



THOMAS COUNTY, GEORGIA

REQUEST FOR PROPOSALS
For
Computer Aided Dispatch (CAD) System
And
Associated Applications

Proposals must be submitted to:

Thomas County Board of Commissioners
116 West Jefferson Street
P.O. Box 920
Thomasville, Georgia 31799

Attn: Nisha Thurman, Purchasing Agent

By: 2:00 p.m., Friday, July 29, 2022

Section 1

**General Conditions
Request for Proposals**

A. Purpose of the Request for Proposal

Thomas County is seeking to enter into a contract with a vendor that can provide a Computer Aided Dispatch (CAD) system for Thomas County E-9-1-1. As an option, proposal may also be submitted for associated applications: Automatic Vehicle Locator (AVL), Records Management System (RMS), and Mobile Data Terminal (MDT) software among others.

Thomas County E-911 currently uses 911 software by Tyler Technologies and marketed as "New World CAD".

The Thomas County Sheriff's Office currently uses application software by Eagle and the City of Thomasville Police & Fire currently use application software by SSI. Thomas County's first priority is to purchase a CAD system that will maintain or improve functionality of 911 Center operations. The CAD system and selected applications shall be provided by the same service provider and must be able to support associated applications currently in use as required by the specifications cited herein.

B. Service Providers

Thomas County welcomes proposals from all qualified vendors. The County, in its sole discretion, may enter into contract with only one qualified service provider that's capable of providing all selected software applications to the Thomas County.

C. Contacts with County Employees

As of the issuance date of this RFP and continuing until the final date for submission of proposals, all proposers are specifically directed not to hold meetings, conferences or technical discussions with any County employee for purposes of responding to this RFP except as otherwise permitted by this RFP. Any Proposer, who violates this directive in any way, may be disqualified from entering into any contract that may result from this RFP.

D. Background

Thomas County is located in southwest Georgia and borders the Tallahassee, Florida standard metropolitan area. The population is 46,000 and occupies about 520 square miles of urban, suburban and rural landscape. Currently, Thomas County E-9-1-1 has an eight position CAD system, and two (2) training positions totaling ten positions. Thomas County E-9-1-1 is the sole Public Safety Answering Point (PSAP) for Thomasville/Thomas County. The PSAP dispatched units to incidents as listed below:

Thomasville Police Department	77,639
Thomas County Sheriff Office	46,763
Thomas County EMS	11,203
Thomas Co Fire	3,148
Thomasville Fire	6,210
Other Agencies	5,949
Total Calls	156,861

E. Content of Proposal

1. Name, address, telephone number and principals' and officers' email addresses
2. Tax identification number
3. Type of organization and organizational structure
4. Principals of the firm and the person who will lead the proposed project
5. Name, function and qualifications of personnel in the firm contemplated for this project
6. A critical events timeline for completion of the project
7. A list of similar E911 CAD systems installed by your firm within the last three years
8. Three to five references for customers of similar scope and size. At least one reference shall be from a Government Emergency 911 Communications Center Executive. This reference list shall include the following:
 - a. Agency Name
 - b. Customer contact - name and title
 - c. Telephone number
 - d. Email Address
9. Ten (10) Years of CAD experience related to public safety communications is preferred
10. Required total project cost as cited below:

	Name of Application	Cost
1. CAD –		
Option 1: Total Cost for Computer Aided Dispatch (CAD) if purchased separately		
Option 2: Lump sum cost for CAD, AVL, RMS & MDT if purchased together		
Option 3: Total cost by application if purchased separately		
2. AVL-Automotive Vehicle Location		
3. RMS-Records Management System		
4. MDT-Mobile Data Terminal		

Timeline

Release of RFP	July 06, 2022
Deadline for Emailed Questions	July 20, 2022
Deadline for response to emailed questions	July 25, 2022
Proposal Due Date	July 29, 2022
Staff Review	August 5th, 2022
Staff Recommendation to the Board	August 19th, 2022
Board Approval	September 06, 2022
Contract Execution	October 06, 2022
Start Date	January 01, 2023
Completion	April 30, 2023

(An earlier completion date is preferred but not required)

F. Submission Information

Thomas County will not reimburse bidders for costs incurred in preparing and delivering a proposal, written report or oral presentation including but not limited to travel and per-diem. The presentation, if coordinated with more than one week's notice, may be conducted via teleconference.

