



REQUEST FOR PROPOSAL

RFP 18-13

Kingsville Police Department

*Law Enforcement Records Management System
Computer Aided Dispatch
Mobile Dispatch / E – Citations*

Attn: Charlie L. Sosa
City of Kingsville
400 W. King Ave.
Kingsville, Texas 78363
361-595-8025



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INTRODUCTION

Purpose and Objectives

AGENCY desires to acquire a completely browser-based public safety software system for the purpose of replacing their current Computer Aided Dispatch (CAD), Records Management (RMS), and Mobile solutions. Key to this procurement is obtaining one fully integrated solution from a single vendor.

Bid Process

The AGENCY will conduct the selection and contract award process in the following manner:

- 1) This document will be distributed to all bidders who request it.
- 2) Bidders will prepare responses to the RFP. Bidders may submit questions about the RFP to the contact person listed below.
- 3) The proposals will be received and evaluated as described in this RFP. If deemed necessary, AGENCY will ask one or more selected bidders questions about their proposals, either in writing or by oral presentation. Demonstrations of the system at the Agency location or through online methods may be requested.
- 4) A selected bidder will be chosen for contract negotiations.

Schedule of Events

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the RFP to the contract award:

<u>Milestone Event</u>	<u>Date</u>
1. RFP Issuance	07/31/18
2. Proposal due date	08/28/18
3. Bid Award	In accordance with RFP

Contact

The AGENCY has designated Charlie Sosa Purchasing Manager to be the department contact person for questions related to this procurement:

csosa@cityofkingsville.com



361-595-8025 M-F 8:30 a.m. till 5:00 p.m.

No other personnel within the AGENCY are to be contacted. Doing so may disqualify the vendor from further participation in the bid process.

Bid Submittal Instructions

Bidders are to submit a COPY of their proposal on or before 2:00 PM August 28, 2018 to:

SEALED BID – Law Enforcement Bid Proposal
Attn: Charlie Sosa, Purchasing Manager
City of Kingsville
400 W. King Ave.
Kingsville, Texas 78363

No Electronic submissions may be accepted in lieu of hard copy proposals.

It will be the sole responsibility of the bidders to have their bids delivered to the Office of the Purchasing Manger 400 W. King Ave. Kingsville, Texas 78363 before the closing hour and date. Late bids will not be considered and will be returned to the sender, unopened.

All bids must be valid for a period of 90 days after bid opening. Bids must address all RFP requirements. This RFP is for a complete turnkey system including software, installation, training, and software maintenance, support and updates for the first five years. Partial or incomplete proposals will be rejected. Computer equipment required for the system is to be specified in detail by the bidder but will be procured as needed directly by the AGENCY.



TERMS AND CONDITIONS

Proposal Format

It is the intent of the AGENCY to solicit proposals that are complete yet concise. To enable the evaluation committee to fairly evaluate each bid, proposers shall utilize the following proposal format:

- 1.0 *Introduction*
The bidder shall provide a brief background of the company, its approach to installation of systems of this kind, (5) 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.
- 2.0 *Response to Terms and Conditions*
The bidder shall indicate its agreement to the specified terms and conditions.
- 3.0 *System Description*
The bidder shall include the completed software specification forms provided in Section 3 of this RFP. Additional information or clarification of responses to the bid specifications shall be included in this section as notes. See Section 3 of this RFP for instructions on completing the forms.
- 4.0 *Hardware Requirements*
The bidder shall include hardware specifications for the proposed system(s).
- 5.0 *Installation and Training Plan*
The bidder shall present a schedule for the installation of the system. The installation and training schedule duration shall not exceed 80 days.
- 6.0 *Support Services*
The bidder shall describe the support services available to the AGENCY after system installation and identify those included as part of the proposal.
- 7.0 *Price Proposal*
Please provide a final bid price.
- 8.0 *Exceptions List*
The bidder shall provide a list of exceptions to the bid specifications, as well as detailed descriptions of the indicated requirements (if any).



