless specially authorized, a telegraphic bid response will not be considered.

10. WITHDRAWAL OF BID RESPONSE:
 - a. A bid response may be withdrawn on written or telegraph request received from bidders prior to the time fixed for opening. Negligence on the part of the bidder in preparing the bid response confers no right for the withdrawal of the bid response after it has been opened.

11. BIDDERS PRESENT:
 - a. At the time fixed for the opening of bid response, their contents will be made public for the information of bidders and others properly interested who may be present either in person or by representation.

12. AWARD OR REJECTION OF BID RESPONSE:
 - a. The Contract will be awarded to the lowest responsible bidder complying with conditions of the request for proposal, provided his bid is reasonable and it is in the interest of the Owner to accept it. The bidder to whom the award is made will be notified at the earliest possible date. The Owner, however, reserves the right to reject any and all proposals and to waive any informality in proposals received whenever such rejection or waiver is in the interest of the Owner. It also reserves the right to reject the proposal of a bidder who has previously failed to perform properly or complete on time contracts of a similar nature, or a proposal of a bidder who is not, in the judgment of the Owner, in a position to perform the Contract.
 - b. Local bidders, within the city limits of the City of Fairhope, will have a 3% favorable allowance in all proposals.

13. ERRORS IN BID RESPONSE:
 - a. Bidders or their authorized agents are expected to examine the specifications and all other instructions pertaining to the work, which will be open to their inspection. Failure to do so will be at the bidder's own risk, and he cannot secure relief on the plea of error in the bid response. In case of error in the extension of prices, the unit price will govern.

14. CONTRACT AND BOND:

- a. The bidder to whom award is made must, when requested, enter into written contract within the period specified, or, if no period be specified, within fifteen (15) days after the required forms are presented to him for signature.

15. COLLUSION:

- a. If there is any reason for believing that collusion exists among the bidders any or all proposals may be rejected, and those participating in such collusion may be barred from submitting a bid response on the same or other work with the City of Fairhope.

16. SUBLETTING OR ASSIGNING OF CONTRACT:

- a. Limitations: The awarded bidder shall not sublet, assign, transfer, convey, sell, or otherwise dispose of any portion of the contract, his right, title or interest therein, of his power to execute such contract, to any person, firm or corporation without written consent of the City of Fairhope, and such written consent shall not be construed to relieve the awarded bidder of any responsibility for fulfillment of the contract. Unless otherwise stipulated in the contract or special provisions, the awarded bidder shall perform with his own Organization, and with the assistance of workmen under his immediate superintendence and reported on his payroll, all contract work.

17. ADDITIONAL INSTRUCTIONS

- a. The bid response must be signed and dated by a duly authorized representative of the bidder's company who is authorized to negotiate contracts and bind the bidder. The bid response must state the representative's name and title, and the bidder's legal name and the bidder's address, telephone and facsimile numbers and e-mail address, and the name of the person who may be contacted during the evaluation of the bid response, if necessary.
- b. The bidder selected to enter into a contract with the City must be licensed to do business in the City of Fairhope prior to commencement of any work under the contract.
- c. Each bidder shall disclose in its bid response any potential conflict of interest with respect to the bidder's response. For purposes hereof, a "conflict of interest" shall include any real or seeming incompatibility between the private interests of a bidder, or any of its principals, employees or agents, and the public interests or fiduciary duties of such bidder or person.
- d. The submitted bid response must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all bidder's response. Failure to complete any portion of this request may result in rejection of a bid.
- e. Bidders should respond to all requirements of this RFP to the maximum extent possible. Bidders are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration, if the approach clearly offers the City of Fairhope increased benefits.
- f. By submitting a RFP the bidder agrees to participate in the selection process as described in this document.

