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REQUEST FOR PROPOSAL
Computer Aided Dispatch (CAD)
and
Records Management System (RMS)

I. Purpose of the Request

The City of Post Falls Police Department is requesting proposals for a comprehensive, fully integrated, public safety information management solution that includes Computer Aided Dispatch (CAD) and Records Management System (RMS) from qualified vendors. The vendor will be required to maintain the software, servers and server operating systems under the vendor's standard maintenance/service agreement. This request will replace our legacy CAD and RMS system and vendors will need to migrate the data stored in that system to the new system as part of this agreement.

II. Objectives and Goals

The primary objective in procuring a new CAD and RMS is to enhance the daily operations to perform at the highest level of efficiency for the safety and security of the residents within the City of Post Falls.

The proposed solution should meet the following objectives:

- Replace the current CAD and RMS system with the latest available technology platform that meets or exceeds the needs of the Post Falls Police Department.
- Obtain a system that will allow for the use of technology to provide robust crime analysis, identifying historical, current and predictive crime trends and patterns that will assist the department in deploying staff and assets to aid in proactive policing services to the community.
- Obtain a system that will assist in accurate NIBRS reporting to the Idaho State Police who will then provide the collected data to the FBI.
- Obtain a system that will meet Nextgen 911 requirements and functionality.
- Provide CAD/RMS with multi-jurisdictional capability that will allow integration with other entities within Kootenai County.
- Obtain a technology platform that will allow agency's staff and IT staff to configure the system going forward to meet the needs and changing workflow as needed.

The proposed solution shall meet the following goals:

- Deliver a fully integrated CAD and RMS on time and within budget.
- Implement new systems without disruption to users and operations.

- Manage and verify data conversion.
- Achieve sufficient knowledge transfer through training to ensure staff is capable and confident in using the new systems.
- Establish a long-term maintenance and support contract.
- Automate data input processes.
- Provide access to near and/or real time data.

III. General Requirements

The proposed systems and Offeror's proposal shall:

- Service as a system software CAD/RMS that meets the requirements of the RFP.
- Perform all installation, all data migration including historical data and implementation services required for the department to use the CAD/RMS system.
- Provide for implementation services and ongoing training for all features of the CAD/RMS system.
- Provide CAD/RMS with multi-jurisdiction capability that will allow integration with other entities within Kootenai County. Provide permission-based access control for data sharing between different entities within Kootenai County.
- Provide training, maintenance, warranty services and other support for the CAD/RMS system.
- Allow for the installation of updates to the CAD/RMS system as updates become available, and when third party software becomes outdated and when changes are requested.
- Provide on-going technical support for system updates.
- Assist with technical migration involved in moving operations to the CAD/RMS
- All modules must be integrated to increase information sharing and reduce duplication of effort. All code tables must be able to be updated by agency personnel with no requirement for programmer or vendor intervention to maintain code tables. All fields need to be searchable. Agency requires the ability to add/delete/modify fields as necessary without programmer or vendor intervention. All modules and access must be permissions driven for access and ability for permissions to be given/changed by designated agency personnel.
- Provide detailed and customizable reports on activity, crimes reports, calls for service and so on.
- All services, applications and data must be available to first responders through desktops, laptops (mobile units), tablets and smartphones with proper security, permission-based access control and encryption as necessary.
- Provide flexibility to meet external and internal management, regulatory, reporting requirements and provide means to execute ad hoc queries and reports.
- Include a "state of the art" records and crime analysis system that can seamlessly exchange data with existing systems.
- Be a fully redundant system with failover capability to provide minimal system downtime.
- Be adaptable while maintaining stability and effectiveness given the continuous growth and development of the Police Department.
- Be compatible with and capable of interfacing with all existing and proposed systems including but not limited to: LiNX, Rapid SOS, esri ArcGIS Mapping, Vesta 911 phone system, ILETS, Evidence.com, and Prosecutor by Karpel.
- Meet applicable CJIS requirements as directed by the U.S. Department of Justice

- Allow for modularity expansion to Next Generation 911 or any other unique growth requirements for future implementation.
- Provide ongoing user and technical support for the CAD/RMS system in a variety of areas which includes, but is not limited to, troubleshooting for users, remote assisting with issues, assisting with workflow design and software update utilities.
- Provide a train-the-trainer training program; an end-user training program; online documentation training resource and training for all system upgrades or future enhancements to the CAD/RMS system as they become available.

