

Madison County Sheriff's Office



Request for Proposals

MCSO20190515

Public Safety Software System

Madison County, MT

May 15, 2019

1. Introduction

Madison County, Montana, acting through the Madison County Sheriff's Office, is requesting proposals for a Public Safety Software System. Proposals shall provide all of the material requested herein, including detailed costs for the necessary hardware, software, and services. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's proposal. The MCSO reserves the right to overlook any errors or omissions on the part of the vendor during the RFP review process.

A. General Description

The Madison County Sheriff's Office (MCSO) is seeking to replace its existing Public Safety Software System (PSSS). The MCSO is requesting proposals for an integrated PSSS that consists of one application, with one database, provided by one vendor and which includes the service of providing and maintaining the software and servers (including OS and DBMS) under the successful vendor's standard maintenance and service agreement. A detailed description of this Request for Proposals (RFP) is listed in Section 3, Scope of Services.

B. Contact

- i. All communications regarding this RFP should be directed to:

Communications Coordinator
Lynda Holt
Madison County Sheriff's Office
PO Box 276
Virginia City, MT 59755
lholt@madisoncountymt.gov
406-843-5301

- ii. No vendor, employee, or consultant shall contact anyone except the individual listed in Section B at the MCSO for purposes of soliciting information about this RFP, the evaluation of the proposals, or the selection process until after such time as the MCSO announces its intent to award the contract or otherwise completes the RFP process.

C. Deadlines

May 15, 2019	RFP is released to vendors.
May 31, 2019	Questions are due from vendors via email.
June 14, 2019	Answers are due back to vendors via email.
June 28, 2019	Hardcopy and electronic proposals are due from vendors.
July 15 - 31 2019	Vendor demonstrations and/or site visits begin.
No Later than August 30, 2019	Vendors are notified of the intent to award the contract.

D. Deliverables

- i. As of the date specified in Section C, the potential vendor must submit the following to the contact specified in Section B:
 - 1. One bound RFP original.

2. Two bound RFP copies.
3. One RFP electronic copy on CD or flash drive.
- ii. The sealed RFP must note the following prominently on the outside of the package in addition to address or mailing labels:
 1. Vendor name
 2. RFP name
 3. Proposal due date and time
- iii. The proposal shall follow the structure specified in Section 4.

PROPOSALS THAT ARE UNSIGNED, INCOMPLETE, AND/OR SUBMITTED BEYOND THE DEADLINE MAY NOT BE CONSIDERED AND MAY BE REJECTED.

2. Profile

- A. The MCSO provides law enforcement services to Madison County, Montana, which currently has a population of approximately 7,915 people. At present, the MCSO is using a stand-alone SWIFT Justice CAD system with other stand-alone public safety software systems. This system has been in place for 15 years. The MCSO consists of 15 sworn officers and 12 non-sworn personnel, who are anticipated to use the new system as follows:

Dispatch Seats	3
Workstations – Civil/Records	2
Workstations	9
Workstations – Jail	2
Mobile Units	15

3. Scope of Services

A. General Overview:

- It is the intention of these specifications that the selected vendor furnish to the MCSO a mature PSSS that will increase its effectiveness and lead to operations that are more efficient. The MCSO seeks a contemporary, easy-to-use PSSS to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the MCSO's processes.
- The MCSO is interested in new technology and is willing to obtain as much information as possible about recommendations for the new system from the respective vendors.
- The MCSO is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with existing and future options the MCSO may implement.
- The system shall allow the MCSO to efficiently organize, track and access the vast amount of information that flows through the system daily. It must be searchable, easy to use, and secure.
- The selected vendor must provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical

support, and ongoing maintenance for the MCSO to enter into and maintain full use of the system.

- Key goals for the project are to:
 - Replace the legacy system currently used with an off-the-shelf solution that meets or exceeds the needs of the MCSO.
 - Deliver a fully integrated Public Safety Software System on time and within budget.
 - Achieve sufficient and timely knowledge transfer through training to allow staff to be capable of and confident in using the new system.
 - Provide a technologically sound, secure platform for expansion of information services into the future.
 - Establish a long-term affordable maintenance and support contract.
 - Provide real-time access to public safety data.
 - Automate data input processes.
 - Reduce paper-based documentation and tracking.
 - Leverage new technologies to anticipate the future needs of the MCSO.
 - Successfully implement the system with minimal disruption to users and operations.

