



**SEDGWICK COUNTY, KANSAS**

**FINANCE DEPARTMENT**

*Purchasing Section*

525 N. Main, Suite 823 ~ Wichita, KS 67203

Phone: 316 660-7255 Fax: 316 383-7055

<https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/>

**REQUEST FOR PROPOSAL**

**#19-0001**

**COMPUTER AIDED DISPATCH (CAD)/RECORDS MANAGEMENT SOFTWARE (RMS)/**

**JAIL MANAGEMENT SOFTWARE (JMS)**

**May 8, 2019**

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide Computer Aided Dispatch (CAD)/Record Management Software (RMS)/Jail Management Software (JMS). If your firm is interested in submitting a response, please do so in accordance with the instructions contained within the attached Request for Proposal. Responses are due no later than 1:45 pm CDT, July 16, 2019.

**All contact concerning this solicitation shall be made through the Purchasing Section.** Bidders shall not contact county employees, department heads, using agencies, evaluation committee members or elected officials with questions or any other concerns about the solicitation. Questions, clarifications and concerns shall be submitted to the Purchasing Section in writing. Failure to comply with these guidelines may disqualify the Bidder's response.

Sincerely,

**Josh Lauber**  
**Purchasing Agent - Buyer**

JL/ch

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## **I. About this Document**

This document is a Request for Proposal. It differs from a Request for Bid or Quotation in that the county is seeking a solution, as described on the cover page and in the following Background Information section, not a bid or quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award recommendation. As defined in Charter Resolution No. 68, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the product(s) and/or service(s), of which quality, testing, references, service, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Criteria that will be used and considered in evaluation for award are set forth in this document. The county will thoroughly review all proposals received. The county will also utilize its best judgment when determining whether to schedule a pre-proposal conference, before proposals are accepted, or meetings with vendors, after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service(s) and/or product(s) which best meets its required needs, quality levels and budget constraints.**

The nature of this work is for a public entity and will require the expenditure of public funds and/or use of public facilities, therefore the successful proposer will understand that portions (potentially all) of their proposal may become public record at any time after receipt of proposals. Proposal responses, purchase orders and final contracts are subject to public disclosure after award. All confidential or proprietary information should be clearly denoted in proposal responses and responders should understand this information will be considered prior to release, however no guarantee is made that information will be withheld from public view.

## **II. Background**

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 514,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,500 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

Sedgwick County Emergency Communications (SCEC) is the Public Safety Answering Point (PSAP) for all citizens and visitors in Sedgwick County. Additionally, SCEC is a consolidated agency providing dispatching services for thirty-one (31) public safety agencies, including the Wichita Police and Fire Departments, and the Sedgwick County Sheriff, Fire and EMS Departments. SCEC handles approximately 800,000 calls for service annually, of which approximately 600,000 are received through emergency phone calls.

The SCEC Communications Center currently has 26 full dispatch positions with 10 ancillary positions, which also have full CAD workstations. Outside of the Communications Center, the SCEC Backup Site has 14 full dispatch positions. There are five full dispatch positions in the Emergency Operations Center and there are 33 remote workstations with full CAD; one in Valley Center, two in Derby, and 30 in Wichita. In addition to the full CAD workstations, there are approximately 3,300 public safety users in the CAD system, all of whom have access to CAD either through a CAD Mobile application or a CAD Web application.

The SCEC CAD system must be able to handle large call volume and a large transaction load. During peak call volume periods, SCEC processes approximately 175 9-1-1 calls per hour in addition to self-initiated calls. There are approximately 400 MCT (Mobile Computer Terminal) users on during peak periods and 22 dispatchers. CAD transactional load would include the dispatch of emergency calls, as well as subsequent call updates, administrative messages, remote queries, and a combination of manual automated notifications through SMS, email, and alphanumeric paging. With planned growth of the SCEC staffing table, along with a proposed expansion to a 45 seat dispatch center, as well as planned growth of several public safety agencies in the SCEC system, the call volume and transaction load is anticipated to increase.

The public safety system in Sedgwick County covers 1,009 square miles. The CAD mapping system utilizes 1,457 atoms to help determine response plans for the 163 EMS and Fire response areas, the nine Sedgwick County Sheriff Beats, the 39 Wichita Police Department beats, and the 18 suburban communities within the Sedgwick County borders.

The Sedgwick County Sheriff’s Office comprised of 552 Law Enforcement Deputies, Detention Deputies, and civilian support staff separated in three bureaus, Law Enforcement, Detention and Administration. The Law Enforcement Bureau has 80 patrol deputies, 47 detectives and 66 Judicial deputies. Our Detention Facility houses 1,200 inmates between our 22 pod main facility and 5 pod annex facility. Detention is staffed by 300 detention deputies and support staff. The Administration Bureau is comprised of 40 deputies and support staff assigned to Records, Training, Property and Evidence, Special Projects and Administration.