Proposers shall submit written questions about this RFP. Questions are to be received at the County by 2:00 P.M., EST July 20, 2022. Questions received later will not be considered. Questions shall reference this RFP as "Thomas County Computer Aided Dispatch Solution" and be in email format only to:

Nisha Thurman, Purchasing Agent: Nisha.Thurman@thomascountyga.gov

Answers to questions will be distributed to all known vendors via e-mail, published on or before July 25, 2022.

The deadline for bid submission is July 29, 2022 2:00 p.m. Send sealed proposal directly to:

Thomas County Board of Commissioners
Sealed Bid for **CAD Systems & Applications**
116 West Jefferson Street
P.O. Box 920
Thomasville, Georgia 31792
Attn: Nisha Thurman

Any proposals received after the deadline date and time will not be considered. Respondents shall provide ten (10) hard copies of the proposal and one (1) soft copy in pdf format provided on a Flash Drive. Proposal must be valid for 120 days from date of submission. The County reserves the right to reject any and all proposals and to elect not to enter into any contract for the services described in the Scope of Work. The County reserves the right to waive any minor irregularities or informalities in any proposal, and/or to request clarification of information from any applicant.

G. Additional Information

If the County determines, at its sole discretion, that additional information is required or desirable beyond that provided in the proposal(s) of any of the Proposer(s), County shall invite the Proposer(s) to make oral and/or written presentations to the Evaluation Committee.

H. General Conditions of Submission

The submitted proposal shall be used to determine the Proposer's capability to render the services requested. The failure of a Proposer to fully comply with the instructions in this RFP may eliminate its proposal from further evaluation. The County reserves the sole right to evaluate the contents of proposals submitted in response to this RFP and to select one or more successful Proposer(s) or none at all. The County reserves the right to waive any requirements of this RFP when it determines that waiving a requirement is in the best interest of the County. The proposal is to

include contact information, including principal contacts and officers, main and local business addresses, tax identification number, voice and fax phone numbers, and email addresses.

This Request for Proposals (RFP) is not a commitment or contract of any kind. Thomas County, Georgia reserves the right to pursue any and/or all ideas generated by this request.

1. All proposals submitted become the property of the County. Should a Proposer wish to withdraw its proposal prior to selection, a written letter so stating must be received by Thomas County.
2. There is no expressed or implied obligation for the County to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Costs for developing proposals are entirely the responsibility of the Proposer and will not be chargeable to or reimbursable by the County
3. All proposals submitted in response to this RFP shall be subject to public disclosure pursuant to the Georgia Open Records Act.
4. Submission of a proposal constitutes a complete waiver of any present or future claims whatsoever against the County and/or its agents, officers or employees that the County has violated a Proposer's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal to be copied and/or inspected.
5. All proposals must remain valid for a period of not less than 120 days from the date of submission. This includes pricing as well as nominated engagement staff.
6. The County reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. The County may, in its sole discretion, enter into contracts with multiple providers or not enter into any contract. The County reserves the right to contact current and former clients of the proposer for information at any time during the proposal process.
7. The County reserves the right to accept or reject any or all proposals, to terminate the RFP process, and to waive any requirements of this Request for Proposals if it deems it to be in the best interests of the County.
8. The County reserves the right to contact individual Proposer's for clarifying information at any time during the proposal process.
9. The County may modify the RFP prior to the fixed date for submission.

I. Contact Person and Requirements

Questions regarding this request, technical and proposal format, may be made to Nisha Thurman by e-mail only to: Nisha.Thurman@thomascountyga.gov.