- g. A bid response received by the City shall become a matter of public record and subject to public inspection. If a bidder desires to keep certain information confidential, shall information shall be clearly marked in capital letters as "CONFIDENTIAL"; provided, however, and anything in this RFP to the contrary notwithstanding, each bidder understands and acknowledges that the City shall only keep information confidential to the extent it is permitted to do so under applicable law and the City cannot, and does not, make any representation or warranty with respect to maintaining the confidentiality of any information submitted in response to this RFP. The City further disclaims any liability arising from or related in any way to the disclosure of any such confidential information and, by submitting a bid in response to this RFP, a bidder shall be deemed to have waived and released the City from any such liability.
- h. No representations, negotiations, decisions, or actions shall be relied upon by the bidder as a result of any discussions with a City official, employee and/or consultant. Only those instructions provided in written form from the City may be relied upon. Also, the City will only consider written and signed requests from bidders.
- i. The City shall not be liable for any pre-contract costs incurred by interested bidders participating in the selection process, including, but not limited to, any costs associated with bids submitted in response to this RFP or any costs associated with meetings, travel, or negotiations.
- j. A bid response submitted to this RFP shall become the property of the City and will not be returned.
- k. The City reserves the right to amend this RFP by addendum, at any time, in its sole and absolute discretion, including, but not limited to, the schedule set forth herein, and the City will furnish such addenda as may be issued to those bidders being furnished with a copy of this RFP.
- l. All questions and requests for clarification or interpretation must be made in writing and directed to the contact listed herein. All answers to questions, clarifications and interpretations of this RFP shall be made only by addendum issued by the City. The City will furnish such addenda as may be issued to those bidders being furnished with a copy of this RFP.
- m. Each addendum issued by the City will be transmitted either by email, facsimile, United States Mail or other courier service. Any addendum so issued shall be considered a part of this RFP and each bidder shall acknowledge in its bid response receipt of all addenda. Failure to include such acknowledgement in a bid response may be grounds for disqualifying the bidder from further consideration.
- n. The contents of each bidder's response, including technical specifications for hardware and software, and hardware and software maintenance fees, shall remain valid for a minimum of thirty (30) calendar days from the response due date, and the Response may not be withdrawn during said thirty (30) day period without the prior written consent of the City.
- o. The City, if it selects a bidder through this RFP process, will award a contract to a single bidder for all provisions of the RFP. Bidders may provide a bid response that includes subcontractors, but the City will enter into a single agreement with one bidder acting as the prime contractor. The prime contractor will be responsible for fulfillment of all obligations under the contract, including but not limited to, the timeliness, quality, and deliverables provided by any subcontractors under the prime contractor's agreement.
- p. Commencing with the issuance of this RFP, no bidder or anyone acting on a bidder's behalf, shall make direct or indirect contact with City personnel or undertake any activities or take any action to otherwise promote its bid response to the City or its personnel.

All communications shall be made to the contact identified herein. Violation of this requirement may, at the City's sole and absolute discretion, be grounds for disqualifying a bidder from further consideration.

- q. By submitting a bid response to this RFP, each bidder expressly represents that they have taken no exception to any term, condition, obligation or requirement contained in this RFP, unless such exception is clearly and expressly stated in its response. Each bidder further represents that they will report immediately to the City in writing any errors, inconsistencies, ambiguities, or terms which limit competition or which are otherwise unlawful that they discover in this RFP and supporting documentation.
- r. The City may make such independent investigations as it deems necessary to determine the capability of any bidder to perform the work, and each bidder shall furnish to the City all such information and data for this purpose as the City may request. Failure to furnish such information in a timely manner may be grounds for disqualifying the bidder from further consideration.
- s. Anything in this RFP to the contrary notwithstanding, the City reserves the right at all times and in its sole and absolute discretion, to do any one or more of the following: (i) cancel this RFP, at any time; (ii) reject any and all bids that may be submitted; (iii) negotiate with one or more of the bidders submitting a bid until such time as a definitive agreement is reached with a bidder or until the City determines to discontinue negotiations.

Schedule

The following is the anticipated bid progression schedule:

Selection Process Step	Date(s)
Release and Issuance of the Request for Proposal (RFP)	05/21/10
Proposals Due	06/16/10
Bidder Selection	06/30/10
Council Approval	07/07/10
Begin Implementation	07/08/10

Please provide one (1) Original and one (1) Copy of the Bid Response Form.

ITEM III
RESPONSE FORM

Date: ____/____/____

Bid No.: 019-10

Bid Name: RFP FOR CAD/RMS FOR FAIRHOPE POLICE DEPARTMENT

All costs are to be completely itemized for modules, third party products and services. If the system can be sold as modules, the cost of each module should be listed individually. The City of Fairhope, depending on the cost of the complete system, may implement modules during a period of two fiscal years. Additionally, the City would eventually like to add AVL, GIS, Jail & Evidence packages to our system and would like for all bidders to provide costs of those modules if available for your CAD/RMS solution. Any third-party products need to have manufacturer names and model numbers with the associated cost.

Bidder must be able to provide finance options that meet the current fiscal constraints placed on the City of Fairhope due to the economic slowdown. Specifically, we are interested in a lease purchase option with no initial payment due prior to October 31st, 2010.

Include a list of all software application modules necessary to meet the needs of this RFP. Proposal shall note and disclose any accompanying utility and/or third party software with accompanying costs added in Item III, Cost Summary.

