



KANAWHA COUNTY
POLICE | FIRE | EMS

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Charleston West Virginia 25309
(304)746-7911
www.Metro911.org

**MULTI-AGENCY
COMPUTER-AIDED DISPATCH SYSTEM**

RFP#: 911CAD-09012011



Comprehensive Computer Aided Dispatching (CAD) System

The Metro Emergency Operations Center of Kanawha County (hereinafter referred to as "Metro 911") is requesting proposals with costs from qualified Vendors for a comprehensive Public Safety Computer Aided Dispatch System (CAD), including applications software, operating system software, hardware equipment and all required peripherals and integration services. This procurement is open to all qualified Vendors that provide design, development, installation, training, maintenance and support of their public safety computer systems. Vendors shall be responsible for all costs incurred in the preparation of a proposal in response to this RFP.

Vendors may submit general questions regarding the proposal submission via e-mail to Metro 911 Executive Director, Mrs. Carolyn Charnock, or her authorized designee at rfp@metro911.org. Inquiries regarding requirements or specifications of this RFP must be submitted in Microsoft Word format and sent to the same email listed above. The deadline for the inquiries is identified in the Schedule of Events, listed below.

Metro 911 also asks that all interested bidders email Mrs. Charnock indicating their intent to bid on this procurement. Metro 911 will establish a list of Vendors based on the email confirmations they receive. This will ensure that all responding Vendors receive addendums, including answers to all Vendor submitted questions.

By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this RFP.

A Request for Proposal (RFP) is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

Schedule of Events

Metro 911 expects to adhere to the tentative procurement schedule shown below. These dates are subject to change.

Activity	Date
RFP Release Date	September 1, 2011
Vendor's Written Questions Submission Deadline	September 15, 2011
Metro 911 Answers to Vendor Questions, Facility Walk Through & Pre-Proposal Conference	September 21, 2011
RFP Addendum with Final Answers to Vendors Issued	September 27-29, 2011
Vendor's Proposals Due	October 25, 2011
Finalist Vendor Demonstrations	November, 2011

Proposals must be received **prior to 3:00 PM EST** on the date listed above. Vendors should allow for sufficient time for delivery. Metro 911 will not waive or excuse late receipt of a proposal, which is



delayed or late for any reason. Proposals received after the due date at **3:00 PM EST** will be immediately disqualified in accordance with State law, and shall remain unopened. Metro 911 will not accept proposals by facsimile or email.

Pre-Proposal Conference

Metro 911 will hold a mandatory pre-proposal conference on the date, time and location shown below:

Date	Time	Location	Telephone Number
September 21, 2011	2:00PM EST	Kanawha County Metro 911 200 Peyton Way Charleston, WV 25309	(304) 746-7911

All interested Vendors are required to be represented at this meeting. **Failure to attend the mandatory pre-proposal shall result in the disqualification of the bid.** Metro 911 limits the number of representatives to two individuals per Vendor. No one person may represent more than one Vendor.

All potential Vendors are requested to arrive prior to the starting time for the pre-bid conference. Vendors who arrive late, but prior to the dismissal of the technical portions of the pre-bid conference will be permitted to sign in. Vendors who arrive after conclusion of the technical portion of the pre-bid, but during any subsequent part of the pre-bid will not be permitted to sign the attendance sheet.

An attendance sheet will be made available for all potential Vendors to complete. This will serve as the official document verifying attendance at the mandatory pre-bid. Failure to provide your company and representative name on the attendance sheet will result in the disqualification of your bid. Metro 911 will not accept any other documentation to verify attendance. The Vendor is responsible for ensuring they have completed the information required on the attendance sheet. Metro 911 will not assume any responsibility for a Vendor's failure to complete the pre-bid attendance sheet. In addition, all potential Vendors are asked to include their email address and fax number.

A facility walk-through will be held the morning of the same day, from 9:00 AM – 10:30 AM EST.



Table of Contents

1.	INTRODUCTION	7
1.1.	Background	7
1.2.	Scope of CAD Project	10
1.3.	System Implementation Schedule	11
1.4.	Request for Proposal	11
2.	GENERAL PROPOSAL CONDITIONS	13
2.1.	Point of Contact	13
2.2.	RFP Documents	13
2.3.	Proposal Submittal	13
2.4.	Real Estate & Personal Property Taxes	14
2.5.	Vendor Registration & Disclosure Statement	14
2.6.	Proposal Preparation Costs	14
2.7.	Proposal Withdrawal	14
2.8.	Proposal Errors	14
2.9.	Proposal Format	15
2.10.	Assumptions, Constraints, and Exceptions	18
2.11.	Bid Bond	18
2.12.	Protest Bond	18
2.13.	Facility Walk-through	18
2.14.	Vendor's Responsibility	18
2.15.	Right to Negotiate	19
2.16.	Rejection of Proposals	19
2.17.	Proposal Addenda	19
2.18.	Proposer's Written Responses	19
2.19.	Prices	19
2.20.	Warranty	19
2.21.	Material and Workmanship	20
2.22.	Technical Information/Exceptions	21
2.23.	Radio System Interference	21
2.24.	Instruction Manuals	21
2.25.	Software Updates, Enhancements or Upgrades	21
2.26.	Delivery and Installation	22
2.27.	System Acceptance and Performance Period	22
2.28.	Indemnification/Hold Harmless	23
2.29.	Payment Schedule	24
2.30.	Conditions to Final Payment	24
2.31.	Additional Quantities	24
2.32.	Patents and Royalties	25
2.33.	Legal Requirements	25
2.34.	Equipment and Component List	25
2.35.	Project Management Responsibility	25
2.36.	Use of Subcontractors	26
2.37.	Performance Bond	26
2.38.	Insurance Requirements	27
2.39.	Liquidated Damages	27
2.40.	Delivery	27



2.41.	Replacement Configuration	28
2.42.	Compensation of Proposer's Employees, Subcontractors, & Suppliers	28
2.43.	Independent Contractor.....	28
2.44.	Trade or Brand name.....	28
2.45.	Changes in Work.....	29
2.46.	Proprietary and Confidential Information.....	29
2.47.	Proposal Evaluation	29
2.48.	Evaluation Criteria	30
2.49.	Vendor Demonstrations	31
2.50.	Finalist Selection and Contract Award	31
2.51.	Evaluation Period.....	31
2.52.	Software Escrow Requirement.....	31
2.53.	Draft Contract	32
2.54.	Contract Provisions	32
2.55.	Verbal Communication.....	32
3.	EQUIPMENT AND INSTALLATION REQUIREMENTS	33
3.1.	General.....	33
3.2.	Cutover Plan.....	34
3.3.	Electrical Grounding.....	35
3.4.	Systems Installation	35
4.	CAD HARDWARE CONFIGURATION.....	41
4.1.	General.....	41
4.2.	General Requirements for CAD System Components.....	42
4.3.	Base CAD Equipment Configuration	44
4.4.	Extended CAD Equipment.....	48
4.5.	Alternate CAD Equipment.....	48
4.6.	System Availability Requirements.....	48
4.7.	Test, Training and Failover Equipment	48
4.8.	Disaster Recovery, COOP/COG Facility.....	49
4.9.	Software Upgrade	49
4.10.	System Backup and Restoration Capability	49
4.11.	Information Integrity.....	50
5.	CAD SYSTEM SOFTWARE AND SYSTEM SECURITY	51
5.1.	Operating System Requirements.....	51
5.2.	System Level Software	51
5.3.	System Responsiveness.....	51
5.4.	System Security	51
6.	CAD APPLICATION SOFTWARE FUNCTIONS	54
7.	INTERFACES, MODULES AND ALTERNATE COMPONENTS	55
7.1.	Base System Interfaces & Modules	55
7.2.	Additional System Interfaces & Modules.....	62
8.	SYSTEM IMPLEMENTATION SERVICES.....	68
8.1.	Integrated CAD System Hardware & Software.....	68
8.2.	Data Migration.....	68
8.3.	GIS Services.....	68
8.4.	System Go-Live	69
8.5.	Standard or Custom Report Design	69
9.	TRAINING REQUIREMENTS.....	70
9.1.	CAD Training.....	70



9.2.	Training Schedule	71
9.3.	Metro 911 Operations Personnel	71
9.4.	Metro 911 Administrative Support Personnel.....	72
9.5.	Minimum Personnel Training Requirements	73
9.6.	System Administration and Maintenance Training	73
9.7.	Supplemental Training	74
10.	ACCEPTANCE TEST PROCEDURES	75
10.1.	Functional Acceptance Test	75
10.2.	Throughput Acceptance Test.....	75
10.3.	Reliability Acceptance Test.....	76
10.4.	System Acceptance Test Documentation.....	77
11.	SYSTEM DOCUMENTATION	78
11.1.	Technical/Maintenance Documentation	78
11.2.	System Manuals.....	78
12.	SYSTEM SUPPORT, MAINTENANCE AND WARRANTY	80
12.1.	Warranty of Hardware and Equipment	80
12.2.	Warranty for Contractor Supplied Software	80
12.3.	Warranty on Additional Equipment.....	80
12.4.	Maintenance during the Warranty Period	80
12.5.	Alternate Service under Warranty	81
12.6.	Maintenance Following Warranty Period	81
13.	PRICING INSTRUCTIONS AND PROPOSAL FORMS	83
14.	APPENDIX A – SIGNED PROPOSAL CERTIFICATION FORM.....	84
15.	APPENDIX B – VENDOR REFERENCE PROFILE FORM.....	85
16.	APPENDIX C – ASSUMPTIONS, CONSTRAINTS, AND EXCEPTIONS	86
17.	APPENDIX D – PROPOSAL PRICING INFORMATION	87
18.	APPENDIX E – BID BOND	96
19.	APPENDIX F – VENDOR REGISTRATION & DISCLOSURE STATEMENT	98
20.	APPENDIX G – NO DEBT AFFIDAVIT	99
21.	APPENDIX H – APPLICATION FUNCTION RESPONSE MATRIX.....	100
22.	APPENDIX I – PROPOSAL SCORING SHEET	101



1. INTRODUCTION

1.1. Background

The Metro Emergency Operations Center of Kanawha County, better known as Metro 911, was established January 4, 1987 as a joint effort between the City of Charleston (WV) and Kanawha County (WV). Kanawha County covers a geographic area of more than 911 square miles and services a population of nearly 200,000. The county seat, Charleston, is the state's capital and most populous city, with a population of 51,400.

Metro 911 currently handles more calls for service than any other county in West Virginia; a number which continues to grow each year. In 2010, Metro 911 answered over four hundred and seventy-five thousand calls, which is an average of approximately one thousand three hundred calls each day.

Metro 911 brought its first Computer Aided Dispatch system on line in 1988. Throughout twenty-three years of serving the people of Kanawha County, including twenty-two years with Computer Aided Dispatch, Metro 911 has continually evolved to meet ever-sophisticated operational needs. Approximately ten years ago, Metro 911 succeeded in consolidating all Police, Fire & EMS communications to one dispatch center.

Metro 911 dispatches for a total of thirty-two Fire Departments, which include six paid and twenty-six volunteer departments. Fire Dispatch is separated into nineteen radio frequencies which are worked at two dispatch positions in the Communications Center. Metro 911 provides dispatching for twenty-two Law Enforcement Agencies. Law Enforcement is separated into sixteen radio frequencies which are worked at seven dispatch positions in the Communications Center. Metro 911 also dispatches for two Emergency Medical Services. EMS is separated onto six radio frequencies, which are both worked at a single dispatch position. All nine radio positions have the ability to receive 911 Emergency calls. Metro 911 has a total of seventeen Communications Center positions, which include emergency call taking, non-emergency community support and the nine previously described radio positions.

Metro 911 is also home to Kanawha County's Emergency Operations Center. This jointly-manned facility is staffed by Metro 911 employees, as well as representatives from other public safety and emergency management agencies throughout the area. Within this setting, Metro 911 is directly involved with the planning, coordination and implementation of emergency management policies and procedures for Kanawha County.

The Metro 911 Addressing and GIS Departments have recently completed a project to assign city-style addresses throughout the unincorporated areas of Kanawha County in order to improve emergency response and comply with Federal guidelines. The two Departments have recently finalized the new address assignments by working with the United States Postal Service. As a component of this project, Metro 911's GIS Department has developed a GIS that serves as the authoritative repository for local public safety spatial databases. Emergency agencies depend on Dispatchers to have the ability to guide them by the use of the GIS data, which plays a key part in the responders being able to find new addresses. The GIS Department performs routine maintenance of spatial data including street centerline networks, site addresses and emergency response areas. Additional spatial datasets, such as



political/administrative districts, land records, utility infrastructure, plan/topographic mapping and orthoimagery, are provided by external sources. These datasets are stored as base layers in Metro 911's GIS and updated as new data becomes available. For more information regarding Geographic Information System, refer to section 7.5.

1.1.1. Public Safety Agencies Serving Kanawha County, WV

All incorporated and unincorporated areas within Kanawha County receive full Police, Fire, and Emergency Medical Service coverage. For dispatching purposes, the services are organized into several primary radio positions in Metro 911's Communications Center. The following sections provide short descriptions of each position and the agency or agencies assigned to that particular radio position.

1.1.1.1 *Kanawha County Law Enforcement*

Law Enforcement is organized into **six (6)** primary positions. These positions include:

- 1. Charleston Police Department (CPD) Patrol Division** provides the city of Charleston with leadership and direction in all law enforcement and support activities. Law Enforcement on this particular position patrols within the city limits of Charleston and is comprised of three (3) areas. Each of these three (3) areas is broken down into four "beats", with one officer assigned to each beat. The Charleston Police Department works twelve (12) hour shifts, marking on and off duty by the Shift Commander, who emails the schedule at the beginning of each shift. This position generally provides dispatching for seventeen (17) to twenty (20) Patrol units. At any given time, this position is also capable of dispatching for officers from various divisions of the Charleston Police Department, including *Warrants Division, Bicycle Units, Walking Beats, Housing Units, Boat/River Patrol, Humane Officer, K-9 Units, Prisoner Transport, Neighborhood Assistance Officers, etc.*, with priority radio traffic. The CPD Patrol position is second to only the EMS position in terms of dispatch volume and sophistication, making it one of the most demanding jobs in Metro 911's Communications Center. The Telecommunicator at the Charleston Police position monitors and dispatches all traffic on a single radio frequency.
- 2. Charleston Police Department Traffic Division** provides the city of Charleston with traffic direction, control and all traffic codes throughout the city. The Traffic Division has several traffic-related responsibilities, including *abandoned or improperly licensed vehicles, escorts, school zone traffic control, etc.*, along with identifying and isolating all traffic enforcement in dangerous and high crash areas. This may involve up to two hundred traffic stops daily. The Traffic Division works eight (8) hour shifts different times throughout a day. They mark on and off duty by the Shift Commander, who emails the schedule at the beginning of each shift. The Kanawha County Metro Drug Unit's "Interdiction Team" also utilizes this frequency. This team has at times performed upwards of two hundred additional traffic stops in a single day. The Telecommunicator at the Traffic position monitors and dispatches all traffic on a single radio frequency.
- 3. Sheriff Law Enforcement Division (SLED)** position includes: the combined effort of the Kanawha County Sheriff's Department and the West Virginia State Police (assigned to Kanawha County). Law Enforcement on this particular position patrols the unincorporated areas of Kanawha County and is comprised of five (5) areas. The Kanawha County Sheriff's Department works twelve (12) hour shifts, marking on and off duty via radio. The West Virginia State Police works eight (8) hour shifts, marking on and off duty via radio. This position dispatches multiple County and State units. Considering that this position handles Law Enforcement dispatch for all



of the unincorporated areas of Kanawha County, it is one of the busiest positions in Metro 911's Communications Center. The Telecommunicator at the SLED position monitors and dispatches on four (4) radio frequencies.

4. **South Charleston Police (SCPD)** provides the city of South Charleston with leadership and direction in all law enforcement and support activities. Law Enforcement on this particular position patrols within the city limits of South Charleston and is comprised of three (3) areas. The South Charleston Police Department works twelve (12) hour shifts, marking on and off duty by the Shift Commander faxing the schedule at the beginning of each shift. This position generally dispatches four (4) to eight (8) officers at one time. The Telecommunicator at the South Charleston Police position monitors and dispatches all traffic on a single radio frequency.
5. **Municipal Police Department** position consists of two radio frequencies. One frequency is dedicated to the Dunbar Police Department and the second (LEB) serves three (3) radio towers and up to eleven (11) smaller municipal police departments. The Dunbar Police Department typically consists of up to five (5) officers at one time, which work twelve (12) hour shift, marking on and off duty via radio. The LEB frequency serves two (2) to eleven (11) officers under normal conditions. The Telecommunicator at the Municipal Police position monitors and dispatches all traffic on two radio frequencies.
6. **Nitro / St. Albans Police** position is responsible for traffic on two radio frequencies. However, both Nitro and St. Albans Police are currently being monitored and dispatched on a single frequency (Nitro PD). The Nitro Police Department typically has two (2) to five (5) officers on duty, which work eight (8) hour shifts, marking on and off duty via radio. The St. Albans Police Department generally consists of a similar number of field units on each shift, which work twelve (12) hour shifts and mark on and off duty via radio.

1.1.1.2 Kanawha County Fire and Rescue

Kanawha County's Fire and Rescue Service consists of thirty-two (32) fire departments throughout the County, and is comprised of six (6) career and twenty-six (26) volunteer departments. Several departments utilize and depend on automatic dual response and several departments depend on the mutual aid, if needed, from their neighboring departments. The fire departments are separated into **two (2)** primary positions within the Metro 911. These positions include:

1. **Kanawha County Fire** position, which consists of twenty six (28) fire departments. The fire departments assigned to this position are dispatched off of twelve (12) different radio towers.
2. **Municipal Fire** position, which consists of four (4) fire departments. The fire departments assigned to this position are dispatched off of seven (7) different radio towers.

1.1.1.3 Kanawha County Emergency Medical Service

Kanawha County's Emergency Medical Service provides 24-hour-a-day emergency medical coverage to the citizens of Kanawha County. Ambulances of Kanawha County are separated into 18 different stations (14 KCEAA & 4 CFD), which are spread geographically throughout the county. This is perhaps the most demanding of all Communications Center positions. The Telecommunicator at this position must not only handle EMS dispatching for the entire county, but also is responsible for constantly monitoring and redeploying EMS units (move-ups) to ensure each station has resources available to respond to calls for service. Emergency Medical Service is organized into **one (1)** primary position which consists of **two (2)** different Ambulance Services which includes:



1. **Kanawha County Emergency Ambulance Authority (KCEAA)** is divided into two (2) radio frequencies, one of which serves three different towers. KCEAA operates 40 licensed ambulances which are separated into 14 different stations throughout the Kanawha County. KCEAA provides service to all areas of the county, both municipal and unincorporated, and operates as the backup for the City of Charleston. Twenty one (21) KCEAA ambulances operate as a transport service, which is dispatched at the KCEAA facility. These twenty one ambulances are also utilized as emergency backup to the emergency medical coverage of Kanawha County.
2. **Charleston Fire Department (CFD)** that operates off of two (2) radio frequencies. The CFD operates six (6) licensed ambulances, four of which are staffed 24/7. CFD is separated into four (4) stations throughout the City of Charleston. CFD relies on KCEAA to provide ambulance coverage when all of their ambulances are occupied.

1.1.1.4 Kanawha County Emergency Management

Metro 911's facility houses Kanawha County's Emergency Operations Center (EOC), which is a jointly manned facility of Emergency Management representatives that works to establish preparedness plans, monitor and guide major or severe incidents in Kanawha County. The EOC has a total of twenty four (24) workstations, all of which currently have the ability to view CAD, as well as two positions capable of CAD entry and monitoring the radio frequencies of the dispatch center. The EOC is also used by Metro 911 as a training facility for large groups of new Telecommunicators. The EOC does not have the ability to answer "911" phones.

1.1.1.5 Public Safety Answering Point (PSAP) and Alternate Public Safety Answering Point

Metro 911 is currently the primary Public Safety Answering Point (PSAP) for all of Kanawha County. Kanawha County Emergency Ambulance Authority (KCEAA) currently serves as the alternate PSAP for Metro 911. The alternate PSAP dispatch center has a total of six (6) positions. The nine radio positions from Metro 911's Dispatch Center are consolidated into four positions, with two additional dedicated to call taking.

1.1.1.6 Transaction Volumes (Call for Service Processed)

Year 2010	Kanawha County Law Enforcement	Kanawha County Fire & Rescue	Kanawha County EMS	Total <u>Dispatched</u> Calls from Metro
Metro 911	180,813	29,133	49,116	259,062

1.1.1.7 Current Communications Center Staffing

Metro 911 employs 54 full-time telecommunicators, additional part-time telecommunicators, and administrative staff. Telecommunicators work 12-hour daily shifts, 24x7x365. As many as 17 positions may be staffed at any one time.

1.2. Scope of CAD Project

The specifications presented in this RFP set forth the technical requirements for a highly available, reliable, multi-agency CAD system that serves to increase integration of internal and external system components, as well as to set forth the qualification criteria for the successful Vendor.



The purpose of these requirements is to solicit written proposals and product demonstrations from Vendors who are qualified to design, install and maintain the desired CAD system. In addition to the acquisition of the hardware and software required to meet the goals of Metro 911, Kanawha County is interested in establishing an on-going customer-Vendor relationship. This relationship will allow Kanawha County to continually improve the quality of services it provides to the community.

As outlined in this RFP, the CAD system should be a proven and established solution that is currently operational and fully accepted in similar configurations, at **five** other sites, **three** of which shall be large metropolitan installations. A metropolitan installation is defined as the implementation of a CAD system in a multi-agency consolidated center that has an annual call volume of at least 500,000 emergency calls.

1.3. System Implementation Schedule

Using the table below, the Vendor must outline a preliminary schedule for the implementation of their proposed system. The Vendor must indicate the timeframe in which they are capable of installing the system, having it fully operational. These dates must be subject to change based on Metro 911 requirements.

Project Activity	Please estimate:
System Implementation	Length of time required from contract signing
Preliminary Acceptance	Length of time required from completion of System Implementation
System Training Begins	Length of time required from Preliminary Acceptance
System Goes Live	Length of time required from start of Training

1.4. Request for Proposal

This RFP identifies the requirements for a multi-agency CAD system. Proposers may identify additional functions offered by their system(s). Any functionality beyond that required by this RFP that involves additional costs must be clearly identified as an alternative proposal item. Any exceptions taken to the requirements of the RFP will be considered in the evaluation process. Alternative methods the Proposer may submit to meet the identified requirements must be clearly noted and documented. These may not be considered an exception if they are responsive to the appropriate requirement.

The selected contractor will be responsible for ensuring that the system is completely operational and ready to use in conformance with the requirements described in this RFP.

The system shall consist of, at a minimum, the following subsystems and components:

	Description
1	Computer Aided Dispatch System with integrated Mapping capabilities
2	CAD Interface or Module to support Metro 911's E-911 Telephone System
3	CAD Interface or Module to support Law Enforcement Records Management Systems Inquiry
4	CAD Interface or Module to support FIREHOUSE Fire Records Management System Software
5	CAD Interface or Module to support Web-based CAD
6	CAD Interface or Module to support Mobile Data Systems
7	CAD Interface or Module to support Metro 911's Geographic Information System
8	CAD Interface of Module to support Metro 911's Mobile Command Post
9	CAD Interface or Module to support Rip & Run Reporting
10	CAD Interface or Module to support APCO MEDS EMD Software
11	CAD Interface or Module to support State (WEAPON)/NCIC Queries



12	CAD Interface or Module to support Alpha-Numeric Paging System
13	CAD Interface or Module to support Time Synchronization Device
14	CAD Interface or Module to support Automatic Vehicle Location (AVL) Display
15	CAD Interface or Module to support Street Network Routing
16	CAD Interface of Module to support Messaging
17	CAD Interface or Module to support Pictometry
18	CAD Interface or Module to support Standard Operating Procedures
19	CAD Interface or Module to support Pre-Arrival Questions and Instructions
20	CAD Interface or Module to support Press/Non-Confidential Narrative
21	CAD Interface or Module to support SQL, Excel, and Crystal Reports, et cetera
22	CAD Interface or Module to support Automatic XML Export
23	CAD Interface or Module to support SMS Text, Images, Video and other NG911 Technologies
24	Any additional CAD Interfaces or Modules required to support the functional requirements outlined in this RFP.

