

Haines Borough

REQUEST FOR PROPOSALS

RFP # 12-12-01

**E-911 Communication System
Haines Borough Police Department**

Issue Date: December 7, 2012

Issued By: Haines Borough
PO Box 1209
Haines, AK 99827

Inquiries: Gary Lowe, Chief of Police
Haines Borough Police Department
Phone: 907-766-2121
Fax: 907-766-2190
Email: glowe@haines.ak.us

Mandatory Pre-Proposal Conference: Friday, December 14, 2012, 9:00 a.m. AST

Proposals Due: Friday, December 21, 2012, 2:00 p.m. AST

TABLE OF CONTENTS

1. Current Environment
2. Background Information
3. Introduction
4. Terms of Contract
5. Review Process and Evaluation
6. General Information
7. Guidelines for Proposal Submission
8. Procedure for Submitting Inquiries
9. Contact Person
10. Procurement Timeline
11. Required Proposal Format
 - A. Executive Summary
 - B. Response to Terms and Conditions
 - C. Hardware Requirements
 - D. Installation and Training Plan
 - E. Support Services
 - F. Price Proposal
 - G. Exceptions List

1. CURRENT ENVIRONMENT

The Haines Borough 911 Dispatch Center is part of the Haines Police Department (“Police Department”) and is the heart of public safety operations in Haines. Dispatchers receive calls from citizens and other agencies over the phone concerning EMS, police and fire emergencies, and crimes. The dispatcher on duty determines the priority of each call and what is required for the situation. They dispatch police officers, ambulances, and fire fighters from the Haines Volunteer Fire Department and Klehini Valley Volunteer Fire Department, record details of each call, maintain files, and complete required paperwork regarding emergency calls. The Dispatch Center is also the point of contact for the Alaska State Troopers and Alaska Parks Ranger. During non-business hours, the Dispatch Center serves as the point of contact for the SEARHC Medical Clinic and Lynn Canal Counseling to provide emergency medical and counseling services. Power outages, mudslides, and avalanches are just a few of the various types of natural emergencies that are also reported first to the Haines Dispatch Center, which then takes the lead role in notifying the proper responders.

The community has five full-time dispatch employees who are each trained in Emergency Medical Dispatch protocol. Dispatch is a busy place. For example, in 2010, some of the work included answering 327 emergency/911 calls, responding to 15,890 phone calls, dealing with 19,853 radio transmissions, and placing 707 after-hours calls to doctors for assistance.

2. BACKGROUND INFORMATION

The Haines Borough Dispatch Center operates around an antiquated 1970's model radio system. This radio operates poorly, at best, and often fails completely to transmit. This creates a very hazardous situation for emergency service workers and for the general public that we serve. Haines is not currently served by an Enhanced 911 system, which would be a great benefit to the entire community.

3. INTRODUCTION

This Request for Proposals (RFP) is issued by the Haines Borough to invite Vendors to submit proposals for an Enhanced 911 (E-911) system. The system can be a turnkey solution or provide the option for the Haines Borough to purchase its own hardware, per specifications supplied by the vendor. The proposed system must be compatible with Alaska Power and Telephone service. This system will be used to process, answer and direct all calls being made to 9-1-1. The system must support one PSAP with two stations, and have the ability to accommodate a remote PSAP in an emergency.

The primary goal is to acquire a solution that will:

- Streamline, automate, and improve immediate data sharing capabilities;
- Maintain security and privacy while allowing remote access to the data; and
- Incorporate rich features into a robust, stable, and easy-to-use application.

The vendor response should provide a solution including software, project planning, implementation services, conversion assistance, user training and support. The system should include all required hardware or detailed specifications of hardware to be provided by the Borough. The proposals should include options for fully-redundant and non-redundant systems with corresponding prices.

The system will be capable of expanding by simply adding additional software and hardware. Systems that require the replacement of components in order to accommodate expansion will not be favorably viewed.

The Police Department is specifically interested in the following software applications and services:

- Enhanced-911
- Computer-Aided Dispatch (CAD)
- Telephone call recording
- Records Management

4. TERMS OF CONTRACT

The successful Vendor shall be required to enter into a formal written contract to commence work on this project. When interests of the Police Department or the Vendor so require, the Department or the Vendor may terminate the contract for convenience by providing eight (8) weeks prior written notice to the contracted parties.

During the course of this contract, the Vendor may be required to perform additional work that will be within the general scope of the initial contract. When additional work is required, the Haines Borough will provide the Vendor a written description of the additional work and request the Vendor to submit a firm time schedule for accomplishing the additional work and a firm price for the work. The Vendor will not commence additional work until a signed contract modification or change order has been issued.