Sedgwick County Sheriff’s Office Metrics

Total Employees	552
Sworn Deputies	186
Cases Per Year	12,000
Bookings Per Year	24,000
Warrants Entered Per Year	3,000
Protective Orders Entered Per Year	3,000
Pieces of Evidence Received Per Year	8,000
Citations Issued Per Year	7,000
Mobile Data Terminals	120
Desktop Work Stations	300
Marked Patrol Units	79

**III. Project Goals**

Sedgwick County Emergency Communications is seeking a vendor to provide a Computer Aided Dispatch (CAD) system that can serve a multijurisdictional, multidisciplinary 911 system. The selected CAD system should enhance interoperability and improve efficiency in public safety dispatching, as well as integrate with records management systems, personnel deployment systems, and other systems and software used by various agencies within the Sedgwick County system. The system will need to include full mobile CAD capabilities. Vendors should be able to display innovative, forward thinking solutions as well as demonstrate an ability to stay current with the quickly evolving field of emergency services.

The Sedgwick County Sheriff’s Office is seeking Records Management Software (RMS) and Jail Management Software (JMS) through the same vendor providing CAD for Emergency Communications, allowing for a seamless integration between systems, providing for a single point of entry that can be carried through all systems. The proposed solution should provide a multifaceted approach that demonstrates the ability to address all operational needs of the Sheriff’s Office (e.g., property and evidence management, incident/accident field reports, employee training/certificates) within a single system. The proposed solution should not rely on printing reports or storing paper copies. Vendors should be able to display robust capabilities for backend reports, analytics and crime mapping.

#### IV. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as “county”) is seeking a firm or firms to provide a Computer Aided Dispatch (CAD), Record Management Software (RMS), and Jail Management Software (JMS) solution.

The objective of the County is to acquire a CAD solution that meets the following:

- Meet the specified functional requirements as outlined in this RFP document
- Be capable of multiagency, multijurisdictional, and multidiscipline operations
- Be highly configurable, allowing Sedgwick County to meet current and future needs without extensive software customization
- Meet applicable National Emergency Numbers Association (NENA) Next Generation 911 (NG911) capabilities regarding accepting and processing location protocols (e.g. Presence Information Data Format-Location Objects [PIDF-LO]) and various data (e.g., text, video, audio, X/Y coordinates) as presented to the CAD/911 network interface
- Meet applicable CJIS requirements, described in the CJISD-ITS-DOC-08140-5.4 and updated versions approved by the U.S. Department of Justice
- Meet all security requirements of Sedgwick County
- Provide a high level of availability, security, and reliability
- Allow secure access to both short-term and long-term stored data for the purposes of reporting and analysis
- Provide an intuitive user interface for accessing stored data

The objective of the County is to acquire an RMS and JMS solution that meets the following:

- One-time data entry (whether it be in CAD, RMS, JMS)
- System (CAD, RMS, JMS) should automatically submit data to external sources
  - KDOT, KBI, NCIC
- System (CAD, RMS, JMS) should provide users to query internal and external data sources (Department of Motor Vehicles, criminal history files, NCIC) from within applicable modules
- System should allow user to reuse and/or import data returned from external sources
- System should provide electronic submission to external data sources
- Maximum use of code tables
- Ability to enter and query narrative text fields
- Spell check and formatting capability on narrative text fields
- Ability to access multiple systems from a single CAD/RMS/JMS workstation
- Single database
- Validation on data entry for all fields
- Provide robust dashboards/analytics and crime mapping

The above capabilities should be based on existing and emerging criminal justice standards, including DOJ’s Global JXDM; the National Information Exchange Model (NIEM); and the National Institute of Science and Technology (NIST), including electronic fingerprint transmission specification (EFTS) and facial recognition collection standards.

## V. Proposal Requirements

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. **Failure to respond in the required format may deem your submittal non-responsive. Failure to provide required information may deem your submittal non-responsive.**

Should you elect to participate, submit an original and two (2) copies of your proposal AND one (1) electronic copy (.PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

Josh Lauber  
Sedgwick County Purchasing Section  
525 N. Main, Suite 823  
Wichita, KS 67203

Hardcopy proposals shall be submitted on 8 ½" x 11" paper and assembled in a 3-ring binder. It may be typed on both sides of the paper. If oversized sheets must be used, they shall be folded to fit the 8 ½" x 11" size requirements.

One response should be submitted with two clearly delineated sections within the response, one section should address CAD and the second section should address RMS and JMS. Each sectioned response should answer to each required subsection, as outlined in this document, in its entirety, allowing for separate RFP review teams to review each section individually. For example, Vendor A would submit one RFP response with a CAD section and an RMS/JMS section. The CAD section should not reference anything in the RMS/JMS section but rather should explain all components needed for thorough evaluation of the response, in their entirety, within the response section.

Proposal responses should include clearly labeled and identified subsections for easy reference. Responses should be in a tab format, for ease of use and content location. Each individual section (CAD, RMS/JMS) should include a Table of Contents clearly identifying subsections by page number.