The selected Vendor shall also be responsible for providing the following:

	Description
1	A one year system warranty and alternate maintenance plans & costs.
2	Training for all end users of the system (Call-takers, Dispatchers, Supervisors, System Administrators, etc.)
3	Data dictionary for the system and clearly identified naming conventions for the tables.
4	Copies of standard system reports and information about Report Writer and its functionality.
5	System Hardware (<i>All hardware required to operate proposed system unless specifically excluded</i>).
6	System Software (<i>All software required to operate proposed system unless specifically excluded</i>).
7	System Documentation (<i>Training, User, Maintenance, Operation, etc</i>).

Vendor shall provide technical documentation that contains detailed descriptions of the CAD system's architecture and network topology using MS Word or Visio diagrams. Vendor shall also provide documentation on process flows for system activities, data flows diagrams for any modules within the CAD system, database diagrams, and documentation for any additional third party hardware or software tools used.



2. GENERAL PROPOSAL CONDITIONS

This section describes the general information pertaining to proposal requirements and conditions, information regarding the content of the proposal, and proposal submission instructions.

Metro 911 reserves the right to reject, at any time and for any reason, any and/or all proposals received as a result of this RFP and to waive any informality in bidding, or to negotiate separately with any and all competing Proposers.

Once proposals are unsealed, all documents become public record.

2.1. Point of Contact

All proposals shall identify a single point of contact for information concerning its proposal submission. A contact name, address, email, facsimile, and telephone numbers must be supplied.

2.2. RFP Documents

This RFP includes instructions that prescribe the format and content of the proposals to be submitted. Proposers should carefully review the entire RFP and should become fully aware of all aspects concerning this project. Price forms and additional submission forms are provided in the appendices at the end of this RFP. All pricing information contained in the Vendor's proposal must be presented in accordance with instructions provided or the proposal may be considered non-responsive.

2.3. Proposal Submittal

Proposals shall be submitted in two separate sealed packages, one for the Technical Proposal and one for the Price Proposal. The Technical Proposal shall have the following statement "Computer Aided Dispatch System – Technical Proposal", accompanied by RFP number. The Price Proposal shall have the following statement "Computer Aided Dispatch System – Price Proposal", accompanied by the RFP number.

Technical Proposals must be delivered to:

Metro 911
Attn: Carolyn Charnock
200 Peyton Way
Charleston, WV 25309

Price Proposals must be delivered to:

Brown Edwards & Company, L.L.P.
Attn: Bill Chambers, Partner
2 Players Club Dr, Suite 100
Charleston, WV 25311

All RFP components must be received at the above locations prior to 3:00 PM EST on October 25, 2011.



The Technical Proposal is not to include any cost information relating to the project. Any and all information relating to pricing, including the costs associated with any mandatory or alternate requirements of this RFP, must be included separate from the Technical Proposal in the Price Proposal. Metro 911 will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to Metro 911's CAD Selection Committee.

Metro 911 shall schedule a date and time to publicly open and announce Price Proposals to occur after approval of the technical recommendation of the CAD Selection Committee. All Price Proposals for qualifying proposals will be opened. Price Proposals for non-qualifying proposals will not be opened. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's Technical Proposal failing to meet the minimum acceptable score and the bidder's Technical Proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to *West Virginia Code* §5A-3-11(h) and *West Virginia Code of State Rules* §148-1-6.2.5.

Proposers shall submit one (1) signed original and twenty (20) copies of both the Technical and Price proposals (total of twenty-one each). Additionally, Proposers must submit one copy of the Technical and Price proposals on CD-ROM disk with their proposal response. Each original proposal shall be signed by an authorized individual and marked with the word "ORIGINAL" on the cover. The proposal copies shall be marked "COPY" on the cover. All Technical and Price proposals must be packaged in the corresponding sealed envelopes as described above.

2.4. Real Estate & Personal Property Taxes

No proposal will be accepted or opened on any Kanawha County contract if the Vendor is listed on the last published list of delinquent real or personal property taxes in Kanawha County; however, the Kanawha County Commission will accept bids by Vendors who provide satisfactory proof of payment of current taxes or a certification from the Kanawha County Sheriff that no taxes are due prior to submission of said proposal. Submitted proposals should include a completed No Debt Affidavit (Appendix G).

2.5. Vendor Registration & Disclosure Statement

No proposal will be accepted on any Kanawha County contract if the Vendor has not completed & submitted a Vendor Registration and Disclosure Statement Form (Appendix F). Metro 911 reserves the right to hold all RFP's for a period of 90 days or longer without taking any action.

2.6. Proposal Preparation Costs

Metro 911 shall not pay any costs associated with the preparation, submittal, or presentation of any proposal.

2.7. Proposal Withdrawal

To withdraw a proposal, the Proposer must submit a written request, signed by an authorized representative, to Metro 911. After withdrawing a proposal, Proposers may resubmit a new proposal according to submission instructions. Replacement proposals must be received at the stated place of delivery by the proposal due date and time.

2.8. Proposal Errors

Proposers are liable for all errors or omissions contained in their proposals. Proposers shall not be allowed to alter proposal documents after the deadline for submitting a proposal.



2.9. Proposal Format

The Proposer shall address each sub-section identified in Section 2.9.6 in this RFP in writing and in the order they are presented. All proposals shall be prepared using Microsoft or compatible products (e.g. Word, Project, Visio, etc.). Proposers shall use a bold and italicized font for their written responses. Proposers must respond to the RFP requirements by restating the number and text of the requirement in sequence and writing the response immediately after the requirement. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text. Pages must be numbered consecutively within each section of the proposal showing proposal section and page number.

One (1) original and sixteen (20) copies of the both the Technical and Price proposals shall be submitted in hard-copy format and bound. One digital copy of both the Technical and Price Proposal must also be submitted. All Proposal pages shall be bound with tabs or flags separating the sections of the proposal. Manuals and other reference documentation may be bound separately.

The Technical Proposal must be structured and submitted in the following manner:

2.9.1. Proposal Transmittal Letter

The Technical Proposal must provide a written transmittal and offer of the proposal in the form of a standard business letter. The Proposal Transmittal Letter shall reference and respond to the following subsections in sequence and attach corresponding documentation as required.

2.9.2. Table of Contents

Section number and page number must identify all parts of the proposals, including exhibits. Index and page number must identify all figures, charts and graphs.

2.9.3. Executive Summary

Submit an executive summary of the proposed system, covering the main features and benefits that distinguish it, in non-technical terms.

2.9.4. Cross Reference Matrix

The Cross Reference Matrix shall list RFP section number, requirement, and proposal page number and proposal section.

2.9.5. Section 1 – Introduction

- a. Company Background and Experience – Proposers shall provide Information regarding their company's background and experience as it relates to the products and services required from this RFP. Company background information must include the following:
 - The number of years the company has been in business.
 - Company ownership (e.g., public company, partnership, or subsidiary)
 - Company office locations.
 - Number of the Proposer's CAD Systems currently installed and operational.



- Locations of staff available in our region
- Quality of customer and technical support, minimum response times

Proposers shall provide information regarding its experience as it relates to the requirements of this RFP. The information shall focus on the company's experience in providing and managing the delivery of products and services similar to those described in this RFP, within a similar environment.

- b. Subcontractors – Information regarding the Proposer's Subcontractors shall be submitted with the response to this RFP, indicating name, experience, address, telephone, qualifications and at least three references for work similar to that being provided as part of this project. In this section of the proposal, for each reference, include a completed Reference Profile form (refer to Appendix B in the RFP).
- c. References – The Proposer shall provide a minimum of five references of state or local public safety clients with at least three being metropolitan sites similar in size and operation to the proposed system configuration. Proposers shall include a brief narrative description of the project (discuss scope of the products and services provided to the customer). In this section of the proposal, for each reference, include a completed Reference Profile form (refer to Appendix B in the RFP).

2.9.6. Section 2 - Response to RFP Requirements

Requirements have been developed to describe the desired solution, hardware, software, and Vendor services. Proposers must address each of the requirements outlined in sections 3 through 12 of this RFP. Proposers are also encouraged to provide information concerning features and or specifications of their product not specifically mentioned in the requirements that would facilitate accomplishment of Metro 911's objectives. Any features or functionality beyond that required by this RFP that involves additional costs must be clearly identified as an alternative proposal item. Responses to the requirements must demonstrate that the Proposer has good working knowledge of the specific needs of Metro 911.

2.9.7. Section 3 - System Hardware and Software Components

The Proposer shall include a detailed equipment list with its proposal response. The list shall clearly identify the equipment (hardware, software, etc) on a per-site/location basis.

2.9.8. Section 4 - Implementation Plan

The Proposer shall provide a project schedule in GANTT chart format that depicts the start and stop dates and logical relationships for all tasks and which shows major project events and milestones. The project schedule shall begin upon written notification from Metro 911 and shall end upon final system acceptance. The project schedule shall include tasks, resources, task durations, task responsibilities, and milestones. The project schedule shall include all project tasks performed by a Subcontractor. The Proposer shall include all tasks that are the responsibility of Metro 911 as part of the implementation process.

The Proposer must provide a detailed system cutover plan explaining how Metro 911 will convert from their existing system to the new system and accomplish all related cutover activities with minimal interruption to public safety dispatching activities.



2.9.9. Section 5 - Acceptance Test Plans

The Proposer shall provide an Acceptance Test Plan (ATP) describing the testing of all system components, and subsystems. The Proposer is required to provide example forms of each test, or series of tests, that will demonstrate the acceptable performance of the system proposed.

2.9.10. Section 6 – Key Personnel and Resumes

At a minimum, resumes shall be provided for the key personnel positions of Project Manager and Technical Team or Task Leaders. In addition to the assessing the experience of specific individuals, Metro 911 will consider the resumes as an indicator of the Vendor's understanding of the skill sets required to successfully carry out the requirements of this RFP.

2.9.11. Section 7 – Appendices

Vendors shall complete and submit with their Technical Proposal the following attached forms:

1. Appendix A – Proposal Certification Form
2. Appendix B – Vendor Reference Profile Form
3. Appendix C – Assumptions, Constraints, and Exceptions
4. Appendix F – Vendor Registration & Disclosure Statement
5. Appendix G – No Debt Affidavit
6. Appendix H – Application Function Response Matrix

Vendors shall complete and submit with their Price Proposal the following attached forms:

1. Appendix D – Proposal Pricing Information
2. Appendix E – Bid Bond

The Price Proposal must be structured and submitted in the following manner:

2.9.12. Section 1 – Pricing Summary Form

As described in section 2.3 of this RFP, all price-related information must be included in a separate, sealed package from the Technical Proposal as part of the Price Proposal. In this section of the Pricing Proposal, please complete and submit the pricing summary forms attached to this RFP (Appendix D).

2.9.13. Section 2 – Additional Pricing Information

Please include in this section any additional pricing information that may be relevant to the Proposer's bid that is not listed elsewhere in the Price Proposal. This may include costs associated with various available alternates that were not included in the Vendor's proposed system, but have otherwise been requested as by Metro 911, though not specifically included in the Pricing Summary Form.

2.9.14. Bid Bond Submission

Because the Bid Bond may be indicative of the Proposer's total bid amount, it must be remitted separately from the Technical Proposal and included with the Price Proposal, as described in this RFP.



2.10. Assumptions, Constraints, and Exceptions

Proposers must supply any assumptions on which their solution and its estimates are based, along with any constraints Proposer may have regarding project timeline. Any exceptions made by the Proposer shall be clearly identified and listed in Appendix C.

2.11. Bid Bond

No proposal shall be considered or accepted unless accompanied by a Bid Bond (Appendix E), cashier's check, or certified check drawn on a bank or trust company insured by the Federal Deposit Insurance Corporation in an amount equal to 5% of the Proposer's total bid amount or \$10,000, whichever is greater. Failure to provide this bid bond may disqualify the Proposer from this procurement.

Bid Bonds must be remitted as part of the Vendor's Price Proposal, as described in this RFP.

In lieu of a cashier's check, the Proposer may file a bid bond executed by a corporate surety licensed under the laws of West Virginia to execute such bonds, conditioned that the surety will upon demand forthwith make payment to Metro 911 upon said bond if the Proposer fails to execute the contract in accordance with their proposal and the RFP.

Metro 911 shall retain the proposal security if the successful Proposer fails to execute the contract and/or fails to give satisfactory surety within 20 days after the award.

2.12. Protest Bond

Any bidder that files a protest of an award shall at the time of filing the protest submit a protest bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater.

The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to the purpose of harassing, causing unnecessary delay, or needless expense for Metro 911. All protest bonds shall be made payable to Metro 911 and shall be signed by the protester and the surety. In lieu of a bond, the protester may submit a cashier's check or bank money order payable to Metro 911.

If it is determined that the protest has not been filed for frivolous or improper purpose, the bond shall be returned in its entirety.

2.13. Facility Walk-through

Metro 911 will provide a site tour of the Communications Center that will take place from 9:00AM to 10:30 AM EST on the day of the Pre-Proposal Conference. The tour will allow Proposers to develop a better understanding of the infrastructure and specific requirements of this project. Proposers will be notified if the date of the facility tour changes.

2.14. Vendor's Responsibility

The winning Vendor (prime offerer) will be responsible for all services in this RFP whether they are provided or performed by the prime offerer or Subcontractor. Services are to include coordination and fees associated with all third-parties, including all vendors needed for a properly configured interface or other software. Exceptions must be clearly indicated in the applicable section and in Appendix C. Further, Metro 911 will consider the prime offerer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the cost of any contract. As part of their overall responsibility, the prime offerer must identify all Subcontractors and the services they will provide. Subcontractors shall be identified in the proposal introduction section as required.



Metro 911 reserves the right to approve or reject, in writing, any proposed Subcontractor. If Metro 911 rejects any proposed Subcontractor, the prime offerer shall be responsible to assume the proposed Subcontractor's responsibilities. The prime offerer may propose another Subcontractor if it does not jeopardize the effectiveness or efficiency of the contract. Nothing contained in the RFP or in the contract shall create or be construed as creating any contractual relationship between any Subcontractor and Metro 911.

Proposals are expected from experienced and well-established Vendors who are skilled in the design, development, implementation and maintenance of public safety information systems. Submitted proposals should include a completed Reference Profile form (Appendix B) for each reference in the Introduction section of their proposal.

2.15. Right to Negotiate

At the conclusion of evaluating proposals, Metro 911 reserves the right to negotiate with any or all Proposers susceptible to award. Metro 911 may request Finalist Demonstrations from Proposers. Metro 911 will not be responsible for any costs incurred by Proposers as a result of such demonstrations.

2.16. Rejection of Proposals

Metro 911 reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. Metro 911 further reserves the right to withdraw this RFP at any time and for any reason. Submission of or receipt of proposals by Metro 911 confers no rights upon the bidder nor obligates Metro 911 in any manner. At the conclusion of evaluating proposals, Metro 911 reserves the right to negotiate with any or all Proposers susceptible to award. Metro 911 may request oral presentations from Proposers. Metro 911 will not be responsible for any costs incurred by Proposers as a result of oral presentation.

2.17. Proposal Addenda

Metro 911 may modify this RFP by making available consecutively numbered addenda to all parties who are participating in the bidding process. Information that is obtained other than through written addenda to this RFP, shall not be binding on Metro 911. Each addenda issued will be accompanied by an acknowledgment form. The signed addenda acknowledgment form must be submitted with the proposal. Failure to submit signed addenda acknowledgement form could be cause for rejection of Vendor's proposal as non-responsive.

2.18. Proposer's Written Responses

All responses submitted by the Proposer shall be clear and concise and contain enough detail for proper evaluation. Responses simply indicating compliance are insufficient and will be deemed non-responsive.

2.19. Prices

Prices shall be specified on the attached pricing forms (Appendix D). Numbers of personnel shown on the pricing form are estimated and subject to adjustment after proposal award and prior to the contract signing. Payment shall be made only for equipment and services purchased under contract with the Contractor.

2.20. Warranty

All equipment, software, and services furnished by the Contractor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the Contractor's response thereto, with all exceptions agreed to by Metro 911. In the event any such defects in equipment, software, or services become evident within the warranty period, the Contractor shall correct the defect by (1) repairing any defective component of the equipment; (2) otherwise correcting any



reproducible and/or recurring software defects; or (3) redoing the faulty services. The Contractor is responsible for all charges incurred in returning defective parts to the Contractor's, Subcontractor's, or suppliers' plants, and in shipping repaired or replacement parts to Metro 911. Labor to perform warranty services will be provided at no charge during the warranty period. Thereafter, Metro 911 will provide the maintenance and service of the system backbone, defined as Base CAD Equipment in sections 3 and 4 or clarified in contract.

The Contractor further warrants that during the warranty period the equipment and software furnished under this contract shall operate under normal use and service as a complete system, which shall perform in accordance with this RFP and the Contractor's response thereto, with all exceptions agreed to by Metro 911 in writing. The warranty period shall be a period of at least 12 months from the date of final systems acceptance as defined herein. Claims under any of the warranties herein are valid if made within 90 days after termination of the warranty period. In addition, the following specific requirements apply to the Contractor's warranty:

- The Contractor will obtain any warranties which Subcontractors or suppliers to the Contractor give in the regular course of commercial practice, and shall apply the same to the benefit of Metro 911. Metro 911 will not be responsible for the storage of any equipment associated with the project.
- The Contractor shall remedy at its own expense damage caused by the Contractor to Metro 911 - owned or controlled real or personal property. The Contractor shall be liable to Metro 911 for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to Metro 911.
- The "acceptance" of systems/equipment by Metro 911 shall not limit Metro 911's warranty rights set forth above with respect to defects in materials or workmanship.

Additional warranty requirements are included in Section 12 of this RFP.

2.21. Material and Workmanship

All equipment and component parts furnished shall be new, of current manufacture, and meet the minimum requirements stated herein, and be in an operable condition at the time of delivery.

All parts shall be of high quality workmanship and utilize the most current technology available. No part or attachment shall be substituted or applied contrary to the manufacturer's recommendations and standard practices. At the time of delivery and installation, the most current revision model of each type of equipment meeting or exceeding the requirements of this RFP shall be provided, regardless of the model offered in the proposal.

It is Metro 911's position that the Proposer should be capable of accurately projecting the technology that will be available on the market at the time of delivery. It is expected that the Proposers will respond to this RFP accordingly. Metro 911 has no intention of taking delivery of outdated or obsolete equipment. It is the intent of Metro 911 to purchase the latest in current technology. If, however, the Proposer develops technology that was not known at the time of the Proposer's proposal, the Proposer shall provide to Metro 911 any increase or decrease in the prices for any equipment or software changes required under the terms of this section for consideration by Metro 911, to be formalized in a change order. Metro 911 will not be obligated to execute a change order in the event of an increase.



2.22. Technical Information/Exceptions

The Proposer shall furnish technical information, including graphs, charts, diagrams, photos, and instruction books, or other means to show that the equipment proposed fully complies with this RFP, free of charge with the proposal. In the event the published literature furnished by the Proposer is at variance with the requirements of any item of this RFP, the Proposer shall explain in detail, with full engineering support data, the reason why the proposed equipment will meet this RFP and not be considered an exception thereto. Any such variance must be noted in the proposal documentation upon submission, or Metro 911 shall determine said variance non-conforming.

2.23. Radio System Interference

Metro 911 requires that the new CAD system not cause interference with any installed radio communications systems, including mobile radio or fixed radio station. The CAD Vendor shall be responsible for addressing and correcting any interference issues resulting from the installation of the new CAD system.

2.24. Instruction Manuals

The Contractor shall deliver to the Metro 911 Project Manager three sets of instruction manuals sufficient to permit a duly qualified service technician to install, operate, and maintain the equipment purchased. The manuals shall reflect the equipment as designed, built, and installed. The cost of these manuals shall be included in the equipment cost. These manuals shall also be delivered in electronic format.

2.25. Software Updates, Enhancements or Upgrades

When software updates or enhancements become available, the Contractor shall notify Metro 911 of such availability as soon as possible following the CAD Vendor or other manufacturer's announcement. Metro 911 shall then have the opportunity to request installation of the new software, which shall be installed either by the Contractor at a negotiated price or by Metro 911 technical staff.

However, for a minimum of six (6) years from final acceptance, all new releases, version updates, or platform changes shall be available and automatically installed by the Contractor upon prior approval by Metro 911 without charge to Metro 911. This includes all updates in relation to emerging Next Generation 911 technology.

After six years, proposers should detail their policies for updates, enhancements, or upgrades. This should include, but not be limited to the following topics:

- Describe what is included in your standard maintenance program, including any software updates, enhancements, upgrades and services.
- Describe your evergreen policies. Please detail how your company typically handles existing customers regarding changes in Technology Platforms, such as upgrades of SQL or Windows operating systems, changes from Windows to a different future platform, changes in programming languages used for development, et cetera. Describe what protection you offer clients for their original investment in the event of a platform change considered substantial enough that the Vendor requires existing clients to purchase a new CAD software product or product suite to realize new features. For example, do you offer clients credit toward the new technology, transfer licenses, only charge for services, provide software free of charge, et cetera?



- Describe your ability to, if selected, incorporate language, and an appropriate supplementary maintenance charge, into the contract to cover lifetime (for as long as Metro 911 continues maintenance) updates, enhancements, and upgrades

Proposers must answer all questions, and provide sufficient detail for Metro 911 to fully consider future costs. Metro 911 desires to enter in a long-term relationship (15 years or longer) with a Vendor that can maintain the latest in 911 functionality for Kanawha County residents, with minimal disruption. This includes a preference for known costs included upfront in maintenance rather than any substantial, unknown, future costs.

Software updates for this system shall be supplied for a period of fifteen years following implementation, or so long as Metro 911 continues to operate this system, whichever occurs first.

2.26. Delivery and Installation

The Contractor shall deliver all equipment and accomplish all installations for the project within nine months after date of issuance of the Notice to Proceed, unless Metro 911 specifically agrees to a later schedule. The Proposer shall submit as part of the proposal a Gantt chart timeline illustrating each major implementation task.

2.27. System Acceptance and Performance Period

The equipment shall be individually tested for each major component and software category in accordance with the requirements outlined in Section 9 of RFP.

Acceptance testing shall be accomplished with Metro 911's Project Manager or designees present and participating in the testing for compliance. Metro 911 shall make test compliance people available within 21 calendar days of notification by the Contractor.

Acceptance testing shall commence when all fixed equipment is completely constructed and all software modules have been installed (and necessary modifications made).

Should unanticipated delays in installation and acceptance testing of the various components of the system result in any slippage of the project schedule, it may become necessary to conduct a final system acceptance test once the final component has been installed and tested.

A reliability test period of 90 consecutive calendar days of successful error free operation after installation and performance verification shall constitute a successful performance period.

During the 90-day reliability test period, Metro 911 shall utilize the system for its intended purpose (in-service use) to test all operational modes and equipment configurations, with the system fully loaded to peak activity, to ensure that all operational modes function properly and that all system "bugs" have been corrected. Metro 911 shall not interpret the use of the system during this performance test period as "acceptance." Section 9 of this RFP contains additional requirements associated with reliability testing.

Successful operation is defined as the absence of any major failure of equipment or software, or equipment or software function, which results in the disabling of a major equipment item, resulting in the inability of the overall system to perform as specified. Minor failures, such as operational problems and adjustments normally encountered during implementation of a new system, shall not constitute a failure in achieving successful operation.



During the performance period, the Contractor shall establish and maintain the following documentation:

- Prepare and maintain a service/repair record system. Serial number and asset number shall be used to maintain each unit.
- Prepare and maintain a failure reporting system to ensure that all failures are reported properly to Metro 911. A failure log shall be available for inspection by Metro 911 at all times. In addition, a formal failure report shall be submitted to Metro 911 on a monthly basis and shall show for each failure: (1) the original complaint; (2) the problem actually found; (3) repairs performed; (4) itemized list of parts replaced; (5) technician's name; and (6) any FCC required measurements made due to repairs.

If the contract is negated because of failure of the equipment or software to operate successfully during the performance period, the Contractor shall provide Metro 911 with the necessary packaging and shipping instructions, and Metro 911 shall then cause the equipment to be shipped to the Contractor at no cost to Metro 911.