No work or services shall be subcontracted or assigned without the prior written approval of the Haines Borough. No subcontract shall under any circumstances relieve the Vendor of his/her obligations and liability under this contract with the Haines Borough. All persons engaged in performing the work covered by the contract shall be considered employees of the Vendor.

5. REVIEW PROCESS AND EVALUATION

A project committee will review the proposals on a variety of quantitative and qualitative criteria that best reflect the needs and priorities of the Police Department. The selected proposal and Vendor will provide the most effective approach to meet the stated requirements in this RFP. As such, the lowest price proposal will not necessarily be selected.

Before any proposal is evaluated based on the following rubric, it will first be reviewed to determine if all required documentation was included with the proposal submittal as outlined in this document. Proposals failing to contain *all* of the required documents will be disqualified from further consideration.

The Haines Borough reserves the right to:

- Reject any or all proposals;
- Require clarifications from any or all Vendors in order to better understand and evaluate the proposed solution (Note: this process may not be used as an opportunity to submit missing documentation or to make substantive revisions to the original proposal.); or
- Award on the basis of initial offers received, without negotiation or request for final offers.

The proposals will be evaluated on a set of criteria that includes, but is not limited to, the following:

| Criteria | Weight |
|---|-----------|
| Proposal Responsiveness | Pass/Fail |
| Proposer's understanding of the project's goals, scope and objectives | 10% |
| Extent to which solution meets system requirements | 15% |
| Solution functionality, flexibility, and ease of use | 15% |
| Cost of implementation and maintenance | 50% |
| Experience and qualifications of Proposer | 5% |
| References | 5% |

6. GENERAL INFORMATION

- A. **Pre-proposal Meeting (Mandatory)**. Vendors are required to participate in a pre-proposal conference to ask technical and process-related questions regarding this RFP. The conference will be conducted by the Haines Borough at 9:00 a.m. AST on Friday, December 14, 2012 in the Borough Administration Conference Room, 103 Third Avenue S. in Haines. Participation may be by teleconference. Those wishing to participate by teleconference should notify the Borough Clerk Julie Cozzi before the meeting (jcozzi@haines.ak.us or 907-766-2231 ext 31). To participate by teleconference Dial 800-315-6338 and when prompted, enter 2885 followed by the # sign.

- B. A Vendor may submit only one offer in response to this RFP. If a Vendor submits more than one offer in response to this solicitation, all such offers shall be rejected. However, a proposal may be withdrawn, modified, and resubmitted prior to the stated submission date.
- C. Prices offered by the Vendor shall be firm and not subject to increase during the term of the contract between the Haines Borough and the successful Vendor, unless negotiated by change order.
- D. Best and Final offers may be requested from Priority-Listed Vendors.
- E. Where deviations from the specifications may result in lower cost and/or improved performance, Vendors are encouraged to describe, in writing, alternate solutions that are in full agreement with the specifications in sufficient enough detail to permit evaluation. Vendors shall explain why the alternate proposal will provide equivalent or improved performance.
- F. The Department shall accept only the latest models of equipment and the latest version of software and operating system in new condition. Used or remanufactured equipment will not be considered.
- G. Vendors shall not be allowed to take advantage of any errors or omissions in this RFP. Where errors or omissions appear, the Vendor must promptly notify the Police Department of the error or omission. Inconsistencies in the specifications must be corrected before proposals are submitted.
- H. If during discussions there is a need for any substantial clarification or change in the RFP, the RFP shall be amended by an addendum to incorporate such clarification or change.
- I. The contents of any proposal shall not be disclosed during the review, evaluation, discussion, or negotiation process. Once award notice is posted, all proposals, successful and unsuccessful, become available for public inspection. Those sections that the Vendor and Police Department agree are confidential and/or proprietary should be identified by the Vendor and shall be excluded from public access.
- J. Non-selection of any proposal will mean that another acceptable proposal was deemed to be more advantageous to the Police Department or that no proposal was accepted. Vendors whose proposals are not accepted will be so notified. Notification of non-selected Vendors will be devoid of any criticism of the proposal and of any implication that the proposal or proposed equipment was deficient.
- K. Any information that was released by this organization either verbally or in writing prior to the issuance of this Request for Proposals will be disregarded and is not part of this RFP.
- L. Evidence of collusion among Vendors shall result in the disqualification of Vendors.
- M. The Vendor shall comply with all applicable federal and state laws prohibiting discrimination against any person on the grounds of race, color, national origin, religion, creed, sex, age, sexual orientation, marital status, handicap, or arrest and court records in employment and any condition of employment with the Vendor or in participation in the benefits of any program or activity funded in whole or in part by the Police Department.
- N. The Vendor represents that neither the Vendor, nor any employee or agent of the Vendor, presently has any interest, and promises that no such interest, direct or indirect, shall be acquired, that would or might conflict in any manner or degree with the Vendor's performance of this contract.