SUBMITTALS are due **NO LATER THAN 1:45 pm CDT, TUESDAY, July 16, 2019**. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and proposal due date. Late or incomplete responses will not be accepted and will not receive consideration for final award.

Proposal responses will be acknowledged and read into record at bid opening which will occur at 2:00 pm CDT, on the due date. No information other than the respondent's name will be disclosed at bid opening.

## VI. Sedgwick County's Responsibilities

- Provide information, as legally allowed, in possession of the County, which relates to the County's requirements or which is relevant to this project.
- Designate a person to act as the County Contract Manager with respect to the work to be performed under this contract.

## VII. Proposal Terms

### A. Questions and Contact Information

Any questions regarding this document must be submitted in writing to Josh Lauber at [josh.lauber@sedgwick.gov](mailto:josh.lauber@sedgwick.gov) by 5:00 pm CDT, Friday, June 7, 2019. Any questions of a substantive nature will be answered in written form as an addendum and posted on the purchasing website at <https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/> under the Documents column associated with this RFP number by 5:00 pm CDT, Friday, June 21, 2019. Firms are responsible for checking the website and acknowledging any addenda on their proposal response form.

B. Minimum Firm Qualifications

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this Request for Proposal. Firms must meet or exceed these qualifications to be considered for award. Any exceptions to the requirements listed should be clearly detailed in proposer's response.

Proposers shall:

1. Have a minimum of 5 years' experience in providing services similar to those specified in this RFP.
2. Have an understanding of industry standards and best practices.
3. Have experience in managing projects of comparable size and complexity to that being proposed.
4. Have knowledge of and comply with all currently applicable, and as they become enacted during the contract term, federal, state and local laws, statutes, ordinances, rules and regulations. All laws of the State of Kansas, whether substantive or procedural, shall apply to the contract, and all statutory, charter, and ordinance provisions that are applicable to public contracts in the county shall be followed with respect to the contract.
5. Municipal and county government experience is desired; however, the county will make the final determination based on responses received and the evaluation process.
6. Have the capacity to acquire all bonds, escrows or insurances as outlined in the terms of this RFP.
7. Provide project supervision (as required) and quality control procedures.
8. Have appropriate material, equipment and labor to perform specified services.
9. Wear company uniform or ID badge for identification purposes.

C. Evaluation Criteria

Proposals will be evaluated in two sections, the CAD section and the RMS/JMS section. The scoring for each section will be weighted with CAD scoring being 50% of the final score and the RMS/JMS scoring being 50% of the final score.

It is the intent of the County to award this project to the Vendor who receives the highest score when the responses submitted are reviewed by the Evaluation Response Committees (Purchasing staff are not part of the evaluation committee). For this project, the Evaluation Committees may score responses in two phases. In the first phase, the Evaluation Response Committees will each judge an individual response section, CAD, RMS/JMS, by the scoring criteria below.

Evaluation Criteria	Points
Ability to provide a comprehensive, integrated solution to meet stated requirements.	40
Approach, methodology, and proposed schedule for solution.	25
Record of performance on similar projects, including customer retention, customer support during and after project implementation, and other feedback from references.	15
Total cost of ownership (software, annual maintenance and support, implementation services, training, hardware, database, resources required, etc.).	10
Firms economic and technical resources, stability and longevity in the market.	5
Proposal quality and contents	5
Total Points	100

In the second phase, the Evaluation Response Committees may invite a limited number of Vendors who received the highest scores during phase one to provide a demonstration. The number of Vendors who are invited to provide a demonstration will be determined by the Evaluation Response Committees after the written responses have been scored. The evaluation score from the demonstration will be added to the score from the written responses to determine the awarded Vendor.

The Evaluation Response Committees reserve the option of visiting public safety systems utilizing the Vendors proposed solutions in part of their review process. Any such site visits will be done at the cost of the County.

\*Scoring for cost will be calculated by using the total 5 year cost (total implementation and 5 years of annual support) provided in Attachment C.

Assume the following cost proposals (**amounts are for example only**)

1. \$50,000.00
2. \$38,000.00
3. \$49,000.00

Company B with a total price of \$38,000.00 is the low offer. Take the low offer and divide each of the other offers into the low offer to calculate a percentage. This percentage is then multiplied by the number of points available for the cost. In this case, 10 points are allocated to cost.

A. \$38,000.00 divided by \$50,000.00 =.76	.76*10	7.6 points
B. \$38,000.00 divided by \$38,000.00 =1.00	1.00*10	10 points
C. \$38,000.00 divided by \$49,000.00=.77	.77*10	7.7 points

Any final negotiations for services, terms and conditions will be based, in part, on the firm’s method of providing the service and the fee schedule achieved through discussions and agreement with the county’s review committee. The county is under no obligation to accept the lowest priced proposal and reserves the right to further negotiate services and costs that are proposed. The county also reserves the sole right to recommend for award the proposal and plan that it deems to be in its best interest.

