

**REQUEST FOR PROPOSAL  
FOR  
COMPUTER AIDED DISPATCH SYSTEM**

**Purchaser:** Marshall County Fiscal Court

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**Mark:** "Proposal for Computer Aided Dispatch System"

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**SECTION 1.0**  
**INVITATION, BACKGROUND AND VENDOR INSTRUCTIONS**

**1.1 INVITATION**

The Marshall Fiscal Court is requesting Proposals for a replacement Computer Aided Dispatch System ("CAD System") to be installed at Marshall County E-911 ("MCE911"). This Request for Proposal ("RFP") requires that vendors, as "qualified" below, submit a sealed turnkey proposal (as instructed in the advertised bid) that includes all necessary items to be purchased and installed by the vendor. The Marshall County Fiscal Court and or Marshall County E-911, reserves the right to reject any or all bids. Bids failing to meet the requirements within the advertisement and the RFP will be rejected.

**1.2 BACKGROUND**

MCE911 has determined that its existing Caliber CAD System does not meet its current and anticipated requirements. This RFP has been established to provide vendors with guidelines for proposing a replacement CAD System.

**1.3 MANDATORY QUALIFICATIONS FOR CONSIDERATION**

The Vendor must have each of the following mandatory qualifications listed below to participate in this RFP. Note that the order of listing does not reflect any relative importance. Vendors not able to provide evidence of meeting the Mandatory Requirements will not be further considered.

The Vendor shall provide a response to each of the following items in its Proposal – Section 3. Vendor shall be in the public safety computer systems business for at least ten (10) years.

**1.3.1** The Vendor's proposed CAD System shall be fully operational in a minimum of thirty (30) separate installations in County or Municipal Agencies.

**1.3.2** The Vendor's proposed CAD System shall consist of application software including an optional Mobile Computer System (MCS) or Mobile Data Terminal (MDT) developed and maintained by the Vendor.

**1.3.3** The Vendor shall be financially sound and be able to produce, upon request, documents evidencing same.

**1.3.4** The Vendor shall be free of any litigation with private and governmental entities for five (5) years, or be able to explain to the sole satisfaction of the Requestor that any litigation within this window of time is not reason to reject the Vendor's bid.

**1.3.5** Vendor shall provide maintenance and support and be available at all times (24/7/365) using its own staff employees and not out-sourced resources. Outsourced support is not acceptable.

**1.3.6** Vendor shall not be in arrears or otherwise have any unpaid federal, state, or local taxes of any kind.

**1.3.7** Vendor shall provide Data Conversion of the existing Caliber Data.

1.3.8 MCE911 would prefer a local server solution, but would consider other options if available.



**1.4 VENDOR QUESTIONS AND RESPONSES**

Vendors shall submit all questions in writing by e-mail within two (2) weeks of due date. Only written responses from MCE911 shall be considered as part of this RFP. If there is a requirement contained within this RFP document in which you do not currently meet, you may submit an "exception". The exception must include a detailed description of how the vendor plans to meet MCE911's need in the future. The explanations must include the proposed solution and a time frame for full completion.

**1.5 PROPOSAL RESPONSE FORMAT AND CONTENTS**

Proposals must consist of the following Sections and in the specific format detailed below.

**Section 1 – Management Summary**

The Management Summary shall be written for non-technical personnel and contain a summary of the contents of the proposal including:

- Summarize your qualifications and experience for turnkey Public Safety Computer Systems to bid this RFP.

**Section 2 – Corporate Data**

The following corporate information shall be submitted:

- Provide the type of organization (partnership, corporation, etc.) and state where organized.
- State the location(s) of the company office(s) and representatives that will support the proposed System.
- State the source, owner and copyright holder of the Systems proposed if the Systems were not developed by your employees.
- List of all lawsuits and litigations, past and current with private and with public agencies since the original start of business. List of any bankruptcy or insolvency proceedings in the Vendor's history.
- Provide a reference list including agency name, contact person and telephone number for every Commonwealth of Kentucky agency for whom you have installed the proposed CAD System.