Evaluation Criteria

It is the intent of the AGENCY to acquire the best system available within their budgetary means. Thus, while preference may be given to the lowest responsible bidder, the AGENCY reserves the right to select the bidder that provides the City and the AGENCY with the best value.

The AGENCY also reserves the right to waive any irregularities and technicalities and to request rebids should it be deemed in their best interest to do so. The AGENCY may reject any and all bids.

Bidder Qualifications

The AGENCY will be responsible for verifying that potential contractors are reputable firms with a proven track record and a proven product. Bidders shall provide at least THREE (3) references from installations of similar size and functionality to the system being bid. References shall include the contact name and phone number and a brief description of the system.

System Suitability

Bidders will be evaluated on the suitability of their systems with respect to the following factors:

- 1) Does the system meet all the functional needs of the AGENCY?
- 2) Does it provide a system that will be easy to use?
- 3) Does it provide a system that will be easy to learn?
- 4) Is the specified computer hardware suitable and sufficient?
- 5) Will it be expandable in the future?
- 6) Will it be maintainable?
- 7) Does it support other programs that the AGENCY wishes to interface with?
- 8) Is it browser-based and does it fit in with the AGENCY'S long-term computer technology plans?

STATE LAW

This contract is performable in the State of Texas and shall be governed by the laws of the State of Texas. Venue on any suit hereunder shall be in Kleberg County, Texas.

NO BOYCOT

The successful respondent must agree that it does not boycott Israel at the time the contract is executed and that it will not boycott Israel during the term of the contract.



SYSTEM REQUIREMENTS

Place a checkmark in the Yes, No, or Notes field for each requirement. Attach notes (indicating the system name and requirement number for each note) to the end of the proposal.

Records Management System Requirements				
#	Requirement	Yes	No	Notes
1	Application is browser-based (ASP.NET) and does not require the use of any client software, emulation software, Java components or similar tools.			
2	Programming language is C#.			
3	Application is built with ASP.NET.			
4	Database in Microsoft SQL.			
5	Application validates UCR upfront as a report is written? Officer will see which fields are required for UCR based on incident type and will not be allowed to submit a report for approval until all required fields have been completed.			
6	Has the ability to easily create graphs and charts without the need for 3rd party software such as Crystal Reports.			
7	Can be accessed from any location securely with the use of a browser. VPN and Citrix connections are non-compliant.			



8	Ability to create and post briefings.			
9	Includes advanced searching capabilities. Provides the ability to search on user-defined criteria and also allows filtering, sorting, and/or printing each search result.			
10	As an alternative to a standard geobase, the RMS can be set up to provide a grid and sub-grid system for addressing and crime analysis.			
11	Ability to customize each incident or case report in order to suppress case sensitive data related to witnesses, victims, juveniles, etc.			
12	Keeps historical information for each master name record without the need to merge records. Does not create duplicate name records.			
13	Keeps demographic information (height, weight, age range, etc.) for each unknown suspect record to be used later for crime analysis purposes.			
14	The ability to do crime analysis searching (i.e. user can search on everyone in the system who has brown hair, blue eyes, is between 5'5" and 5'8", female, drives a red ford, and has been in involved in a domestic dispute in the last 30 days).			
15	Has a calendar tool for date look-up and entry.			



16	Allows the user to select each incident or case type by state statute or classification (i.e. ability to select the classification assault, sub-class simple assault, or to select the same offense by the correlating state statute).			
17	When entering an arrest record the charges can be entered by selecting the statute or statute description.			
18	Ability to collect demographic, SMT's, aliases, gang name, descriptor, and/or a mug shot for each name record.			
19	Provides a quick link pop-up box next to each data entry coded field for code description look-up so user can select by code or by description of that code.			
20	Provides a drop-down selection box of involved people when entering vehicle or property information.			
21	Narratives are searchable when using an event search (i.e. the ability to search on every event that happened between a defined time range in which the words bat, knife and car are contained within the report narrative).			
22	Ability to store any standard image, such as a crime scene or accident image, to an incident or case report.			
23	Ability to attach scanned documents to an incident or case report.			