The county reserves the right to reject all proposals. All proposals, including supporting documentation, shall become the property of Sedgwick County. All costs incurred in the preparation of this proposal shall be the responsibility of the firm making the proposals. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service which best meets its required needs, quality levels and budget constraints.

**D. [Request for Proposal Timeline](#)**

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Section at (316) 660-7255 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	<b>May 8, 2019</b>
Questions and clarifications submitted in writing by 5:00 pm CDT	<b>June 7, 2019</b>
Last Addendum Issued	<b>June 21, 2019</b>
Sealed Proposal due before 1:45 pm CDT	<b>July 16, 2019</b>
Evaluation Period	<b>July 16, 2019-November 9, 2019</b>
Board of Bids and Contracts Recommendation	<b>January 16, 2020</b>
Board of County Commission Award	<b>January 22, 2020</b>

**E. [Contract Period and Payment Terms](#)**

A contractual period will begin following Board of County Commissioners (BoCC) approval of the successful firm(s) and continue for a period of ten (10) years. This agreement will automatically renew at the end of each term for a further term of 1 year unless either party gives the other written notice of termination at least 30 days prior to the end of the relevant term.

Either party may cancel its obligations herein upon thirty-day (30) prior written notice to the other party. It is understood that funding may cease or be reduced at any time, and in the event that adequate funds are not available to meet the obligations hereunder, either party reserves the right to terminate this agreement upon thirty (30) days prior written notice to the other. Payment will be remitted following receipt of monthly detailed invoice.

**Payment and Invoice Provisions**

[https://www.sedgwickcounty.org/media/39239/payment\\_and\\_invoice\\_provisions.pdf](https://www.sedgwickcounty.org/media/39239/payment_and_invoice_provisions.pdf)



F. [Insurance Requirements](#)

Liability insurance coverage indicated below must be considered as primary and not as excess insurance. If required, Contractor’s professional liability/errors and omissions insurance shall (i) have a policy retroactive date prior to the date any professional services are provided for this project, and (ii) be maintained for a minimum of 3 years past completion of the project. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured including both ongoing and completed operations, except for professional liability, workers’ compensation and employer’s liability. **Certificate shall be provided prior to award of contract.** Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas **(must be acknowledged on the bid/proposal response form).**

**NOTE:** If any insurance is subject to a deductible or self-insured retention, written disclosure must be included in your proposal response and also be noted on the certificate of insurance.

It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements.

<b>Workers’ Compensation:</b>	
Applicable coverage per State Statutes	
<b>Employer’s Liability Insurance:</b>	\$500,000.00
<b>Commercial General Liability Insurance (on form CG 00 01 04 13 or its equivalent):</b>	
Each Occurrence	\$1,000,000.00
General Aggregate, per project	\$2,000,000.00
Personal Injury	\$1,000,000.00
Products and Completed Operations Aggregate	\$2,000,000.00
<b>Automobile Liability:</b>	
Combined single limit	\$500,000.00
<b>Umbrella Liability:</b>	
Following form for both the general liability and automobile	
<u>    </u> Required/ <u>  X  </u> Not Required	
Each Claim	\$1,000,000.00
Aggregate	\$1,000,000.00
<b>Professional Liability/ Errors &amp; Omissions Insurance:</b>	
<u>  X  </u> Required/ <u>    </u> Not Required	
Each Claim	\$1,000,000.00
Aggregate	\$1,000,000.00
<b>Pollution Liability Insurance:</b>	
<u>    </u> Required/ <u>  X  </u> Not Required	
Each Claim	\$1,000,000.00
Aggregate	\$1,000,000.00

**Special Risks or Circumstances:**

**Entity reserves the right to modify, by written contract, these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.**

**CONTRACTOR IS PROVIDING CONSTRUCTION SERVICES:**

*In addition to the above coverages, Contractor shall also provide the following:*

<b>Builder’s Risk Insurance:</b>	In the amount of the initial Contract Sum, plus the value of subsequent modifications and cost of materials supplied and installed by others, comprising the total value for the entire Project on a replacement cost basis without optional deductibles. Entity, Contractor, and all Subcontractors shall be included as named insureds.
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G. Indemnification

To the fullest extent of the law, the provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the provider’s performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney’s fees. This indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

H. Confidential Matters and Data Ownership

The successful proposer agrees all data, records and information, which the proposer, its agents and employees, which is the subject of this proposal, obtain access, remains at all times exclusively the property of Sedgwick County. The successful proposer agrees all such data, records, plans and information constitutes at all times proprietary information of Sedgwick County. The successful proposer agrees that it will not disclose, provide, or make available any of such proprietary information in any form to any person or entity. In addition, the successful proposer agrees it will not use any names or addresses contained in such data, records, plans and information for the purpose of selling or offering for sale any property or service to any person or entity who resides at any address in such data. In addition, the successful proposer agrees it will not sell, give or otherwise make available to any person or entity any names or addresses contained in or derived from such data, records and information for the purpose of allowing such person to sell or offer for sale any property or service to any person or entity named in such data. Successful proposer agrees it will take all reasonable steps and the same protective precautions to protect Sedgwick County's proprietary information from disclosure to third parties as with successful proposer's own proprietary and confidential information. Proposer agrees that all data, regardless of form that is generated as a result of this Request for Proposal is the property of Sedgwick County.