1. PRICING INFORMATION – Each bidder is required to present costs in the following format

ITEM	PRICE
Bidder CAD & RMS for Police and Fire	
System Software	
System Installation and Training	
One Year Support Contract	
Mandatory updates to the system not covered by the one year support contract	
TOTAL	

2. Additional Proposal Items

ITEM	PRICE
Any third party hardware required	
Any third party software required	
Interface to State NCIC	
Interface to submit ecrash/ecite data	
Data Conversion Costs	
Deviation from technical platform requirements	
Migration and conversion process	
TOTAL ADDITIONAL PROPOSAL ITEMS	

Award Duration: One (1) year from signing date of contract, with the option to renew bid or contract for up to Two (2) additional years if terms and conditions, including pricing remain the same, and both parties are in agreement to renewing the bid or contract.

Bidder's response will include all labor, materials, equipment, shipping and postage, overhead, profit, bonds, insurance and all other costs necessary to provide the complete services outlined within this contract and scope of work. Show quantity / price breaks.

The bidder agrees to complete all the work within timeframe stated in contract, unless other arrangements are approved by the City of Fairhope.

The above response is made on behalf of _____

_____ and no others. Evidence of MY / OUR authority to submit the proposal is herewith furnished. The proposal is made without collusion on the part of any person, firm, or corporation. I / WE certify that I / WE have carefully examined the specifications hereto attached. I / WE propose to furnish all necessary labor, materials, equipment, shipping, overhead, profit, bonds, insurance and all other costs necessary to provide the complete services outlined and in the manner specified within this contract.

Bidder (Corporation)

(Signature)

(Business Address – Street

(Business Address – City, State, zip)

(Phone) _____ **Fax** _____ **Alabama License No.** _____

Attest: _____ **Incorporation in** _____

(Corporate Officer Signature, not bidder)

(State)

(Corporate Seal)

ITEM IV

BID BOND

KNOW ALL MEN BY THESE PRESENTS:

That _____ of

WAIVED

(Name of Contractor)

(Address)

as Principal, and _____ of

(Name of Surety)

_____, as Surety, are held

(Address)

firmly bound unto CITY OF FAIRHOPE, a Political Subdivision of and Body Corporate in the State of Alabama as Obligee, in the full and just sum of FIVE PERCENT (5%) OF, _____ lawful money of the United States, for the payment of which sum, well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the said Principal is herewith submitting its proposal for

BID NO. 019-10, RFP FOR CAD/RMS FOR POLICE DEPARTMENT FOR CITY OF FAIRHOPE, AL.

The Conditions of this obligation is such that if the aforesaid Principal shall be awarded the contract the said Principal will, within the time required, enter into a formal contract and give a good and sufficient bond to secure the performance of the terms of and conditions of the Contract, than this obligation to be void; otherwise, the Principal and the Surety will pay unto the Obligee the difference in money between the amount of the Contract as awarded and the amount of the proposal of the next lowest bidder, which amount shall not exceed \$10,000. If no other bids are received, the full amount of the proposal guarantee shall be so retained or recovered as liquidated damages for such default.

Signed, Sealed and Delivered

Date _____

Principal

Witness as to Principal:

Contracting Firm

By: _____(SEAL)

_____ (SEAL)

Name of Surety

BIDS WILL NOT BE CONSIDERED UNLESS BID BOND IS SIGNED BY PRINCIPAL AND SURETY

ITEM V
INSURANCE REQUIREMENTS:

1. Awarded bidder, at its sole expense, shall obtain and maintain in full force the following insurance to protect the awarded bidder and the City of Fairhope at limits and coverages specified herein. The City of Fairhope will be listed as “additionally insured” on all applicable policies and certificates of insurance. These limits and coverages specified are the minimum to be maintained and are not intended to represent the correct insurance needed to fully and adequately protect the awarded bidder.

2. All insurance will be provided by insurers by admitted carriers in the State of Alabama, shall have a minimum A.M. Best rating of A-VII and must be acceptable to the City. Self-insured plans and/or group funds not having an A.M. Best rating must be submitted to the City for prior approval.

3. NO WORK IS TO BE PERFORMED UNTIL PROOF OF COMPLIANCE WITH THE INSURANCE REQUIREMENTS HAVE BEEN RECEIVED BY THE CITY.

4. Worker’s Compensation and Employers Liability

Part One: Statutory Benefits as required by the State of Alabama

Part Two: Employers Liability	\$100,000 Each Accident
	\$100,000 Each Employee
	\$500,000 Policy Limit

5. U.S. Longshoreman & Harbor workers Act (USL&H)-

Required if contract involves work near a navigable Waterway that may be subject to the USL&H law.