2.28. Indemnification/Hold Harmless

The Contractor shall indemnify and hold harmless Metro 911, its agents, elected officials, and employees from and against all claims, actions, liabilities, losses (including economic losses), costs arising out of any actual or alleged (1) bodily injury, sickness, disease, or death, or injury to or destruction of tangible property including the loss of use resulting there from, or any other damage or loss arising out of or resulting from or claims to have resulted in whole or in part from any actual or alleged act or omission of the Proposer, Contractor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable in the performance of the work; (2) violation of any federal, state, county, municipal, or other applicable laws, bylaws, ordinances, or regulations by the Contractor, its agents, associates, or employees in the performance of the work; (3) liens, claims, or actions made by the Contractor or any subcontractor or other party performing the work.

The indemnification obligations hereunder shall not be limited by any limitation on the amount, type of damages, compensation, or benefits payable by or for the Proposer, Contractor, or any subcontractor under Worker's Compensation acts, disability benefit acts, other employee benefit acts, or any statutory bar. Any cost or expenses, including attorney's fees, incurred by Metro 911 to enforce this contract shall be borne by the Contractor.

Metro 911 reserves the right at any time during the term of this contract to change the amounts and types of insurance required hereunder by giving the Contractor 30 days written notice. If such change should result in substantial additional cost to the Contractor, Metro 911 agrees to modify the contract for additional compensation proportional to the increased benefit to Metro 911.

The Contractor's failure to procure and maintain the required insurance or self-insurance program during the entire term of this contract shall constitute a material breach of this contract under which Metro 911 may immediately terminate this contract or, at its discretion, procure or renew such insurance to protect Metro 911's interests and pay any and all premiums in connection therewith, and recover all monies so paid from the Contractor.

The Contractor shall be responsible for requiring indemnification and insurance as it deems appropriate from its employees receiving mileage allowance, agents, and subcontractors, if any, to protect the Contractor's and Metro 911's interests, and for ensuring that such persons comply with any applicable insurance statutes.



2.29. Payment Schedule

Partial payment shall be made by Metro 911 after the items awarded to the Contractor have been received, inspected, and found to comply with the RFP and to be free of damage or defect, and properly invoiced. A single itemized invoice shall bear the contract number and purchase order number.

A potential payment schedule is proposed as follows for installation and acceptance of each CAD subsystem. Vendors preferred payment schedule should be submitted for consideration. Payment schedules will be subject to negotiation.

Payment Percentage	Description
TBD (e.g. 10%)	Upon Contract signing.
TBD (e.g. 15-30%)	Upon delivery, installation, and successful functional testing of all hardware, depending on value of hardware procured through primary Vendor.
TBD (e.g. 30-45%)	Upon delivery, installation, successful completion of both functional testing and throughput testing of all software.
TBD (e.g. 30%)	Upon successful completion of the 90-day reliability test period.

Payment Requests must be made through the CAD Project Manager on an approved estimate showing component breakdown of the work totaling the awarded contract price and the amount of work for each item completed at the time of the request. It is estimated that payments will be made to the awarded Proposer within 30 days after Metro 911 gives approval and certification.

2.30. Conditions to Final Payment

Final payment shall be made by Metro 911 upon acceptance of all work fully completed under this contract. Metro 911 shall cause a final estimate to be made of the amount and value of said work according to the prices and terms of the contract, and in making this final estimate, neither Metro 911 nor the Contractor shall be stopped by the periodic estimates aforesaid. From the sum total so found shall be deducted, firstly, all previous payments made to the Contractor, and secondly, all damages and proper charges under the contract. The Contractor shall execute a final receipt and release on a form to be provided by Metro 911. The acceptance by the Contractor of final payment shall be and shall operate as a release to Metro 911 of all claims and all liability to the Contractor for all things done or furnished in connection with this work, and for every act and neglect of Metro 911 and others relating to or arising out of this work. No payment, however, final or otherwise, shall operate to release the Contractor of his sureties from any obligations under the resulting contract or the Performance and Payment Bonds.

2.31. Additional Quantities

Quoted prices for equipment and software shall be valid for at least one year from the final system acceptance date. The Contractor is required to extend proposal prices beyond the initial one-year for purchase and delivery of additional equipment for future phases at a future date. After the one-year term has expired, prices will be derived from the Contractor's proposal price as identified in the pricing section of the proposal, using the Producer's Price Index for electronic components to calculate the price escalation. The Contractor will be required to provide current retail price guides for Metro 911 staff on an as-needed basis.



2.32. Patents and Royalties

The Contractor warrants that the equipment and software furnished hereunder shall be delivered free of any rightful claim of any third party for infringement of any United States patent or copyright. If Metro 911 notifies the Contractor promptly of the receipt of any claim that the equipment or software infringes a United States patent or copyright and gives the Contractor information, assistance, and exclusive authority to settle and defend such claim, the Contractor at its own expense shall defend, or may settle, any suit or proceeding against Metro 911 so far as based on a claimed infringement which breaches this warranty. If, in any such suit arising from such claim, the continued use of the equipment and software for the purpose intended is enjoined by any court of competent jurisdiction, the Contractor shall, at its expense and option, either procure for Metro 911 the right to continue using the equipment and software, or modify the equipment and software so that it becomes non-infringing, or replace the equipment and software or portions thereof so that it becomes non-infringing.

Metro 911 reserves the right to be actively involved in any litigation arising hereto.

2.33. Legal Requirements

Applicable provisions of all Federal, State, City, and local laws and of all ordinances, rules, and regulations shall govern development, submittal, and evaluation of all proposals received in response hereto, and shall govern any and all claims and disputes which may arise between person(s) submitting a response hereto and Metro 911 by and through its officers, employees, and authorized representatives, or any other persons, natural or otherwise. Lack of knowledge by any Proposer shall not constitute a cognizable defense against the legal effect thereof. The Contractor shall obtain for Metro 911 any necessary licensing or approvals for operation of the system specified herein.

The Contractor shall be responsible for obtaining any necessary construction and installation permits and licenses. The Contractor shall prepare any licenses, permits, approvals, etc., for Metro 911's signature as necessary or required. The Contractor shall comply with all applicable local codes and ordinances without additional cost to Metro 911.

2.34. Equipment and Component List

A complete listing of all items of equipment and components of the system proposed shall be included in Section 3 of the proposal. The list shall show quantity, name of manufacturer, model number, and material description. If an equipment item has various options, the options that will be provided shall also be listed.

2.35. Project Management Responsibility

Primary responsibility for project management will belong to the Contractor, however, Metro 911 will have a CAD Project Coordinator who will oversee all project management activities conducted by the Contractor. The selected Contractor will be required to provide an on-site Project Manager, available at all critical project activities, including go-live. Metro 911 requires any Project Manager assigned by the Contractor to be certified by the Project Management Institute (PMI) as a Project Management Professional (PMP). This individual will be responsible for managing all Vendor related implementation activities, including planning, acquisition, testing, installation and training. The Project Manager shall coordinate all work between the various parties involved (i.e., manufacturer, Subcontractors, installation company, etc.), and provide immediate liaison between the Contractor and Metro 911.

The Project Manager shall have the authority to make decisions concerning all aspects of the project (i.e., contractual, financial, technical, etc.). These decisions shall be made in the field without lengthy "chain-



of-command" formalities. The Project Manager shall be supported by the Contractor's engineering/technical staff as necessary, commensurate with the size and complexity of this project. Metro 911 reserves the right to disapprove, with reasonable cause, any individual designated as Project Manager before or after he or she is appointed. In the event of disapproval, the Contractor has the sole responsibility to provide a Project Manager who is acceptable to Metro 911.

The assigned Project Manager's name, resume, title, mailing address, and telephone numbers shall be provided by the Contractor in written form within 15 days of the signing of the contract. Regularly scheduled meetings between Metro 911 and the Contractor's Project Manager shall begin three weeks before commencement of any on-site work and continue for the duration of the project.

The Contractor's Project Manager shall provide within three days of the meeting a written report to include the following minimum items:

- Work performed.
- Technical problems resolved.
- Technical problems encountered.
- Management issues resolved.
- Management problems encountered.
- Attendees.
- Technical/management items discussed.
- Action items.
- Project schedule.
- Fiscal report.

2.36. Use of Subcontractors

Vendors may wish to combine their resources in responding to this RFP. Metro 911 requires that a Prime Contractor be identified who will have full responsibility for the project. If you propose a multi-Vendor or subcontracted approach, clearly identify the responsibilities of each party and the assurances of performance you offer.

No part of the contract shall be sublet without the approval of Metro 911. If the Contractor shall sublet any part of the contract, the Contractor shall be as fully responsible to Metro 911 for the acts and omissions of the subcontractor and of the persons directly or indirectly employed by the subcontractor as the Contractor is for the acts and omissions of persons employed by himself.

Metro 911 reserves the exclusive right to determine the relative importance of the work of each subcontractor, and, at its sole discretion, to require each subcontractor to appoint a Project Manager who shall meet all requirements established for the prime Contractor's Project Manager, including Metro 911's right to disapprove his or her assignment to the project, and the requirements for being on-site.

2.37. Performance Bond

The successful Proposer will procure and provide Metro 911 with a Payment and Performance bond in the amount of the contract price. Metro 911 will require the Proposer to furnish a bond covering the faithful performance of the contract and the payment of all obligations arising therein. The bond shall be purchased from an agency that meets the following requirements:

- A financial rating from BEST Rating Company acceptable to Kanawha County.



- Licensed and admitted to do business in the State of West Virginia.

2.38. Insurance Requirements

Proposers shall maintain during the term of the Agreement the following insurance coverage and shall file with Metro 911 prior to any work being started, certificates of such insurance which shall be subject to Metro 911's approval as to adequacy of protection and compliance with this condition:

- a. Worker's Compensation Insurance: Proposers shall obtain Worker's Compensation insurance and Employer's Liability Insurance in the amount of One Million Dollars (\$1,000,000) per incident.
- b. Commercial General Liability/Automobile Liability: Insurance coverage of not less than One Million Dollars (\$1,000,000) per occurrence. If a general aggregate limit is used, both the general aggregate including bodily injury and property damage, as a combined single limit or equivalent. General liability shall include contract liability. These policies shall be endorsed to include Metro Emergency Operations Center of Kanawha County, its officers, employees and agents as additional insured. Certificates of such insurance, including all requirements, shall be filed with the Metro 911 prior to any work being done.
- c. Acceptability of Insurers: Insurance is to be placed with insurers with a BEST Rating acceptable to Metro 911.
- d. The company is licensed to do business in the State of West Virginia.
- e. Verification of Coverage: Insurance, deductibles and self-insurance retentions shall be subject to Metro 911's approval. Original Certificates of Insurance with endorsements shall be received and approved by Metro 911 before work commences, and insurance must be in effect for the duration of the contract. The absence of insurance or reduction of stated limits shall cause work on the project to cease. Any delays shall not increase costs to Metro 911 or increase the duration of the project.

2.39. Liquidated Damages

If the Contractor fails to deliver and install the equipment in accordance with this proposal, it is understood, and the Contractor hereby agrees, that the amount of \$500 per day for a period of up to 90 days shall be deducted from the monies due the Contractor for each intervening calendar day any work remains incomplete, not as a penalty, but as liquidated damages. However, the Contractor shall not be liable if failure to perform arises out of causes beyond the reasonable control of the Contractor and without the fault or negligence of the Contractor (acts of God, the public enemy, fires, floods, strikes, freight embargoes, etc.). After 90 days, Metro 911 reserves the right to enforce the provisions of the performance bond or continue the liquidated damages, at a daily rate of \$1,000, with a maximum not to exceed the value of the contract. Calendar dates are to be confirmed at contract.

2.40. Delivery

All deliveries will be accepted F.O.B. destination unless otherwise stated. Freight and insurance shall be prepaid and absorbed by Vendor.

Title and risk of loss to all equipment not finally accepted shall revert to the Contractor upon notice by Metro 911 that such equipment has not passed final acceptance. The Contractor shall remain responsible for loss or damage resulting from the acts or omissions of the Contractor, and its employees, agents, and Subcontractors.



The Contractor shall not be liable for loss or damage to equipment caused by the negligence of officers, agents, or employees of Metro 911 acting within the scope of their employment, or as caused by Force Majeure.

Notwithstanding any of the above, title to software, including any third-party supplied software, shall not pass upon payment of the license fee therefore, except that Metro 911 shall obtain full ownership rights in all software expressly developed for this procurement, unless negotiated otherwise. If the Contractor modifies or causes the modification of a proprietary software package, Metro 911 shall obtain full ownership rights only with respect to the modification itself. The Contractor is required to deliver as part of the software documentation the source code(s) applicable to any software to which Metro 911 obtains full ownership rights, notwithstanding any statement contained within the contract documents to the contrary.

2.41. Replacement Configuration

If Metro 911 determines during the course of performance under the contract that the configurations proposed are unsuitable for their intended use, replacement configurations will be selected and approved by Metro 911. If any cost or schedule adjustments are necessary because of the replacement configuration, such adjustments will be the responsibility of the Contractor.

2.42. Compensation of Proposer's Employees, Subcontractors, & Suppliers

The Proposer specifically warrants and agrees that Proposer will be solely and exclusively responsible for compensating any of the Proposer's employees, Subcontractors, material men, and/or suppliers of any type or nature whatsoever and that no claims or liens of any type will be filed against any property owned by Metro 911 arising out of or incidental to the performance of any services performed pursuant to this contract.

2.43. Independent Contractor

The relationship between the Vendor and Metro 911 is contractual. It is not intended in any way to create a legal agency or employment relationship. The Vendor shall at all times maintain its status as an independent Contractor, and both parties acknowledge that neither is an agent, partner, or employee of the other for any purpose.

The Vendor shall have the sole obligation to employ, direct, control, supervise, manage, discharge, and compensate all of its employees and subcontractors, and Metro 911 shall have no control of or supervision over the employees of the Vendor or any of the Vendor's subcontractors. In this regard, the vendor shall have the sole obligation to secure any and all permits and/or licenses imposed by law, pay any and all charges or fees, and give all notices necessary to and incidental to the lawful prosecution of the work hereunder. The Vendor shall not and shall have no authority whatsoever to obligate Metro 911 to either make any payments to another party or make any promises or representation of any nature on behalf of Metro 911, without the specific written approval of Metro 911.

2.44. Trade or Brand name

When a trade or brand name for a particular article or object is specified it is meant only as a reference for standard and any other manufacturer of a similar article or object may meet the requirements if Proposers product is reasonably equivalent or better than that mentioned as the standard.



2.45. Changes in Work

Metro 911 may at any time by written amendment to the contract make changes within the general scope of the work, including, but not limited to, revisions of, or additions to, portions of the work or changes in the method of shipment or packaging and place of delivery. If any order causes an increase or decrease in the cost of or time required for the performance of any part of the work under the contract, an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall be modified in writing accordingly. However, the Contractor is not obligated to comply with any order unless and until the parties reach agreement as to the aforementioned equitable adjustment, and same shall be reflected as an amendment to the contract.

After contract award changes in the scope of work of the contract shall not be made, nor will any bills for changes, alterations, modifications, deviations, and/or extra orders be recognized or paid for except upon the advance written order from Metro 911.

2.46. Proprietary and Confidential Information

The Proposer shall mark as "proprietary" those parts of its proposal that it deems confidential and proprietary. However, the Proposer is alerted that this marking is only an advisory and not binding on Metro 911.

All proprietary computer programs will be released only in accordance with the Contractor's Software License/Service provisions contained within the contract documents, including the applicable agreements to be entered into between Metro 911 and the Contractor governing Metro 911's use of software, or as required by West Virginia Statute or court order. All other material and information of a confidential nature as designated by the Contractor will be released as necessary under the following conditions:

- Metro 911 shall exercise reasonable and prudent measures to keep these items in confidence to the maximum extent permitted under law.
- Metro 911 shall not disclose confidential items without the Contractor's permission, unless the Contractor makes them public or Metro 911 learns them rightfully from sources independent of the Contractor, or disclosure of said items is required for any of the reasons enumerated in paragraphs contained below.
- To the extent allowed by the provisions of the law, the Contractor, where necessary, retains the right to prescribe specific security measures for Metro 911 to follow to maintain the confidentiality of items so designated by the Contractor.
- Notwithstanding the obligations on disclosure and confidentiality set forth herein, Metro 911 may disclose confidential items to third parties where required pursuant to West Virginia Statute, or insofar as necessary to satisfy a proper court order, subpoena, litigation discovery demand, or administrative or regulatory proceeding.

2.47. Proposal Evaluation

The recommendation of finalists will be made based on responses to the Request for Proposal. Each Proposal will be scored by Metro 911's CAD Selection Committee, which is comprised of the following representatives from Metro 911's Board of Directors, Communications Center and Administrative Staff, and User Agencies:

- Chief Grant Gunnoe, chairman
- Sheriff Mike Rutherford, KCSO



- Joe Lynch, KCEAA
- Chief Brad Rinehart, SCPD
- Paul Dryden, Telecommunicator
- Sgt. M.L. Simpson, WVSP
- Chief PJ Johnson, Mutual Aid representative
- Dale Petry, KC EMA
- CW Sigman, KC Fire Coordinator
- David Molgaard, Charleston City Manager, or his designee
- Russell Emrick, Metro Deputy Director
- Chief Brent Coates, SAPD
- Laura Wilson, Metro Operations Director
- Chief Brent Webster, or his designee, CPD
- Upper Kanawha Valley Mayors Association representative
- Chief Greg Giles, DBFD
- Chief Jack Jordan, NTPD

The Proposals will receive a single, consensus score from the CAD Selection Committee using the Proposal Scoring Sheet (Appendix I). Failure to provide adequate information to enable Metro 911 to evaluate the Proposer's proposed systems, and the incorporated features and functions, may result in the elimination of the entire response from further consideration. Any attempts by a Proposer to contact any of the CAD Selection Committee members listed above, or any members of Metro 911's Executive Board, will also result in the immediate elimination of the Proposal from further consideration.

2.48. Evaluation Criteria

Metro 911 will conduct a comprehensive evaluation of all proposals with consideration of, but not limited to, the criteria set forth below. Final weights will be decided by the CAD Selection Committee.

Description	Weight
The degree to which the response meets the requirements of the RFP.	50
The functionality and ease of use of the proposed system.	50
Customer references and past performance.	25
The experience, skills and ability to deliver & support the proposed system.	25
The cost of the equipment, services, and maintenance.	50
Total	200

Each Price Proposal cost will be scored by use of the following formula for all Vendors who attained the minimum acceptable score:

Lowest Price of All Proposals

_____ X 50 = Price Score
Price of Proposal being evaluated



2.48.1. Technical Proposal Evaluation

The CAD Selection Committee will review the Technical Proposals, deduct points where appropriate, and make recommendations to Metro 911's Executive Board.

2.48.2. Minimum Acceptable Score

Vendors must score a minimum of 70% (subject to final review based on overall scores received) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be considered as non-qualifying; therefore, the Price Proposals will not be opened. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's Technical Proposal failing to meet the minimum acceptable score and the bidder's Technical Proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to *West Virginia Code* §5A-3-11(h) and *West Virginia Code of State Rules* §148-1-6.2.5.

2.48.3. Price Proposal Evaluation

The CAD Selection Committee will review the Price Proposals, assign appropriate points, and make recommendations to Metro 911's Executive Board. Price proposal scores are based on the costs indicated on the pricing proposal sheet submitted by Vendor. Highlighted fields represent components of cost that will be scored. Alternates, if selected, may also be scored.

2.49. Vendor Demonstrations

All Proposers must be prepared to perform a product demonstration, on-site, for Metro 911 within two weeks of the proposal submission date. Metro 911's Executive Board will invite a limited number of vendors to perform demonstrations for the purpose of additional review and demonstration of proposed abilities. Product demonstration deficiencies or inconsistencies with written proposals may result in immediate Vendor disqualification or the re-scoring of the Vendor's proposal.

2.50. Finalist Selection and Contract Award

Once all Technical and Price Proposals for all qualifying Vendors have been evaluated, a limited number of Vendors will be recommended by the CAD Selection Committee as finalists. Based on these recommendations, the Executive Board will make the final selection of which Proposers will be required to perform on-site product demonstrations, as described in section 2.49. After the completion of finalist demonstrations, the Metro 911 Executive Board will select a winning bidder. The winning bidder will be chosen based on a combination of factors including but not limited to, proposal score, CAD Selection Committee recommendations, Vendor demonstrations and the Executive Board's overall confidence in a Proposer's ability to provide the best system for Metro 911 and its User Agencies.

2.51. Evaluation Period

It is Metro 911's intent to select a winning Proposal and be under contract before December 31st, 2011 and Proposers may provide target contract dates to meet end-of-year deadlines. However, Metro 911 reserves the right to hold all RFP's for a period of 90 days or longer without taking any action.

2.52. Software Escrow Requirement

Upon contract execution, the Contractor shall place a complete set of the Source Code to all Contractor software provided to Metro 911 under this agreement in object form in escrow. Throughout the contract period and continued annual maintenance, the Contractor will update the software escrow consistent with the most current release. The Source Code will be released to Metro 911 in the event of the Contractor's material breach of this Agreement, the Contractor's abandonment of support and maintenance of Metro



911's software, or the Contractor's abandonment of support and maintenance of Metro 911's software to the extent that Metro 911's operations are severely impaired. In the event that the Source Code is released to Metro 911, Metro 911 agrees to use it exclusively for internal purposes, to maintain its confidentiality, and to otherwise be bound by all other terms and conditions of this agreement not inconsistent with its possession and use of the Source Code.

2.53. Draft Contract

Proposers should prepare and provide a draft contract with their proposal based on information in this section and the RFP in general. The draft contract should be included in the technical proposal and must omit any pricing information.

2.54. Contract Provisions

The RFP and the Vendor's response will be incorporated into the contract by reference. The order of precedence shall be the contract, the RFP and any addendum, and the vendor's proposal in response to the RFP.

2.55. Verbal Communication

Any verbal communication between the Vendor and any Metro 911 personnel is **not** binding, including that made at the mandatory pre-bid conference. Only information added to the RFP specifications by an official written addendum is binding.



3. EQUIPMENT AND INSTALLATION REQUIREMENTS

3.1. General

The equipment installation required by this RFP includes the following items as well as other attachments, hardware, software, and procedures as may be required to ensure a completed installation. Hereafter, in Section 3, these items are referred to simply as “equipment”.

The equipment installation falls into one of two categories. The first category, base CAD equipment will be installed by Metro staff and is specified in section 4.2.1, “Base CAD Equipment Configuration”.

The second category, extended CAD equipment, is everything else required to meet RFP or other CAD requirements not already included in the base CAD equipment. Extended CAD equipment must be installed by the vendor unless complete detailed instructions are provided, with vendor assistance and resolution during installation when needed.

3.1.1. Base CAD Equipment Installation

“Base CAD equipment” is specified in section 4.2.1 as “Base CAD Equipment Configuration”. This equipment will be installed by Metro 911. Equipment in this category includes the server and workstation hardware, the operating systems, including Microsoft and VMware, standard network hardware and tape drives. Metro does require the CAD vendor to provide sufficient instructions or assistance as needed to ensure correct operation of CAD, CAD redundancy and other related systems. The instructions or assistance should also be sufficient for the vendor to confirm the equipment installation is fully compliant with their software and suitable for use in acceptance testing of the vendor’s software. All prerequisites must be given in your bid response.

Instructions for equipment implementation and the ongoing support arrangements must allow for integration with Metro 911’s current network, windows domain, and other equipment, rather than a completely isolated system. Metro 911 maintains its own network and equipment dedicated to 911 services, including, but not limited to CAD. This allows 24/7 operation and maintenance schedules during off peak hours in coordination with vendors as needed. As such, all base CAD equipment must be generally available commercial hardware or software that Metro can purchase, install, maintain, and replace at anytime, directly, and without restriction by the CAD vendor. The vendor can make general recommendations for operation of the base CAD equipment, but not make these recommendations the basis for support arrangements or ongoing operation.

Detailed specifications for the “Base CAD Hardware Configuration” have been provided by Metro 911 based on recommendations from 911 centers, CAD Vendors, and others. This is to be considered minimum requirements. Additional equipment may be specified as extended CAD equipment.

3.1.2. Extended CAD Equipment Installation



Extended CAD Equipment is all equipment including attachments, hardware, software, and procedures as may be required to ensure a completed installation but not already specified in section 4.2.1. This includes but is not limited to CAD software, third-party software, middleware, hardware, and all other devices and software required for a complete installation. Installation for this equipment is expected to be fully supported by the CAD vendor. Metro will perform the installation when appropriate and agreed upon, but only where vendor still assumes responsibility for final operation. Third-parties or subcontractors may also perform installation, but unless otherwise specified in the final contract, the CAD vendor will be responsible for coordinating and resolving installation problems or equipment deficiencies.