J. Final Selection Process

Following the review of proposals received by the deadline, the County may further invite firm(s) to formally meet with the County officials to address additional inquiries by the County and to discuss and/or negotiate terms and conditions for a final contract. Factors that will determine the

final selection will include the following criteria but not limited to (Not listed in order of importance):

1. Proposer's experience
 - a. Capability and experience of key personnel;
 - b. Description of the scope of services to be provided;
 - c. Sufficiency of staffing proposed to provide the services;
 - d. Success history of providing similar services and maintaining ongoing support;
 - e. History of successfully managing other contracts with public agencies;
 - f. Evidence of company's financial stability;
 - g. Proposal cost and;
 - h. Ability to comply with the County's contract requirements.

The County may consider any other criteria it deems relevant and is free to make any selection it deems to be in the best interest of the people of Thomas County.

K. Contract Commencement and Completion

1. The selected firm will be required to enter into an Agreement for the project with the County.
2. Once terms and conditions are approved and signed by both parties, the contract will commence immediately.

L. Statement of Compliance with County Requirements

Each proposal must include a statement of the Proposer's commitment and ability to comply with the terms of the County's standard contract, including but not limited to the following:

1. The County non-discrimination policy;
2. The County equal employment opportunity requirements;
3. The hold harmless provision;
4. County insurance requirements.
5. SAVE
6. E-Verify
7. 5% Bid Bond

Proposers must advise County in their proposals of any objections to any terms in the County's contract and provide an explanation for the inability to comply with the required term(s). If no objections are stated, County will assume the Proposer is prepared to sign the County contract as-is.

Section 2

Computer Aided Dispatch System Minimum Specifications

M. E911 Interface Requirements

1. An E911 interface must be provided between the vendor and Thomas County's current E911 phone system software: Motorola/Airbus "Vesta 7".
2. The E911 interface must transfer ANI/ALI information into the CAD software, either by means of a call queue and/or automatically a call for service data entry window
3. Fields transferred into CAD must include the following:
 - a. Call received date and time Telephone number
 - b. E911 Address Special Instructions
 - c. Phone subscriber information {Residence, Business, Cellular, PBX, etc.)
4. The E911 interface must be cellular Phase I and Phase II compliant
5. In the event of Cellular Phase II calls, the CAD system shall provide users the ability to locate the nearest address directly from the call for service data entry window, without having to utilize the map
6. The interface must automatically link E911 data into the computer system via a Communications port to a multi-user, multi-tasking workstation
7. The CAD software must be able to load data directly from the E911 system
8. The system must be able to accept data from a cellular ID system:
 - a. Telephone Number
 - b. Time of Call
 - c. Date of Call
 - d. Customer Name
 - e. House Number
 - f. Suffix
 - g. Street Name
 - h. Zone {ESN}
 - i. City/ Community Class of Service Operator Position
9. The interface must accommodate telephone file layout changes without needing a programmer on site
10. The interface must provide the ability to perform the following statistical analysis reports:
 - a. Total call log within a user-selected data range
 - b. Number of calls within a user-selected date and time range with a user-selected Geo-graphic portion of the jurisdiction
11. The interface must provide support emerging NG911 standards and provide framework for IP based communication
12. E911 history listing

N. Other System Requirements

1. The software must be able to export data to a file, in a format recognized as an industry standard, for use by associated applications of other vendors & agencies
2. The software must allow for aliases on the validation sets in the event that authorized personnel must send codes to outside agencies
3. The software must be able to associate codes to more than one location or panel when