7. GUIDELINES FOR PROPOSAL SUBMISSION

- A. The proposals shall be typewritten in an 8 ½" x 11" format.
- B. Pages are to be numbered consecutively within each major proposal section, either at the top or at the bottom of each page. Additional header or footer information (such as company or section title) may be included.

- C. Proposals are acceptable by hand-delivery, mail, facsimile, and email. The proposal shall be signed and dated by the individual authorized to contractually bind the company.
- Attn: Borough Clerk
Haines Borough
- Mail Address: PO Box 1209, Haines, AK 99827
- Physical Address: Borough Administration Building, 103 Third Ave. S., Haines
- Email: jcozzi@haines.ak.us
- Fax: 907-766-2716
- D. The Vendor is responsible for assuring proposal delivery on or before the stated date and time. Proposals not received by the stated date and time will not be considered and will be returned to the Vendor.
- E. Before submitting proposals, Vendors should examine the solicitation documents thoroughly and attend the mandatory pre-proposal conference. Vendors should also become familiar with state, local, and federal laws, statutes, ordinances, rules, and regulations that may in any manner affect cost, progress, or performance of the proposed work.
- F. All acceptable proposals and supporting materials as well as correspondence relating to the RFP become the property of the Haines Borough when received. Any proprietary information contained in the proposal should be so indicated if confidentiality is requested.

8. PROCEDURE FOR SUBMITTING INQUIRIES

Questions pertaining to this RFP may be asked during the mandatory pre-proposal conference or, following that, must be submitted in writing to the contact person listed. Please be as specific as possible. If necessary, the Haines Borough will provide a written response to all pertinent questions in the form of an Addendum.

9. CONTACT PERSON

All questions, requests for clarifications or interpretations shall be directed to the following contact person: **

Gary Lowe
Chief of Police
Haines Borough Police Department
PO Box 1209
Haines, AK 99827
Phone 907-766-2121
Fax 907-766-2190
Email glowe@haines.ak.us

***Vendors who directly contact other Haines Borough employees regarding this RFP without prior consent, risk elimination of their proposal from further consideration.*

10. PROCUREMENT TIMELINE

| Event | Date |
|-----------------------------------|----------------------------------|
| RFP issue date | December 7, 2012 |
| Mandatory pre-proposal conference | December 14, 2012, 9:00 a.m. AST |
| Proposal submissions due | December 21, 2012, 2:00 p.m. AST |
| Anticipated contract award | January 8, 2013 |

11. REQUIRED PROPOSAL COMPOSITION

A. Executive Summary

The Vendor shall provide a brief background of the company, its approach to installation of systems of this kind, five company references, and identify any unique or distinctive features of their system that the bidder wishes to be given particular attention by the evaluation committee.

B. Response to Terms and Conditions

The Vendor shall indicate its agreement to the specified terms and conditions.

C. Hardware Requirements

The Vendor shall include hardware specifications for the proposed system(s).

D. Installation and Training Plan

The Vendor shall name in the proposal a project manager with resume, to be assigned as a single point of contact. The bidder shall describe the training program proposed, the number of days of training included, and the number of training days proposed for each class of user: dispatchers, administrators, and system support personnel.

E. Support Services

The Vendor shall describe in detail in the proposal (or include a sample support contract) the software support to be provided.

The Vendor shall describe its software update or upgrade policy. Specifically:

- How frequently and under what circumstances is updated software provided?
- How will the Police Department be notified of available updates?
- What is involved in implementing an update?
- Will the Haines Borough incur any ongoing or periodic Vendor costs?
- Does the Vendor ever charge for updates or new versions of products licensed to the Police Department? If so, under what circumstances?
- How frequently does the Vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?
- With new versions, what is the Vendor's approach to migration from earlier versions?

F. Price Proposal

Discuss the proposed fee, including a comprehensive, itemized pricing for each element of the proposal.

G. Exceptions List

The Vendor shall provide a list of exceptions taken to the RFP specifications, as well as detailed descriptions of any indicated requirements.