24	Ability to attach a digital movie file to an incident or case report.			
25	Ability to design custom forms (i.e. agency specific DUI form) that can be populated by the RMS data. (Custom Forms Module)			
26	Has inherent case management tools that are not a separate module.			
27	Provides a full report approval process which includes the ability to track each assigned case, reports not submitted for approval, and incomplete reports for each user.			
28	Provides a breakdown for each user, upon login to the system, of the status of each report to which they are assigned and easily navigates to the reports listed.			
29	Ability to link citations to case reports.			
30	Ability to run full RMS, real-time, in a cruiser with only a wireless connection and Internet Explorer.			
31	Ability to run a full report audit that tracks every change by user for each case report.			
32	Ability to add multiple violations for each citation.			
33	Ability to add, edit, or deactivate coded drop-down lists (i.e. state statutes, city ordinances, users, classifications types, etc.).			



34	Ability to use an agency-specific logo and demographic information for each incident or case report.			
35	Ability to define add, edit, delete, and print rights for each user and/or module.			
36	Ability to define different user security templates based on groups of users.			
37	Ability to interface with other public safety applications in an XML format utilizing web-services.			
38	Ability to create narrative templates. Complete evidence module that includes property tracking, chain of custody, bar coding interface, and property reports.			

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Computer-Aided Dispatch Requirements

#	Requirement	Yes	No	Notes
1	Application is browser-based and does not require the use of any emulation software, Java components or similar tools.			
2	Application is built with ASP.NET.			
3	Application database is Microsoft SQL.			
4	Can be accessed from any location securely with only an internet connection and Firefox.			



5	Layout of each CAD screen can be customized and saved for each user.			
6	Color skins can be customized and saved for each user.			
7	Screen resolution can be customized and saved for each user.			
8	Provides a wrecker rotation which can skip, demote or promote wrecker companies and attach notes for the reason why a wrecker company was skipped.			
9	Provides the ability to attach common place names to grids and/or addresses.			
10	Can easily add or remove personnel from units.			
11	Ability to update a unit status and log by simply selecting from a user defined drop-down list of activities.			
12	Ability to filter units by groupings (i.e. Patrol, Fire, EMS, etc.).			
13	Ability to quickly search past calls without using a report.			
14	Units can be assigned to an open call with drag and drop functionality.			
15	Captures caller and incident location information.			
16	A unit on call can have its status updated with a simple mouse click.			
17	Uses color coding to alert dispatcher of current unit and open call status.			
18	Provides statistical reports for call times, time consumed on calls, unit logs, etc.			



19	Navigation and execution of the application can be done with a mouse and/or keyboard.			
20	Alerts dispatcher to calls not dispatched with the use of color codes.			
21	Can clear units from a call without clearing the call itself.			
22	Ability to dispatch Law, Fire, and EMS.			
23	Unlimited ability to access and use dispatch functionality from any computer on our network without the need to install client software.			
24	The ability to create a custom list for unit status which can be modified by an administrator.			
25	System can be configured for each user based on job duties (i.e. call taker, law dispatcher, fire dispatcher, etc.).			
26	CAD system can run on either the same server as RMS or a separate server from RMS.			
27	CAD system can transfer call data to the RMS even if the RMS server is housed at a separate location.			
28	CAD system can push call data in an XML format to other RMS or similar systems.			
29	Full dispatch capabilities can be made available to a unit through the use of a wireless connection.			
30	Dispatcher can have full access to RMS on a CAD workstation.			



31	Refresh of updated call data does not take longer than 3 seconds.			
32	A refresh of data does not refresh the entire screen.			
33	Ability to dispatch with a mouse or a dual command line.			