- the same validation table entries are used in multiple locations
4. When a Call for Service (CFS) type is defined, the system must provide the ability to identify whether a license plate is checked locally through GCIC/NCIC or both and attach to said call
 5. The system must provide the ability to dispatch to a call type and create a corresponding call type for all agencies responding, including Law Enforcement, Fire, EMS
 6. The software allows authorized user(s) to define the screen layout (e.g., position and size of the window) and save the individual configuration based on the user's login
 7. The agency staff must be able to adjust commonly altered variable such as codes, tables report parameters, etc.
 8. The software must provide a table look-up capability for frequently entered information, once the data is selected the information will automatically populate the user's data record
 9. The software must provide the ability to verify the quality of data entered into the database by performing immediate error checking, prohibiting invalid data to be stored in the database
 10. The software must provide the ability to input, access, and store and agency-defined level of historical data online
 11. The software must have the capability to be used in a multi-jurisdictional environment
 12. The software must provide the ability to multiple users to be on the system and in the same applications simultaneously
 13. The system must use consistent validation table (drop down list) processing
 14. The system must allow for agency-defined function keys and function key combinations
 15. The software must have the ability to enter multiple units via command line or mouse
 16. The CAD system must fully integrate with records Management Software (RMS). Full integration includes the automatic transfer of CAD incident information to RMS, such as reducing data entry and notifying dispatchers and officers of hazards/alerts on specific person and/or locations
 17. The software must provide a one-time, single point of data entry that allows information to be accessible from other applications. All applications must integrate tightly with each other to provide the greatest operator and system efficiency
 18. The system administration must be able to identify an individual who last entered or updated any transaction as well as the date of the modification
 19. The software must provide the ability to directly output from a data search to a printer upon the user request and schedule reports to print
 20. The system must provide the capability to add unlimited narrative to records, ensuring critical information is captured
 21. Each agency must be able to maintain its own tracking number originating agency identifier (ORI) separate and specific from other agencies in the system
 22. The dispatch center can maintain a separate ORI from all other agencies
 23. The system must support command line, function key and drag and drop mouse capabilities for all dispatch functions
 24. CFS must be automatically routed to the appropriate Law Enforcement, Fire, EMS dispatcher, based on the incident type entered by the dispatcher
 25. The system must use a combined call function that can create a single call to handle

multiple Law Enforcement, Sheriff, Fire, EMS agencies. The ORI must be retained for each agency and dispatch center

26. The software must separate CFS from reportable offenses-incident vs. cases
27. The system must provide the ability to view cleared calls
28. The system must have the ability to reactivate cleared calls and allow additional activity/dispatching of units to the original incident number
29. Cleared calls must have the appropriate security, defined by the agency, to prevent unauthorized modifications
30. The CAD Quick Entry Call must support multiple license plates and driver's license number
31. The "CAD Data Entry Window" must show the closest cross street
32. The software must have a list of values that can be used to facilitate the data entry process, such as abbreviation, directions, case status codes, weather codes, etc.
33. Multiple dispatchers must be able to work on the same call simultaneously
34. The system must be able to schedule call for future dispatch (i.e., parades, funerals, fairs etc.) and assign to a specific unit
35. The system must be able to display a list of all schedule calls
36. Questionnaires must allow for answer/response to a question
37. Change the priority
38. Change the status
39. Add Sub-questions Future Detailing the response
40. The system must prompt (not automatic or mandatory) the user to change the CFS type based on the response to a question
41. The software must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and the switched with the second unit
42. The system must add the following vehicle information to a call for service including:
 - a. VIN
 - b. State
 - c. Color
 - d. Model
 - e. Condition
 - f. Year
 - g. Style
43. Information about intersections, areas, sections, hydrants, etc. must be displayed based upon the entered address
44. Dispatchers working the call must be alerted to any known hazards or alerts known for an address/name/vehicle, etc.
45. The system must provide capability to add additional incident numbers for the CFS
46. The system must allow a CFS to be canceled prior to dispatching it, recording the activity in history
47. The system must provide the dispatcher with a visual indicator if a call for service type has an associated questionnaire
48. The system must automatically alert the dispatcher of a possible duplicate call when two calls provide addresses that are in close proximity to each other-radius defined by the