I. Proposal Conditions

<https://www.sedgwickcounty.org/media/31338/proposal-terms-conditions.pdf>

General Contract Provisions

<https://www.sedgwickcounty.org/media/31337/general-contractual-provisions.pdf>

Mandatory Contract Provisions

<https://www.sedgwickcounty.org/media/31336/mandatory-contractual-provisions.pdf>

Independent Contractor

<https://www.sedgwickcounty.org/media/54780/independent-contractor-addendum.pdf>

### **VIII. Required Response Content**

All proposal submissions shall include the following identified subsections:

#### **Firm Qualifications**

Include the following information in this subsection:

1. Firm profile: the name of the firm, address, telephone number(s), contact person, year the firm was established, and the names of the principals of the firm.
2. The firm's relevant experience, notably experience working with government agencies.
3. At minimum, three (3) professional references, besides Sedgwick County, with email addresses, telephone numbers, and contact persons where work has been completed within the last three years. Professional references should include public safety agencies where you have performed similar services, both in scope of work and size of system.
4. A disclosure of any personal or financial interest in any properties in the project area, or any real or potential conflicts of interest with members of the Sedgwick County Board of County Commissioners or county staff.
5. A description of the type of assistance that will be sought from County staff, including assistance required from the County to lessen the costs of this project.
6. Proof of insurance meeting minimum insurance requirements as designated herein.
7. The names of the staff members who will be available for work on the contract, including a listing of their work experience.

**Those responses that do not include all required forms/items may be deemed non-responsive.**

#### **HIPAA**

Include the following information in this subsection:

1. During the past 36 months, how many notices of breach affecting 500 or more individuals have you reported to the U.S. Department of Health and Human Services regarding your breaches of unsecured protected health information, as required pursuant to HIPAA regulation 45 C.F.R. § 164.408?
2. During the past 36 months, how many notices of breach affecting fewer than 500 individuals have you reported to the U.S. Department of Health and Human Services regarding your breaches of unsecured protected health information, as required pursuant to HIPAA regulation 45 C.F.R. § 164.408?
3. Have you been responsible for any civil penalties as a result of any U.S. Department of Health and Human Services HIPAA enforcement action within the past 60 months? If so, for each instance during which you were responsible for these civil penalties, please describe: (a) when those civil penalties were imposed; (b) the amount of any such civil penalties; and (c) the activity that led to the imposition of such civil penalties.

#### **Project Team**

Include the following information in this subsection:

1. Identify the primary individuals who will be involved in the project. Note that these individuals must be available for oral interviews.
2. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Note that this individual must be available for oral interviews.
3. Include in this subsection resumes for the proposed personnel.
4. Any personnel working on the project will be subject to a background investigation and fingerprint check before being allowed to work with the County on the proposed system. Is there any reason that Vendor would object to this condition of the contract?

## **System Architecture and Design**

This subsection should include the following information:

1. **System Diagram**  
Provide a diagram of the proposed system architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobiles, and interface points, as well as a representation of the system environments (Production, Test, Training, and Disaster Recovery).
2. **Proposed Hardware Configuration**  
Provide a listing or description of different hardware configuration recommendations based on workstation type, i.e. dispatch, records, mobile, etc.
3. **Performance and Reliability**  
Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions.  
How will the Vendor ensure concurrent operation of all system components without degradation?  
Describe the system response times that will be guaranteed during the lifetime of the system (both during original warranty period and lifetime support). This is specifically referring to the transaction times related to commands.  
Describe how the Vendor will measure and ensure system performance over the lifetime of the system.  
The County expects seven days a week, twenty-four hour operation regarding the CAD system. Describe how the Vendor will guarantee 99.999% availability both initially and during the life of any license and maintenance contract.  
What level of system availability is recommended for the RMS and JMS systems? Describe how the Vendor will guarantee this level of availability both initially and during the life of any license and maintenance contract?
4. **System Failover and Restoration – CAD**  
Provide a detailed description of the proposed backup environment.  
Do operations automatically failover to the backup environment in the event of a failure in the production environment? Describe any actions that must be taken by personnel to activate a backup environment.  
How much time is required until operations commence in the backup environment when operations in the production environment fail?  
What steps, degree of user intervention and time is required to return operations to the primary environment?
5. **Network Compatibility**  
Describe how mobile dispatching and field reporting systems work in an environment of intermittent mobile computer connectivity.  
What is the slowest wired network connection speed that is required to support the system?  
What is the slowest wireless network connection speed that is required to support the system?
6. **System Software Applications and Utilities**  
Provide the name, company, and release level of any additional third party software required to support the proposed solution.
7. **System Backup**  
Describe the recommended approach for system backup.  
How will the proposer's recommended backup process affect live operation?  
Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of system functions during backup and approximate time to perform backup.  
Will the recommended approach enable full backup of the system?  
Can the full backup be performed unattended?  
Can full backup be scheduled to occur automatically?  
Can the system perform incremental backup (i.e. only data/files updated since last backup)?  
How long (estimated) will it take and what steps are involved to restore from a backup?  
List all systems and applications for which the system currently has interfaces in place.