3.1.3. Exceptions

Metro requires the following exceptions:

3.1.3.1 CAD Client installations

Instructions for CAD client installation must be supplied for initial installation and provided with maintenance for all updates and future releases. The vendor should demonstrate no fewer than two (2) installations of each client type. This ensures Metro staff is prepared to handle installation and repair of CAD clients on demand without vendor assistance in case of emergency or for routine maintenance.

3.1.3.2 Additional installation services

Metro requests a pricing proposal for additional installation services as described in the pricing sheet. Additional services include installing all dispatch CAD clients, installing all other CAD clients, and for installing all equipment provided, regardless of category. Taken together, this represents a complete end-to-end “turn-key” solution from the CAD vendor.

3.1.3.3 Vendor exceptions

Any vendor exceptions to these installation requirements must be specified in the bid response and agreed upon in the procurement contract.

3.2. Cutover Plan

The Proposer shall describe a cutover plan in the RFP response. This plan shall include a chronological chart (Gantt-type format) with the tasks to be accomplished and the time for achievement of each task shown. A smooth operational transition from the old system to the new system is key. The Contractor shall be required to implement the plan as part of the written procurement contract.

The Contractor shall provide a detailed cutover plan 30 days prior to equipment installation. Metro 911 shall approve the plan before commencement of installation.

The detailed cutover plan shall include a narrative description of the sequential cutover steps and a clear delineation of which tasks are the responsibility of the Contractor, which tasks are the responsibility of Metro 911, and which tasks are the responsibility of others (i.e., the local telephone company).

The existing system shall remain operational during the cutover phase. The Contractor shall provide a phased implementation plan that will ensure that no current function is negatively impacted or impaired during system cutover to the new system.



3.3. Electrical Grounding

All equipment that can be electrically grounded without impairing performance shall be grounded. This shall include all servers, switches, metal conduit trays, racks, chassis, shelves, and transmission lines in accordance with this RFP. This will generally be managed by Metro 911 staff.

3.4. Systems Installation

3.4.1. Quality Control Requirements

This RFP requires the establishment of a quality control system by the Contractor to ensure that hardware and software supplies and/or services meet the quality standards explicitly and implicitly specified in this RFP. The quality control system, including procedures, is subject to surveillance by Metro 911. Adherence to the quality control sub-specification and any procedure or document in implementation thereof shall not release the Contractor from any other requirements in this RFP.

The Contractor shall develop the quality control system and procedures. The Contractor's procedures used to implement the requirements of this sub-specification shall be subject to the approval of Metro 911. In the event of disapproval, the Contractor is solely responsible for devising new procedures that meet with the explicit approval of Metro 911.

The quality control system shall ensure that adequate control of quality is maintained throughout all areas of contract performance, including, as applicable, the receipt, identification, stocking, and issuance of material, the entire physical process of manufacture, packaging, shipping, storage, installation, and maintenance, and processes of software development including design structure, coding, testing, integration, and implementation.

All equipment, supplies, and services under the contract, whether manufactured or performed at the Contractor's facility or at any other source, shall be subject to control at such points as necessary to ensure conformity with the system and contractual requirements. The system shall provide for the prevention and ready detection of discrepancies and for timely and positive corrective action. The Contractor must make objective evidence of quality performance readily available to Metro 911.

3.4.2. Installation Support

The Contractor must provide specialized technical service personnel in areas such as communications, computer hardware and software, equipment service and repair, etc., as required by the project. All technical service personnel must be fully qualified in their respective disciplines. All costs associated with the provisions of the technical support services, if any, are to be included in the proposal.

3.4.3. Description of Procedures

The Contractor shall provide and maintain a description of procedures for quality control. To the extent necessary, written inspection and test procedures shall be prepared to supplement the applicable drawings and specifications, and shall make clear the manner in which such inspection and test procedures are to be used.

Software development shall include model statements, data-flow diagrams, data dictionary, process specification, and object-relationship diagrams. The Contractor shall employ all accepted software



development criteria and procedures as outlined and defined by ANSI/IEEE Standard Numbers 730, 828, 829, 830, 1008, and 1012. The description of the quality control system and all applicable inspection and test procedures shall be available to Metro 911 prior to system acceptance.

The Contractor shall provide complete and comprehensive system installation and configuration documentation of all systems hardware, operating systems software, database software, applications software and any "middleware" software components of the CAD system. This documentation must be sufficient for Metro 911's IT Department staff to re-install the CAD system on substitute hardware to a functional status without direct Vendor assistance, in an emergency disaster recovery event.

3.4.4. Use of Contractor's Inspection Equipment

To determine conformity with contract requirements, the Contractor shall make available for reasonable use and at no cost to Metro 911, any testing devices, including electronic measuring instruments to determine data rate and effective throughput as well as software diagnostic devices. If conditions warrant, the Contractor's personnel shall be made available for operation of such devices and for verification of their accuracy and condition. Any such use shall be under the direct supervision of the Contractor or its assigned representative.

3.4.5. Control of Subcontracted Supplies

The Contractor is solely responsible for ensuring that all supplies and services to apply to the contract or subcontracts conform to all system and contract requirements, whether manufactured or processed by the Contractor or procured from Subcontractors.

3.4.6. Subcontract Data

The Contractor shall ensure that applicable requirements are properly included or referred to in all subcontracts for supplies, equipment, and services and shall contain at least the following information:

- The applicable contract number and the name and address of Subcontractor and the consignee.
- A clear description of the supplies, equipment, and services ordered, including:
 - Specifications
 - Drawings
 - Process requirements
 - Preservation and packaging requirements
 - Classification of defects
 - Inspection instructions and;
 - Other necessary data.
- Requirements for qualification.
- Data necessary when provision is made for direct shipment from the Subcontractor to Metro 911.

3.4.7. Inspection at Contractor facility

Metro 911 reserves the right to inspect, at the source, supplies, equipment, or services not manufactured or performed within the Contractor's facility.



3.4.8. Receiving Inspection

Subcontracted supplies shall be subject to inspection after receipt, as necessary, to ensure conformity with contract requirements. In conducting such inspection, consideration shall be given to the controls exercised by the Subcontractor at the source and evidence of sustained quality conformity. The Contractor shall provide procedures for withholding from use all incoming supplies pending completion of required tests or receipt of necessary test reports, except that supplies may be released when under positive control. The Contractor shall initiate corrective action with his Subcontractors upon receipt of non-conforming supplies as indicated by the nature and frequency of the nonconformity.

3.4.9. Special Processes

When approval or certification of processes, equipment, or personnel is required under the contract, the Contractor shall ensure that he and his Subcontractors are fully qualified prior to requesting approval.

3.4.10. Inspection of Supplies

Metro 911 shall have the right to inspect any materials, components, equipment, supplies, services, or completed work specified herein. Any of said items not complying with these specifications are subject to rejection at the option of Metro 911. Any items rejected shall be removed from Metro 911 premises and/or replaced at the entire expense of the Contractor.

3.4.11. Non-Conforming Supplies

Procedures shall be provided for the control of non-conforming supplies, including procedures for the identification, presentation, and disposition of reworked, repaired, or waived supplies.

The acceptance of non-conforming supplies is a prerogative of and shall be as prescribed by Metro 911. All non-conforming supplies shall, when practicable, be diverted from normal material movement channels. The non-conforming supplies shall be positively identified to prevent use until disposition is made. Holding areas mutually agreeable to the Contractor and Metro 911 shall be provided. Metro 911 shall not accept responsibility for non-conforming materials or supplies or any other materials prior to acceptance of the system.

3.4.12. Metro 911 Furnished Material

When material or information is furnished or supplied for modification by Metro 911, the Contractor's procedures shall include at least the following:

- Examination upon receipt, consistent with practicability, to detect damage in transit.
- Inspection for completeness and proper type.
- Periodic inspection and precautions to ensure adequate storage conditions and to guard against damage from handling and deterioration during storage.
- Functional testing, either prior to or after installation, or both, as required by the contract to determine satisfactory operation.

3.4.13. Metro 911 Damaged Material



The Contractor shall report promptly in writing to Metro 911 any material furnished by Metro 911 found damaged, malfunctioning, or otherwise unsuitable for use. In the event of damage or malfunction during or after installation, the Contractor shall determine and record probable cause and necessity for withholding material from use.

3.4.14. Storage

The Contractor shall provide adequate procedures for storage and control of supplies to be used under the contract to ensure preservation and treatment in accordance with applicable requirements. Procedures shall define inspections to be conducted at scheduled intervals. Metro 911 will cooperate with the Contractor to offer local storage facilities, to the extent that they are available, at no cost to the Contractor, provided Metro 911 is held harmless for all risk of damage or loss.

3.4.15. Quality Control Records

The Contractor shall maintain adequate records of inspections and tests throughout all stages of contract performance, including checks made to ensure accuracy of inspection and testing equipment and other control media. All quality control records shall be available for review by Metro 911 and/or its agent, and copies of individual records shall be furnished to Metro 911 and/or its agent when requested. The Contractor expressly agrees to furnish records requested within ten business days of notification by Metro 911 and/or its agent.

3.4.16. Corrective Action

The Contractor shall take prompt action to correct conditions that might result in defective supplies or services. Use shall be made of feedback data generated and furnished by user activities, as well as that generated in the Contractor's facility.

3.4.17. Electrical Standards

All electrical operated devices provided or required by the Contractor, which will reside outside of the computer room environment, must operate using normal, standard 120VAC 15 ampere, grounded circuits. Appropriately sized uninterruptible power supply (UPS) units will need to be specified for such gear wherever needed for critical, non-interruptible service.

For all major equipment such as servers, server consoles, disk arrays, tape units, network hardware, etc., that will be located inside the computer room environment, and which will need special power connections such as high-amperage 120VAC, 208VAC, 230VAC, etc., these power requirements will need to be specified in the proposal. Uninterruptible power supply units capable of operating the CAD servers plus all of their peripheral equipment for a minimum of 120 minutes, to cover generator startup delays, should also be specified in the proposal.

3.4.18. Grounding

All hardware and peripheral devices shall be mechanically and electrically grounded to prevent both user hazard and loss of data or hardware integrity due to external electrical impulse. The Contractor shall demonstrate knowledge of local storm and lightning phenomena, and show such methods of protection in selection of local data transmission mode (i.e., shielded cable, fiber optics, etc.).



3.4.19. Standards for Equipment Installation

Installation of all equipment will conform to best industry practices for like equipment. To ensure reliable operation and to enhance equipment service, repair, and replacement, Metro 911 may require that equipment installations conform to standards that exceed normal industry practices. Installation standards to be followed will be prepared by Metro 911's Project Manager and will be reviewed with the Contractor for suitability. Installation of all other system equipment will be sole responsibility of the Contractor, and will be accomplished in such a way to cause the least impact or disruption to daily operations.

3.4.20. Equipment Installation Schedule

Proposers should be aware that installation of equipment at Metro 911 must be scheduled. Scheduling of equipment installations will be done in a way that best meets the needs of Metro 911. The Contractor and his Subcontractors must recognize that circumstances may arise which requires the rescheduling of equipment installations. Any installation of equipment that may cause or require any interruption of 911 services or current systems will need to be scheduled during off peak hours, typically at 5:00 a.m. Given the extent of the interruption, Sunday installation may be required.

3.4.21. Site Clean Up Requirements

The Contractors will be fully responsible for all clean up tasks at the end of each workday at each site where equipment is being installed. The condition of each site will, at the end of each day, be restored as nearly as possible to its original condition. Items that must be left for the next day's work will be stored so that they will not impair normal operations.

3.4.22. Responsibility for Contractor Equipment

Contractors will assume complete responsibility for all tools, equipment, or other items that are the property of the Contractor and are being used during installation. Metro 911 will not be responsible for lost or damaged items that the Contractor may leave at work sites for their own convenience.

3.4.23. Inspection of Equipment and Worksites

If applicable, Metro reserves the right to inspect and test all materials and equipment used in the development of the project. Quality assurance and control shall be maintained in a manner consistent with industry practices and as specified.

Metro 911 may, at reasonable times, inspect the place of business, or worksite of a Contractor or Subcontractor at any tier that is pertinent to the performance of any contract awarded or to be awarded by Metro 911.

3.4.24. Protection of Metro 911 Property

The Contractor shall continuously maintain adequate protection of all work from damage, and shall protect Metro 911's and/or any other property from injury or loss arising in connection with telephone or telegraph poles, conduits, etc., interfering with the work, notifying the several owners of the work to be done, and arranging for the future disposition of their property. All material, of whatever kind,



encountered in, taken from the site of the work shall be the property of Metro 911, and shall be stored by the Contractor at the direction of Metro 911's Project Manager.



4. CAD HARDWARE CONFIGURATION

4.1. General

The Computer Aided Dispatch (CAD) system shall consist of all computer hardware, including servers, interface hardware, data communications hardware, cables, workstations, system software, application software, etc., necessary to meet the functional requirements contained herein. This includes all hardware, software, and ancillary equipment and services necessary and required to facilitate the functional interfaces to E9-1-1 telephone systems, National Law Enforcement Telecommunications System (NLETS) and West Virginia Automated Police Network (WEAPON), and National Crime Information Center (NCIC), and other systems identified in section 7 of this RFP.

The system shall be sized to retain all CAD information on-line for a minimum of 5 years before being archived to tape or other proposed storage media. Metro 911 highly desires to maintain CAD information online for longer periods. Proposers will also specifically address storage requirements and any additional cost associated with retaining 10 or more years.

Metro 911 desires longer retention times to allow easier on-line access to CAD information for management reporting, historical access to past incident records, and identification of hazardous premise locations. Proposers shall discuss the capability of their proposed CAD system to support the public safety needs of Metro 911 for at least the next ten years and beyond.

Proposers are required to provide a paragraph-by-paragraph response to each section indicating their ability to comply with the described requirement. If the Proposer takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

4.1.1. Minimum Hardware Requirements

Metro 911 seeks to purchase a complete CAD system that will be usable and supportable for the next fifteen years or longer; the system shall meet the following requirements at a minimum:

The computer hardware proposed shall be the manufacturer's most recent delivered model. Equipment at the middle or near the end of its life cycle will not be acceptable. The proposed system shall be directly expandable by adding hardware. The Proposer shall describe the scalability and expandability, indicating the related costs of the proposed system in terms of processors, main computer memory, disk drives, peripheral devices, and connectivity. The proposed system shall allow for hardware replacement and upgrades when needed without restriction by the CAD Vendor and with full transfer of all CAD Vendor software licenses. CAD Vendor software license transfer to new hardware shall be at no additional cost above annual maintenance. CAD Vendor project services to migrate the software should preferably be included at no additional cost above annual maintenance. Exceptions should be described and costs included on the pricing sheet. The CAD Vendor shall not require Metro 911 to purchase hardware from the CAD Vendor or from another sole source and shall not penalize Metro 911 in any way or charge any fees in association with buying hardware through a competitive process. For all third-party software and



equipment, the CAD Vendor must specify what would trigger additional third-party costs not fully included in the CAD Vendors annual maintenance, including any charges for transfer to new equipment.

Proposers are required to provide all necessary rack mounting equipment, tables, stands, or other required mounting facilities for the proposed systems, consoles, communications, and/or network equipment consistent with their proposed configuration(s). Equipment must be compatible with Dell Rack Enclosures, model 4210 with doors and side panels. System components should be professional/commercial grade and connected to each other via a LAN wherever possible. The CAD system shall be configured to include off-site backup server(s).

4.1.2. Servers Required

Based on the information provided in this RFP, Proposers shall include the recommended number of properly configured servers and related hardware, which is required to successfully implement and operate their CAD solution.

4.1.3. Minimum Hardware Configuration

Proposers shall meet or exceed the following minimum CAD system hardware configuration requirements:

- One or more CAD system servers shall be installed in the Communications Center's equipment room.
- A redundant or fault-tolerant CAD system server, with automatic fail-over configuration capability is required.
- Offsite Backup Server – Metro 911 requires an off-site backup server in the event of catastrophic failure at the location of the main server.
- The CAD workstations will be provided by Metro 911 and communicate to the CAD server(s) via a local area network.
- The Contractor shall propose all necessary hardware, software, and cabling for connecting the CAD server(s) and workstations to each other and the CAD server(s) to the required interfaces.

4.2. General Requirements for CAD System Components

4.2.1. Central Processing Units (CPU)

The CAD system shall operate on redundant and/or fault-tolerant system hardware in order to provide the required system availability of 99.999 percent. Processor, memory, disk storage, and power supply redundancies will be required to achieve the desired system availability and protection of information. The system shall be configured such that operating a training/testing environment and/or running reports on the live data will not affect system response time.

4.2.2. Disk Storage Subsystems

Proposers are responsible for ensuring that the proposed system meets the requirements specified in section 4.1. Proposers shall indicate the expandability of the proposed disk systems and any methodology



used to provide redundancy. The systems shall employ sufficient disks and required disk controllers to minimize points of failure.

If RAID technology is proposed, the Proposer will indicate the industry standard RAID specification level to which the subsystem complies. The subsystem must be hardware-based, as software-based "RAID-like" solutions are not acceptable. If RAID 5 is specified, the disk array will include at least four independent physical drives. The proposed disk controllers shall be RAID compliant with the level proposed and shall incorporate on-board cache memory. The Proposer will indicate if their solution incorporates any "extra" disks as "hot spares" which are automatically brought online if a disk in the array fails.

Proposers will also discuss if their proposed system will not only automatically bring a "hot spare" online but also automatically and transparently rebuild the data from the failed device onto the spare, and issue a notification alert (such as email, pager, etc) to the system administrator, of the disk failure event. Furthermore, Proposers will discuss whether or not their storage subsystem technologies support the ability to periodically perform instantaneous "snapshot" backups during the course of the day, in between the normal tape backup process.

The Contractor shall include any external array chassis for disk drives that are not incorporated within the available expansion bays of the computer system/server. Management software for the RAID system is to be specified and included in the proposal.

4.2.3. Workstations

Workstations will be provided by Metro 911 and will use Microsoft Windows based products for the operating system. The latest service packs will be installed at the time of system acceptance. Currently Windows 7 SP1 is installed. The Vendor must support the most current operating system and service packs unless agreed upon by the Vendor and Metro 911 at time of installation.

Each CAD Workstation provided by Metro 911 will include four (4) 24-inch wide screen displays, stacked in a 2x2 configuration. Proposers should describe how their system will best take advantage of these screens without system degradation, including dedicated status monitors. A pending and an active incident window, plus a unit status window, plus a WEAPON/NCIC window, RMS query window, and GIS display should be provided concurrently as a minimum number of windows, and no "backgrounded" window shall ever be allowed to interrupt any "foregrounded" window into which the CAD operator is currently entering data.

The CAD workstations shall NOT "lock-up" or become disabled or unavailable for users' input or access during any transactions or when making queries to external system databases. For example, if a query is sent to the WEAPON/NCIC or any other external system, the CAD system functionality shall be accessible by the user while awaiting the WEAPON/NCIC or other external interface system response. Similarly, when the CAD is receiving ANI/ALI information from the E9-1-1 system interface, the CAD system shall suffer no degradation.

Minimum Workstation Specifications

The Proposer shall specify the minimum specifications for all dispatcher/call taker workstations including, but not limited to:

- Processor.



- Secondary cache memory.
- Disk storage.
- 19-24-inch Flat Panel Display.
- LAN card.
- Keyboard & Mouse
- CD + DVD device.
- Uninterruptible Power Supply.
- Meet the FCC requirements for a Class B computing device according to Part 15 (Subpart J).
- Shall use a graphical user interface that provides point-and-click functionality.

4.3. Base CAD Equipment Configuration

This section details Metro 911's requested Base CAD Equipment. Equipment in this category includes the server and workstation hardware, the operating systems, including Microsoft and VMware, standard network hardware, tape drives, and other equipment as specified. The following specifications should be considered as minimum for this category. Substitutions and additions may be made if required to fulfill RFP requirements or CAD system requirements. Specific substitutions or additions required by the Vendor to fulfill RFP requirements or CAD system requirements must be specified in the proposal and Metro 911 reserves the right to purchase any third-party equipment separately if agreed during contract negotiations.

Primary and DR Site Hardware:

1. VMWARE cluster for Production and DR Sites: The proposal must include pricing for six (6) Dell PowerEdge R710 Servers, or equivalent, with the following minimum specifications for each server.

Does your proposal comply? Yes: _____ No: _____

Component	Description	Compliant
Chassis	Space for up to 8, 2.5-Inch Hard Drives	
Processor	Intel Xeon X5690 3.46GHz, 12M Cache, 6.40 GT/s QPI, 6c	
Additional Processor	Intel Xeon X5690 3.46GHz, 12M Cache, 6.40 GT/s QPI, 6c	
Memory	48GB Memory (12x4GB), 1333MHz 2R LV RDIMMs at Std Volt for 2 Proc, Optimized	
Internal RAID Controller	PERC H700 Integrated RAID Controller, 1GB NV Cache, x8	
Hard Drives	(2) 146GB 10k RPM Serial-Attach SCSI 6Gbps 2.5in Hotplug Hard Drives	
Hard Drive Configuration	RAID 1 for H700, PERC 6/I Controllers	
Internal Optical Drive	DVD +/- RW, SATA	
Network Adapters:	(2) Intel ET2 Quad Port NICs, PCIe-4	
	- Embedded NICs are TOE Ready with iSCSI Offload Enabled	
Riser Card	Riser with 2 PCIe x8 slots and 2 PCIe x4 slots	



Embedded Management	iDRAC6 Express	
Power Supplies	(2) Redundant High Output Power Supplies, 870W	
Rack Mounting Hardware	ReadyRails Sliding Rails with Cable Management Arm	
Front Bezel	Included	
Power Cords	(2) 10ft (3m) Power Cords, 125 volt 15 AMP NEMA 5-15P to C13 Wall Plug	
Operating System	No Operating System	
System Documentation	Electronic System Doc, OpenManage DVD Kit with Dell Management Console	
<u>Dell BIOS Settings:</u>	Performance BIOS Settings Enabled	
	- Intel Virtualization Technology Settings Enabled	
Dell Hardware Support Services	5 year ProSupport and Mission Critical 4HR 7x24 Onsite Pack	
Dell Installation Services	None	
Dell Proactive Maintenance Services	None	
Dell Keep Your Hard Drive	None	

2. VMWARE License Manager Servers for Production and DR sites: The proposal must include pricing for two (2) Dell PowerEdge R710 Servers, or equivalent, with the following minimum specifications for each server.

Does your proposal comply? Yes: _____ No: _____

Component	Description	Compliant
Chassis	Space for up to 8, 2.5-Inch Hard Drives	
Processor	Intel Xeon X5690 3.46GHz, 12M Cache, 6.40 GT/s QPI, 6c	
Additional Processor	Intel Xeon X5690 3.46GHz, 12M Cache, 6.40 GT/s QPI, 6c	
Memory	48GB Memory (12x4GB), 1333MHz 2R LV RDIMMs at Std Volt for 2 Proc, Optimized	
Internal RAID Controller	PERC H700 Integrated RAID Controller, 1GB NV Cache, x8	
Hard Drives	(2) 146GB 10k RPM Serial-Attach SCSI 6Gbps 2.5in Hotplug Hard Drives	
Hard Drive Configuration	RAID 1 for H700, PERC 6/I Controllers	
Internal Optical Drive	DVD +/- RW, SATA	
<u>Network Adapters:</u>	(2) Intel ET2 Quad Port NICs, PCIe-4	
	- Embedded NICs are TOE Ready with iSCSI Offload Enabled	
Riser Card	Riser with 2 PCIe x8 slots and 2 PCIe x4 slots	
Embedded Management	iDRAC6 Express	



REQUEST FOR PROPOSAL

2011

Power Supplies	(2) Redundant High Output Power Supplies, 870W	
Rack Mounting Hardware	ReadyRails Sliding Rails with Cable Management	
Front Bezel	Included	
Power Cords	(2) 10ft (3m) Power Cords, 125 volt 15 AMP NEMA 5-15P to C13 Wall Plug	
Operating System	No Operating System	
System Documentation	Electronic System Doc, OpenManage DVD Kit with Dell Management Console	
Dell BIOS Settings:	Performance BIOS Settings Enabled	
	- Intel Virtualization Technology Settings Enabled	
Dell Hardware Support Services	5 year ProSupport and Mission Critical 4HR 7x24 Onsite Pack	
Dell Installation Services	None	
Dell Proactive Maintenance Services	None	
Dell Keep Your Hard	None	

3. SAN Storage Array and Asynchronous Replication for Production and DR sites: The proposal must include pricing for two (2) Dell EqualLogic PS4100X SANs (minimum specifications), or equivalent.