agency

49. The software must provide agency-defined check-in times for officers to increase safety, when an officer exceeds the allotted times, the software must visually and audibly display a warning alerting the dispatcher. The reminder must provide an override/reset features
50. Officer initiated quick call and traffic stop calls entry functions must be accessible from the dispatch position
51. Dispatchers must be able to quickly dispatch units from a displayed list of available units in the call control
52. The system must be able to dispatch units and perform dispatch activities simultaneously
53. The system must provide and integrated ESRI (Environment Systems Research Institute) mapping solution with the ability to plot incidents/calls and the units on a street map. The plotting of the incident/unit information must be a by-product of normal dispatch. The dispatcher must be able to control the map from within the CAD display as zoom, pan, and layer control
54. The integrated ESRI mapping solution must have the ability to export a report(s) in Microsoft Excel, or DBF format, the report should include: incident ID, date and time, case ID, incident status, etc.
55. Map updates must not require CAD being in a restricted or "down" state
56. Users must to able to add a call for service into CAD from the map
57. CAD mapping must support the nearest location to a location. If an E911 phase II call is entered, the CAD map must be able to resolve the closest physical location to the coordinates to aid first responders
58. The mapping application must include the ability to provide mobile units with routing information to a dispatched incident from their current GPS/AVL location
59. The software must provide Supervisor with the ability to easily support dispatcher from their own display station, as needed
60. The software must provide voiceless communications through messaging between dispatchers, mobile computing terminals, and other defined users
61. The software must allow a CAD user to send and store messages to other users, groups, positions or MOT's
62. The software must be able to log all sent messages
63. The software must be able to define and associate a questionnaire to each CFS type, as needed by the agency
64. If a CFS type has an unlimited number of questions, and an unlimited number of pre-set answers for each question
65. Once the current question of the questionnaire is answered, the next button is activated
66. Once the question is answered, the previous button is enabled
67. The questionnaire(s) must have the ability to have the response selected from a pre-set list of valid answers from a pull-down window, or entered as a free-form text
68. The questionnaire must provide the ability to prompt the user to change the CFS type based on a question's response

O. System Security

1. The software must provide component (i.e., modules, entry screen) and document (i.e., case documents, ticket documents) security to permit and restrict the right of specific users
2. The software must have the ability to set up permission for all components, including add, edit, view, delete, print, etc.
3. There must be three possible components permissions: granted, denied, and not specified
4. Authorized for ORI-based components must be defined by the ORI Components cannot be changed by users
5. Password must never be displayed
6. System administrator must have the ability to easily create users
7. System administrator must have the ability to change password
8. The user password must be encrypted when stored in the system
9. The system must automatically log all security violations
10. The system must provide a purge for the security violation log
11. The system must allow the user and system login to be purged

P. Wrecker by Rotation

1. The software must quickly and equitably send wreckers, and other service vehicle to a specific location
2. The software must setup wrecker response based on coverage, hours of operation, type of equipment or service required, as well as company's place in the dispatch sequence
3. The software must maintain a database of service vehicle providers that want to maintain a rotation schedule
4. The software must automatically position the second company in the first position when the first company is selected
5. The software must provide a master file report alphabetically and must record a rotation history list by company, selected dates or by coverage area
6. The software must generate a service vehicle log and service rotation listing

Q. Pager Interface

1. The software must automatically send a page to dispatched personnel with basic call for service information once an incident is dispatched in CAD
2. The software must send text pages to group of pages
3. Paging maintenance must support drag and drop functionality to quickly and easily configure paging group
4. The "Send Page" window should provide a drop-down list of individual and group that can be paged allowing the user to quickly select from the list

Section 3

Associated Applications Minimum Specification

Automatic Vehicle Locator (AVL)
Records Management System (RMS)
Mobile Data Terminals (MDT)

A. CAD AVL

Minimum Specifications

1. CAD AVL must be integrated with vendor mobile solution
2. Must provide configurable icon for both units to track on map
3. CAD AVL must allow a "quick access" option using standard window ribbon functionality
4. Must provide a playback feature
5. Playback must use the integrated CAD map and not require a separate map
6. Playback must allow selection of specific unit(s)
7. Playback must allow selection of date/time ranges
8. Playback must show the unit location, coordinates, and speed for each stored AVL transmission

