

**Request for Proposal (RFP)**  
**For**  
**Public Safety Software Replacement**  
**(CAD, JAILS, RMS, MDC)**

**Posting Date:**

**December 1, 2017**

**Response Deadline:**

**December 18, 2017**

**4:00 p.m. Central Standard Time (CST)**

**Submit To:**

**Sawyer County Clerk's Office**

**Attn: Public Safety Software Replacement**

**10610 Main St, Suite 10**

**Hayward, WI 54843**

**715-634-4866**

**Contents**

I. Overview.....	3
II. Project Goals.....	3
III. Reservations.....	4
IV. Confidentiality.....	5
V. Tentative Project Timeline.....	5
VI. RFP Questions.....	5
VII. RFP Submission Requirements.....	6
VIII. Vendor Background.....	6
IX. References.....	6
X. Vendor Demonstration.....	7

XI.	Method of evaluation of Proposals.....	7
XII.	Jurisdiction and Venue.....	8
XIII.	Personnel and Security.....	8
XIV.	Travel Expenses.....	8
XV.	Licensing.....	8
XVI.	Pricing and Payment.....	8
XVII.	System Testing and Final Acceptance.....	9
XVIII.	Support Services.....	10
XIX.	Scope of Services.....	10
XX.	Financial Verification.....	14
XXI.	Other.....	14
XXII.	Project Changes.....	15

## I. Overview

Sawyer County is seeking proposals for the replacement of the current multi-jurisdictional public safety software system(s) utilized by Sawyer County Emergency Services including 3 law enforcement agencies. The replacement system will include, at a minimum, a Computer Aided Dispatch System (CAD), a Records Management System (RMS), a Field Based Mobile Reporting System, a Jail Management System (JMS), an integrated mapping solution and a Mobile Data Computer System (MDC). The successful vendor will provide a system whereas all base components ((CAD), (RMS), (JAILS), (MDC) and Field Reporting) are supplied by a single vendor, integrated and with minimal utilization of third party interfaces to meet Sawyer County requirements. This RFP will be placed on the Sawyer County Website for reference [www.sawyercountygov.org](http://www.sawyercountygov.org).

Sawyer County shall not be liable for any costs or losses incurred by the vendor making the proposal throughout this process. The cost of preparing a response to this RFP is **not** reimbursable in part or in whole to the vendor.

**One original plus three (3) copies** must be delivered to the address below on or before 4:00 pm central standard time on **December 18, 2017**. Sawyer County will not be responsible for proposals delivered to a person or location other than that specified herein, and reliance on third party shipping methods will not excuse late proposals.

**Sawyer County Clerk's Office  
Attn: Public Safety Software Replacement  
10610 Main St, Suite 10  
Hayward, Wisconsin 54843**

Any amendments or addendum to this RFP is valid only if in writing and issued by the Sawyer County Sheriff's Office. Questions regarding specifications for this RFP must be submitted, in writing, to Sheriff Doug Mrotek at [dmrotek@sawyersheriff.org](mailto:dmrotek@sawyersheriff.org) or by

**Postal Service to:  
Sawyer County Sheriff's Department  
Attn: Sheriff Doug Mrotek  
PO Box 567  
Hayward, Wisconsin 54843**

## II. Project Goals

1. Have a single, comprehensive system where all modules and subsections are completely integrated.
2. Improve the integration of related and existing systems to increase efficient use of data.
3. Enhance the Public Safety relationships with its citizens and constituents.

4. Improve public safety response time(s) from Police, Fire, and EMS.
5. Increase officer, medical, and fire personnel safety.
6. Reduce the potential liabilities of public safety agencies and public safety responders.
7. Implement systems that maximize efficient deployment of officers, medical, and fire personnel, equipment and associated resources.
8. Increase productivity by eliminating redundancy and unnecessary, repetitive tasks.
9. Achieve capabilities to provide timely and consistent data necessary to effectively manage public safety resources.
10. Provide integrated, comprehensive crime analysis functionality.
11. Seamlessly access information and complete tasks in the mobile units.
12. Provide analysis tools that support individual and Department accountability.
13. Increase overall user-friendliness of systems, both in house and mobile.
14. Enhance data sharing capabilities with other law enforcement agencies while maintain control over data access.
15. Meet or exceed the goals, requirements, and expectations of all stake-holders involved in this project.
16. Access historical public safety electronic data.