**Please review the list of Architecture and IT Standards (Appendix A)** provided by Sedgwick County Division of Information and Technology and provide statements of how the proposed solution relates to the listed requirements.

### **Scope of Work**

This subsection should include a completed Scope of Work document for the applicable system described in the response. Please see the following appendices:

**Appendix B** – CAD Scope of Work (To be completed in its entirety.)

**Appendix C** – 911 Process Flow Chart (Proposals should acknowledge that they have reviewed this document. It is for awareness of current workflows to help identify opportunities for efficiencies and for respondents to better understand the system.)

**Appendix D** – Nlets Message Types (Proposals should acknowledge that they have reviewed this document and speak to any ability or inability to accommodate information contained within.)

**Appendix E** – RMS/JMS Scope of Work (To be completed in its entirety.)

**Appendix F** – Sheriff's Office Process Flow Chart (Proposals should acknowledge that they have reviewed this document. It is for awareness of current workflows to help identify opportunities for efficiencies and for respondents to better understand the system.)

**Appendix G** – KBI eCitation Records Entry (Proposals should acknowledge that they have reviewed this document and speak to any ability or inability to accommodate information contained within.)

### **Project Management**

Include the following information in this subsection:

1. Describe the Vendor's approach to managing the implementation of the proposed system, addressing at a minimum the following components of project management:
2. Project communications
3. Schedule management
4. Issue management
5. Scope management
6. Risk management
7. Quality assurance
8. Include in this subsection a Statement of Work that breaks down the system implementation by tasks and delineates Vendor and the County's responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.
9. Include in this subsection a realistic and readable implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the County as well as by the Vendor.
10. How will the Vendor help the County or other external customers who interface with the County information systems identify potential changes in business processes because of changes in application software?

### **Data Conversion Plan**

In this subsection please provide a Conversion Plan and approach – Data from legacy systems must be converted to the new system. The Data Conversion Plan must describe the strategy, approach, processes and reference the appropriate specifications to convert data from the County's legacy systems to the new system.

### **Deployment/Implementation Plan and Execution**

In this subsection the Vendor must provide a detailed Deployment and Implementation plan which documents the activities that must be performed to deploy the application to the production environment and implement within the County. The plan must detail elements related to the critical activities that need to be performed prior to launch. The plan must contain the detailed installation procedures, and take into account the inter-application dependencies. The plan must include the step-by-step activities leading up to deployment as well as the post-deployment activities related to reporting and clean-up. Additionally, the plan must address the roles and responsibilities, Go/No-Go criteria and decision date, required resources, assumptions, and risks related to implementation and Go-live.

At a minimum, the deliverable must contain the following:

1. Deployment strategy and approach
2. Software installation procedures
3. Deployment/Conversion implementation detailed plan
4. Post deployment activities
5. Proposed scope, approach, schedule and team
6. Implementation phase entry and exit criteria
7. Implementation readiness approach (go/no-go criteria and checklist)

### **Training**

In this subsection the Vendor should describe how they would provide the following types of training programs, along with appropriate documentation:

1. A training program for County's project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.
2. A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.
3. A training solution to support the training of end-users in the functionality of the various proposed system modules. To support the training of end users, the County envisions the use of a "train-the-trainer" approach. However, it is requested that all end users receive individual training.
4. Post implementation training.
5. Multimedia presentations of training made available following actual training (e.g., PowerPoint presentations, videos, etc.).
6. A training program that accounts for end users on shift work and may not be available during normal training hours.
7. The County requests that a trainer be available in the dispatch center, the booking area in the Sedgwick County Jail, and in Sheriff Records during implementation for a period of four days, covering all three shifts. This will ensure all dispatch teams have a trainer available during their first two shifts with the new system.

### **Cost of Work**

All costs for each item referred to in the proposal must be identified in this subsection. While overall costs may be dependent on the County purchasing all components of the proposal (CAD, RMS, JMS), costs should be broken out by system component and noted in the appropriate sectioned response (i.e. CAD costs should be in the CAD section, RMS and JMS costs should be in the RMS/JMS section).

Costs must be unbundled and separately listed. Proposals that do not detail specific costs will be considered non-responsive.

The Vendor shall bear the onus of any cost related errors.

All interface costs must be included. Note that the costs associated with interfaces shall include all costs associated with the development, testing, and deployment of the defined interface.

The County reserves the right to conduct negotiations with Vendors on pricing and payment terms.

