

Wythe County, VA

Recorder System RFP

Issue Date: April 5th, 2018

**Issued By: Wythe County Board of Supervisors
340 South Sixth Street
Wytheville, VA 24382**

Schedule of Events

Event	Date
Vendor Questions Due	April 15 th , 2018
RFP Response Due	April 30 th , 2018
Demo of Top Three systems being considered	May 1 st -May 7 th , 2018
Anticipated RFP Award Date	May 10 th , 2018

Wythe County, VA

Public Safety Software RFP

Issue Date: April 5th, 2018

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RFP Response Instructions

Darlene M Lang

All communication regarding this RFP shall be directed to the following agency contact in writing:

Darlene Lang

Wythe County Emergency Communications Center

290 South Sixth Street, Suite 106

Wytheville, VA 24382

(276)223-4533

(276)613-3097

dmlang@wytheco.org

Responses to this RFP are for the Wythe County Emergency Communications Center and the Wythe County Board of Supervisors. Contact with other agency employees regarding this RFP is prohibited without prior consent. Applicants who seek information, clarification, or interpretations from Wythe County employees or anyone other than the above listed contact may be removed from consideration. In addition, information so received is used at the applicants own risk. The Wythe County Board of Supervisors, nor the Wythe County Emergency Communications Center shall be bound by any such representations, whether oral or written.

All responses will be reviewed by the above listed contact, as well as the Emergency Communication Committee. Each will be scored and the top three will be selected and the vendors will be notified. The top three vendors should note that they may need to be available for a demonstration of the system before the final decision is made. This may be presented via web demonstration. When the entire process is completed, a report of all proposals reviewed will be sent to all vendors who submit proposals.

RFP Response Submission

- Submit 5 printed copies.
- Responses must be submitted in a sealed box or envelope to the address below:

Wythe County Board Of Supervisors

Attention: Martha Collins

340 South Sixth Street

Wytheville, VA 24315

- Response package must be labeled as follows:

Project name (Wythe County Emergency Communications Recorder Replacement)

Vendor name

RFP Response Format

Vendors must organize their RFP Response in the following format:

- Letter of Transmittal
- Table of Contents
- RFP Questionnaire (RFP Section 1.)
- Functional Specifications (RFP Section 2.)
- Pricing (RFP Section 3.)Pricing should be broken down so that a comparison can be completed by the committee. If each piece of the system modules or hardware is not broken down into sections or parts and priced individually, it may not be considered for review or it may affect the outcome of the results.
- Attachments (if applicable)

1. RFP Questionnaire

1.1. Vendor Background

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

1. Provide a brief company history. Include number of years the vendor has been in business, specializing in Recorder and Q&A systems.
2. Describe the vendor's expertise providing services in the customer's surrounding geographic area. Include the number of current customers in the region as well as how long the vendor has had a presence in the region.
3. Describe the vendor's current customer base (total customers served, customer type(s), geographic influence, etc.). If the vendor specializes in any area, please describe. Include the average time (consecutive years) and the number of customers that have been with the vendor, in regards to the recorder systems.

1.2. Vendor References

Provide at least three (3) references of agencies that are currently using a system similar to the proposed solution. Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
- Years using system
- Programs/modules in use

1.3. Customization and Integration

1. Describe the system's customization capabilities.
2. Describe the system's capabilities including how users can capture, store, and use media.
3. Does the proposed solution include linking functionality that connects all recorded types of media associated with a case? If so, describe.

1.4. User Licenses and Privileges

1. Describe the proposed licensing structure (user, concurrent, etc.).
2. Using agency-defined privileges, will the agency be able to grant access to outside departments, such as the District Attorney's Office or local law enforcement on the same license?

1.5. Implementation and Training

1. Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.
2. Describe the vendor's training services to include levels available.
3. Describe all training documentation and instructional support available to the agency, if any.
4. Describe the approximate proposed time line from the kick-off meeting until go-live day.

1.6. System Support

1. Describe the vendor's system support services.
2. Are there any costs associated with system updates, enhancements, and bug fixes? If so, describe.
3. Describe the account management resources available to the agency.

2. System Overview

Complete the following tables by selecting the correct column (Y / N) for each requirement. If additional explanation is required, information may be included in the comments column.

Y Yes – The proposed software meets or exceeds the requirement.

N No – The proposed software does not meet the requirement.

2.1. Vendor Overview

The following are generalized questions about the proposed solution. If the vendor does not currently meet these requirements, please describe any alternatives in the Comments column provided.

2.1.1. General Vendor Information				
Description		Y	N	Comments
1.	Is the vendor able to deploy the software solution on a Windows platform?			
2.	Does the vendor provide different levels of maintenance for the system?			
3.	Does the vendor provide site licensing on all desktop and/or mobile modules for an unlimited number of users?			
4.	Does the vendor provide onsite training for all end users during implementation?			
5.	Are all services, including installation, project management, training, support, and go-live assistance, provided by the vendor?			
6.	Does the vendor include all upgrades and system enhancements at no additional charge as part of its support and maintenance?			

2.1.1. General Vendor Information				
Description		Y	N	Comments
7.	Does the vendor operate an in-house customer service department to respond to customer issues?			