6. Maritime Endorsement (Jones Act)-

Endorsement required if contract involves the use of a Vessel. Or include coverage for “Master or Members or Crew” under “Protection and Indemnity” coverage (P&I), unless crew is covered under Workers Compensation.

Bodily injury by accident	\$1,000,000 Each Accident
Bodily injury by disease	\$1,000,000 Aggregate

7. Commercial General Liability

Coverage on an Occurrence form with a combined single limit of (Bodily Injury and Property Damage combined as follows:

Each Occurrence	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Products/Completed Operation Aggregate	\$2,000,000
General Aggregate	\$2,000,000

- Coverage to include
 - o Premises and operations
 - o Personal Injury and Advertising Injury
 - o Products/Completed Operations
 - o Independent Contractors
 - o Blanket Contractual Liability
 - o Explosion, Collapse and Underground hazards
 - o Broad Form Property Damage
 - o Railroad Protective Liability Insurance if work involves construction, demolition or maintenance operations on or within 50 feet of a railroad.

8. Automobile Liability

Covering all Owned, Non-Owned, and Hired vehicles with a limit of no less than \$1,000,000 combined single limit of Bodily Injury and property damage per occurrence.

9. Certificate of Insurance

A Certificate of Insurance evidencing the above minimum requirements must be provided to and accepted by the City **PRIOR** to commencement of any work on the contract. Each policy shall be endorsed to provide ten (10) days written notice of cancellation to the City.

ITEM VI
SCOPE OF WORK AND SPECIFICATIONS
FOR
BID NO. 019-10
RFP FOR CAD/RMS FOR POLICE DEPARTMENT
FOR
THE CITY OF FAIRHOPE, AL

SECTION I – BIDDER INFORMATION

A. INFORMATIONAL NON-MANDATORY PRE-BID MEETING AND BIDDER QUESTIONS

All interested bidders are invited to attend a non mandatory pre-bid meeting at 10:00 A.M. on May 27th, 2010 at the City of Fairhope Public Utilities Conference Room, 555 South Section St. Fairhope, Alabama, 36532. A question-and-answer session will be conducted at this. Staff members from IT, Purchasing, and the Fairhope PD will be present to answer questions relating to the RFP. Since City staff has limited time, it is strongly recommended that bidders attend this meeting. City staff will not be held liable for not relaying information regarding this RFP to bidders who do not attend this meeting.

B. BIDDER DEMONSTRATIONS

Bidders may be required to perform a product demonstration. All costs associated with such product demonstration will be the sole responsibility of the bidder. The demonstration of software must include, but is not limited to, the following elements:

- Bidder introduction and background (Limited to 5 minutes).
- Explanation and demonstration of how users navigate through the system, and system security.
- Explanation of system design concepts and architecture including system tables and integration of these tables into the individual sub-systems.
- Demonstration of "Search" or "Inquiry" capabilities to illustrate above concepts and to demonstrate other types of data retrieval functions available to the users.
- Using the Bidder Booking system, demonstrate booking process, interface with a Cogent Systems CLS-CS500 Booking Workstation, and photo lineup creation.
- Explanation of interface using current booking system.
- Evidence tracking, retrieval and sale.
- Demonstration of citation tracking.
- Demonstration of fee structure entry and modification.
- Explanation of mobile client and capabilities.
- Explanation of Computer Aided Dispatch (CAD) interface to Baldwin County, and other agencies in our area.
- Demonstrate access to ESRI ArcGIS mapping functions.
- Demonstrate printing functions and reporting capabilities on paper.
- Demonstration of user-modified customization to screens, reports and defined fields.
- Demonstration of centralized name and personal information storage.
- Demonstrations of incident reports.
- Demonstrations of export features, picture captures and property evidence.

The City may allow as much as one full day for each Bidder demonstration. The Bidder will supply a preliminary demonstration agenda and timeframe, if asked to provide a demonstration. This will allow staff to plan accordingly.

C. EVALUATIONS AND SELECTION

Evaluations of the bids are tentatively, to be completed within thirty (30) days after receipt. An evaluation

team consisting of representatives from Patrol, PD Administration, the Communications Supervisor, and the IT Department will evaluate proposals on a variety of quantitative and qualitative criteria. The bid selected shall provide the most cost-effective approach that meets the stated requirements. The lowest-priced bid will not necessarily be selected.

Prior to final contract execution, the awarded bidder will be required to submit an affidavit stating it has not modified or deleting the original content of this RFP. Bidder will be allowed to reformat response sections of the RFP only for the purposes of presentation of the submission.

The awarded bidder MUST show proof of being approved by the NCIC, ACGIS Vendor Certification Program.