Costs proposals should include the following components:

1. Implementation Costs – Describe and list all costs that would be associated with implementation of the system, including but not limited to the following:
  - Installation of Hardware/Software
  - System Integration
  - Project Management

- Training
  - Data Conversion
  - Travel
  - Any other costs (please describe)
2. Optional Costs – Describe and list all optional cost items associated with the system.
  3. Total One-Time Costs – Present a summary of all one-time costs for the system.
  4. Recurring Costs – Provide a ten-year costs schedule that presents the annual cost for maintenance and service warranty. Include options to renew after ten years.
  5. Payment Schedule – Provide a proposed payment schedule.

**IX. Response Forms**

**REQUEST FOR PROPOSAL**

**#19-0001**

**COMPUTER AIDED DISPATCH (CAD)/RECORDS MANAGEMENT SOFTWARE (RMS)/  
JAIL MANAGEMENT SOFTWARE (JMS)**

The undersigned, on behalf of the proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a proposal on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposer is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the county, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

**NAME** \_\_\_\_\_

**DBA/SAME** \_\_\_\_\_

**CONTACT** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_ **CITY/STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_ **FAX** \_\_\_\_\_ **HOURS** \_\_\_\_\_

**STATE OF INCORPORATION or ORGANIZATION** \_\_\_\_\_

**WEBSITE ADDRESS** \_\_\_\_\_ **EMAIL** \_\_\_\_\_

**NUMBER OF LOCATIONS** \_\_\_\_\_ **NUMBER OF PERSONS EMPLOYED** \_\_\_\_\_

**TYPE OF ORGANIZATION:** Public Corporation \_\_\_\_\_ Private Corporation \_\_\_\_\_ Sole Proprietorship \_\_\_\_\_

Partnership \_\_\_\_\_ Other (Describe): \_\_\_\_\_

**BUSINESS MODEL:** Small Business \_\_\_\_\_ Manufacturer \_\_\_\_\_ Distributor \_\_\_\_\_ Retail \_\_\_\_\_

Dealer \_\_\_\_\_ Other (Describe): \_\_\_\_\_

**Not a Minority-Owned Business:** \_\_\_\_\_ **Minority-Owned Business:** \_\_\_\_\_ (Specify Below)

\_\_\_\_ African American (05) \_\_\_\_ Asian Pacific (10) \_\_\_\_ Subcontinent Asian (15) \_\_\_\_ Hispanic (20)

\_\_\_\_ Native American (25) \_\_\_\_ Other (30) - Please specify \_\_\_\_\_

**Not a Woman-Owned Business:** \_\_\_\_\_ **Woman-Owned Business:** \_\_\_\_\_ (Specify Below)

\_\_\_\_ Not Minority -Woman Owned (50) \_\_\_\_ African American-Woman Owned (55)

\_\_\_\_ Asian Pacific-Woman Owned (60) \_\_\_\_ Subcontinent Asian-Woman Owned (65) \_\_\_\_ Hispanic Woman Owned (70)

\_\_\_\_ Native American-Woman Owned (75) \_\_\_\_ Other – Woman Owned (80) – Please specify \_\_\_\_\_

**ARE YOU REGISTERED TO DO BUSINESS IN THE STATE OF KS:** \_\_\_\_ Yes \_\_\_\_ No

**INSURANCE REGISTERED IN THE STATE OF KS WITH MINIMUM BEST RATING OF A-VIII:** \_\_\_\_ Yes \_\_\_\_ No

**ACKNOWLEDGE RECEIPT OF ADDENDA:** All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to

[www.sedgwickcounty.org/finance/purchasing.asp](http://www.sedgwickcounty.org/finance/purchasing.asp) .

NO. \_\_\_\_\_, DATED \_\_\_\_\_; NO. \_\_\_\_\_, DATED \_\_\_\_\_; NO. \_\_\_\_\_, DATED \_\_\_\_\_

In submitting a proposal, vendor acknowledges all requirements, terms, conditions, and sections of this document. Proposal submission format should be by order in which sections are listed throughout the document. All minimum and general requirements should be specifically addressed and detailed in proposer's response. **Exceptions to any part of this document should be clearly delineated and detailed.**

Signature \_\_\_\_\_ Title \_\_\_\_\_

Print Name \_\_\_\_\_ Dated \_\_\_\_\_



## Sedgwick County Non-Employee Information Technology Usage Agreement

**Anyone that is not a Sedgwick County employee who will access Sedgwick County information technology in the course of their work for Sedgwick County ("Non-employee personnel") are required to sign this document before accessing any Sedgwick County information technology system. "Information technology" includes any computer, network, Internet access, electronic mail and voice message systems, facsimile devices, or other electronic systems used by Sedgwick County.**