B. Service Requirements

i. Project Management

The successful vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart at the MCSO for the duration of the project.

ii. System Configuration and Setup

The successful vendor must provide detailed system configuration and setup services to the MCSO as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the MCSO to reduce the learning curve and improve the rate of adoption by the users. Vendor must ensure that all data from current legacy system can be transferred to the new system as part of the set up.

iii. Training

The successful vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the MCSO. The MCSO will provide the training facilities, workstations, network, etc., which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the MCSO's data that has been converted from the existing system.

C. Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet: *MCSO PSSS Technical Requirements.xlsx*. The vendor must complete this spreadsheet as part of the proposal. Failure to answer all of the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.

4. Content

The vendor must provide its proposal in accordance the structure and content specified in the following sections:

A. Cover Page

This must include the vendor's legal name and contact information, as well as the name of the RFP, federal Tax Identification Number, DUNS number, and the date the proposal is due.

B. Transmittal Letter

Letter must be provided on the vendor's letterhead and must include the following:

- i. A list of all addenda to the RFP, including the vendor's statement that any responses required by those addenda have been made within the proposal.
- ii. A list of any sub-contractors who will be used for the project.
- iii. A statement that the proposal will be valid for 6 months from the due date.

Failure to provide a transmittal letter in accordance with the provided instructions may result in rejection of the vendor's proposal.

C. Table of Contents

This must include a paginated list of the information provided within the proposal.

D. Qualifications

This must include a minimum of the following information:

- i. Company Overview – Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, financial status and company health, current number of agencies under maintenance and support, and number of agencies who are no longer customers.
- ii. Benefits - Describe how working with the vendor would be to the MCSO's particular benefit.

E. Experience and References

- i. The vendor shall provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.
- ii. The vendor shall provide a minimum of five (5) references of a similar size and scope to the MCSO. Each reference must include the following information:
 1. Agency name and address
 2. Contact person with email and telephone number
 3. Date agency became a client
 4. Products purchased
- iii. The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.
- iv. If the vendor is proposing to use subcontractors, a minimum of two (2) references shall be provided for each subcontractor. All subcontractors will be

subject to the approval of the MCSO. The selected vendor shall itself be solely responsible for the performance of all work set forth in any contract resulting from the RFP, and for compliance with the price and other terms provided in the contract.

F. PSSS Overview

This must include a brief overview of the PSSS solution, including how all of the products and/or modules work together.

G. Implementation

This must include both an overview of the general implementation process as well as a timeline that shows the major milestones of the project from contract signing through system acceptance.

H. Training

This must include both an overview of the general approach to training, as well as a sample training plan.

I. Support and Maintenance

This must include a complete description of the maintenance and support services that are offered by the vendor as part of this proposal.

J. Technical Requirements

This must include the completed MCSO PSSS Technical Requirements spreadsheet and any extended explanations that may be needed for the vendor's answers to particular requirements.

K. Pricing

This must include detailed pricing for the software, hardware and services included in this proposal. In addition, (24) hours per day, seven (7) days per week, three hundred and sixty-five (365) days per year maintenance costs must be included for five (5) years. Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?)

L. Issues and Assumptions

Describe any issues or assumptions that could affect the successful outcome of the project.

M. Forms

Provide completed forms requested herein including, but not limited to, the appendices of this RFP.

5. Evaluation

The MCSO reserves the right to select the proposal that best meets its needs, regardless of the cost of that proposal relative to other proposals received.

- A. Rejection: Madison County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, and to waive any defects and to allow modifications and supplementation of proposals that are submitted within the deadline.
- B. Revision: Vendors submitting proposals will be accorded fair and equal treatment with respect to opportunity for discussion and revision of proposals, and such revisions may be permitted, after submissions and prior to award for the purpose of obtaining best and final proposals.