The City of Fairhope reserves the right to:

- 1) Reject any or all bids, or to make no award
- 2) Require modifications to the initial proposals
- 3) Make partial or multiple awards The City of Fairhope may award based on initial proposals received, without discussion of such proposals. Selected bidders may be required to attend and present proposals to the City of Fairhope Government Services Committee and/or the City Council.

D. CUSTOMER REFERENCES

Bidder’s must provide five references complete with organization name, contact names, titles, addresses, telephone numbers, and installation dates in the tabular format below. A minimum of two references should be on the same platform that is recommended in your bid (OS, database platform, and hardware requirements). Primary emphasis should be placed on references that use the Bidder’s products within a networked environment similar to the City’s and those clients in local government. We request that the references be: two (2) with install dates prior to calendar year 2007, two (2) that have installed in calendar year 2009, and one (1) that has discontinued use of your product(s) in last two (2) years.

Agency	Contact Name	Title	Address	Phone	Install Date

In addition, please provide a list of all agencies with this package in Baldwin, Mobile, Monroe, and Escambia County Alabama, as well as Escambia County, Florida.

SECTION II – FAIRHOPE PD TECHNICAL LANDSCAPE

A. SOFTWARE INFORMATION

Provide general features and capabilities of the proposed system, including but not limited to Incident tracking, Booking, Citation Issuance, Evidence Tracking, Reporting and any additional information the bidder deems appropriate.

B. TECHNICAL PLATFORM REQUIREMENTS

The intent of the City is to acquire a software application system that will operate on the following computer/network platform listed below for a minimum of four (4) years. Any

deviation to this environment must be disclosed in this section of the bid with the estimated costs in Item III, Response Form. If the technical requirements meet that of the software applications, please include a narrative acknowledgment of this fact. Please state whether the platform would be a minimum specification or a recommended specification for hardware, system software, and application software requirements.

1. Computer/Network Platform

Application Server: Microsoft Windows Server 2003 utilizing Active Directory.

Email Server: Microsoft Exchange 2003 with BES Express software for Blackberry Integration

Server Hardware: A grant has been obtained to purchase a server to house the CAD/RMS systems, so we request that the bidder provide both minimum and recommended server hardware & software requirements for your system to best operate in our Windows 2003 domain.

Workstations: IBM Compatible PC or laptop Pentium computers ranging from 1.8 GHz to 3.0 GHz processors, with memory ranging from 256 MB to 2.0 GB (most at 512 MB), over 10GB available disk space, and Windows XP (Professional SP2) with plans to upgrade to Windows 7 in the next two (2) years. All software modules must be able to support a multiple screen environment where dispatchers or users will be able to view screens with CAD, RMS, and other applications simultaneously.

MDT: No MDT's implemented at this time, but plans will utilize laptop computers as MDT's. Connectivity to the system will be accomplished through either CDMA-based air-cards and Cisco VPN connections or secure wireless access points throughout the City.

Printers: HP laser/inkjet printers (various models). In car printers will be an HP Deskjet H470, Pentax PocketJet 3, or other hardware as required for compatibility with Center for Advanced Public Safety guidelines for ecitation and ecrash reporting.

Network: The City owns and operates a fiber-optic backbone to all City facilities, with 100MB copper connection between all workstations and the network switches. Within the next calendar year, network connectivity will be increased to 1GB between workstations and switches and the PD will be isolated from other City facilities through VLAN's. Networks are managed with equipment that conforms to the Simple Network Management Protocol (SNMP), which allows IT personnel to monitor and troubleshoot network communications problems.

Antivirus: Kaspersky AV

Internet Content Filtering: All users must validate their internet connection through Websense 7.0 using their Active Directory usernames/passwords. Remote users will connect to the station through Cisco VPN connections, and then will access the internet through the same Websense 7.0 server.

2. Estimated Number of Users and Transactions

The Fairhope Police Department anticipates the maximum number of users to be under sixty (60). Concurrent users for this system are estimated at fourteen (14). Calendar year 2009 produced 12,000 case numbers that would have been entered through CAD or RMS systems had they been in place. This information should be used to determine the number of user licenses and system requirements.

3. Commitments

a) Explain the type of commitment expected from the City of Fairhope staff members. Include both the IT department and the Police department commitments. What type of

skills is the bidder expecting from the City of Fairhope? Address the type of work and tasks expected from the bidder for the City of Fairhope staff.

b) Discuss the percentage of work the bidder will be doing on site versus a remote location. How many on-site visits from the bidder are planned for this implementation? What tasks will be done onsite versus the tasks that will be done remotely? How does the bidder expect to support the system from a remote location?