1. Non-employee personnel have no expectation of privacy in any electronic communications, use of Sedgwick County property, or Internet access. Sedgwick County reserves the right to review, audit, or monitor any information technology used by non-employee personnel.
2. Non-employee personnel shall use only accounts authorized by the Sedgwick County Chief Information Officer (CIO).
3. Non-employee personnel may access only those resources for which they are specifically authorized.
4. Non-employee personnel are personally responsible for safeguarding their account and log-on information. Passwords shall adhere to the following.
  - a. Passwords shall remain confidential.
  - b. Passwords shall be changed at least every 90 days.
  - c. Passwords shall be at least eight characters long.
  - d. Passwords shall contain characters from at least three of the following four classes: (i) English upper case letters, *A, B*, (ii) English lower case letters, *a, b*, (iii) Westernized Arabic numerals, *0,1,2*, and (iv) Non-alphanumeric ( special characters ) such as punctuation symbols.
  - e. Passwords shall not contain your user name or any part of your full name.
  - f. Passwords shall never be displayed, printed, or otherwise recorded in an unsecured manner.
5. Non-employee personnel are not permitted to script their user IDs and/or passwords for log-on access.
6. Non-employee personnel are not permitted to allow another person to log-on to any computer utilizing their, if provided, personal account, nor are they permitted to utilize someone else's account to log-on to a computer. Authorized system or service accounts may be used by multiple authorized people.
7. Non-employee personnel may not leave their workstation logged onto the network while away from their area. Non-employee personnel may elect to lock the workstation rather than logging off when leaving for very short time periods.
8. Non-employee personnel shall maintain a log, left with the computer, of all software loaded onto any Sedgwick County computer. The software must have been approved in writing in advance by the CIO.
9. Non-employee personnel shall execute only applications that pertain to their specific contract work.
10. Non-employee personnel shall promptly report log-on problems or any other computer errors to the Helpdesk (316-660-9811).
11. Non-employee personnel shall promptly notify the County Helpdesk if they have any reason to suspect a breach of security or potential breach of security.
12. Non-employee personnel shall promptly report anything that they deem to be a security loophole or weakness in the computer network to the County Helpdesk.
13. Non-employee personnel shall not install or use any type of encryption device or software on any Sedgwick County hardware, which has not been approved in writing in advance by the CIO.
14. Non-employee personnel shall not attach any device to the Sedgwick County network without prior written approval in advance from the CIO.
15. Non-employee personnel may not remove any computer hardware, data or software from a Sedgwick County building for any reason, without prior written approval from the CIO.
16. Non-employee personnel shall not delete, disable, or bypass any authorized encryption device, or anti-virus or other software program, installed on Sedgwick County hardware.
17. Non-employee personnel shall not attach any network or phone cables to any Sedgwick County device without written approval from the CIO.
18. Non-employee personnel may not copy any data and/or software from any Sedgwick County resource for personal use.
19. Non-employee personnel may not utilize Sedgwick County computer systems or networks for any of the following reasons:
  - a. Game playing;
  - b. Internet surfing not required for their work activity;
  - c. Non-work related activity.
  - d. Any illegal activity.
  - e. Downloading of files from non-County resources. If files are needed for your work, contact Sedgwick County IT personnel.
20. Non-employee personnel are prohibited from intercepting or monitoring network traffic by any means, including the use of network sniffers, unless authorized in writing in advance by the CIO.
21. Non-employee personnel may not give out any Sedgwick County computer information to anyone. Exception: other non-employee personnel needing the information to complete authorized tasks and who have signed this agreement. Information includes but is not limited to: IP addresses, security configurations, etc.
22. All data storage media shall be erased or destroyed prior to disposal.
23. All portable media used must be FIPS 140-2 compliant media encrypted with hardware encryption using AES 256 algorithm.
24. Non-employee personnel may not remove, modify, erase, destroy or delete any computer software without the written approval in advance of the CIO.
25. Non-employee personnel shall not attempt to obtain or distribute Sedgwick County system or user passwords.
26. Non-employee personnel shall not attempt to obtain or distribute door passcodes/passkeys to secured rooms at any Sedgwick County facility for which they are not authorized.
27. All equipment issued to non-employee personnel will be returned in good condition to Sedgwick County upon termination of the Sedgwick County/non-employee Personnel relationship.
28. Non-employee personnel may not use Sedgwick County information technology to send or receive threatening, obscene, abusive, sexually explicit language or pictures.
29. Non-employee personnel are prohibited from causing Sedgwick County to break copyright laws.

Use by non-employee personnel of any Sedgwick County information technology will acknowledge acceptance of the above- referenced policies. Any non-employee who violates any of these policies shall be subject to disciplinary action, including total removal from the Sedgwick County project as well as being subject to Kansas civil and criminal liability. Disciplinary action may include Sedgwick County requesting the non-employee be considered for demotion, suspension and termination.

\_\_\_\_\_  
Non-employee personnel's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company's/Agency's name, printed

\_\_\_\_\_  
Non-employee personnel's name, printed

\_\_\_\_\_  
Purpose – reason you are signing the form

Revision Date: 12/13/2018

\_\_\_\_\_  
Sedgwick County Sponsor – employee and department