**Section 3 – Vendor Response to Mandatory Requirements for Qualification**

The Vendor must have each of the items listed in RFP Section 1.3

**Section 4 – Application Software Requirements**

The Vendor shall respond to each of the requirements detailed in RFP Section 4.0.

**Section 5 – Hardware and System Software**

Vendor shall provide the Hardware and System Software described in RFP Section 6.0. Vendor shall verify that it is able to meet the specifications, as described. MCE911 currently has some new Hardware (PC's and Monitors) purchased but requires this section be filled to ensure that the software and Hardware from vendor is compatible with the Hardware present.

**Section 6 – Implementation Services**

Vendor shall provide a description of its CAD System Implementation including the following items:

- Documentation and On-Site Implementation/Review Visit
- Software System Generation
- Management Orientation
- On-Site System Installation
- On-Site Training

**Section 7 – Implementation Schedule**

Vendor shall provide an Implementation Schedule in weeks after receipt of order of an executed agreement.

**Section 8 – Maintenance and Support**

Vendor shall describe its Maintenance and Support Service policy. MCE911 requires the following:

- Round-the-clock (24/7/365) Support Direct Vendor Support
- All Support Calls are to be answered directly by the vendor's Support Team.

**Section 9 – Cost Proposal**

Vendor shall provide a detailed Cost Proposal.

**SECTION 2.0  
APPLICATION SOFTWARE LICENSE REQUIREMENTS**

**2.1 Computer Aided Dispatch (CAD) System**

- CAD (3 WS\*)
- CAD Supervisory (4 WS\*)
- CAD-E911 Interface
- CAD-Mapping System
- CAD-State Interface
- CAD-RapidSOS Interface
- CAD-Intellicomm Interface
- Rapid Deploy Radius Integration

\*WS = Work Stations

**SECTION 3.0  
TRAINING REQUIREMENTS**

**3.1 Training Methodology**

MCE911 requires On-Site Training Classes. Train-the-Trainer Classes are not acceptable.

**3.2 On-Site Classes**

Vendor shall provide On-Site Training Classes as follows:

| <b>Class</b>   | <b>Students</b> | <b>Classes</b> |
|----------------|-----------------|----------------|
| System Manager | 3-5             | 1              |
| Dispatch       | 12              | 3              |

**3.3 On-Site Live Operation Service**

Upon completion of the On-Site Training Classes, MCE911 shall cut-over immediately to the new CAD System. Vendor shall provide On-Site Live Operation Service as follows:

| <b>Function</b> | <b>Days</b> |
|-----------------|-------------|
| Dispatch        | 3           |

**3.4 Training Equipment**

Vendor shall supply its own Training Equipment. Each Student shall receive hands on Training using a Vendor supplied PC. MCE911 equipment including the Data Server shall not be used.



## SECTION 4.0 APPLICATION SOFTWARE REQUIREMENTS

### 4.1 Instructions

For each Item where indicated by a "Select Code", click to enter in one of the following codes:

|           |   |
|-----------|---|
| <u>C</u>  | Requirement/Specification is met by the proposed Systems and is included in the Proposal. Feature will be demonstrated upon request.                |
| <u>M</u>  | Requirement/Specification requires development. Costs are included in the Proposal. Feature will be demonstrated prior to proposed delivery.        |
| <u>E</u>  | Requirement/Specification requires development. Costs are included in the Proposal. Feature will be not be demonstrated prior to proposed delivery. |
| <u>NC</u> | Vendor cannot provide Feature or satisfy Requirement  |