Does your proposal comply? Yes: _____ No: _____

Component	Description	Compliant
Raw Capacity	21.6 Terabyte capacity, 24x900GB, 10K RPM SAS, Dual Controller	
Snapshots and Clones	Snapshot and Clone functionality, with integration for MS SQL, Exchange, Hyper V, and VMWARE	
Replication	Asynchronous Replication	
Dell Hardware Support Services	5 Year ProSupport and Mission Critical 4HR 7x24 Onsite Pack	
Dell Installation Services	None	
Dell Proactive	None	
Dell Training Services	Dell Education Services – Web Based Training EQL PS Series Basic MGMT	
Dell Keep Your Hard	None	

4. Network hardware for Production and DR sites: The proposal must include pricing for two (2) Cisco Catalyst WS-C3750V2-48TS-E switches or equivalent, stackable with current Metro 911 switches.

Does your proposal comply? Yes: _____ No: _____



5. Tape Backup Library & Media for Production Site: The proposal must include pricing for one (1) Dell PowerVault TL2000 Tape Library (minimum specifications), or equivalent.

Does your proposal comply? Yes: _____ No: _____

Component	Description	Compliant
Tape Drive	PVTL2000, 2U, LTO-5-140, 1 SAS	
Controllers	6GB SAS HBA, Dual Port	
Tape Media	LTO-4 120, 800GB/1.6TB, 100 Pack	
Dell Hardware Support Services	5 Year ProSupport and NBD On-site Service	
Dell Installation Services	None	
Cables	Qty 2, 6GB, EXT, CBL, I/O, SAS, 4MTR	
Encryption Activation	None	
Failover Activation	None	

6. System Software: The proposal must include pricing for all OS software licenses, CAD applications, virtual infrastructure licenses, CALs (Client Access Licenses), and Media.

Does your proposal comply? Yes: _____ No: _____

Primary Site Software:

Component	Description	Compliant
Network Operating System (NOS)	(3) Windows Server 2008 – Enterprise Edition	
Network Operating System Client Access Licenses (CALs)	Microsoft Windows Server 2008 – Device CALs	
Database Server	Sufficient quantity of appropriate SQL Server 2008 – Standard (Processor) Edition License(s)	
Virtualization Infrastructure	(6) VMware vSphere 4 Enterprise Edition – Processor License	
Virtualization License Manager	(1) VMware vCenter Server Standard Edition	
Virtualization DR Recovery	(1) VMware vCenter Site Recovery Manager (25 VM Pack)	

DR Site Software:

Component	Description	Compliant
Network Operating System (NOS)	(3) Windows Server 2008 – Enterprise Edition	



Virtualization Infrastructure	(6) VMware vSphere 4 Enterprise Edition - Processor License	
Virtualization License Manager	(1) VMware vCenter Site Recovery Manager (25 VM Pack)	
Other DR licenses needed	All licenses required for Disaster Recovery	

4.4. Extended CAD Equipment

Extended CAD Equipment is all equipment including attachments, hardware, software, and procedures as may be required to ensure a completed installation but not already specified in section 4.2.1. This includes but is not limited to CAD software, third-party software, middleware, hardware, and all other devices and software required for a complete installation. Extended CAD Equipment should meet all general equipment specifications. Where this is impracticable or too costly, the Vendor must specify the exception in their proposal. Additionally, wherever Base CAD Equipment is insufficient to allow the CAD Vendor to provide for RFP requirements in this section or other sections, Extended CAD Equipment should be included to supplement and bring the system into compliance with the RFP, CAD system requirements, best practice, and industry standards.

4.5. Alternate CAD Equipment

All alternate interfaces and modules must include any additional equipment needed to operate those interfaces or modules. This additional equipment should be priced with that interface or module. Additional optional equipment that the CAD Vendor believes may improve performance but is not required may also be proposed by the CAD Vendor, but must be priced separately.

4.6. System Availability Requirements

The primary CAD system shall be available at a minimum of 99.999 percent of the time each year when measured on a 24-hour per day, seven day a week basis. Availability should at least be achieved through redundant systems with automated fail over capability, however, a truly fault tolerant system with automatic fail over capability is required. Extended CAD Equipment should be included to meet this requirement if Base CAD Equipment is insufficient.

4.7. Test, Training and Failover Equipment

The Proposer shall include software, hardware, and licenses for full test, training, and failover systems for CAD system software. These systems may be separate or combined (if still meeting all requirements), and should preferably run virtualized on the Base CAD Equipment. The highest value option available from the vendor, meeting the needs of Metro 911 for testing, training, and redundancy should be proposed. The test system should be an equivalent, fully functional version of the live system that can be used for testing upgrades, configuration changes, etc. The training system should be an equivalent, fully functional version of the live system that can be used for training new telecommunicators. The failover system should be an equivalent, fully functional version of the live system that continuously mirrors the live system and is used by the CAD clients automatically in the event of a primary CAD system failure or downtime for maintenance and upgrades. The test system should be used to test roll-outs of new software prior to production use. The failover system should be used to prevent or severely limit downtime for upgrades to the production system. The Proposer should detail the full functionality and features included



with these systems. Limitations must be explicitly stated. Requirements here and license counts on the pricing sheet are minimums, and Proposer should highlight additional features that exceed requirements.

Extended CAD Equipment should be included to meet this requirement if Base CAD Equipment is insufficient. All interfaces should have an add-on option to be included in the test/training/failover system.

4.8. Disaster Recovery, COOP/COG Facility

The Proposer shall include a Disaster Recovery CAD server(s), and adequate (6 minimum) call taker and dispatcher workstation licenses, to be located at a designated back-up facility. Proposer shall also include recommended LAN/WAN connectivity requirements for this backup facility as well as power and UPS requirements. This system should be up-to-date with live CAD data within 15 minutes or less and available for immediate activation in the event the primary and failover CAD systems are unavailable due to system failure, the need for physical relocation of 911 operations, or other emergency conditions. Periodic testing of the backup system shall not interfere with normal operations of the live CAD environment.

The Proposer should detail the full functionality and features included with these systems. Limitations must be explicitly stated. Requirements here and license counts on the pricing sheet are minimums, and Proposer should highlight additional features that exceed requirements. Extended CAD Equipment should be included to meet this requirement if Base CAD Equipment is insufficient.

4.9. Software Upgrade

The Contractor shall provide all necessary hardware with CD + DVD Drive capability to allow all operating system and all application software (applications, databases, middleware, etc) upgrades to be easily loaded into the systems. All software upgrades must be provided as part of the software maintenance agreement. The Proposer shall describe how and on what schedules they propose to provide software upgrades and must provide complete and comprehensive installation and configuration documentation for applying all software upgrades to the systems affected. This should be consistent with section 2 of the RFP as relates to Software Upgrades.

4.10. System Backup and Restoration Capability

The Contractor shall propose all necessary equipment and software to allow for full automated and scheduled, and manual on-demand backups, to offline media (tapes, optical storage, etc.) and for the restoration of operating systems, databases, applications and any other data from such backup media. The Proposer will fully explain and document how the backups/restorations are accomplished and what effect these operations have on the actively running CAD environment. Backup systems that require the CAD system to be removed from service ("cold backups") or placed in a degraded mode of operation for routine backups will not be acceptable. Only "hot backups" which do not adversely affect the performance and responsiveness of an actively running, live system will be considered. Extended CAD Equipment should be included to meet this requirement if Base CAD Equipment is insufficient.

Proposers will indicate the amount of automation available for routine backups, the amount of time that these operations will require, and the amount of operator intervention that will be required to accomplish this daily, or possibly multiple times daily. If the proposed backup system has such capability to support multiple "instantaneous snapshot backups" several times daily in between normally scheduled tape backups, then the Proposer will need to discuss this ability and any associated costs and operational impacts in depth. It is also required that the system automatically prepare a listing of all information that was moved to offline (or any "near-line/near-offline") storage devices, and any information that has been



completely deleted/purged from the CAD system. Extended CAD Equipment should be included to meet this requirement if Base CAD Equipment is insufficient.

4.11. Information Integrity

The integrity of the information within the system shall be maintained at all times. To meet the reliability requirements where dual or multiple disk drives are provided, the system shall dual- record all critical information; in addition, internal transaction-in-process queues shall be maintained. The system shall ensure that an aborted transaction, which may be due to program abort, hardware failure, or bad inputs, is removed from the database/files and the database/file is left in a consistent state. The system shall ensure database/file consistency in the event of a disk drive failure; and in the case of mirrored disk drives, both disks in the pair fail simultaneously. This may be accomplished by audit trail or via backup tapes, backup journals, or other similar approaches. Proposers shall fully explain how their proposed systems accomplish continued integrity of the stored information. Extended CAD Equipment should be included to meet this requirement if Base CAD Equipment is insufficient.



5. CAD SYSTEM SOFTWARE AND SYSTEM SECURITY

5.1. Operating System Requirements

Proposers shall indicate the operating system(s) used within their proposed configuration, and discuss the capabilities, and benefits of the proposed operating system(s).

5.2. System Level Software

All software applications, including operating systems, supplied shall be of the latest production version in current release unless otherwise specifically requested and authorized by Metro 911.

The CAD system shall provide for real-time workstation-to-workstation instant messaging for all workstations. This shall allow messages to be sent to/from specific workstations, groups of workstations and to printers on the CAD system. These messages shall be recorded and accessible by administrators. The Proposer shall discuss the CAD system's capability to support this requirement. In doing so, Proposers shall describe the features that are currently available with the system's messaging and what interoperability support it can provide.

5.3. System Responsiveness

In-progress crimes, medical emergencies, major fires, and other serious incidents requiring immediate assistance are instances where literally every second counts. Because of this, the computer system, applications software, and the connectivity cannot add appreciable delays in responding to an incident. The CAD system shall be able to support periodic substantial increases in call processing without any system degradation (severe weather, large public events, etc.)

The CAD system shall also have the capability of partial complaint transmission to a different call taker/dispatcher or supervisor after only the nature of the complaint and the address has been entered, while allowing the call-taker to add additional details, as they become known.

The system shall accommodate the calls for service (CFS) volumes and other applicable sizing parameters specified in this RFP. The initial system hardware and software configuration shall also be expandable to handle the anticipated increase of workload as specified previously. The system, thus expanded, shall also allow for maintaining the critical system performance measures.

System files and tables shall be capable of being updated on-line without adversely affecting system performance. In addition, the backup of system files and information shall be capable of being done on-line without adversely affecting system performance.

5.4. System Security

The system must provide appropriate security controls to prevent unauthorized use of database, maintain database process controls, and log all database transactions. In addition, the system should provide security to limit availability to application software screens, data elements, and the contents of data elements where appropriate. Proposers shall provide specific information regarding the available security functions and features that are integrated or available within the proposed configuration.



The Proposer's CAD system shall utilize various "security profiles" that would be unique to a specific user or group of users. Security profiles attributed to individual users or groups based on personnel classifications (i.e., Police Officer, Firefighter, Admin, Captain, Paramedic, Investigator, etc.), allowing access to the various modules, applications, functions, and/or features of the system environment.

For CAD use, a call-taker or dispatcher's security profile determines the level of access allowed to the CAD system. For example, with higher security levels, a greater number of functions become available.

The CAD system must be able to maintain a robust set of audit trail capabilities, including but not limited to being able to report all session logon and logout times, as well as report which users altered any system data and configurations with full date and time stamp indicators, and workstation identities from where those changes were performed. The system must be able to print out an on-demand list of all active sessions, with full user and workstation identity data.

The system shall allow for external VPN connectivity in support of Remote Diagnostics. The Proposer shall discuss what the safeguards are for protecting this external access.

5.4.1. CAD Log-on

CAD must support its own application security separate from operating system and/or network logins, where CAD cannot be accessed unless a valid CAD login and password are presented.

A valid CAD login is required to access CAD applications. If it is not a valid login or password, the system shall display an error message and allow an agency-defined number of attempts. System administrators shall have the ability to define the number of invalid login attempts, after which the account can be locked. This lock event shall be logged, with a reason, and shall appear on a CAD report.

Metro 911 also desires to use windows integrated security on a per user basis. This option, if enabled, would allow users access to CAD using their windows credentials. Preferably, administrators could also set whether CAD prompted the user to re-enter the windows password for the given windows login before granting access to CAD. Proposers must indicate if their CAD is capable of enabling this option, and specify its operation.

5.4.2. NCIC Security

The CAD system must comply with the most current CJIS Security Policy and Vendors must update software or design as necessary to stay in compliance. At the time of this writing, this is version 5.0, Document #: CJISD-ITS-DOC-08140-5.0. System design should be as modular as possible to allow for data or systems connected to NCIC to remain isolated from non-NCIC data or systems through the use of firewalls, including Cisco ASA technology.

Further, because Metro 911 is connected to other user agencies, many with independent NCIC systems that must be considered independent, all software features should typically be client/server/server/client based to allow for compliance with NCIC and WV State Police requirements. Specifically, this means Metro 911 clients must only communicate with Metro 911 servers, and not directly with other agencies servers or clients. Metro 911 clients should communicate with Metro 911 servers that will then handle communications to other servers at other agencies. For example, a Metro 911 dispatch client that required direct communication to a KCSO mobile client or a KCSO owned message switch or an RMS query that



need to communicate from a Metro 911 dispatch client directly to a CPD RMS server may require special dispensation from the WV State Police. All instances where this cannot be avoided, or any software or systems on a peer-to-peer or other similar technology must be detailed here.

All communication will be protected with firewalls and there may be many network segments. All instances where this is not possible must be detailed by the Proposer here.



6. CAD APPLICATION SOFTWARE FUNCTIONS

The attached Application Function Response Matrix (Appendix H) portion of the RFP lists the general performance requirements for a multi-agency CAD system, which will support Police, Fire, EMS and Public Service agencies. The selected contractor will be responsible for ensuring that the system is completely operational and ready to use in conformance with the requirements described in this RFP.

It is the intention of Metro 911 to purchase primarily "off-the-shelf" or basic CAD software functionality, requiring a minimal amount of modifications in order to support necessary functions and interfaces. However, to ensure that the Proposer's software meets a minimum set of requirements, this section specifies the minimum functions that must be supported by the CAD software.

A row-by-row response shall be provided indicating the extent of compliance with the described functionality. If the Proposer takes exception to a specific requirement, they shall fully describe their exception in the appropriate section of the proposal.

The Contractor must tailor the CAD system to fit the requirements of the Police, Fire, EMS and Public Service agencies. This will be accomplished through minor customization of the CAD system software or adjustments in file layout, configuration tables, screen presentation formats, and field sizes. The costs associated with any required customizations shall be included in the system price. Metro 911 will not reimburse the Contractor for any system tailoring/customization efforts beyond the amounts specified in the Proposer's response to this RFP and the resulting contract.



7. INTERFACES, MODULES AND ALTERNATE COMPONENTS

In order to be a compliant proposal, a paragraph-by-paragraph response shall be provided to this section indicating compliance with the described requirements. If the Proposer takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the Proposal.

The Proposer shall include for each interface or module any customer references that are successfully operational with similar solutions. These customer references are to include contact information, vendor hardware/software interfaced with, and the length of time the interface has been in operation.

It may be possible that a single module or interface may satisfy multiple requests outlined in the sections below. In such cases, please make note of any redundancies. Likewise, make sure the cost of any such module is not duplicated unnecessarily in the Pricing Proposal.

7.1. Base System Interfaces & Modules

Any successful Vendor must have the ability to provide all interfaces and modules, or an alternate means of achieving the same desired results, described in this section of the RFP.

7.1.1. E9-1-1 Telephone System

The Metro 911 communications center is the Primary Answering Point for Police, Fire, and EMS. Proposers are required to interface the CAD system to Metro 911's E9-1-1 controller. The interface must conform to standards of Frontier Communications, Metro 911's Local Exchange Carrier. Ideally, the interface will provide redundancy by means of multiple connections to the E9-1-1 controller, each monitored continuously by the interface software. This capability should allow for uninterrupted processing of E9-1-1 calls in the event of a failure of one connection. Metro 911 currently uses the Nortel Meridian 1 Option 61C PBX with Cassidian's VESTA M1/CS system for emergency 911 call handling.

The CAD system must be able to determine through the E9-1-1 interface which dispatcher has a particular E9-1-1 call. The CAD system must automatically populate the CAD incident screen of the dispatcher handling the call with the associated ANI/ALI information of that call. Dispatchers may accept or reject displayed information by a single function key entry or pointer device click. If accepted, no further operator input will be necessary for system acceptance. Once the ANI/ALI information has been associated with the call's incident record, any other dispatcher (call taker, dispatcher, supervisor) monitoring the call will also be able to view the call's ANI/ALI information.

The proposed CAD system must be able to receive and utilize Phase I & II data provided by the E-911 controller for locating wireless/mobile telephone 911 calls. Proposers shall include a description of their proposed system's capabilities for locating wireless/mobile telephone calls compatible with Phase I & II requirements.

The Contractor shall be responsible for ensuring that all required interface protocols (such as a "heartbeat" function between E9-1-1 and the CAD port) are operational prior to system cutover.

7.1.2. Law Enforcement RMS Inquiry

Proposers shall identify an interface to support queries to the records management systems used by law enforcement agencies served by Metro 911, which include two instances of VisionAIR Inc.'s



VisionRMS. The Vendor will describe the details of their current ability to interface with this system, or any generic interface criteria and standards that best represent capabilities for this requirement, including other RMS applications they have successfully interfaced to. At a minimum, the interfaces must support the following:

- Query RMS incident and master files.
- Query RMS want and warrant files.

7.1.3. FIREHOUSE RMS

Proposers shall identify an interface to support the transfer of call information to ACS's FIREHOUSE Fire RMS, including call incident number, call location, units, unit statuses and times.

7.1.4. Web-based CAD

Proposers must describe their ability to provide a Web-based CAD addition. This includes intranet and internet based solutions designed for the public, administration, or user agencies. This component should be highly-configurable to allow system administrator to designate various levels of access. Full details, including functionality and security should be described.

7.1.5. Law Enforcement Mobile Data System (MDS)

Proposers shall describe their current ability to accommodate the alternate MDS integration methods listed below, including any current implementations of a similar solution. The costs associated with each alternate must be included in the Proposer's Price proposal, but only one will be selected. All methods will be implemented over commercial mobile broadband networks, currently utilizing AT&T 3G service. Proposers shall describe their capabilities in supporting this requirement. Additionally, Proposers shall also discuss their capabilities in providing CAD information via other mobile devices such as smart phones or tablets.

7.1.5.1 View-Only Web-based CAD Client

The Proposer shall describe their ability to provide access to CAD information via a mobile broadband compatible Web-based CAD client (see section 7.1.4). This would include services to Charleston Police Department's (CPD) 102 mobile users, as well as the Kanawha County Sheriff's Office's (KCSO) approximately 180 users. KCSO currently hosts MDS services for a number of agencies including, but not limited to:

South Charleston Police Department
Dunbar Police Department
St. Albans Police Department
Nitro Police Department
West Virginia State Police
Clendenin Police Department
Marmet Police Department
Chesapeake Police Department
East Bank Police Department
Pratt Police Department
Handley Police Department
Glasgow Police Department
Cedar Grove Police Department
Belle Police Department
West Virginia State University Police Department



Kanawha County Park Police Department
Yeager Airport Police Department

With this alternate, users in the mobile environment would have **view-only** access to information from the CAD system, including unit status, call history, unit history, active calls and active units, as well as premise histories or alerts and BOLOs prior to arriving on scene at a location. This must replicate or resemble the current VisionAIR (VisionMOBILE LAW) View-Only functionality as closely as possible, with improvements as available, and Vendors should emphasize this functionality in their response. This includes providing a live, non-static view of CAD calls.

7.1.5.2 View-Only MDS Integration

The Proposer shall describe their ability to provide access to CAD information via an interface with Metro 911 user's current MDS. The current MDS systems in place include two instances of VisionAIR's VisionMOBILE LAW, one instance at the Charleston Police Department (CPD) with approximately 102 mobile users, and one instance at the Kanawha County Sheriff's Office (KCSO) with approximately 180 users. As stated in the previous section, KCSO currently hosts MDS services for a number of agencies including, but not limited to:

South Charleston Police Department
Dunbar Police Department
St. Albans Police Department
Nitro Police Department
West Virginia State Police
Clendenin Police Department
Marmet Police Department
Chesapeake Police Department
East Bank Police Department
Pratt Police Department
Handley Police Department
Glasgow Police Department
Cedar Grove Police Department
Belle Police Department
West Virginia State University Police Department
Kanawha County Park Police Department
Yeager Airport Police Department

With this alternate, users in the mobile environment would have **view-only** access to information from the CAD system, including unit status, call history, unit history, active calls and active units, as well as premise histories or alerts and BOLOs prior to arriving on scene at a location. This must replicate or resemble current VisionAIR View-Only functionality as closely as possible, with improvements as available, and Vendors should emphasize this functionality in their response. This includes providing a live, non-static view of CAD calls.

7.1.5.3 Full-Function MDS Integration

The Proposer shall describe their ability to fully interface with Metro 911 user's current MDS, which include two instances of VisionAIR's VisionMOBILE LAW. With this alternate, users in the mobile environment would have **full MDS/CAD integration**. Users would not only have the ability to view all of the information listed in Section 7.1.5.2 of this RFP, but also to change unit statuses, initiate calls, et



cetera. This must also provide the ability to transmit messages from any workstation or MDS in the system to any other workstation, MDS or printer in the system. These messages shall be recorded and retrievable by system administrators. Use of this function (sending or receiving messages) shall not interfere with the on-going dispatching activities that may be occurring. The system shall provide the ability to generate pre-set messages to a user, group of users, printer or group of printers based on the time of day, day of week, or day of month.

7.1.5.4 Proposer Provided MDS Platform

The Proposer shall describe their ability to provide a software solution to replace Metro 911 user's current MDS platforms. Currently, the Kanawha County Sheriff's Office has approximately 180 mobile users, many in use by other law enforcement including the West Virginia State Police and the majority of other Kanawha County police departments excluding CPD. This makes any platform change more challenging and proposers should consider this in their proposal. The Charleston Police Department has approximately 102 mobile users. Both agencies will require full control of and security for their respective systems. With this alternate, full MDS/CAD integration and functionality is required, as well as all other features of a mobile system including, but not limited to mapping, messaging, Records Management System (RMS) integration, paperless reporting functionality and the ability to meet CJIS guidelines for accessing FBI data. Please describe any additional features available with your MDS platform that expand upon current MDS' capabilities. Proposal should itemize costs for KCSO and CPD independently.

7.1.6. Mobile Command Post

Metro 911, along with the Kanawha County Office of Emergency Management and Homeland Security, operates KC-1, which serves as Kanawha County's mobile emergency command post. Proposers must describe their ability to provide KC-1 with access to the CAD, including full CAD user and view-only monitor positions, via a commercial satellite broadband connection.

7.1.7. Geographic Information System (GIS)

Metro 911 will be using an ESRI-based GIS. The system supports both the incorporated and unincorporated service areas of Kanawha County.

Proposers should interface with this Metro 911's GIS to reference the required geographic data layers to support the functions of CAD, as well as to construct any required geo-files. The interface should be designed to load complete file(s) from the GIS and to also allow daily updates of the CAD system's data layers and geo-file from the GIS database without system degradation. The intent is to centralize the maintenance of all required geographic data layers and geo-files to Metro 911's GIS department.

7.1.8. Rip and Run Reporting

Printers located at each of the fire stations shall be utilized for rip and run report generation. Through this interface, the CAD system will be able to print incident information at the printers of fire stations containing equipment dispatched/assigned to the incident. At a minimum, the tear and run report would contain the following information:

- Incident location.
- Incident type code and literal description.
- A list of all equipment dispatched/assigned to the incident that includes dispositions and timestamps.
- The unique call number used to reference the incident record in the CAD system.



- Any comments stored in the incident record at the time of dispatch.
- Any hazard information associated with the incident's location.

Each fire station may support different methods for printing these reports. Manual and automatic rip and run report generation is required and this interface or module should preferably allow for TCP/IP based printing, faxing, email, and file based reports. Proposers should specify what alternates are available and how they are generated.

7.1.9. APCO MEDS EMD Software

Metro 911 currently operates its own EMD software, APCO MEDS. Proposers are to describe how the CAD system will be interfaced to APCO MEDS. Emphasis should be placed on usability and bi-directional flow of information.