### III. Reservations

Notwithstanding any other provisions of the RFP, Sawyer County reserves the right to reject any or all proposals, to waive any irregularity or informality in a proposal, and to accept or reject any item or a combination of items when doing so would be to the advantage of Sawyer County or its taxpayers.

1. This proposal request does not commit Sawyer County to make an award or to pay any costs incurred in the preparation of a proposal in response to this request.
2. The proposals will become part of Sawyer County's files without any obligation on Sawyer County's part.
3. The proposer shall not offer any gratuities, favors, or anything of monetary value to any official or employee of Sawyer County for any purpose.
4. The vendor shall report to Sawyer County any manufacturer product price reductions, model changes, and product substitutions. No substitutions are allowed without prior approval from Sawyer County.
5. Sawyer County has the sole discretion and reserves the right to cancel this proposal and to reject any and all proposals received prior to award, to waive any or all informalities and or irregularities, or to re-advertise with either an identical or revised specification.
6. Sawyer County reserves the right to request clarifications for any proposal.

7. Sawyer County reserves the right to select elements from different individual proposals and combine and consolidate them in any way deemed to be in the best interest of Sawyer County.
8. It is further within the right of Sawyer County to reject proposals that do not contain all elements and information requested in this document.

#### IV. Confidentiality

Any proposal received will become the property of Sawyer County and a matter of public record. Any proprietary material or information should be clearly marked and submitted as a supplement to the proposal to allow the County to protect the information as warranted.

Information cannot be kept confidential unless it is a trade secret.

Trade secret is defined in § 134.90(1)(c), Wis. Stats. As follows: “Trade secret” means information, including formula, pattern, compilation, program, device, method, technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

Cost and references are not able to be marked confidential.

#### V. Tentative Project Timeline

RFP posted by 4:30 p.m. CST	<b>December 1, 2017</b>
RFP Walk through	<b>Not Applicable</b>
RFP questions due by 1:00 p.m. CST	<b>December 8, 2017</b>
RFP questions answered by 4:00 p.m. CST	<b>December 12, 2017</b>
RFP responses due from potential vendors by 4:00 p.m. CST	<b>December 18, 2017</b>

#### VI. RFP Questions

All questions related to this RFP must be submitted no later than December 8 2017 via email [dmrotek@sawyersheriff.org](mailto:dmrotek@sawyersheriff.org) . Clearly mark the email “Sawyer County Public Safety Software Replacement RFP”. Phone calls or faxed questions will not be accepted.

The County reserves the right to decline to respond to any questions if, in the County’s assessment, the information cannot be obtained and shared with all potential vendors in a timely manner.

Any answers to the questions will be distributed in the form of an addendum to the RFP and sent to any vendor that has requested a RFP packet.

## VII. RFP Submission Timeline

Sealed written proposals are due in the Sawyer County Clerk's Office no later than 4:00 p.m. (C.S.T) on December 18, 2017.

Proposals will be opened at 8:30 a.m. on December 19, 2017 at the Sawyer County Courthouse, 10610 Main Street, Hayward, WI 54843 in the main lobby outside of the County Clerk's Office.

The Sawyer County Board of Supervisors will meet Thursday, December 21, 2017 at 6:30 p.m. at the Sawyer County Courthouse, 10610 Main Street, Hayward, WI in the Large Courtroom to approve selection of the Public Safety Software Replacement Vendor.

Upon award of the contract, the selected vendor will be required to submit a federal W-9 Form, certificate of insurance and payment address to Sawyer County. Vendors previously established with the county may have this requirement waived.

The proposal shall be prepared with a straightforward, concise delineation of the vendor's capabilities to satisfy the requirements of this RFP.

A vendor may withdraw or modify its proposal prior to the proposal due date. Any changes or withdrawals must be made in writing prior to the proposal due date.