System Functionality

Information included in the tables that follow will provide a complete overview of system functionality. If the vendor’s system does not currently provide the requested functionality, please describe any alternatives in the Comments column provided.

2.2.1. General System Specifications				
Description		Y	N	Comments
1.	Can system modules be added, licensed, and implemented separately as needed?			
2.	Is the system compatible with West Call Handling Systems? Specifically, WEST, Power911 6.1?			
3.	Is the system compatible with Zetron InteratorRD (48-4) and newer?			
4.	Is the system compatible with Spillman CAD?			
5.	Is the system Next Gen 911 compliant?			
6.	Can users attach other types of media files to an individual record (e.g., image and video files) and open them in their native format?			
7.	Can users search any recording type field, on any screen, in any order, without losing the previous screens recordings?			

2.2.1. General System Specifications				
Description		Y	N	Comments
8.	Are there any type of phone lines that the recorder does not recognize?			
9.	Can the system record and retrieve data calls (text-to 911 calls) and add them to the recorder files?			
10.	Can the agency define securities for agency, group, and individual levels for all screens within the system?			
11.	Is the system CLOUD based or will data be housed at the customers locality or on-line?			
12.	Are there basic securities in place within the system that can be enhanced or dropped?			

2.2.2. General Questions				
Description		Y	N	Comments
1.	Does the system have a "voice changing" capability for the caller or the dispatcher?			
2.	Can you slow the playback or speed up the playback while reviewing the recordings?			
3.	Can the system link recordings by time, CAD incident number, console, or specific user?			
4.	Other than downloading to CD's, can the files be e-mailed?			
5.	Can the system dictate the information into text in report form?			

2.2.2. General Questions				
Description		Y	N	Comments
6.	Are there any interface programs that would need to be purchased for the system to be compatible with Spillman, Zetron or West ?			
7.	Does the system have a redaction capability?			
8.	What makes the recorder start recording? Is it dispatch or any "key up" on the radio?			
9.	Can you pull only part of a recording? Sometimes there is one call being recorded and the other comes in without one second between the calls.			
10.	Does the system allow for users to record interviews in the field (audio or video) and attach it to the recorder record? If this module is separate, please list pricing and any other programming that would be needed to operate the system.			
11.	Is this a turn-key configuration? If not, what additional configurations would be required by the purchaser?			
12.	Is all of the required hardware included with the system?			
13.	Is there any additional hardware purchase required by the user to use the system?			
14.	Do you remove and dispose of the old equipment as part of the agreement?			
15.	Can notes be added to the recording for end listeners? (example: time stamps)			
16.	Are there multiple types of redaction noises that can be used? White noise, beep, etc.?			

3. Pricing

Agency Sizing

Our Center currently has four consoles, with a supervisor position as back up with a WEST “SNOM” phone that will also need to be recorded. We currently have two administrative lines, four Wireless trunks and four Wired trunks. We also have 19 radio channels that we will need to have recorded. The total amount of radio channels will be reduced as part of another project in the near future. Please include any cost associated, if any (Will it be covered by maintenance agreement?). We are looking at reducing the number of radio channels by 10-12.

Cooperative Purchasing

The contract, if awarded, will be to the vendor who best meets all terms of the specifications and project requirements of this RFP. The County guarantees no minimum or maximum contracts as a result of award of this proposal. Wythe County reserves the right to allow all municipalities authorized in the Commonwealth of Virginia to purchase any goods and/or services awarded as a result of this RFP. However, it is understood that the extension of such contracts are at the discretion of the vendor, and the vendor is only bound to any contract between the vendor and Wythe County.

3.1 Pricing – Professional Services

Implementation Services	
Total price for implementation project management	\$
Total price for software and hardware installation	\$
Check all the following that are included in the quoted software and hardware installation price:	
<input type="checkbox"/> Multiple onsite installation visits	
Total price for travel and per diem	\$
Total Price for Implementation Services	\$

Training Services	
Total price for administrative training	\$
Check all the following that are included in the quoted administrative training price: <ul style="list-style-type: none"> <input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Defined timeframe for Go-live <input type="checkbox"/> Complete administrator training <input type="checkbox"/> Post Go-live refresher training 	
Total price for end user training	\$
Check all the following that are included in the quoted end user training price: <ul style="list-style-type: none"> <input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Post Go-live refresher training <input type="checkbox"/> Access to online training database 	
Total price for Go-live assistance	\$
Check all the following that are included in the quoted Go-live assistance price: <ul style="list-style-type: none"> <input type="checkbox"/> Post Go-live onsite refresher training 	
Total travel and per diem estimate	\$
Total Price for Training Services	\$

Total Price for Implementation and Training Services \$ _____

3.2 Pricing – Hardware

Unit	Price	Quantity	Extended Price
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
Total Price for Hardware			\$

3.3 Pricing – Warranty, Maintenance, and Support

Support	Standard Business Hours	24/7 Support
First-year support (12 months)	\$	\$
Second-year support (required modules)	\$	\$

3.4 Pricing – Summary

Inclusions	Price
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Total Software Modules	\$
Total Professional Services	\$
Total Hardware	\$
Total Support (first year)	\$
Grand Total	\$

Prices MUST be valid for sixty (60) days from the date of RFP response date, April 30th, 2018.