7.1.10. West Virginia Automated Police Network (WEAPON), NCIC and NLETS

The CAD system must interface to the West Virginia Automated Police Network (WEAPON). WEAPON also provides access into National Crime Information Center (NCIC), and the National Law Enforcement Telecommunications System (NLETS). Technical specifications for the interface can be obtained from the West Virginia State Police. Information and specifications for the various transaction formats can also be obtained from the WVSP.

Consistent with current NCIC standards and policy, the responsiveness of the Proposer's interface to the WEAPON system is of paramount importance. The Proposer should describe the response times to be expected through their system for WEAPON/NCIC queries and functions.

The Proposers will indicate what controls exist within their proposed system to prevent criminal history information from being accessed by workstations other than those that are authorized and under the operation of authorized users. Special emphasis to the entire CAD system design should center on keeping NCIC information and data flow secure and separate from non-NCIC systems and users. This may require all devices utilizing NCIC to be logically separate from non NCIC devices via firewall, generally through Cisco ASA firewalls. Proposer should be able to accommodate all security requirements as necessitated.

7.1.11. Alpha-Numeric Paging, Texting, and Email System

The CAD system must be able to accommodate alpha-numeric paging, SMS texting, and SMTP emailing either via an interface to Metro 911's current software, NotePage Inc.'s PageGate, or an integrated CAD module, and must allow dispatchers and supervisors to page individuals or groups, defined by a call table or directory selection. The CAD paging solution should allow user configuration of pre-set paging tables activated by a dispatcher, based on types of incident or unit assignments. The CAD paging interface should include both pre-formatted and dispatcher entered text messages. Extensive automation capabilities should also be built-in allowing for call information and other relevant data to be automatically sent to responding agencies, supervisors, and other parties based on call-type, location, unit, department, proximity to selected landmarks, and other criteria. This data should include call number, complaint type, address, times, and other key information. The Paging Interface or module requires anticipation of future technology advancements. Proposer should provide full details of this interface and provide any and all hardware required.



7.1.12. Time Synchronization Device

The CAD system must be able to synchronize time via a TCP/IP connection to Metro 911's domain controllers or Spectracom's NetClock GPS/NTP Time Server – Model 9189 v2.3.

7.1.13. Automatic Vehicle Location (AVL) Display

Proposers shall identify the capability of the CAD to accommodate an Automatic Vehicle Location (AVL) interface with current systems in Kanawha County, including the Charleston Police Department and the Kanawha County Emergency Ambulance Authority. The Vendor will include the performance requirements of the interface as well as the API information to import AVL data into the mapping display system provided for CAD. Current systems in place utilize the NMEA 0183 interface protocol. Proposers should fully describe all steps required to integrate these systems with CAD and include all hardware required on-site at Metro 911.

7.1.14. Street Network Routing

Proposers shall describe their ability to provide users, including CAD users and field units, with turn-by-turn directions to a selected location based on Metro 911's GIS data. This is to be accomplished using a routing geo-process of Metro 911's street network GIS data, not an 'as the crow flies' method, and take into consideration road impedances, direction of travel, speed limits, etc.

Proposed solutions that rely entirely on a third-party service to meet this requirement, such as a routing engine using TeleAtlas data, are not acceptable. Metro 911 is aware that additional data will likely be required to meet this requirement. Additional sources of data, and the services to incorporate the data into Metro 911's GIS, must be provided, as outlined in section 8.3 of this RFP.

This feature should work cooperatively with the Proposer's AVL integration and allow units to be routed from their current locations, on-the-fly. Using a combination of AVL unit locations, static, and last known positions, this system should also be able to provide unit recommendations based on shortest estimated travel time for a given incident location. Solutions that rely on distance instead of time must specify this limitation. Please describe your ability in supporting these requirements.

7.1.15. Messaging

Please describe any available interfaces or modules that would allow users to transmit messages throughout the system, including transmission from one CAD user to another, from CAD users to MDS users, as well as the feature's ability to accommodate attachments within messages. Additionally, system administrators must have the ability to control this function.

7.1.16. Pictometry

Proposers shall describe their ability to provide an interface or module that allows end users to view Pictometry International Corp.'s aerial oblique imagery products directly within the CAD environment. Requirements and limitations must be specified.

7.1.17. Standard Operating Procedures (SOP)

Proposers shall describe their ability to provide a module that gives end users access to SOP, SOG, and other documents from within the CAD application. Various file formats, such as Microsoft Word, Excel & PowerPoint, Adobe Acrobat, HTML, etc., should be supported.



7.1.18. Pre-Arrival Questions and Instructions

Proposer shall describe their ability to provide a module to support the creation and deployment of customized pre-arrival questions or instructions for call takers. The questions and instructions must be configurable by System Administrators based on responding agency and incident type. Operation of this ability should be described.

7.1.19. Press/Non-Confidential Narrative

Please describe any module or interface that may assist with the export of non-confidential incident information for the purposes of external distribution. At minimum, such a module should allow operators to append notes to a call that are appropriate for external distribution and can be separated for export or reports. Additional features might include the ability to *automatically* remove sensitive or confidential incident, personal or medical information from the narrative or other portions of the incident data. Please describe the customizability of this interface or module, or explain if this is part of core CAD functionality.

7.1.20. SQL, Excel, and Crystal Reports, etc.

Proposers should describe their ability to interface with standard reporting tools including but not limited to Microsoft Excel and Access, SQL Studio Management tools, Crystal Reports, etc. This should include all databases and data tables associated with the CAD system, including live calls, unless otherwise indicated.

7.1.21. Automatic XML Export Interface

Proposer should describe their ability to provide Metro 911 with an automatic XML (or similar) export interface that would allow for integration with future applications with minimal cost or development time.

Exports shall occur automatically without the operator taking any special action. The export sub-system shall provide data in real time on any updates to active calls. The export sub-system shall provide data in an xml format that conforms to a well documented schema.

The export sub-system shall provide some kind of indication when a call is closed. The export sub-system shall provide at least the following data items for each call:

- Call Type
- Textual description of call location
- Geographic coordinates of call location
- Time call was initiated
- Time of last update to call record
- Non-confidential narrative
- Call status
- Narrative if selected
- Other fields if selected

Preferably, the export sub-system shall support filtering of the exported data based on call type or content (i.e. medical or NCIC information). Preferably, multiple XML exports with different settings could be setup.



7.1.22. SMS Text, Images, Video and other NG911 Technology

Proposers should describe their ability to provide modules or interfaces that implement or utilize current and emerging NENA and governmental standards related to Next Generation 911 (NG911), including but not limited to SMS text, images, and video. Where this technology is not currently available, proposers must include any foundation modules or applicable interfaces available that would serve useful for NG911 technology, including, but not limited to the ability to attach a wide range of text, image, and video files to incidents in progress, locations, messages, or other CAD functionality, TCP/IP based E911 ANI/ALI controllers, GIS (spatial/georeferenced) based address validation, etc.

7.1.23. Other Miscellaneous Interfaces & Modules

Proposers shall list and describe any interfaces or modules that are required to achieve the desired functionality outlined in this RFP, but are not explicitly included in section 7.1.

7.2. Additional System Interfaces & Modules

All Proposers must discuss their ability to provide the interfaces and modules, or any alternate method of achieving the desired results, described in the section below. Unlike the components listed in section 7.1 of this RFP, Metro 911, or its user agencies, may option to include any of the alternate interfaces & modules on an à la carte basis.

7.2.1. RMS and FBR and Other Law Enforcement Software

Additionally to MDS as discussed in section 7.1, Proposers shall describe their ability to provide Records Management Systems (RMS), Field Based Reporting (FBR), and other law enforcement software for the Kanawha County Sherriff's Office and the Charleston Police Department. Proposers should price systems capable of at least 30 RMS and 70 FBR for KCSO and at least 50 RMS and 50 FBR for CPD and describe the capabilities obtained over current systems. For RMS, KCSO hosts many additional agencies including South Charleston PD, Nitro PD, Dunbar PD, St. Albans PD, WV State University PD, and the Ritchie County Sheriff's Office. This makes any platform change more challenging and proposers should consider this in their proposal. The systems should be designed to be fully integrated or interoperable for CAD, Mobile, RMS, FBR, and other related software and proposer must describe how this and related software work together. Both agencies will require full control of and security for their respective systems and proposal should itemize costs for KCSO and CPD independently.

7.2.2. Station Alerting

Proposers shall describe their ability to integrate with Metro 911's current methods of station alerting, which include both analog radio and IP-based system components. The analog radio-based station alerting component is a function of the Motorola MCC 5500 Dispatch Console. The IP-based station alerting is anticipated to use Zetron's IP Fire Station Alerting System (IPFSA). Please specify your system's ability to interface to Zetron's IPFSA via an XML interface.

7.2.3. Fire MDS Software

Several Kanawha County fire departments are interest in the potential deployment of Fire MDS software. Proposers must list all third-party Fire MDS systems that have successfully interfaced with their proposed CAD system, as well as describe any proprietary Fire MDS software solutions that may be available.

7.2.4. Radio System

Metro 911 currently uses a combination of analog, digital and IP-based components to interface with Kanawha County's radio system.



The Motorola MCC 5500 Dispatch Console is the dispatcher's primary interface to Kanawha County's radio system. This dispatch console is the sole means for radio communication and one-way, tone-and-voice paging, and remains the primary means for station alerting. The Proposer must describe their ability to interface with this Dispatch Console and list any instances where a similar interface has been successfully implemented. Please note if the Proposer's solution offers any ability to automate tone-and-voice paging, as this would be of particular value to Metro 911.

The State of West Virginia's Interoperable Radio Project (IRP) is currently in the process of implementing a statewide, digital trunked radio system that is based on Motorola's ASTRO 25 Network. While some Kanawha County public safety agencies have already migrated to the IRP system, it is the eventual goal of Metro 911 and Kanawha County to move all user agencies to this system. The Vendor shall describe their ability to interface with this system, either via its connection with the MCC 5500 Dispatch Console or the Motorola XTL 5000 XLT Radio Console.

Additionally, Metro 911 has recently procured Cisco's IPICS Server to assist with the management and orchestration of interoperable communications. The Proposer must describe their ability to interface with this system.

Key components of any potential CAD Radio interface will include the ability to display the unit number, name, radio ID, and channel/talk group on the CAD workstation every time a PTT (Press-To-Talk) is pressed, as well as allow the dispatcher the ability to control a field user's radio, such as changing its talk group. Emergency Alert buttons shall be a key officer safety feature of any radio integration. When an officer, firefighter or EMS staff presses the alert button on his radio the CAD Radio Interface automatically notifies all CAD positions. Proposers are to discuss how they can support these features.

7.2.5. Pre-hospital Care & Management Software

The City of Charleston Fire Department currently operates emsCharts' pre-hospital care & management software. Please describe your system's ability to interface with this product.

7.2.6. System Status Management (SSM)

Proposers must describe any available interfaces or modules that can provide SSM solutions for EMS that assists with the management of EMS resources before and between calls.

7.2.7. TDD to CAD

To accommodate hearing and/or speech impaired E9-1-1 callers, Metro 911 utilizes TDD from Cassidian's VESTA M1/CS system. Proposers shall describe any potential integration to this system.

7.2.8. Reverse 911 System

Proposers shall identify an interface to support Kanawha County's reverse 911 system. The Vendor will describe the details of their current reverse 911 interface, or any generic interface criteria and standards that best represents capabilities for these requirements, including other reverse 911 systems that they have successfully interfaced to. The CAD system shall have the ability to share data with the reverse 911 system to allow for the creation of alerts to affected areas for a given event. Kanawha County currently uses Swiftreach Networks, Inc's Swift911 Emergency Notification.



7.2.9. County-wide Disaster Siren System

Proposers shall identify an interface to support Kanawha County's outdoor warning siren system. The CAD system must have the ability to active the Siren System for a specific area based on certain incident types. Kanawha County currently uses Federal Signal's Federal Commander Digital System, which utilizes the SFCDWARE software package, SE3000 software encoder and SS2000D manual encoder to activate the system.

7.2.10. CAD to Law Enforcement RMS

Proposers shall have the ability to interface with Metro 911 user's records management systems. The Vendor will describe the details of their current records system interface, or any generic interface criteria and standards that best represent capabilities for this requirement, including other RMS applications they have successfully interfaced to. The CAD system shall have the ability to share call data with Records Management applications from other Vendors. At a minimum, the interfaces must support downloading of incident information.

7.2.11. Fire Protocol Dispatching Software

Metro 911 is interested in potentially implementing a fire protocol dispatching software package at a later date. Propers shall describe how their system can interface with fire protocol dispatching software. Additionally, Proposers shall describe what third party fire protocol dispatching applications they have successfully interfaced with.

7.2.12. Police Protocol Dispatching Software

Metro 911 is interested in potentially implementing a police protocol dispatching software package at a later date. Propers shall describe how their system can interface with police protocol dispatching software. Additionally, Proposers shall describe what third party police protocol dispatching applications they have successfully interfaced with.

7.2.13. Logging Recorder System

Proposers shall describe their ability to interface with Metro 911's logging recorder system. The system's software components include several Voice Print International (VPI) applications, including Voice Logger Client/Server Edition 4.0.9, VP Login 3.5 and Digital Call Logger 4.10 Build 4.1.3.2. The system's hardware consists of Alliance Systems' (now NEI) Model 53389, which utilizes the Windows Server 2003 Service Pack 2, 32 bit NOS.

7.2.14. Incident Re-Creation or Playback

Please describe any interfaces or modules available that may assist with the review of incident activities, including related unit and AVL information.

7.2.15. Emergency Operations Center and Emergency Management

Please list any special modules or interfaces specifically related to Emergency Management, including anything related to incident command, NIMS, Web EOC, that would assist with risk assessment and mitigation, preparedness planning, disaster response and recovery, that are available from the Proposer.

7.2.16. Business Intelligence

Please describe any modules or interfaces relating to Business Intelligence, that are available to work in conjunction with the Proposer's CAD system, and that would assist with the identification, extraction and analysis of business data. This would include any modules containing technologies related to reporting, analytics, data mining, process mining, business performance management, benchmarking or Dashboarding.



Examples of business data may include call ring, entry & dispatch times, call volume, complaint types, locations, etc.

Also, please describe any BI features that allow for alerting, via email, text or alpha-numeric paging, based on analysis of the aforementioned business data. Examples may include:

- Emails to Operations staff that the Communications Center is experiencing uncharacteristically-high call volumes
- Alpha-numeric paging of Emergency Management personnel when a call for service of a particular incident type is created
- An alert within CAD to notify a Dispatch Supervisors when a call for service of a particular incident type is created within a certain proximity of a given location
- Analysis of user agency territory configurations

7.2.17. Crime Analysis

Please describe any modules or interfaces that are available to assist with the systematic analysis of crime. Examples may include any tools that analyze CAD calls for service to achieve the following:

- Identification of emerging patterns or trends
- Issue bulletins, reports or alerts to Metro 911 Operations Staff or User Agencies
- Analysis of beat and shift configurations
- Crime mapping

7.2.18. Automatic License Plate Reader (ALPR) System

Proposers must describe their ability to interface with ELSAG North America's Mobile Plate Hunter-900 ALPR system, which is used by both the Kanawha County Sheriff's Office and the Charleston Police Department.

7.2.19. Traffic, Surveillance or Other Video Camera Systems

Currently, the West Virginia Division of Highways is in the process of deploying a statewide system of video cameras. Please describe your system's ability to accommodate in-coming video feeds, any instances of a successful implementation of this technology, and any current technical information, if available, regarding formats, connections, et cetera.

7.2.20. Mobile Fingerprint Identification System

Proposers must describe their ability to interface with the West Virginia State Police's mobile fingerprint identification system, which utilizes (language to be provided by WVSP).

7.2.21. EMS CAD System Interface

Proposers shall describe their ability to interface with Kanawha County Emergency Ambulance Authority's CAD system, which operates Tri Tech Software System's Sweet-CAD ver. 5.4, Build 92.

7.2.22. EMS CAD System Replacement

Proposers shall describe their ability to provide Kanawha County Emergency Ambulance Authority with a separate installation of the CAD system software for their communications center. This system must contain the required components to support EMS dispatching, and include features such as integrated mapping, GIS, paging and AVL integration, and custom reporting.



7.2.23. West Virginia State Police CAD and other CAD Systems in West Virginia

Proposers shall describe their ability, in general terms, to interface with other current and potential CAD systems in West Virginia, such as neighboring counties, the West Virginia State Police and the Metro Drug Unit. The proposers experience with CAD-to-CAD interfaces should be described, including functionality provided.

7.2.24. Application Programming Interface (API)

Proposers must describe their ability to provide an API for use with their CAD system that would allow for custom integration with other applications or other applicable uses. This API should be licensed to Metro 911 and all costs should be presented in the pricing sheet. Full functionality for selected API should be described. Limitations for use must also be described. Training available for the API should be described and for this interface, be priced in alternate training.

7.2.25. SAFER System

Proposers must describe their ability to interface with Kanawha County Emergency Management's SAFER Homeland Responder system or utilize data from that system.

7.2.26. WV DOH Incident Reporting, Open Roads Consulting

The Proposers shall describe their ability to interface with the WV Department of Highways (WVDOH) Incident Reporting System developed by Open Roads Consulting, Inc. Preferably, this interface would use the standard XML interface from section 7.1, but would include any design specific to the WVDOH including filtering of exported data based on call type and content (no medical or NCIC data, etc.)

This export sub-system shall provide some kind of indication when a call is closed. The export sub-system shall provide at least the following data items for each call:

- Call Type
- Textual description of call location
- Geographic coordinates of call location
- Time call was initiated
- Time of last update to call record
- Non-confidential narrative
- Call status

7.2.27. West Virginia State Police's Sex-Offender Registry

Proposers must describe their ability to interface with WVSP Sex-Offender Registry. This system currently uses a publicly-available website to list convicted sex-offenders throughout the State of West Virginia. Please describe any way in which your system may be able to use this data to benefit Metro 911 or its user agencies.

7.2.28. West Virginia Domestic Violence Registry

Proposers shall describe their ability to interface with the WV Domestic Violence Registry. The system is administered by the West Virginia State Police, and currently provides Metro 911 access via a secure web connection. Please describe your system's ability to interface with such a system, including references regarding any successful instances of a similar integration achieved elsewhere.



7.2.29. Frontier Communications and Telephony Systems

Proposers should describe their ability to interface with any technologies currently being utilized by Frontier Communications, including any other PBXs or Cassidian systems, as well as any integration with other emerging telephony technologies.

7.2.30. SMS Text, Images, Video and Other NG911 Technology

Proposers should describe any custom ability to implement or utilize current and emerging NENA and governmental standards related to Next Generation 911, including but not limited to SMS text, images, and video for Metro 911. Where this technology is not currently available, proposers should include any in-progress work, future plans, or ability to engineer solutions with Metro 911 and other vendors.

7.2.31. CAD Incident and Unit Log

Proposers should describe their ability to provide a snapshot of incident data, per position, in event of a system-wide crash. Metro 911 expects the failover systems provided by the CAD vendor to prevent this entirely, but if experienced, telecommunicators must record new calls and incident information on standardized cards. Having a record of all incidents active at time of system failure, including unit status, is useful while repairs are underway. For example, this could include a standard report file, generated periodically, that would be either stored on Metro 911's network or sent to a printer for hard copy, to be used for reference in the event of a system failure.

7.2.32. Other Miscellaneous Interfaces & Modules

Proposers shall list and describe any interfaces or modules that may benefit Metro 911, but are not explicitly included in sections 7.1 or 7.2. Examples may include interfaces or modules relating to facility diversion, aircraft monitoring, cross staffing, et cetera.



8. SYSTEM IMPLEMENTATION SERVICES

To ensure that the selected CAD System and its components are installed properly and fully functioning to the specifications outlined in this RFP, the Contractor must have the ability to provide, either directly or indirectly via a subcontractor, any services needed to realize the system's mandatory requirements. This includes, but is not limited to the following implementation services.

8.1. Integrated CAD System Hardware & Software

The Proposer will be required to provide implementation and installation services for all hardware and software components of the integrated CAD system to include the configuration of forms, reports, screens, incidents, and other agency-specific items but excluding the following: installation of server hardware, workstation hardware, operating systems, network equipment and CAD clients. Instructions should be provided for Metro 911's IT Department to install all equipment (hardware and software) not installed by the Vendor. Detailed instructions should be provided on CAD client installation, including guided setup as necessary. Additionally, the Proposer must also have the ability to, if requested by Metro 911, provide alternate services, as outlined in section 17.2.2 of this RFP.

8.2. Data Migration

The Proposer will be responsible for importing required historical data into the integrated CAD system. This is to include historical call information, and is to be accessible by all CAD users. Additionally, the Proposer must describe their ability to assist with the transfer of select database tables from Metro 911's current CAD system, VisionAIR Inc.'s VisionCAD ver3.4, to the Proposer's system. In VisionAIR's system, historical call information may be tied to a newly assigned address or a historical rural route or other old address. The proposer should be able to accept a list of aliases from Metro 911 GIS staff and associate historical addresses to their new address in historical call information in such a way as to be transparent to the call-taker. This can include allowing for both addresses or by simply replacing all instances of the old address with the new address prior to import. Metro 911 can assist with the substitutions if provided the data in the Vendor's format prior to import. Other select database tables include landmarks, all hazards, unit tables, etc. Especially in the case of large tables such as landmarks and all hazards, the Vendor must specify the tools they have to transfer data, or assist in creation of these tables, including transfer from VisionAIR, from ESRI, or other tools.

8.3. GIS Services

The Contractor must provide a compatibility review and analysis to ensure Metro 911's GIS data will integrate and function properly with the Proposer's CAD and integrated mapping applications, providing the functionality described in this RFP. Additionally, the Contractor is responsible for the provisioning & integration of all necessary street network attribution data, beyond what is currently available in Metro 911's GIS, to support the functioning of any Street Network Routing Module or Interface, as described in section 7.1.14 of this RFP. This may include attribution data relating to direction of travel, one way roads, speed limits, traffic signals or other roadway impedances. Please note if the required services will involve any third-party applications or subcontractors.

The Contractor must also be able to provide alternate services to assist with GIS customization to accommodate any Vendor-specific or proprietary schema, as well as services to assist in the resolution of any data incompatibility issues discovered during the required compatibility review & analysis process.



8.4. System Go-Live

The Proposer must provide sufficient on-site and off-site personnel for the changeover from Metro 911's current CAD system to the Proposer's system. This is to include the Project Manager that the Contractor has assigned to Metro 911, as well as any additional technical staff to ensure a smooth transition. Describe in details all services included.

8.5. Standard or Custom Report Design

The Proposer should describe in detail the standard and ad-hoc reporting capabilities of the CAD system. The Vendor must list all standard reports that are available with the system and provide an example of each. The Vendor assisted design of reports commonly used by Metro 911, or those provided to user agencies, must be included in system implementation. The amount of continued assistance included in annual maintenance should also be discussed. Examples of reports include call reports, unit reports, mutual aid, wrecker, etc. The ability to connect to the database with Excel, Crystal Reports, and other common reporting tools should also be discussed.



9. TRAINING REQUIREMENTS

Training on all system functions will be provided by the Contractor prior to commencement of the reliability test period. Training will include sufficient information and experience to familiarize communications, Law Enforcement, Fire Department, Emergency Medical Service and maintenance personnel with system features and operations for their particular assignments. Training will include, at a minimum, hardware operation, operating system maintenance utilities, and application software features. All training will take place within the Metro 911 communications center. Background checks will be required of all trainers.

The selected Vendor will be required to submit a detailed training plan, which will outline the objectives, needs strategy and curriculum to be addressed during training for end users. This plan will present the activities needed to support the development of training materials, coordination of training schedules, reservation of personnel and facilities, planning for training needs, and other training tasks that are necessary for the implementation of the CAD system. In developing this training plan, in no case will ad-hoc or demonstration-only training be considered adequate to fulfill the training requirement for any operational level position. Forms of training other than live, on-site (at Metro 911), instructor lead training should be limited and must be full described, including format, content, and location if applicable. They should be priced on the pricing sheet and be at price per person or per class.

All training will be performed using document-based training materials. Such documentation, at a minimum, will include hardware user manuals, software operational texts, and tutorial examples. Since the Metro 911 communications center intends to conduct the majority of subsequent line-level training internally, it shall be necessary for the Contractor to grant Metro permission to reproduce any and all training materials for purposes of training Metro 911 personnel. To the extent possible, all such training materials should be made available to the Metro 911 communications center in electronic format. All operational tasks to properly operate and maintain the total system will be included in such training.