## VIII. Vendor Background

1. Provide a brief company history, including total number of customers and years in business.
2. Does the vendor develop, sell, or support any software other than public safety software? If so, describe.
3. What percentage of vendor employees are dedicated to public safety software versus public sector software and/or other private sector business interests?
4. List any technology certifications the vendor holds. For example, identify **whether the vendor is a Microsoft® Certified Solutions Partner**.
5. How many Wisconsin agencies are currently using the vendor's public safety software?
6. How many current public safety agencies have used the vendor's software for 10 years, 15 years, and 20 years, respectively?
7. Has the vendor ever been party to a buy-out, merger, or company acquisition? If so, explain.
8. Has the company or any company employee ever been named in litigation or arbitration related to the company's products or services? If so, explain.

## IX. References

Provide at least three (3) references, **on the provided reference form, that** are currently using a system similar to the proposed solution. Include the following information:

- Agency name
- Address, city, state, zip

- Contact information
- Years using system
- Programs/modules in use

## X. Vendor Demonstration

A vendor demonstration of the proposed software solution may be requested by Sawyer County. If requested the vendor shall provide the demonstration at no cost to Sawyer County. Demonstrations may be in person or via remote electronic means. On premises demonstrations are preferred by Sawyer County and will be conducted at the Sawyer County Sheriff's Department located in Hayward, Wisconsin. Sawyer County reserves the right to determine the number of vendors invited to perform a demonstration and determine if a demonstration will be requested.

## XI. Method of evaluation of Proposals

Proposals will be evaluated on some or all of the following criteria:

1. Ability to deliver an integrated solution that meets functional requirements with minimal customizations and/or third party interfaces.
2. Firm's experience with similar customers and projects of similar size and make-up
3. Firm's qualifications (financial strength, company size, stability, product vision and direction, and ability to work with Sawyer County)
4. Firm's development and project management capacity, available support staff and response time expectations and feedback from current clients concerning support availability, timeliness and follow-through.
5. Firm's recommended implementation plan, including installation, configuration, testing, training and conversion timeframe(s).
6. Technology that meets the Sawyer County's technology and IT strategic plan requirements.
7. Overall training plan, method(s) of training and post go-live training events.
8. Feedback from customer references on vendor performance, reliability, service level and customer service and responsiveness.
9. Software performance and technological sufficiency as delineated through software demonstration(s).
10. Firm warranties for the software and implementation services received.
11. Adherence to requirements for RFP response.
12. Conformance to Sawyer County required contract provisions.
13. Total cost of ownership (Software, annual maintenance and support, implementation services, training, hardware, database, resources required, etc.)

*\*\*\*Contract negotiations may be conducted simultaneously with two or more finalists.*

## XII. Jurisdiction and Venue

This RFP, and subsequent contract if awarded, shall be construed and interpreted in accordance with the laws of the State of Wisconsin. Proposer hereby irrevocably submits to the jurisdiction of the state courts of the State of Wisconsin for the purpose of any suit, action or other proceeding arising out of or based upon this RFP. The parties further agree that the venue for any legal proceedings related to this RFP or subsequent contract issued as a result of this RFP shall be Sawyer County, Wisconsin.

## XIII. Personnel and Security

Prior to assignment to the facility, all personnel may be required to pass a background investigation conducted by the Sawyer County Sheriff's Department. The cost of the investigation will be the responsibility of Sawyer County.

## XIV. Travel Expenses

The best estimate of any travel costs associated with meeting all of the requirements of this RFP shall be incorporated into and included with the Price Proposal. Travel costs are to be clearly identified.

Sawyer County expects necessary travel to be scheduled and booked in advance whenever possible. Sawyer County will not be responsible for any costs incurred as a result of travel cancellations which are the result of vendor errors or conflicts.

Sawyer County will not pay any travel costs which exceed the standard IRS government rate for the State of Wisconsin. A copy of the vendors current travel policy must be included with the proposal submission.

## XV. Licensing

Describe the proposed licensing structure (user, concurrent, etc.). Specific licensing requirements for each module (component) proposed must be indicated in the proposal.