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Mobile and eCitations Requirements

#	Requirement	Yes	No	Notes
1	Application is browser-based (ASP.NET) and / or an IOS App			
2	Can issue a citation with an iPhone or iPad App or windows-based tablet			
3	IOS app utilizes cloud services			
4	Database in Microsoft SQL.			
5	Ability to change the user's current status on a call or change the user's current activity.			
6	Ability to view all open calls in dispatch			
7	Run and view reports from and iPad or iPhone or windows-based tablet			
8	Through a supported browser, without the need for client software, write an full incident report with a narrative			
9	Ability to run all reports from a Windows or IOS tablet			
10	Ability to meet FBI requirements for NCIC quires from a iPhone or iPad			
11	Ability to autofill citation and registration demographic information by utilizing the camera			



	on an iPhone or iPad to read a barcode on a DL or vehicle registration.			
12	Ability to autofill citation demographic information from an NCIC query.			
13	IOS App and/or web solutions must be fully integrated with CAD and RMS			
14	Mobile citation data must auto-feed into the RMS citation module			
15	Ability to provide at least two operational references			

COMPUTER HARDWARE

The bidder shall specify hardware and system software required to support the proposed system.

INSTALLATION AND TRAINING

The bidder shall name in the proposal a project manager, and include the managers with resume, to be assigned as a single point of contact to the AGENCY.

The bidder shall describe the training program proposed, the number of training days included, and the number of training days proposed for each class of user: dispatchers, records personnel, officers, detention officer, administrators, and system support personnel.

SUPPORT SERVICES

The bidder shall provide a detailed description in the proposal (or include a sample support contract) of the software support to be provided.



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

- How frequently, and under what circumstances, is updated software provided?
- How will the AGENCY be notified of available updates?
- What is involved in implementing an update?
- Will the AGENCY incur any costs to the vendor to implement updates?
- Does the vendor ever charge for updates or new versions of products licensed to the AGENCY? 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?

PRICING

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

EXCEPTIONS LIST

The bidder shall provide a list of exceptions to the bid specifications, as well as detailed descriptions of the indicated requirements (if any).



CONFLICT OF INTEREST QUESTIONNAIRE

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code went into effect which requires that any vendor or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the City Secretary of the City of Kingsville not less than the 7th business day after the person becomes aware of facts that require the statement to be filed.

A recent amendment to this state law that went into effect on September 1, 2007 now allows for two changes to the original statute:

1. The Conflict of Interest Questionnaire only needs to be filled out and returned with your bid if you or your company are aware of a conflict, and,
2. If the amount of the conflict exceeds \$2,500

It is the responsibility of every vendor filling out and returning this bid to determine if there is a conflict meeting the parameters listed above. If so, **the City of Kingsville requires that this Questionnaire be completed and turned in with your bid.** If there is no conflict, or if the amount of the conflict is less than \$2,500, then you are not required to submit the Questionnaire with your bid.

See Section 176.006, Local Government Code which reads "A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor."



CERTIFICATE OF INTERESTED PARTIES

A new law in the state of Texas went into effect on January 1, 2016, which requires the successful bidder to submit a Form 1295 (Certificate of Interested Parties attached) through the Texas Ethics Commission's website, and a notarized original form as printed from the website to the City prior to approval of the contract. More information can be found at the following link:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm.

This form must be completely filled out online according to state law.

Once bid evaluations take place by city staff, you will be notified that an award to your company is pending and that this form is mandatory. You will need to provide this form, filled out and filed with the state of Texas Ethics Committee, to the city before City Commission approval can be considered.

You must fill out the form online, get a certificate number, and that number goes in the upper right box



CERTIFICATE OF INTERESTED PARTIES		FORM 1295	
Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.		OFFICE USE ONLY	
1 Name of business entity filing form, and the city, state and country of the business entity's place of business.		Must file online at www.ethics.state.tx.us/File	
2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.			
3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.			
4		Name of Interested Party	
City, State, Country (place of business)		Nature of Interest (check applicable)	
		Controlling	Intermediary
5 Check only if there is no Interested Party. <input type="checkbox"/>			
6 UNSWORN DECLARATION My name is _____, and my date of birth is _____. My address _____ (street) _____ (city) _____ (state) _____ (zip code) _____ (country). I declare under penalty of perjury that the foregoing is true and correct. Executed in _____ County, State of _____, on the _____ day of _____, 20____. <div style="text-align: right; margin-right: 100px;"> _____ Signature of authorized agent of contracting business entity (Declarant) </div>			
ADD ADDITIONAL PAGES AS NECESSARY			