Proposers shall provide a paragraph-by-paragraph response to this section indicating their ability to comply with the described requirements. If the Proposer takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

9.1. CAD Training

Training tasks shall include, but not be limited to:

- Training of Call-Takers
- Training of Dispatchers
- Training of Dispatch Supervisors
- Training of System Administrators
- Training of Administrative Support & Maintenance Personnel

Metro 911 communications center will provide acceptable classroom space for training sessions. The Contractor will provide any and all instructional materials, media presentation devices, presentation media, and course instructors. Student to instructor ratios for any specific training session will be no greater than 12 to 1.



In addition to formalized training programs, the Contractor shall list any electronic utilities that provide an on-line or off-line training environment. The nature of such utilities shall be presented, along with the content of such courses. These utilities should simulate operational scenarios using live parametric data wherever possible.

In addition to initial training for operational level positions, Metro 911 communications center will require the Contractor to provide a train-the-trainer level course.

9.2. Training Schedule

The Contractor shall coordinate the training schedules with Metro 911 communications center 90 days prior to starting any training. The Contractor shall supply to Metro 911 communications center, for its approval, a sample of all training materials 30 days prior to the start of any training classes. *(Time frames specified are subject to change).*

9.3. Metro 911 Operations Personnel

Training for Metro 911 Operations Personnel shall include all operating positions. Such positions shall include call takers, dispatchers, dispatch supervisors and other administrative staff. Common functions include system functionality, workstation setup, system login, electronic messaging, and security procedures. Specific minimum position level training includes:

Call takers:

- Enhanced 9-1-1
- ANI/ALI information display and input.
- Incident creation codes/procedures.
- Incident status display.
- Routing recommendation and override.
- Informational query.
- TDD display and operation.
- Position routing.
- Map display.
- MEDS Software
- Other call-taking functions

Dispatchers:

- All of the above call taker functions
- Incident status display and select.
- Unit status display, recommendation, and override
- Status update
- Informational query
- TDD display and operation
- Position routing
- Map display
- Each of the Interfaces working with the CAD
- Other dispatching functions

Dispatch Supervisors:



- All of the above call taker and dispatcher functions
- Operational parameter maintenance
- Supervisors monitor and override functions
- Failure mode recognition and corrections

CAD System Administrator & Support Staff

- All of the above call taker, dispatcher & supervisor functions
- Installation, configuration and features
- Security concepts
- User definition and maintenance
- Monitor functions and reports
- Backup procedures
- Failure mode procedures
- Ad-hoc report generation and data query

Deputy Director, Operations Director, & Records Managers

- All of the above call taker, dispatcher, and supervisor functions
- Installation, configuration and features
- Security concepts
- User definition and maintenance
- Monitor functions and reports
- Ad-hoc report generation and data query
- Very brief description of System Administrator abilities

9.4. Metro 911 Administrative Support Personnel

The Metro 911 Administrative Support Personnel will include all technical support positions. Such positions shall include IT Systems Administrator, GIS System Administrator and their support staff. Training must cover all of the aspects of the implementation and configuration of the system, to include a brief description of all functions and architecture, as well as instruction on operation under normal, alternative, and exceptional conditions. All infrastructure components will be included. Specific minimum position level training includes:

IT System Administrator & Support Staff

- Software installation, configuration & features
- Security concepts & configuration
- User definition and maintenance
- Monitor functions and reports
- Backup procedures
- Failure mode procedures
- Ad-hoc report generation and data query
- IT configuration of all interfaces or modules
- Brief description of CAD System Administrator abilities

GIS System Administrator & Support Staff



- CAD map display
- Process of updating/uploading GIS data layers
- Updating or generation of geo-file (if applicable)
- Any QA/QC or data reconciliation processes regarding mapping or geofile data
- Configuration of end-user maps, including scale tolerances, labeling, symbology, etc
- Ad-hoc report generation and data query
- Configuration of related interfaces or modules
- Brief description of CAD System Administrator

9.5. Minimum Personnel Training Requirements

Call-takers and dispatchers may be cross-trained to support Police, Fire and EMS.

The Contractor shall provide for the following minimum numbers of personnel/position training requirements upon system implementation:

Personnel	Position Descriptions
65	CAD Dispatcher/Call Takers
14	CAD Dispatcher Supervisors
6	System Administrator & Maintenance Personnel
3	Deputy Director, Operations Director, & Records Managers
12	Metro 911 Administrative Personnel

The Contractor shall supply instructing personnel with training and experience on the equipment supplied under these requirements, and all the necessary instructional materials. All manuals, handouts, and other printed materials shall become the property of the attendees. The Contractor shall provide all materials and equipment necessary to perform the training, and shall utilize actual equipment.

9.6. System Administration and Maintenance Training

The training shall be scheduled at least 90 days (*subject to change*) in advance for a minimum of two maintenance personnel, and shall include, but not be limited to, the following:

- Distribution of training literature in hard copy and electronic format.
- A presentation of the equipment/system theory, configuration, and features.
- A description of routine maintenance procedures and troubleshooting techniques.
- A question and answer session.

The Contractor shall provide all materials and equipment necessary to perform the training, and shall utilize actual equipment. Following training, the Contractor shall provide two sets of instruction manuals sufficient to permit a duly qualified service technician to install, program, operate, and maintain the equipment purchased. The manuals shall reflect the equipment as built. In addition, a station user manual shall be provided to Metro 911 communications center for each station system purchased.

The training manuals shall contain, but not be limited to:

- A section defining the capabilities of the equipment (specifications).
- A section describing the technical operation of the equipment.



- A section pertaining to station user instructions.
- A section describing the system installation, maintenance, programming, and operation of the equipment.

9.7. Supplemental Training

Proposers should detail and price (prices on pricing sheet) all supplemental or alternate training or resources available. This includes knowledge bases, web-based training, user conferences, online or in-person user groups, follow-up training, et cetera.



10. ACCEPTANCE TEST PROCEDURES

Proposers shall provide a paragraph-by-paragraph response to this section indicating their capability to comply with the described requirements. If the Proposer takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

To ensure appropriate testing, Metro 911 requires the selected Vendor to provide a comprehensive acceptance test plan (ATP). This ATP will be prepared and submitted to Metro 911 center for approval after contract signing. Vendor will be required to submit an example acceptance test plan with their proposal.

Proposers shall fully describe their approach to testing and how the testing goals outlined in the following sections shall be met. Proposers shall also describe the process, procedures and software tools they shall use in identifying, tracking, testing, and correcting deficiencies in the system software and associated documentation.

10.1. Functional Acceptance Test

Part of the project activity includes a system design to determine exact CAD functionality. The design will be accomplished by relying on published capabilities of the Contractor.

The functional acceptance test will be conducted to verify that the systems installed provide the expected functional capabilities in accordance with the system design criteria. The Contractor will be expected to demonstrate to Metro 911 that each function and alternate operates according to the system design documentation. Should any failures be identified during the test, the Contractor will have a reasonable opportunity to correct the deficiencies, after which a retest may be scheduled.

Metro 911, at its sole discretion, will require a retest of the failed functions, or may elect to require the Contractor to conduct a complete retest. This process will continue until all functions have passed or it becomes obvious that the system under test will not support one or more functions that it was designed to accomplish. Metro 911 may decide to negotiate a settlement with the Contractor, or take other steps as deemed appropriate. To ensure that the systems purchased are the most beneficial to Metro 911, a functional test similar to the above test may be required before the completion of proposal evaluation and Proposer selection. Proposers must be prepared to conduct such tests for the proposed system upon notification by Metro 911. Adequate preparation times will be provided.

10.2. Throughput Acceptance Test

The Contractor must conduct and pass system throughput performance tests for each major subsystem purchased. These tests will verify that the installed subsystems will meet the expected throughput capability and provide the expected operational speed and growth potential. The amount of throughput to be tested, both up-link and down-link, will be based on the average number of transactions experienced by the Communications Center, combined with the selected Contractor's claim for system throughput capability.

The throughput test must exercise every component of the System. Should any failures be identified during the test, the Contractor will have a reasonable opportunity to correct the deficiencies, after which a retest may be scheduled. Metro 911, at its discretion, will require a retest of the failed functions or may



elect to require a complete retest. This process will continue until all functions have passed or the system fails to provide the throughput required by Metro 911.

Proposers shall provide details in their proposal(s) on how acceptance tests will be conducted. Final agreement on test procedures will be accomplished during contract negotiations.

System throughput testing will last for a minimum of one hour and involve sufficient transactions to validate the capabilities of the CAD system. All subsystems, including E9-1-1, WEAPON/NCIC, messaging, etc., will be exercised during this test. The Contractor shall prepare a test script designed to exercise every component of the system, and, with the concurrence of Metro 911, use the test engine for the purposes of this test. As an alternative, Metro 911 will be responsible for providing the necessary manpower to conduct the test.

A throughput test similar to the above test may be required before the completion of proposal evaluation and Vendor selection. Proposers must be prepared to conduct similar tests for the proposed systems upon notification by Metro 911. Adequate preparation times will be provided.

10.3. Reliability Acceptance Test

Metro 911 will test the installed systems to ensure that they meet the Contractor's claims for reliability or Metro 911's own minimum standards for reliability, whichever is greater. The reliability test will last a minimum of 90 consecutive calendar days against the following items:

- Hardware and related equipment.
- Software and related components.
- All selected interfaces and modules.
- Hardware and related equipment will be expected to perform at a 99.999-percent level of reliability, with a maximum of two periods of down time resulting from hardware or related equipment failures.
- Software will be tested during the same period. A maximum of two software component failures will be permitted during the 90-day testing period. Should the same software component fail more than once during the test, the Contractor must replace the software component. The repair/maintenance procedures in effect during the test will be the same repair/maintenance procedures that will be in effect during normal system operation after final system acceptance.
- Under no circumstances should it take longer than two hours to return the system to full service using swap-out procedures. If at any time spares are unavailable when needed, the test will be considered a failure. Any corrective redesign necessary to meet reliability requirements is the responsibility of the Contractor, and shall be accomplished without cost to Metro 911.

In the event of a failure during any part of the test, testing must be restarted completely. If Metro 911 officials feel that the test will never be successfully completed (after a minimum of three executions); Metro 911 may take action as specified above.

Each Proposer shall provide details in their proposal(s) on how acceptance testing will be conducted. Final system testing procedures will be mutually agreed upon prior to system testing. Proposers may assume a monthly scheduled system usage of 720 hours (24 hours a day, seven days a week).

During the reliability test period, the Contractor shall provide replacement parts, materials, and qualified personnel to service the failed equipment at the sites of work within one hour after notification of a major equipment failure as reported to the Contractor. The Contractor shall have sufficient personnel and parts



available to maintain the equipment so that the equipment can be repaired within eight hours after notification of equipment failure. This provision shall apply on a working-hour basis of 24 hours per day, seven days per week (including holidays).

10.4. System Acceptance Test Documentation

Before training and acceptance testing, an operational guide or manual, including "as-built" drawings and other appropriate material, shall be delivered in sufficient detail to explain the function(s) and order of sequence required to establish and maintain proper operation. Hard copy and electronic format will be required.



11. SYSTEM DOCUMENTATION

11.1. Technical/Maintenance Documentation

The selected Vendor shall be required to provide one electronic copy (of each) and three complete printed sets (of each) of the System Maintenance Manual, and Operations Manual.

Additional technical documentation to include, but not limited to:

- Maintenance Plan
- Data Flow Diagrams
- File Structures
- Data Dictionaries
- Language References
- Screen Forms

All documentation shall be delivered to the CAD Project Manager.

Any hardware or software changes made to the CAD system shall require the related technical documentation be updated to reflect the changes. Metro 911 requires the ability to reproduce copies as deemed necessary and to modify the documentation as required in the future. The Vendor shall grant Metro 911 the right to produce unlimited quantities of any generic and custom documents for their use and its users.

Proposers shall provide a paragraph-by-paragraph response to this section indicating their ability to comply with the described requirements. If the Proposer takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

11.1.1. Technical Documentation Required as Part of Proposal Submission

Proposers shall include the following technical documentation with each copy of the proposal:

- Itemized Equipment List For System Configuration
- Implementation Plan
- Cut-Over Plan
- Example Acceptance Test Plan
- Examples of Standard System Reports

11.2. System Manuals

To ensure operational efficiency, Metro 911 will require various system manuals.

The selected Vendor will be required to provide in hard copy and electronic format, in addition to the documents listed above in 10.1, the following:

- CAD Systems Administrator Manual
- CAD User's Manual



- CAD Mobile Administrators Manual
- CAD Mobile User's Manual



12. SYSTEM SUPPORT, MAINTENANCE AND WARRANTY

Proposers shall provide a paragraph-by-paragraph response to this section indicating their ability to comply with the described requirements. If the Proposer takes exception to a specific paragraph, they shall fully describe their exception in the appropriate appendix of the proposal.

12.1. Warranty of Hardware and Equipment

The duration of the warranty period shall be three-year parts and labor for all hardware and equipment. The warranty period shall begin upon formal acceptance of the system. This warranty shall cover both parts and labor. The Contractor shall warrant and guarantee further that the equipment furnished hereunder is of good workmanship and materials, and that the same is properly designed, operable, and equipped for the proposed use by Metro 911 and is in strict conformity with the detailed requirements. Should the Contractor fail to remedy any failure or defect within 30 consecutive days after receipt of notice thereof, the parties shall meet and discuss an extension of time which may be fair and equitable under the circumstances, failing which Metro 911 shall have the right to replace, repair, or otherwise remedy such failure or defect at the Contractor's expense.

12.2. Warranty for Contractor Supplied Software

Metro 911 requires a minimum one-year warranty on all Contractor supplied software starting from the date of formal acceptance of the system. The Contractor shall warrant that all Contractor-supplied software is fully operational, efficient, and free from defect for one year. In the event any such reproducible and/or recurring software defects become evident within the warranty period, the Contractor shall correct the defect. The Contractor shall be responsible for correcting all software defects in a timely manner, at no additional cost to Metro 911, for the period of one year or as long as a maintenance agreement is in force.

12.3. Warranty on Additional Equipment

Warranty on any additional system hardware or software purchased after acceptance of the initial system will be for not less than 12 months after the date the hardware or software is accepted and placed in service.

12.4. Maintenance during the Warranty Period

The Proposer shall describe in the proposal how system and equipment maintenance and repair will be handled during the warranty period. During the warranty period, the Contractor will respond to all maintenance related calls or notifications of system malfunction at no additional cost to Metro 911.

Warranty service shall be on a 24-hour per day, 7-day per week basis. The Contractor will have qualified technicians available to respond to major system malfunctions within one hour and to minor system malfunctions within two hours during the warranty period.

A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are



inoperative, not rendering the entire system unusable or significantly degraded. Metro 911 reserves the right to decide whether a system malfunction is classified as major or minor.

Acceptance of the work of the Contractor upon completion of the project shall not preclude Metro 911 from requiring strict compliance with the contract, in that the Contractor shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance. The one-year limit specified above shall not void or limit this requirement for little-used features or functions.

All applicable equipment must conform to all Underwriters Laboratories requirements for, specifically U.L. Standard 114. Such evidence shall be required of the Proposer prior to award of contract.

12.5. Alternate Service under Warranty

If it becomes necessary for Metro 911 to require the services of another Contractor for warranty related work, due to inability or failure of the original Contractor to perform such work, the Contractor shall reimburse Metro 911 for all invoices for labor, materials required, and the shipping/handling costs thereof to perform such services, within 30 days from presentation of such invoices. This shall only occur after the Contractor has been given reasonable time and fair opportunity to respond and correct the problem(s). The cost limitation for such repairs will not exceed the parts and labor replacement price of the repair.

12.6. Maintenance Following Warranty Period

The Proposer shall include in the proposal prices for ten annual maintenance periods of follow-on maintenance. The first year of maintenance begins 12 months after system acceptance, which is the duration of the warranty period. Metro 911 requires that any increase in price for successive annual maintenance periods not exceed 4% annually, for all software and hardware related products.

All services included in annual maintenance should be clearly detailed. All standard services that require additional cost should also be described, including when additional costs are required, at what current flat and hourly rates. Proposers must describe what preventative maintenance is included or available, including, but not limited to weekly or monthly proactive conference calls, database, and system software maintenance, etc.

12.6.1. Hardware

The Contractor will be required to provide system and equipment maintenance support to Metro 911 during and after expiration of the warranty period. Metro 911 will require a response time of no more than one hour for a "Major" failure of the system and no more than two hours for a "Minor" failure of the system. The Proposer shall provide the following minimum information about its various maintenance approaches for each of the following system components:

- Servers & Workstations.
- Storage & Backup Subsystems.
- Communications Devices
- Additional Supporting Components Required For Efficient System Operation.



The Proposer shall describe the scope of maintenance coverage and types of programs available to Metro 911. The Proposer shall discuss a Preventive Maintenance (PM) schedule and estimate the amount of non-scheduled maintenance (system downtime) for each component of the proposed system.

12.6.2. Maintenance of Contractor Furnished Software

Metro 911 requires that the Contractor maintain all Contractor-furnished software in a reliable operating condition, and incorporate the latest software changes applicable to the installed system. The Contractor will describe the nature of his software maintenance coverage and program for maintaining reliable, efficient, and current software. The maintenance contract pricing shall include providing and installing any system software patches, upgrades, enhancements, etc., developed by the software manufacturer during the maintenance contract period.

12.6.3. Maintenance for Discontinued Hardware or Equipment Component

In the event that the manufacture of any hardware or equipment component of the system is discontinued by the original equipment manufacturer, the Contractor will agree to provide continuous support and maintenance for the life of the original warranty.



13. PRICING INSTRUCTIONS AND PROPOSAL FORMS


1. The Vendor shall complete the pricing sheet provided in Appendix D of this RFP. Vendor shall submit one cost for total system. The system cost shall include all products and services listed in sections 17.1 through 17.5 of this RFP whose price fields are highlighted on the pricing sheet. Costs for all alternate products and services listed in these sections must also be included on the pricing sheet. In the event of a Proposer's inability to provide a particular alternate product or service, the Vendor must mark 'UNAVAILABLE' in the price field of the pricing sheet.
2. The Vendor shall include hardware and other equipment costs for all base and extended CAD system hardware & equipment components required to support the proposed system, as described in sections 3 & 4 of this RFP. Vendors shall enter quantities, unit costs, and total costs for each hardware or component in section 17.6 of the pricing sheet. Extended equipment would also include any additional equipment needed to meet the functional requirements of this RFP, but not explicitly requested on the pricing sheet.
3. The Vendor shall include additional pricing in section 17.7 of the price sheet for alternate maintenance. Metro 911 requests annual costs for extended maintenance services as described in Section 11 for a period of ten (10) years to commence when the 12-month warranty period expires. A maximum annual maintenance cost increase of 4% or less is ideal for Metro 911. Proposers must detail their anticipated annual maintenance cost increase if it is greater than 4%.
4. The Vendor shall include pricing information in section 17.8 of the price sheet for alternate modification services. Metro 911 request that the Vendor include labor categories applicable to this project and their respective rates. These rates shall be used in the event Metro 911 wishes to acquire additional services from the contractor for system modification.
5. The Vendor shall include descriptions for any alternate supplemental training and the respective costs in section 17.9 of the price sheet. Costs for each course should be on a per-student or per-class basis. This information shall be used in the event that Metro 911 desires additional training offered by the vendor.
6. The Vendor shall include descriptions for any alternate Vendor-recommended components, services or additional offerings and the respective costs in section 17.10 of the price sheet. Costs for each course should be on a per-student basis.
7. Vendors shall complete all the proposal forms presented in the following appendices. These forms must be submitted with your proposal as described in section 2 of this RFP. Each form has related instructions on what information is required. Please be sure you read and understand prior to completing.

Note: *It may be possible that one Vendor component satisfies multiple pricing sheet components. In such cases, please make specific note of any redundancies and breakdown cost per pricing sheet component appropriately. In no case should costs be duplicated in the Pricing Proposal.*



14.APPENDIX A – SIGNED PROPOSAL CERTIFICATION FORM

The undersigned hereby certifies that this proposal is submitted in response to, and complies with all requirements and instructions presented in this RFP.

		
KANAWHA COUNTY METRO 911 COMMUNICATIONS CENTER Proposal Certification		
Name of Certifier	Address:	Date
Telephone Number:	Fax Number:	Email Address:
Authorized Signature:	Print Name:	Print Title:



15.APPENDIX B – VENDOR REFERENCE PROFILE FORM

Primary vendor and subcontractors shall submit a completed Reference Profile Form for each reference provided.

Reference Profile

Agency Name:

Population Served:

Agencies Served:

Products Installed:

Reference Point of Contact:

Avg. No. of Yearly CFS:

Name:

No. of Dispatch Consoles:

Address:

No. of Field Personnel:

E-mail:

Date of Project Commencement:

Phone:

Date of Project Completion:

Description of Solution and Services Provided:

16. APPENDIX C – ASSUMPTIONS, CONSTRAINTS, AND EXCEPTIONS

Vendors shall list any Assumptions, Constraints, or Exceptions they may have as it pertains to this RFP. Additional space may be added if required.

Assumptions:**Constraints:****Exceptions:**

17.APPENDIX D – PROPOSAL PRICING INFORMATION

Pricing Sheet

17.1. Integrated CAD System

17.1.1. *Base System*

Integrated CAD software per the system requirements outlined in this RFP, including all base software, interfaces, modules and components:

<i>Component Description - license numbers are minimums required</i>	<i>Price</i>	<i>Price per additional</i>
• 1 Base System		
• 17 Dispatch & Supervisory Positions		
• 10 View Only/Reporting Positions		
• 25+ WebCAD Positions		
• 3 System Administration Positions		
• 2 Alternate Dispatch Positions (EOC/KC-1)		
• 1 Training/Test/Failover System		
• 6 Training Positions		
• 1 Disaster Recovery System (KCEAA)		
• 6 Disaster Recovery Positions (KCEAA)		

Note: All highlighted price fields reflect costs that will be directly scored on the price proposal scoring sheet. Blue fields are used for budgeting by Metro 911. Red fields indicate additional costs of importance to user agencies. Alternates may also be scored, if selected. See section 13 for additional information on the pricing sheet.



17.1.2. Required Interfaces and Modules

Development of Interfaces or Modules in accordance with the requirements outlined in Section 7 of the RFP, including the following mandatory components. Prices here should be all inclusive of additional costs, including but not limited to implementation, extended CAD equipment and third-party services needed. Attach itemized costs.

Component Description	Primary System Price*	Train/Test/Failover System Price*	Disaster Recovery System Price*
* interfaces for training/test/failover and disaster recovery systems are alternate components			
• E911 Telephone System Interface/Module			
• Law Enforcement RMS Inquiry Interface/Module			
• FIREHOUSE Fire RMS Interface/Module			
• Web-based CAD Interface/Module			
• Geographic Information System (GIS) Interface/Module			
• Rip and Run Reporting Interface/Module			
• APCO MEDS EMD Software Interface/Module			
• State/NCIC Query Interface/Module			
• Alpha-Numeric Paging Software Interface/Module			
• Time Synchronization Device Interface/Module			
• Automatic Vehicle Location (AVL) Display Interface/Module			
• Street Network Routing Interface/Module			
• Messaging Interface/Module			
• Pictometry Interface/Module			
• Standard Operating Procedures Interface/Module			
• Pre-Arrival Questions and Instructions Interface/Module			
• Press/Non-Confidential Narrative			
• Reporting (SQL, Excel, Crystal Reports, et cetera) Interface/Module			
• Automatic XML Export Interface/Module			
• SMS Text, Images, Video and other NG911 Technology Interface/Module			
• Other Miscellaneous Interfaces/Modules needed to meet RFP requirements			
• Mobile Data System Interface/Module	KCSO Primary System	CPD Primary System	KCSO D/R System*
Alternate A – View-only web equivalent			
Alternate B – View-only interface			
Alternate C – Full function interface			
Alternate D – Full replacement system			



17.1.3 Additional Interfaces, Modules and Systems (Alternates)

Development of Interfaces or Modules in accordance with the requirements outlined in Section 7 of the RFP, including the following alternate components. Prices here should be all inclusive of additional costs, including but not limited to implementation, extended CAD equipment and third-party services needed. Attach itemized costs.