As the agency expands, will there ever be any additional charges for workstation licenses?

Using agency-defined privileges, will the agency be able to grant unlimited view-only licenses to outside departments, such as the District Attorney's Office, Human Services Department etc.?

If outside agency view-only licenses are permitted what is the limit of such licenses prior to having to purchase additional licensing?

## XVI. Pricing and Payment

Pricing shall include all components identified and proposed for a fully operational system. This includes, but it not limited to any necessary equipment, hardware/software



installation, training, project management, data conversion, interface integration, estimated travel and expenses, maintenance and any other associated costs.

All vendors agree to hold their cost proposal open for a minimum of six (6) months after the proposal closing date.

Any optionally proposed components shall be clearly identified as optional and shall include separate pricing necessary to bring the component to full operation.

Any financing options available.

The proposal shall include where current equipment owned by Sawyer County will be used such as current mobile equipment, desktop computers or any other existing equipment or software owned by Sawyer County.

The proposal shall state that maintenance pricing shall not increase at a rate greater than the then current Consumer Price Index (CPI) – Midwest Region for a period of five (5) years following final system acceptance.

The length, terms and conditions of the system warranty shall be of considerable consideration in the selection process. **The warranty period for the system software and hardware, if provided, shall be for a period of no less than one (1) year which shall begin on the date of final acceptance by Sawyer County. Sawyer County shall not pay maintenance fees until one year (1) after final acceptance.**

## XVII. System Testing and Final Acceptance

Final acceptance of the system is based upon the system operating as expected in the anticipated operated environment. The vendor, in cooperation with Sawyer County, shall perform testing as described below:

1. No less than thirty (30) days prior to the start of final testing the vendor will provide to Sawyer County a detailed test plan outlining expected results and how each software component will be tested to ensure full operational functionality.
2. Within 14 days after completion of final testing the vendor will provide a report outlining the results of the testing and a plan to remedy any deficiencies and a timeline for remediation. The test report shall include documentation that all proposal requirements have been met and if necessary a plan to meet any remaining proposal requirements, including the timeline for compliance.
3. Testing shall include every component of the system, including interfaces and any hardware provided by the vendor. Testing will also include all third party interfaces utilized and ancillary program modules.
4. After successful testing as described above Sawyer County will conduct a sixty (60) day operational test of the system. This test shall be comprised of normal, everyday utilization of the system by Sawyer County. The system should not experience any significant software failures during this time period.

5. In the event of known software/hardware issues prior to testing the vendor shall make those known to Sawyer County and identify planned remediation. Those issues identified prior to testing shall not be considered as test failures so long as the identified remediation plan is achieved.

## XVIII. Support Services

Describe the vendor's standard support services. Vendors may include a handout or marketing sheet if desired. For telephone support, provide the following information:

- Does the vendor provide 24-hour support?
- Are there additional charges for emergency 24 x 7 x 365 support for critical applications, such as CAD?
- Is vendors support based in the United State of America?
- What is the vendor's average time from time of call receipt to actual starting to "work the call."
- What is the vendor's average time to resolve issues for:
  - Critical issues
  - High priority issues
  - Medium (average) priority issues
  - Low priority issues
- What is the vendor's first-call to complete resolution percentage?
- Does the vendor provide an online educational database? If so, are there additional fees for access, please describe the scope of services.

## XIX. Scope of Services

### 1. Project Management

Sawyer County intends to have an assigned Project Manager throughout the implementation process and to also have assigned functional teams from each area. It is anticipated the functional team members will have proficient knowledge in their respective subject areas. Sawyer County expects to make additional resource assignments as necessary based on the selected vendor's implementation plan.

### 2. Project Implementation Plan

A project of this size and complexity represents a significant investment on the part of Sawyer County. Thus, Sawyer County anticipates providing key management stakeholders regular updates on the project status, including project timeliness and any challenges encountered.

Sawyer County requires the project, including applicable training, will be completed by December 31, 2018. Please include a detailed description of your anticipated timeline for the project and indicate if you won't be able to meet the December 31, 2018 deadline.