### 4.2 Computer Aided Dispatch (CAD) System

The CAD System shall have the following features:

|             |  |
|-------------|--|
| Select Code | Unlimited Agencies   |
| Select Code | Single and Two Stage Dispatch from Any Workstation   |
| Select Code | Windows E911 ANI/ALI Data Window   |
| Select Code | Automatic Entry of E911 ANI/ALI Data into Record on Command  |
| Select Code | Automatic Incident Number Generation by Agency and Service   |
| Select Code | Separate Incident Numbers for Police, Fire and EMS and Public Works Agencies   |
| Select Code | Date and Time Stamp Transactions   |
| Select Code | Name Check for Warrants in RMS   |
| Select Code | Name Check for Priors in CAD and RMS   |
| Select Code | Name Check for Court Orders in RMS   |
| Select Code | Verifies Addresses   |
| Select Code | Verifies Intersections   |
| Select Code | Verifies Common Place Names  |
| Select Code | Translates and Verifies Alias Street Names   |
| Select Code | Translates Alias Common Place Names  |
| Select Code | Geofile Checks for Hazardous Locations   |
| Select Code | Geofile Checks for Prior Incidents at Location in CAD and RMS  |
| Select Code | Checks for Pending Incidents at Location   |
| Select Code | Enhanced Unit Recommendation based on Activity Type and Location   |
| Select Code | Premise Response File (Pre Plan) flagged by Location   |
| Select Code | Premise File Image enabled for Photos, Documents and Preplans  |
| Select Code | Complies with Kentucky Phase 1 and Federal Phase 2 Wireless Mapping  |
| Select Code | Dispatches Police, Fire, EMS and Public Works Agencies   |
| Select Code | Dispatches to Mobiles when MCS/MDT is purchased  |
| Select Code | Provides Automatic Multiple Services Dispatches for a Single Incident  |
| Select Code | Displays Incident Status on CAD Screen and CAD Map   |
| Select Code | Displays Police, Fire, EMS Unit Status   |
| Select Code | Incident Status Timers by Activity Code to alert Dispatcher  |
| Select Code | Unit Status Timers by Activity Code and Status to alert Dispatcher   |
| Select Code | Quick Entry windows for Traffic Stops and Officer initiated Calls for Service  |
| Select Code | Quick Entry windows shall be provided to enter Wanted/Suspect Persons and Vehicles attached to each CAD incident. The Wanted/Suspect Window shall record Racial profile Data |
| Select Code | Provides an E911 Queue window that displays E911 Data  |
| Select Code | The operator shall be able to import data into fields on the CAD screen with a click on any row in the E911 Queue window   |



|             |  |
|-------------|--|
| Select Code | Command Line Function is provided that enables the dispatcher to enter Incident and Unit Status and Assignments and keep another Incident Window active on the same Screen |
| Select Code | Individual Dispatcher Radio Log for each Dispatcher  |
| Select Code | Master Radio Log for Supervisor and/or Dispatch Entry  |
| Select Code | CAD Status Displays provide real-time refresh with no operator intervention  |
| Select Code | Unlimited units may be assigned to a Call for Service  |
| Select Code | Incident Log provides for unlimited comments for each Call for Service.  |

#### 4.3 CAD-E911 Interface

The CAD-E911 Interface shall have the following features:

|             |   |
|-------------|---|
| Select Code | Interfaces with all manufacturers of ANI/ALI Controllers including Plant, Positron, CML, and AT&T |
| Select Code | Imports the E911 ALI message into CAD and CAD Mapping   |
| Select Code | Transmits E911 Data to the CAD Data Entry Screen E911 Window                                      |
| Select Code | The original E911 message shall be attached to the CAD Record for the call reference              |

#### 4.4 CAD-Mapping System

The CAD-Mapping System shall have the following features:

|             |  |
|-------------|--|
| Select Code | Displays E911 Call Locations   |
| Select Code | Displays Calls for Service Locations   |
| Select Code | Displays Unit Locations  |
| Select Code | Utilizes Agency's GIS Data including Layers (Local Content) for creation of Map Tile |
| Select Code | Integrates with ESRI On-Line Content to display the entire United States             |
| Select Code | Utilizes ESRI On-Line Content to display Traffic                                     |
| Select Code | Calculates Routing based on Local Content or On-Line Content                         |
| Select Code | Provides Turn-by-Turn Routing  |