SECTION III – SYSTEM IMPLEMENTATION

A. PROJECT PLANNING REQUIREMENTS

The awarded bidder will be required to schedule and attend a project implementation meeting at the City of Fairhope within two (2) weeks after the City of Fairhope has a signed contract in place. At the implementation meeting the awarded bidder will be responsible for supplying a draft project plan for discussion, including all major steps and the anticipated target dates. The project plan will be updated by the bidder within two (2) weeks after the implementation meeting, with firm target dates, the steps involved for the major tasks, a list of who will be responsible for tasks, project management policies, procedures, and any adjustments the City should consider. The project plan should be distributed to the project team by email and be mutually agreed upon by both the bidder and the City of Fairhope. Fairhope will require the awarded bidder to agree to a live system that is fully operational no later than six (6) months after the contract is signed. The City will require the awarded bidder to be on-site prior to the start of any business day when a module or system is put into live production.

B. DATA CONVERSION/MIGRATION

Current data is stored in one of three ways:

- 1.) The City's AS/400 contains information regarding booking, fines, case numbers, arrests, warning tickets, and officer dailies. The AS/400 is primarily supported by Randy Holloway, Triangle Consulting Services at P.O. Box 435, Semmes, Alabama 36575.
- 2.) Multiple Access Databases contain Investigative Case logs, Dispatch logs, as well as complaint cards and are primarily supported by the City of Fairhope IT department.
- 3.) Multiple Incident forms are created and maintained using Omni-forms 5.0 software primarily supported by the City of Fairhope IT department.

Please provide a detailed plan for obtaining and migrating all of this data into the proposed solution. Copies of the access databases and Omni-forms will be provided upon request by the City of Fairhope. Information from the AS/400 may be requested, but will be provided only if technically feasible. Any costs associated with the migration and conversion process must be clearly outlined in the Cost Summary, Item III of this RFP.

C. TRAINING

All training classes will be conducted on-site at the City of Fairhope. The bidder will illustrate a sample-training schedule showing the various types of training classes, recommended number of people to be trained, and the purpose of each class. Training dates will be approved by the City.

D. INTEGRATION/INTEROPERABILITY

Integration:

Please describe your approach to integrating with the following external systems and agencies:

City of Fairhope GIS system

Baldwin County, Alabama 911 Center; both ANI and ALI Data

ACJIC

NCIC

eCrash/eCite submissions in compliance with ACJIC UCR Template for Reporting and Analysis (ULTRA)

Interoperability:

The ideal solution will provide the ability to import, export, and share data among other law enforcement and fire departments within Baldwin, Mobile, Escambia, and Monroe County, AL as well as Escambia County, FL.

SECTION IV: SPECIFICATIONS

1. **Software Package Approach** – The City is looking for one bidder to meet all of the Fairhope Police Department’s needs with a minimum of customizations necessary. All modules and subsystems should perform with the same functionality and GUI interface whether purchased with the initial package or as a module purchased later. The bidder will disclose all features that are dependent on other modules in order to ensure full operation of any purchased modules. The initial purchase will include the fully functional CAD and RMS packages. The City may or may not decide to add AVL, GIS, Jail, Evidence, etc. packages at a later date.
2. **Records Management System (RMS) Technical**
 - a. **Specifications** – Bidders are required to answer the following questions or comments to further describe their solution.
 - i. Is the system compatible with the full range of the City’s desktop and laptop machines?
 - ii. Is all client software compatible with Windows XP workstations where users are logged in to a Windows 2003 Server environment as a “Domain User” without “Power User” or “Administrator Privileges” to the workstation?
 - iii. Application Server may be a stand-alone server, with eventual migration to a Virtual Server environment or may be installed as a Virtual Server from the beginning. Please provide any information as to testing and results of your solution in this environment.
 - iv. Please note any other software products required or recommended to get the full benefits of this system. If any exist, please also include these costs in the Cost Summary in Item III.