- C. Evaluation: The Madison County Sheriff's Office Communications Office will appoint an evaluation committee to review submitted conforming proposals.
- D. Review: The evaluation process will begin after the proposals are due and is anticipated to take several weeks at a minimum. During this review process, the evaluation committee may request additional clarifying information from the vendors.
- E. Interviews and Site Visits: As part of the evaluation process, the evaluation committee may request site visits and demonstrations or oral presentations (in person or via teleconference) on the part of the vendors.
- F. Evaluation Criteria: Will include, but may not be limited to, the following:
 1. Completeness: Did the vendor provide everything which was requested and in the proper format?
 2. Qualifications, Experience and References: Qualifications of vendor, experience with implementation, experience with existing MCSO systems or similar systems, degree to which similar projects went over budget/schedule, company references.
 3. Functionality: Does the proposed solution include the functionality that is required by the MCSO?
 4. Implementation and Training: Does the proposed implementation and training process conform to the needs of the MCSO?
 5. Support and Maintenance: Thoroughness of support program, reputation of company with customer's responsiveness, thoroughness of testing, and availability and overall cost of support and upgrades.
 6. Technical Capability: Does the proposed solution include the technical capability that is required by the MCSO?
 7. Cost: Does the proposed solution provide the needed functionality and capability at a cost amenable to the MCSO?
 8. Other Issues: Are there any other issues that may affect the ability of the vendor to provide the services required by the MCSO?
 9. Interviews and Site Visits: Did the vendor satisfactorily complete any interviews and/or site visits?
- G. Confidential Negotiations: Prior to making any award the evaluation committee may negotiate directly with the remaining vendor or vendors. In conducting discussions and negotiations, there may be no disclosure of any information derived from competing proposals. The evaluation committee shall comply with resident bidder preference of § 18-1-102, MCA.
- H. Recommendation of Award: The evaluation committee shall issue a Recommendation of Award to the Madison County Sheriff's Office Communications Center based upon the Evaluation Criteria in Section F, and the Madison County Sheriff's Office Communications Center shall accept or reject that recommendation.

6. Contract for Services

- A. Successful vendor agrees to accept & execute a Contract for Services that will be issued after approval of the RFP. Madison County reserves the right to require the successful vendor to execute such further documents, contracts, agreements or forms as may be reasonably necessary to express the intentions of the parties, or which may be recommended by the County Attorney's office.

7. Binding Offer

- A. Vendor's proposal constitutes a valid legal offer for six (6) months. Vendor's proposal shall not be withdrawn without the consent of the Madison County Sheriff's Office. Negligence, errors, mistakes or omissions in preparing the proposal, information, documentation, costs, or calculations shall confer no right of withdrawal after the submission deadline. Vendors shall bear all costs of preparing the proposal and any subsequent presentation or participation in the selection process. See Appendix B.

8. Mistakes Errors & Omissions

- A. Vendors shall disclose errors in costs, calculations or information mistakes in the proposal submitted as well as in any related contracts, agreements, estimates, change orders or other documents. In the event that Madison County accepts any proposal, related contracts, agreements, estimates, change order or other documents containing mistakes the vendor shall be obligated to correct mistakes that are adverse to the County and shall have no right to enforce such mistakes against the County, except mistakes that work in favor of the County shall be binding on the vendor.

9. County Reservation Of Rights

- A. Submission of a proposal confers no rights upon any vendor and shall not obligate Madison County in any manner whatsoever. Madison County reserves the right to make no award and to solicit additional proposals at a later date. This Request for Proposals may be canceled or any or all proposals may be rejected in whole or in part, as specified herein, when it is in the best interests of Madison County, and such reasons will be stated in the contract file. § 18-4-307, MCA.

10. Remedies & Removal

- A. Vendors are advised that the Montana State Procurement Act provides exclusive remedies for vendors, bidders, contractors or aggrieved parties. § 18-4-242, MCA. Transfer and assignment of contracts without authority and collusion or secret agreements between vendors, bidders or contractors for the purpose of securing any advantage is strictly prohibited, and any person who violates such provisions may be held criminally liable for misdemeanor with civil penalties from \$500 to \$5,000. § 18-4-141, MCA. In addition to these remedies [and other recourse provided in this invitation and at law or equity] vendors may be suspended or removed as provided in § 18-4-241, MCA.

11. Appendices

- A. The attached appendices include additional forms that are required for this RFP.

Appendix A: Debarment and Judgment Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency;
- B. Have not within the five (5) year period preceding the submission of this proposal: Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract; ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- C. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;
- D. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default.

Printed Name: _____ Title: _____

Authorized Signature: _____ Date: _____

Appendix B: Binding Offer and Agreement to Terms & Conditions

THE UNDERSIGNED IS DULY AUTHORIZED TO BIND THE COMPANY NAMED BELOW AND HEREBY AGREES TO ALL THE TERMS AND CONDITIONS IN THE FOREGOING REQUEST FOR PROPOSALS.

DATED: _____

(Company Name)

(Authorized Signature)

(Print Name & Title)