#### 4.5 CAD-State Interface

##### 4.5.1 CAD-State Interface Features

The CAD-State Interface shall have the following features:

|             |   |
|-------------|---|
| Select Code | Interfaces with the Commonwealth of Kentucky NCIC/LINK System                                     |
| Select Code | Provides Stand-Alone CAD-State Interface window   |
| Select Code | Interfaces with and allows CAD-State transactions from the CAD Quick Entry window or command line |
| Select Code | Attaches State Return to Calls for Service record   |

##### 4.5.2 CAD-State Interface Transactions

The CAD-State Interface Inquires shall be provided:

|             |          |
|-------------|----------|
| Select Code | Persons  |
| Select Code | Vehicles |
| Select Code | Guns     |
| Select Code | Boats    |
| Select Code | Articles |

#### 4.6 CAD-RapidSOS Interface

The CAD-RapidSOS Interface shall provide the following features and functions:

|             |  |
|-------------|--|
| Select Code | Exports E911 Call Data to RapidSOS                         |
| Select Code | Imports RapidSOS provided data to Calls for Service Record |

**4.7 CAD-Intellicomm Interface**

The CAD-Intellicomm Interface shall provide the following features and functions:

- Select Code Interface is Dispatcher activated on demand.
- Select Code Allows for Activity Code Change based on Intellicomm results.
- Select Code Imports Intellicomm Questions and Answers into a Call for Service Window

**4.8 CAD-Rapid Deploy Interface**

The CAD-Rapid Deploy Interface shall provide the following features and functions:

- Select Code Vendor shall provide a solution to interface the new Rapid Deploy Radius Mapping product purchased by the Kentucky 911 Services Board. This interface would import/export data to reduce the workload of the Telecommunicator and eliminate the need to operate to separate systems.

**SECTION 5.0  
DATA CONVERSION**

**5.1 Specifications**

MCE911 requires conversion of the existing Caliber data into the vendor's CAD System.



## SECTION 6.0 HARDWARE, SYSTEM SOFTWARE AND WORK STATION REQUIREMENTS

### 6.1 Architecture

MCE911 would prefer a local server solution, but would consider other options available

### 6.2 Host System Hardware

The Hardware requirements are as follows:

#### 6.2.1 Server (1)

- 4U RM Xeon 12C Gold 5118 2.3GHz Processor
- 64 GB Memory
- 430-8i SAS / SATA 12Gb HBA Lenovo Server
- 600 GB Hard Disks 15K Hot-Swap (5)
- N2225 SAS /SATA HBA for System x
- 750 Watt Redundant Power Supply
- Year 24x7, 4 Hour Response Maintenance
- **Or Similar equipment**

#### 6.2.2 Network Attached Storage (1)

- RackStation RS1619xs+ 1U Rackmount 64 GB Memory
- Synology Sliding Rail for 1U / 2U
- 4TB WD Red Pro SATA 6Gb / s 3.5" Internal Hard Drive
- 256MB CacheN2225 SAS /SATA HBA for System x
- Or similar equipment

#### 6.2.3 Firewall (1)

- Firewall with FIPS 140-2 Certificate
- Manufacturer 24x7x4 Maintenance – 3 Year

#### 6.2.4 E911 Interface Hardware (1)

### 6.3 System Software

The System Software requirements are as follows:

#### 6.3.1 Windows Server 2019

- Windows Server 2019 Server 16 Core License (1)
- Windows Server 2019 Device CAL (7)

#### 6.3.2 SQL 2019

- SQL 2019 Standard Edition License (1)
- SQL 2019 Device CAL (7)

#### 6.3.3 Veritas Backup Exec

- Backup Exec Win Server (1)
- Backup Exec Agent (1)