All proposals should include a discussion on the vendor's project management methodologies and the communications medium(s) that will be utilized to measure and track and report project progress and status.

Sawyer County also expects that, should significant issues arise, the vendor will make the appropriate key personnel available via on-site or remote meeting to rectify the issue(s) and discuss/resolve any scheduling, budgetary or implementation issues.

Sawyer County requires the vendor to develop and maintain the project schedule. The proposed project plan should identify key deliverables and milestones and how Sawyer County will verify each deliverable.

The vendor must outline what process they will use to manage project changes (change management), how those changes may affect the implementation process and the risk associated with the proposed changes.

The project plan should outline the frequency of status reports that will be provided to the Sawyer County Project Manager and a summary of the information to be contained in the status reports.

### **3. Sawyer County Background Information**

Sawyer County is located in Northwestern Wisconsin with an estimated population of 17,000 (2015) and has a total land area of 1257 square miles.

CAD is utilized in one dispatch center that has a total of 2 dispatch stations serving all law enforcement, fire and EMS agencies throughout Sawyer County.

There is one jail within Sawyer County which has a maximum housing capacity of 104 inmates and averages 90 to 95 inmates a day.

The Sawyer County Sheriff's Department employees 55 full-time employees, City of Hayward Police Department has 8 full-time employees and Lac Courte Oreilles Tribal Police has 11 full-time employees.

### **4. Records Management System (RMS) Summary**

A Law Enforcement Records Management System is requested that can provide a broad range of tracking functionality including traffic crashes, arrests, TraCS integration, juvenile violations, NIBRS/WIBRS, incident management, training, personnel, civil document tracking, and property/evidence data. Ability to maintain secured case investigative notes and related information separate from incident report is required. Single master name, vehicle and location index.

Ability to track sex offender tracking, field interviews/interrogations, vehicle impoundments and pawned property is desirable. Ability to query other law enforcement agency databases that are utilizing the same software.

The system should have tools to assist with data integrity and accuracy, and users should be able to access multiple data sources from a single query, as well as easily develop reports, including criminal history reports, location and area reports and analyze data, such as pin mapping. Drill-down functionality is essential.

Further, as the RMS will be used by more than one law enforcement agency, each having its own unique ORI, it must support a multi-jurisdictional configuration definable by each agency coupled with interagency “definable data sharing”. Costs for having these multiple ORI’s must be contained in this proposal.

### **5. Jail Management System (JMS) Summary**

Sawyer County desires a JMS to manage bookings and inmate housing, tracking, and incidents as well as support other duties required as part of corrections operations. This includes court appearances, incarceration calculations, commissary, bond conditions, secured medical records, agency billing and other functions.

The system should allow for corrections officers to create incident reports directly from within the JMS system.

Reporting should include inmate lists with photographs and caution or significant status indicators, warrant/civil process correlation, historical reports, property receipts, release reports and other corrections associated reports.

### **6. Computer Aided Dispatch (CAD) System Summary**

Sawyer County desires a Law Enforcement and Fire/EMS CAD application integrated with the other System Application Components (RMS, JAILS, MDC/MDB, Field Reporting system) and meeting the functional and performance requirements identified in this RFP. E9-1-1 integration, alarm tracking, response plan maintenance, pre-arrival instructions, caller questions, hydrant information, rip-and-run, routing, and unit specialty skills and equipment. Call monitoring with automated timers and dispatcher alert notification.

Direct, automated ability to send emails and/or paging without additional dispatch intervention based on unit and/or call type is a must. Rapid notification of predefined groups is desirable.

The CAD solution should also include real-time mapping, Automated Vehicle Location (AVL), and support the identified interfaces. Additionally, the CAD configuration must address system redundancy factors, and incorporate backup, fail-over and recovery solutions. 24 x 7 x 365 availability is critical and required.

CAD solution must include an integrated mapping platform with closest unit recommendations and call routing and must include interfaces for field-level AVL and Mobile CAD with mapping and call routing.