- v. Does the system allow the user to direct printouts to HP LaserJet printers on a Windows 2003 network or direct-attach printer? Has your product been tested with the printers recommended by the Center for Advanced Public Safety (CAPS)?
- vi. Do all modules have a similar "look and feel" in terms of navigation, use etc.?
- vii. Is all demonstration information, documentation, and sales information a correct representation of the product and platform that is being proposed to the City of Fairhope?
- viii. Is there any periodic scheduled downtime needed for normal operation. For example, do all users have to be out of the system for rebuilds or backups at any given time? How are minor/major updates pushed, how often are they pushed, and do they require downtime?
- ix. What will the system do if two or more concurrent users open and attempt to update the same record in a table?
- x. Does the system provide security that allows for multiple user configurations? (For example, one user may be able to ADD, CHANGE, and DELETE records on a particular screen, and another user may only be able to QUERY that particular screen.) Does the system security allow "User-Groups" for assigning the same security access for modules to more than one person? Is this integrated with our existing Active Directory, or is it a proprietary system. Please elaborate.
- xi. Please describe the types of documentation (both written and online) that are included with the software.
- xii. At what interval are old data records archived are purged, and describe the checks in place to ensure that needed data is not automatically removed.
- xiii. Does the system use pick-lists, drop-down boxes, or other easy-to-use options to assist users in correctly entering data? How are the lists maintained?
- xiv. When users are entering text to describe conditions, does the system provide word processing functionality such as word-wrap, spell check, paste/copy, etc. Is this element of the system integrated with MS-Word, or a proprietary system? Please describe.
- xv. Can the system add digital pictures to all reports? If so, is there a limit to the number of pictures that can be added to any report? Can the system add digital video (dash cameras, security cameras, etc.)?
- xvi. Can the users, not system administrators, have the ability to import or export data items? Are there any restrictions to file formats (i.e. Word, Excel, Access, JPEG)? Can this be restricted to certain users?
- xvii. Is the software compatible with Pocket PC Personal Digital Assistants and smart phones such as Blackberry's?
- xviii. Does the system have the ability to send electronic mail messages or otherwise notify supervisors of activities in the department such as court dates, training activities, or the current status of on-duty officers?

- xix. Are all modules in the system seamlessly integrated? Police personnel should only need to enter data in tables and records once to be used, queried, or printed in all modules. Are there any limitations that may be introduced by purchasing modules in stages?
- xx. Can users search the system based on a field or narrative entry?
- xxi. Does the system provide a centralized database of City, State, and Federal codes that can be accessed for use in all modules? Will the system be able to hold the City of Fairhope Municipal Offense Codes, ordinances, signal codes, and the State of Alabama 10-codes, and can they be modified as needed?
- xxii. Describe any electronic approval or workflow processes.
- xxiii. Does the system provide a means for error checking and validation of data entry? An Officer or Records Clerk may enter data incorrectly or may enter a person that is already in the system. How will the RMS check against having multiple person entries in the system? Was the system designed with sufficient editing, coding, and validation routines to minimize data entry errors and enforce data entry consistency? Does the system have an audit log to record entries or changes to the records?
- xxiv. Can the system electronically distribute reports outside the department? If so, by what means and format? Can users create PDF documents from within the system?
- xxv. The Fairhope Police Department would like to enter names and address information into the system one time for use in all modules of this system. Does the system offer a centralized person (name and address) module for victims, offenders, complainants, and witnesses?
- xxvi. If a centralized name and address module exists, will it capture the following data: Digital picture (how many), multiple alias, first name, middle name, last name, business name, address and previous address (delimited by street address, street direction, street name, street suffix), city, state, zip code, age, date of birth, sex, race, height, weight, hair color, eyes color, build, complexion, place of birth, employment status, occupation, gang type, gang name, multiple scar marks, tattoos, drivers license number, state issued, booking number, sex offender, sex offender registration date, registration update date, State Identification (SID) number, multiple aliases, caution field, comments section, telephone numbers – home, business, mobile and fax.
- xxvii. Can the system support multiple comment or narrative entries per record in each module? If multiple comment/narrative entries are supported, will the system track the following comment criteria: Number of comments, oldest comment date and time, current comment date and time, comment memo field, user logging.
- xxviii. Does the system have the ability to enter, report, and query on multiple aliases.
- xxix. Does the system use a standard Windows printing system and drivers?

- xxx. How are confidential records secured?
- xxxi. How does the system treat child or minor reporting and access?
- xxxii. Is there a Court module?
- xxxiii. How does the system handle expungement of records? What happens to related records and evidence?

b. Incident and Complaint Tracking

- i. Does the system capture the following fields of information: Activity information for multiple Officers that are dispatched such as badge number, date, bet, ticket number, UCR number and description?
- ii. How does the system handle data for the State of Alabama Uniform Crime Reporting (UCR) state specifications? The winning solution MUST print all UCR to the printer as the State of Alabama Form.
- iii. Fairhope currently has checklists in place that ensure that all necessary paperwork is filled out by officers. Being that the solution provided in this RFP is going to move all forms and reports to electronic format, how will the software verify that all information is complete for an Incident report?
- iv. How will the system handle calls that do not produce a written report?
- v. Does the system have a feature that will help keep court dispositions up to date?

c. Booking / Arrest Processing

- i. Does the system track the following Booking/Arrest data: Ticket number, violation code, status, UCR number and description, status date, ticket type, arrested *yes/no), arrest type, arrest disposition, circumstances, criminal activity, and vehicle number. Personal information. Arresting officer, booking officer

3. Computer Aided Dispatch (CAD) Technical Specifications – Bidders are required to answer the following questions to further describe their solution.