<i>Component Description</i>	<i>Primary System Price*</i>	<i>Test/Train/Failover System Price*</i>	<i>Disaster Recovery System Price*</i>
* interfaces for training/test/failover and disaster recovery systems are alternate components			
• RMS and FBR and Other Law Enforcement Software Replacement (KCSO)			
• RMS and FBR and Other Law Enforcement Software Replacement (CPD)			
• Station Alerting Interface/Module			
• Radio System Interface/Module			
• Pre-hospital Care & Management Software Interface/Module			
• System Status Management (SSM) Interface/Module			
• TDD Interface/Module			
• Reverse 911 System Interface/Module			
• County-wide Disaster Siren System Interface/Module			
• CAD to Law Enforcement RMS Interface/Module			
• Fire Protocol Dispatching Software Interface/Module			
• Police Protocol Dispatching Software Interface/Module			
• Logging Recorder System Interface/Module			
• Emergency Operations Center Software/Emergency Management Int/Module			
• Business Intelligence Interface/Module			
• Crime Analysis Interface/Module			
• Automatic License Plate Reader (ALPR) System Interface/Module			
• Traffic, Surveillance or Other Video Camera Systems Interface/Module			
• Mobile Fingerprint Identification System Interface/Module			
• EMS CAD System Interface/Module			
• EMS CAD System Replacement			
• West Virginia State Police CAD/Regional CAD Systems Interface/Module			
• Application Programming Interface (API)			
• SAFER System Interface/Module			
• WV DOH Incident Reporting, OpenRoads Consulting Interface/Module			
• West Virginia State Police's Sex-Offender Registry Interface/Module			
• West Virginia Domestic Violence Registry Interface/Module			
• Frontier Communications and Telephony Systems Interface/Module			
• Custom SMS Text, Images, Video and Other NG911 Technology Int/Module			
• CAD Incident and Unit Log Interface/Module			
• Other Miscellaneous Interfaces & Modules			



17.2. System Implementation Services

17.2.1. *Required System Implementation Services*

<i>Component Description</i>	<i>Price</i>
Implementation and Installation Services for all required hardware and software components of the integrated CAD system, as outlined in this RFP, to include the configuration of forms, reports, screens, incidents, and other agency-specific items but excluding the following: installation of Base CAD equipment (server hardware, workstation hardware, operating systems, network equipment and some CAD clients). Instructions and technical assistance when required should be provided for Metro 911's IT Department to install all equipment (hardware and software) not installed by vendor. Detailed instruction should be provided on CAD client installation, including guided setup of the first 2 clients in each category. Interface costs should generally be included in section 17.1.	
Data Migration Services for importing historical data from Metro 911's systems into the Proposer's CAD system, as outlined in section 8 of this RFP.	
Implementation and GIS Services for compatibility review & analysis of Metro 911's GIS data, and the provisioning & integration of all necessary street network attribution data, as outlined in section 8 of this RFP.	
System Go-Live Services to include local and remote support during transition, as outlined in section 8 of this RFP. Indicate days of local support provided.	
Standard or Custom Report Design to meet the requirement of Metro 911 and it's user agencies, as outlined in section 8 of this RFP.	

17.2.2. *Alternate System Implementation Services*

<i>Component Description</i>	<i>Price</i>
Implementation and Installation Services for all components not included under the required implementation services, to be priced in three parts as follows. Taken together, they represent a complete end-to-end "turn-key" solution from the CAD vendor.	
<ul style="list-style-type: none"> • Implementation and Installation Services for all Dispatch CAD clients 	
<ul style="list-style-type: none"> • Implementation and Installation Services for all other CAD clients 	
<ul style="list-style-type: none"> • Implementation and Installation Services for all other hardware, software, network and miscellaneous equipment required for operating CAD including Base CAD Equipment 	
GIS customization to accommodate any Vendor-specific or proprietary schema	
GIS Technician services to assist in resolving any data incompatibility issues discovered during the required compatibility review & analysis process	



17.3 User Training

17.3.1. Required User Training

User Training for the minimum numbers of end-users, System Administrators and Support Personnel listed below.

<i>Component Description - note where off-site training is required</i>	<i>Price</i>	<i>Price per additional (specify unit)</i>
• 65 Dispatcher/Call-takers		
• 14 Dispatch Supervisors		
• 12 System Administrators & Support Personnel		
• 3 Other Administrative Staff		

17.3.2. Alternate User Training

<i>Component Description – note where off-site training is required</i>	<i>Price</i>
• Additional On-site User Training Classes (per class, specify class size)	
• Additional Follow-up Refresher Training Classes (per class, specify class size)	
• Additional Follow-up Train-the-Trainer Classes (per class, specify class size)	
• Annual User Conference Attendance Fees (per person)	

17.4. System Documentation

<i>Component Description</i>	<i>Price</i>
System Documentation to include technical documents and system manuals.	

17.5. Warranty Period Maintenance Services

<i>Component Description</i>	<i>Price</i>
Maintenance Services free of charge during the system warranty period.	
TOTAL: Include only blue highlighted price fields	\$



Base CAD hardware/software required for supporting the proposed solution as described in this RFP. Proposers shall include quantities, unit price, and total price for each hardware component. Use multiple sheets if needed.

17.6.2. Extended CAD System Hardware & Equipment

Additional CAD hardware/software required for supporting the proposed solution as described in this RFP. Any equipment or components needed to meet RFP requirements not otherwise referenced must be listed here. Proposers shall include quantities, unit price, and total price for each hardware component. Use multiple sheets if needed.

Description	Qty	Unit Price	Total Price
EXTENDED EQUIPMENT TOTAL:			\$
ALL EQUIPMENT TOTAL: <i>Include only blue highlighted price fields</i>			\$



17.7. Maintenance Services

Enter the yearly cost for maintenance services as described in Section 11 for five (5) years to commence when the 12 months warranty period expires. Please detail the Proposer's maximum percentage increase for successive years after year five. A maximum annual maintenance cost increase of 4% or less is ideal for Metro 911. Proposers must detail their anticipated annual maintenance cost increase if it is greater than 4%.

<i>Component Description</i>	<i>Price – CAD (Metro 911)</i> <i>*include maintenance for all highlighted fields above (blue)</i>	<i>Price- Mobile,RMS,FBR (KCSO)</i> <i>*include maintenance for all highlighted fields above (red)</i>	<i>Price - Mobile,RMS,FBR (CPD)</i> <i>*include maintenance for all highlighted fields above (red)</i>
• Year 1	\$	\$	\$
• Year 2	\$	\$	\$
• Year 3	\$	\$	\$
• Year 4	\$	\$	\$
• Year 5	\$	\$	\$



17.8. Alternate Modification Services

Please enter the labor categories applicable to this project and their respective rates in the rows below. These rates shall be used in the event Metro 911 wishes to acquire additional services from the contractor for system modification.

<i>Component Description</i>	<i>Price</i>
	\$
	\$
	\$
	\$
	\$

17.9. Alternate Training

Please enter any additional courses and their respective costs the Proposer wishes to offer the Metro 911 in the rows below. Provide a short description of the course and the number of classroom hours per student required to complete the course. Costs for each course should be on a per-student basis.

<i>Component Description</i>	<i>Price</i>
	\$
	\$
	\$

17.10. Alternate Vendor Recommendations

Please enter any components, services, or additional offerings recommended by Vendor.

<i>Component Description</i>	<i>Price</i>
	\$
	\$
	\$
	\$



18. APPENDIX E – BID BOND

BID BOND PREPARATION INSTRUCTIONS

- (A) Your Company Name
 - (B) City, Location of your Company
 - (C) State, Location of your Company
 - (D) Surety Corporate Name
 - (E) City, Location of Surety
 - (F) State, Location of Surety
 - (G) State of Surety Incorporation
 - (H) City of Surety Incorporation
 - (I) Minimum amount of acceptable bid bond is 5% of total bid. You may state "5% of bid" or a specific amount on this line in words.
 - (J) Amount of bond in figures
 - (K) Brief Description of scope of work
 - (L) Day of the month
 - (M) Month
 - (N) Year
 - (O) Name of Corporation
 - (P) Raised Corporate Seal of Principal
 - (Q) Signature of President or Vice President
 - (R) Title of person signing
 - (S) Raised Corporate Seal of Surety
 - (T) Corporate Name of Surety
 - (U) Signature of Attorney in Fact of the Surety
- Dated, Power of Attorney with Raised Surety Seal must accompany this bid bond.

Bid Bond

KNOW ALL MEN BY THESE PRESENTS, That we, the undersigned,
 _____ of _____, _____
 as Principal, and _____ of _____,
 _____, a corporation organized and existing under the laws
 of the State of _____ with its principal office in the City of
 _____, as Surety, are held and firmly bound unto Metro Emergency
 Operations Center of Kanawha County, as Oblige, in the penal sum of _____
 (\$ _____) for the payment of which, well and truly to be made,
 we jointly and severally bind ourselves, our heirs, administrators, executors,
 successors and assigns.

The Condition of the above obligation is such that whereas the Principal
 has submitted to Metro Emergency Operations Center of Kanawha County a certain bid or
 proposal, attached hereto and made a part hereof to enter into a contract in writing for

NOW THEREFORE.

- (a) If said bid shall be rejected, or
- (b) If said bid shall be accepted and the Principal shall enter into a contract in accordance with the bid or proposal attached hereto and shall furnish any other bonds and insurance required by the bid or proposal, and shall in all other respects perform the agreement created by the acceptance of said bid then this obligation shall be null and void, otherwise this obligation shall remain in full force and effect. It is expressly understood and agreed that the liability of the Surety for any and all claims hereunder shall, in no event, exceed the penal amount of this obligation as herein stated.

The Surety for value received, hereby stipulates and agrees that the obligations of said Surety and its bond shall be in no way impaired or affected by any extension of time within which the Oblige may accept such bid: and said Surety does hereby waive notice of any such extension.

IN WITNESS WHEREOF, Principal and Surety have hereunto set their hands and seals and such of them as are corporations have caused their corporate seals to be affixed hereto and these presents to be signed by their proper officers, this _____ day of _____, 20____.

Principal Corporate Seal

(P)

By

 (Name of Principal)

 (Must be President or Vice President)

 Title

(S)
 Surety Corporate Seal

 (Name of Surety)

 Attorney-in-Fact

IMPORTANT – Surety executing bonds must be licensed in West Virginia to transact surety insurance. Raised Corporate Seals must be affixed and a Power of Attorney must be attached.



REQUEST FOR PROPOSAL

2011

BID BOND

KNOW ALL MEN BY THESE PRESENTS, That we, the undersigned, _____
_____ of _____, _____, as Principal, and _____
_____ of _____, _____, a corporation organized and existing under the laws of the State of _____
_____ with its principal office in the City of _____, as Surety, are held and firmly bound unto Metro
Emergency Operations Center of Kanawha County, as Obligor, in the penal sum of _____
(\$ _____) for the payment of which, well and truly to be made, we jointly and severally bind ourselves, our heirs,
administrators, executors, successors and assigns.

The Condition of the above obligation is such that whereas the Principal has submitted to Metro Emergency Operations
Center of Kanawha County a certain bid or proposal, attached hereto and made part hereof, to enter into a contract in writing for

NOW THEREFORE,

(a) If said bid shall be rejected, or
(b) If said bid shall be accepted and the Principal shall enter into a contract in accordance with the bid or proposal attached
hereto and shall furnish any other bonds and insurance required by the bid or proposal, and shall in all other respects perform the
agreement created by the acceptance of said bid, then this obligation shall be null and void, otherwise this obligation shall remain in full
force and effect. It is expressly understood and agreed that the liability of the Surety for any and all claims hereunder shall, in no event,
exceed the penal amount of this obligation as herein stated.

The Surety, for the value received, hereby stipulates and agrees that the obligations of said Surety and its bond shall be in no
way impaired or affected by any extension of the time within which the Obligor may accept such bid, and said Surety does hereby
waive notice of any such extension.

IN WITNESS WHEREOF, Principal and Surety have hereunto set their hands and seals, and such of them as are corporations
have caused their corporate seals to be affixed hereunto and these presents to be signed by their proper officers, this _____ day of
_____, 20 _____.

Principal Corporate Seal

(Name of Principal)

By _____
(Must be President or Vice President)

(Title)

Surety Corporate Seal

(Name of Surety)

Attorney-in-Fact

IMPORTANT – Surety executing bonds must be licensed in West Virginia to transact surety insurance. Raised corporate seals
must be affixed, a power of attorney must be attached.



19. APPENDIX F – VENDOR REGISTRATION & DISCLOSURE STATEMENT

VENDOR REGISTRATION & DISCLOSURE STATEMENT KANAWHA COUNTY COMMISSION, P.O. BOX 3627, CHARLESTON, WEST VIRGINIA 25336 TELEPHONE (304) 357-0115 FAX (304) 357-4674

1. Name of Individual, Company or Corporation: _____
2. REMIT PAYMENT TO ADDRESS: _____
3. FEIN (or SSN if Individual): _____
4. Vendor is Classified as: _____ Individual _____ Company _____ Partnership _____ Corporation _____ Proprietorship
5.

★ If the Vendor is an **individual**, indicate below "INDIVIDUAL" his name and residence address; if he has associates or partners sharing in his business, indicate "ASSOCIATE" or "PARTNER", their names and residence addresses.

★ If the Vendor is a **firm**, indicate below each "MEMBER", "PARTNER", or "ASSOCIATE" of the firm, their names and residence addresses.

★ If the Vendor is a **corporation**, indicate below the "PRESIDENT", "SECRETARY", "TREASURER", and "GENERAL MANAGER" of the corporation, their names and residence address; and the names and residences of any stockholders of the corporation owning or holding more than ten percent of the capital stock thereof. Attach another sheet if additional space is needed.

POSITION	NAME	ADDRESS (STREET & NUMBER), CITY & STATE
6. Is the vendor acting as an agent for some other individual, firm or corporation? ____ Yes ____ No If yes, attach a statement of the principal authorizing such representation.
7. What is the latest Dun & Bradstreet rating on the vendor? _____
8. What is the vendor's net worth? _____
9. List one or more banking institutions to serve as references for the vendor: _____
10. List the State in which the Company was incorporated and the date of the incorporation: _____
11. List the general classification of the products and/or services offered by the Vendor: _____
12. Indicate the areas of Kanawha County that the Vendor can service or supply with the Vendor's product: _____
13. Has the vendor or those owning a controlling interest of the Vendor or those serving as managers or officers of the Vendor done business within the preceding ten years under a different name or a different form of business organization? ____ Yes ____ No If yes, list the names and form of business organization under which such business was conducted: _____
14. If those owning a controlling interest of the Vendor or those serving as the managers or officers of the Vendor own at least ten percent of the capital stock of another corporation, list the name and state of incorporation of such corporations: _____
15. The above named vendor practices equal employment opportunities and is in compliance with the Immigration Reform and Control Act.

STATE OF _____, COUNTY OF _____

I, _____, do solemnly swear the above disclosed information is true & complete. Given under my hand this _____ day of _____, 20____. (Signature & Title)

Subscribed and sworn to before me, a Notary Public in and for the aforesaid County and State, on this _____ day of _____, 20____.

_____, Notary Public

PLEASE LIST THE GOODS AND/OR SERVICES YOUR BUSINESS PROVIDES:

BUSINESS NAME: _____

CONTACT PERSON: _____

REMIT PAYMENT ADDRESS: _____

STREET ADDRESS: _____

TELEPHONE: _____

FAX: _____

E-MAIL/WEBSITE: _____

ATTENTION VENDORS

Have you registered for the Kanawha County Commission Automatic Vendor E-Mail Notification System for bid specifications? Register by visiting our website @ www.kanawha.us



20. APPENDIX G – NO DEBT AFFIDAVIT**A F F I D A V I T****West Virginia Code §5A-3-10a states:**

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in aggregate.

Definitions:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company, or any other form of business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law, or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form of business association or other entity whatsoever, related to any vendor by blood, marriage, ownership, or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit, or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

Exception:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (West Virginia Code §61-5-3), it is hereby certified that the bidder and all related parties do not owe any debts or, if a debt is owed, that the provisions of the exception clause above apply; and all state licensing requirements are in compliance.

Vendor's Name: _____

Authorized Signature: _____ Date: _____

No Debt Affidavit
Revised 04/15/04



21. APPENDIX H – APPLICATION FUNCTION RESPONSE MATRIX

Vendors shall review and complete the attached Application Function Response Matrix file, which is in Microsoft Excel format. Please read the instructions listed on the first sheet of the workbook and respond to each item included on all remaining pages of the workbook. The Proposer's response to this section must be included with each copy of the Vendor's Technical Proposal in CD-ROM or like format.



22. APPENDIX I – PROPOSAL SCORING SHEET

The primary purpose of the Proposal Scoring Sheet is to assist Metro 911 in eliminating unqualified Proposers. The secondary purpose of the scoring sheet will be to highlight potential finalist candidates. The scoring does not determine the winning bidder, nor does it guarantee that a Proposer will be selected as a finalist. The finalists, and ultimately the winning bidder, will be selected at the discretion of Metro 911 based on the Proposer that is seen as having the best available solution.

Please note that the example given below is subject to change.



TECHNICAL PROPOSAL SUMMARY SCORE SHEET

County: KANAWHA

RFP Number:

Entity: METRO EMERGENCY OPERATIONS CENTER OF KANAWHA COUNTY

Address: 200 PEYTON WAY CHARLESTON, WV 25309

Number of Bids Received: _____	Responsiveness to the Proposal Requirements	System Functionality & Ease of Use	Customer References & Past Performance	Experience, Skills & Ability to Deliver & Support Proposed System	Total Points
CAD SOFTWARE PROVIDERS	<i>0-50</i>	<i>0-50</i>	<i>0-25</i>	<i>0-25</i>	Maximum of 150
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Scored by: (Signatures of CAD Selection Committee)

1		Date:	
2		Date:	
3		Date:	
4		Date:	
5		Date:	
6		Date:	
7		Date:	
8		Date:	
9		Date:	
10		Date:	
11		Date:	
12		Date:	
13		Date:	
14		Date:	
15		Date:	
16		Date:	
17		Date:	



TECHNICAL PROPOSAL SCORE SHEET

CAD Selection Committee Members Scoring Proposal:		CAD Software Provider Name:	
1	_____	RFP Number:	_____
2	_____		
3	_____		
4	_____		
5	_____		
6	_____		
7	_____		
8	_____		
9	_____		
10	_____		
11	_____		
12	_____		
13	_____		
14	_____		
15	_____		
16	_____		
17	_____		

VERY RARELY OR NEVER MEETS REQUIREMENTS	RARELY MEETS REQUIREMENTS	OCCASIONALLY MEETS REQUIREMENTS	FREQUENTLY MEETS REQUIREMENTS	VERY FREQUENTLY MEETS REQUIREMENTS	MEETS OR EXCEEDS REQUIREMENTS	Weight	Score
0 (0%)	1 (20%)	2 (40%)	3 (60%)	4 (80%)	5 (100%)		

Degree to which response meets the requirements of the RFP: Maximum 50 points

Questions rated on a scale of 0-5

1 Does the Proposal meet the General Proposal Conditions, as outlined in section 2 of the RFP?	—	—	—	—	—	5	_____
2 Does the Proposal satisfy the system's equipment and installation requirements, as outlined in section 3 of the RFP?	—	—	—	—	—	5	_____
3 Does the Proposal meet the CAD hardware configuration requirements, as outlined in section 4 of the RFP?	—	—	—	—	—	5	_____
4 Does the Proposal meet the required CAD system software and system security benchmarks, as outlined in section 5 of the RFP?	—	—	—	—	—	5	_____
5 Does the proposed system meet the CAD application software functions, as outlined in section 6 and the attached Application	—	—	—	—	—	5	_____
6 Does the Proposal meet the interface, module and alternate component requirements, as outlined in section 7 of this RFP?	—	—	—	—	—	5	_____
7 Rate the Proposal's ability to provide the optional interfaces, modules and alternate components, as described in section 7 of this RFP	—	—	—	—	—	3	_____
8 Does the Proposal offer the various system implementation services, as outlined in section 8 of this RFP?	—	—	—	—	—	4	_____
9 Does the Proposal satisfy the training requirement, as described in section 9 of the RFP?	—	—	—	—	—	4	_____
10 Does the Proposal satisfy the acceptance test requirements, as described in section 10 of the RFP?	—	—	—	—	—	4	_____
11 Does the Proposal satisfy the system support, maintenance and warranty requirements, as described in section 12 of the RFP?	—	—	—	—	—	5	_____
						50	Total _____ of 50



Functionality and ease of use of the proposed system: Maximum 50 points

Questions rated on a scale of 0-5

1 Application Function Response Matrix (Appendix X) - Operations Functions score	—	—	—	—	—	—	12	_____
2 Application Function Response Matrix (Appendix X) - IT Functions score	—	—	—	—	—	—	8	_____
3 Application Function Response Matrix (Appendix X) - GIS Functions score	—	—	—	—	—	—	8	_____
4 Application Function Response Matrix (Appendix X) - Report Functions score	—	—	—	—	—	—	4	_____
5 Would the proposed CAD system serve to increase integration of internal and external system components and streamline processes required by Dispatchers?	—	—	—	—	—	—	10	_____
6 Would the proposed CAD system serve to increase integration of internal and external system components and streamline processes required by User Agencies?	—	—	—	—	—	—	8	_____
							50	Total _____ of 50

Customer references and past performance: Maximum 25 points

Questions rated on a scale of 0-5

1 Does the Vendor meet the reference requirements, as outlined in sections 1 & 2 of the RFP?	—	—	—	—	—	—	5	_____
2 Do the Vendor's references include agencies that would have operational needs that are of similar or greater sophistication than Metro 911?	—	—	—	—	—	—	5	_____
3 Rate the references statement of vendor implementation	—	—	—	—	—	—	5	_____
4 Rate the references statement of product quality	—	—	—	—	—	—	5	_____
5 Rate the references statement of product support	—	—	—	—	—	—	5	_____
							25	Total _____ of 25

Experience, skill and ability to deliver and support the proposed system: Maximum 25 points

Questions rated on a scale of 0-5

1 Rate the Proposal's implementation plan and ability to meet the system implementation service requirements outlined in the RFP	—	—	—	—	—	—	5	_____
2 Does the Proposal provide for qualified, Vendor-supplied technical support and Project Management personnel requirements, as outlined in the RFP?	—	—	—	—	—	—	3	_____
3 Does the Proposal offer adequate training and system go-live support?	—	—	—	—	—	—	5	_____
4 Does the Proposal offer satisfactory acceptance test plans, procedures, and terms?	—	—	—	—	—	—	5	_____
5 Does the Proposal offer satisfactory system support and long-term upgrade policies?	—	—	—	—	—	—	7	_____
							25	Total _____ of 25
								Grand Total _____ of 150



PRICING PROPOSAL SCORE SHEET

County: KANAWHA

RFP Number:

Entity: METRO EMERGENCY OPERATIONS CENTER OF KANAWHA COUNTY

Address: 200 PEYTON WAY CHARLESTON, WV 25309

	CAD System, Implementation, Training & Warranty	Hardware & Other Equipment	Maintenace Costs for Metro 911	RMS, Mobile, & FBR	Maintenace Costs for User Agencies	Total Points
Number of Bids Received:						
CAD SOFTWARE PROVIDERS	Cost	Cost	Cost	Cost	Cost	Maximum of 50
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Scored by: (Signatures of CAD Selection Committee)

1		Date:	
2		Date:	
3		Date:	
4		Date:	
5		Date:	
6		Date:	
7		Date:	
8		Date:	
9		Date:	
10		Date:	
11		Date:	
12		Date:	
13		Date:	
14		Date:	
15		Date:	
16		Date:	
17		Date:	



COMBINED PROPOSAL SCORE SUMMARY

County: KANAWHA

RFP Number:

Entity: METRO EMERGENCY OPERATIONS CENTER OF KANAWHA COUNTY

Address: 200 PEYTON WAY CHARLESTON, WV 25309

Number of Bids Received:		Total Technical Proposal Score	Total Pricing Proposal Score	Total Points
CAD SOFTWARE PROVIDERS		0-150	0-50	Maximum of 200
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Scored by: (Signatures of CAD Selection Committee)

1		Date:	
2		Date:	
3		Date:	
4		Date:	
5		Date:	
6		Date:	
7		Date:	
8		Date:	
9		Date:	
10		Date:	
11		Date:	
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15		Date:	
16		Date:	
17		Date:	