The ability to maintain a training environment that mirrors the live environment in functionality is required. Concurrent training environment data mirroring is not required.

### **7. Mobile Incident Reporting Summary**

The proposed Field Reporting application should allow field users to complete law enforcement reports in either a mobile or a desktop environment and submit those reports electronically to the RMS.

The Field Reporting software should provide for the pre-population of report forms, with relevant CAD information. Perform pre-defined edit checks, allow for searching agency database(s) and data import/copy from agency database, spell check and other basic reporting functions.

Member agency defined workflow for online routing of reports, supervisor receipt and review of reports, editing and re-routing of reports, case assignment and automatic report distribution. Similar to RMS, Field Reporting may be used by multiple law enforcement agencies; therefore it must also support a multi-jurisdictional configuration.

### **8. Mobile Data Computing (MDC) Summary**

Sawyer County desires a Mobile application with real-time mobile mapping and AVL functionality. The Mobile application must be fully integrated with CAD and the proposed Field Reporting System to ensure a seamless transition from incident management to case reporting, and to allow field access to hazards and premise information for situational awareness.

The proposed solution should include car-to-car/dispatch messaging, state and NCIC queries, local and shared database queries, premise and call information, access to premise preplans/hazard and alert notifications, access to jail information, pictures and other relevant information.

Driver's license scanning and the ability to automatically query a subject based on a standard State of Wisconsin registration return are highly desirable.

### **9. Training**

The proposer is expected to provide the following types of training programs, along with appropriate documentation:

- A training program for Sawyer 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.
- A training program for application administrators/IT personnel that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.

- 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, Sawyer County envisions the use of a “train-the-trainer” approach with “power users”. However, it is requested that all dispatch end users receive individual training.
- Post implementation training.
- Multimedia presentations of training made available following actual training (e.g., PowerPoint presentations, videos, etc.).
- A training program that accounts for end users on shift work and may not be available during normal training hours.
- Sawyer County requests that a trainer be available in the dispatch center during implementation for a period of two days. Sawyer County will schedule to ensure all dispatch teams have a trainer available during their first shift with the new system.

Prospective vendors are encouraged to provide additional training suggestions, information or solutions based on successful vendor implementations for similar agencies.

#### **10. Data Conversion**

Data to be converted from the current Vision Inform platform will include Sawyer County RMS, Cad and JMS data. The cost for this conversion shall be included in this proposal.

Please include in your response your conversion plan, tools or assistance available for data scrubbing and deduplication. Sawyer County is also interested in any suggestions or methodologies your company may recommend or employ within the data conversion process which would enhance the success of the proposed project.

#### **11. Walk Through – Site Visit**

There is no specific walk-through scheduled for this RFP. Prospective vendors may however schedule a site visit if desired. To schedule a site visit please contact Doug Mrotek, Sheriff, 15880 Fifth St, Hayward, WI (715) 634-4858 or via email at dmrotek@sawyersheriff.org. A site visit is NOT required for this RFP.

***It is the vendor’s responsibility to verify the accuracy and completeness of all information contained within the proposal.***

## **XX. Financial Verification**

Vendor’s financial solvency may be verified through financial background checks via Dun & Bradstreet or other means prior to contract award. Sawyer County reserves the right to reject proposals based on information obtained through these background checks.

## XXI. Other

All work shall conform to all applicable industry standards, federal, state and local laws, codes and ordinances.

No vendor will be provided with financial and/or competitive vendor information on this Proposal until after the award of contract has been made. At that time, all Proposals will be available for review in accordance with the Wisconsin Open Records Law. Sawyer County shall not be held liable for any claims arising from disclosure required under the Wisconsin Open Records Law.

Sawyer County and its departments are exempt from payment of all federal, state and local taxes on its purchases except Wisconsin excise taxes.

Any contract between vendor and Sawyer County shall be subject to the laws of the State of Wisconsin. In connection with the performance of work under such contract, the vendor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation, or national origin.

## XXII. Project Changes

Sawyer County reserves the right to make changes to the project. Any changes in the scope of services shall be mutually agreed upon in writing by the Vendor and the County.