- 1) CAD system must be able to receive ANI/ALI data from Baldwin County 911 to automatically populate transfers. Calls placed directly to City of Fairhope Dispatchers will be manually input whether fire or police. Must have a field to indicate if call for service was in the corporate limit or police jurisdiction. Also must be able to retrieve this data for required AD HOC reports.
- 2) Any data entered into the system either directly or automatically should be propagated to all relevant databases and shall be subsequently available to all relevant system functions. Once entered, there must be no requirement for re-entry in other areas of the solution.

- 3) Incident entry and dispatch logs must be integrated into the system and must contain the following minimum information:
 - i. Incident location with apartment/suite number and city (validated against GIS system), sector number
 - ii. Incident type
 - iii. Response priority
 - iv. Caller name, address, and telephone number
 - v. Incident details in an editable field
 - vi. Vehicle information
- 4) "Self-dispatch" by officers should contain the following information at a minimum:
 - i. An officer should be able to see any incidents that are pending and 'assume' that incident if available
 - ii. Facilitate entry of traffic stops (unit, location, vehicle license) but should support other officer initiated incidents as well. Upon entry of a vehicle license plate the CAD system shall immediately:
 1. Search its database for the vehicle and retrieve available information directly into the incident form
 2. Display a history of recent contacts with the vehicle
 3. Look up the person associated with the vehicle and display pertinent information about the person including recent contact history, officer safety notations, and arrest, warrants, and suspect information
 4. Provide a timed alert to Dispatch to obtain the current status of any assigned officer.
- 5) Incident Handling:
 - i. 1)The dispatcher shall be able to perform the following functions for the incident once it has been created:
 1. Update the existing incident information
 2. Add additional comments (no character limits) to the incident
 3. Assign additional units to the incident
 4. Record all status changes from assigned units
 5. Clear units and close the incident
 6. At any time it should be possible to display the incident history as part of the incident display. The incident history shall consist of time-stamped entries for each of the above incident-related actions. The most recent entries shall always be displayed first, with an option to page through the earlier entries. Incident history related to possible officer safety shall be automatically displayed. This will include incident history involving weapons, domestic violence, etc.

- 6) Unit Recommendations and dispatch – The system shall be able to recommend units to respond for both police and fire incidents. Response selection should be based on incident location, incident type, and unit availability. For police responses, the recommendation shall show the beat unit if available or an available unit from an adjoining beat if the beat unit is not available.

For fire responses, the recommended units shall be based on a fire “run card” for the location as well as the type of incident.

The dispatcher should be able to accept the recommended dispatch with a single key or edit the recommendation as needed.

For officer initiated incidents the unit dispatched will be the unit calling; the unit will be entered on the initial incident form and dispatch shall be automatic.

- 7) The Fairhope Police Department does not currently receive a hard copy or digital report of incidents transferred from Baldwin County 911. Can your proposed solution remedy this? If yes, describe how.
- 8) Unit handling functions:
- i. Free a unit. Returns a unit to a clear status but does not close the incident
 - ii. Reassign a unit. Reassigns a unit from one incident to another, returning the first incident to a pending status (rather than closing it).
 - iii. Exchange units. Dispatch a unit to an incident while simultaneously clearing a unit it is replacing.

SECTION V – COST SECTION

A. COST SUMMARY

All costs are to be completely itemized for modules, third party products and services. If the system can be sold as modules, the cost of each module should be listed individually. The City of Fairhope, depending on the cost of the complete system, may implement modules during a period of two (2) fiscal years. Additionally, the City would eventually like to add AVL, GIS, Jail & Evidence packages to our system and would like for all bidders to provide costs of those modules if available for your CAD/RMS solution. Any third-party products need to have manufacturer names and model numbers with the associated cost.

Bidder must be able to provide finance options that meet the current fiscal constraints placed on the City of Fairhope due to the economic slowdown. Specifically, we are interested in a lease purchase option with no initial payment due prior to October 31st, 2010.

Include a list of all software application modules necessary to meet the needs of this RFP. Bidder’s shall note and disclose any accompanying utility and/or third party software with accompanying costs added, in Item III, Response Form.

END OF WORK AND SPECIFICATION PAGES