B. CAD RMS

Minimum Specifications

Requirements for all four divisions standard functional specifications:

1. Law Enforcement: Records Management System must meet the Bureau of Justice Assistance (BJA), National Institute of Justice (NIJ) Standard Functional Specifications
2. Fire Rescue: Records Management must meet the National Fire Protection Association NFPA 1401 recommended practices
3. Emergency Medical Services: National Emergency Management Systems (NEMSIS)
4. National Emergency Number Association (NENA), PSAP Operations, Stand for 9-1-1 Call Processing
5. Software must be capable of importing information from the CAD into record management, as examples but not limited to the following:
 - a. Activity time tracking
 - b. Arrest processing
 - c. Law Booking
 - d. Crime Analysis
 - e. Crime reporting
 - f. Data analysis
 - g. Gang tracking
 - h. Orders of Protection
 - i. Ticket and citations
 - j. Wants and warrants
 - k. Narcotics Case
 - l. Entry/management Law

- m. Investigations
- n. License and permits
- o. Personnel and training
- p. Date and times of entries

C. CAD/MDT

Minimum Specifications

1. Mobile system must utilize a Microsoft server operating software
2. Mobile system must utilize Microsoft windows client software
3. The MDT must support multiple agencies (Law, Fire, EMS)
4. The system shall provide the system administrator with the ability to configure Mobile to their specifications for each agency and agency type
5. Must off web browser with the Mobile Client with administrator ability to restrict web- site access
6. The mobile queries shall be customized by the agency
7. Ability to log all mobile activities (e.g., GCIC queries, messages, failed logon attempts) by the following:
 - a. Case numbers (if applicable)
 - b. Date and time of transmissions
 - c. Incident number (If applicable)
 - d. IP Address
 - e. ORI
 - f. Radio device ID
 - g. Terminal ID
 - h. Unit call sign
 - i. Unit name
 - j. Ability to provide a home page both Current/active calls and Pending calls
 - k. Unit status monitor

Current Equipment Thomas County 911 PSAP

1. Motorola Digital P25 800 MHz trunking radio system
2. MCC7500 Elite Dispatch Consoles for VESTA 7 Phone Solution E-911 system
3. 2016 Generac Generator, 220 KW
4. Vesta playback recorder on consoles links to NICE INFORM recorder
5. Dell computer system
6. 2003 MGH antenna -800 MHz tower
7. 2011 ESRI GIS Mapping
8. Vesta Alert notification system
9. Tyler New World Computer Aided Dispatch
10. Motorola "Vesta 7" 911 software
11. 24 channel Inform data recorder

12. 2013 Critical! recruitment assessment system
13. Schneider Mx Vision Weather Sentry
14. EM (emergency management) Network
15. Motorbridge - Georgia Integrated on radio system

Required Proposal Form

Place this form as the first sheet of the proposal

To the Thomas County Board of Commissioners our firm submits the following proposal. Attach a separate sheet listing any exception to the requirements by Item Number.

Company Name: _____

	Name of Application	Cost
Option 1: Total Cost for Computer Aided Dispatch (CAD) if purchased separately		\$
Option 2: Lump sum cost for CAD, AVL, RMS & MDT if purchased together		\$
Option 3: Total cost by application if purchased separately		\$
AVL-Automotive Vehicle Location		\$
RMS-Records Management System		\$
MDT-Mobile Data Terminal		\$

Timeline

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(An earlier completion date is preferred but not required)

Submitted by

IT IS AGREED BY THE UNDERSIGNED BIDDER THAT THE SIGNATURE AND SUBMISSION OF THIS BID REPRESENT THE BIDDER'S ACCEPTANCE OF ALL TERMS, CONDITIONS AND REQUIREMENTS OF BID SPECIFICATIONS.

BUSINESS NAME: _____

AGENT: _____ TITLE: _____

ADDRESS: CITY/STATE/ZIP: _____

TELEPHONE NUMBER: MOBILE NUMBER: _____

SIGNED: (SIGN IN INK): _____

DATE: _____