IV. Agency Background Information

The following table provides specific information for the Post Falls Emergency Communications Center, the community served and Client Agencies.

Description	Details
Population Served	70,000
Average Annual Calls for Services	40,000
Total number of Dispatch users	16
Total number of Dispatch Stations	6
Average Emergency Communications Officers per shift	3
Total number of Mobile/Officer users	74
Average Officer/mobile users per shift	7
Total number of users	120

V. Time Schedule

The City of Post Falls will adhere to the following time schedule:

Issue RFP: April 24th, 2023
 Deadline for submissions: May 26th, 2023
 Evaluation/interview and demonstrations: Completed by June 30th, 2023

VI. Transmittal Instructions

Proposals may be submitted electronically or by mail by 4:00 PM (pacific time) of deadline:

Shannon Howard
Showard@postfalls.gov
 City Clerk – City of Post Falls
 408 N. Spokane St.
 Post Falls, Idaho 83854

The department requests Offerors to submit a proposal addressing the requirements outlined in this RFP. Any questions pertaining to this RFP should be directed to Mark Brantl, Police Captain, at mbrantl@postfallspolice.gov or 208-773-6391.

VII. Evaluation

Submitted RFPs will be scheduled to present a demonstration to members of the department. The submitted system will be evaluated and may include the following categories for final selection:

- Qualifications
- Reputation/customer service
- Software solutions
- Implementation
- Warranty/service plan
- Price
- Ease of use
- Features

VIII. Rejection of proposals

The City of Post Falls Police Department reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. The City of Post Falls Police Department also reserves the right at its sole discretion to waive minor administrative irregularities contained in any proposal. Failure to comply with any of the terms and conditions of this RFP will result in rejection of a proposal. The City of Post Falls Police Department reserves the right to negotiate any and all terms with the successful Offeror.

IX. Submission Requirements

In order to evaluate responses efficiently and equitably, responses must be tabbed as identified below. Failure to submit this information may render your proposal non-responsive.

Tab 1: Introduction: Company information

- Firm's name and business address, including telephone, email address, website address.
- The type of firm (individual, partnership, corporation, etc.) and list the names of all partners, principals, etc.
- Year established. Include former company name(s) and year(s) established, if applicable.
- The name, title, address and telephone number of the firm's authorized negotiator. The person identified must be empowered to make binding commitments for the firm.

Tab 2: Experience and Operations summary

- Experience: describe experience with providing the Services outline in the RFP
- Current Contracts: Provide a list of current contracts. Include award date and date for anticipated completion for similar services.
- Previous Contracts: list of all completed contracts held withing the last five years.

Tab 3: Proposed staff

- Contact information of Offeror: A list of Key personnel that will be assigned to the project. Resumes recommended.
- Subcontractor information: include roles, resumes of key personnel and project references.

Tab 4: Cost Proposal

- Proposal. Separate pricing is required for each module. If the cost associated with implementation services, training services and required hardware, interfaces, maintenance, support, etc. are not included within the pricing module, then a separate form will need to be completed detailing all cost associated for that particular module.
- Payment terms: If progress payments are to be made, provide proposed progress payment schedule.

Tab 5: System Requirements

- Define technology requirements required to support each module. Is this cloud based?
- Describe minimum networking requirements for each module.
- If not proposing a cloud-based solution, how many servers will be required to operate the proposed system?
- If not proposing a cloud-based solution, provide server hardware specifications to include at a minimum, system information/operating system, processors/speed, memory, storage, network adapters, etc.
- Provide minimum specifications for user workstations (non-dispatch, dispatch workstations, mobile laptops).
- What are the licensing requirements?
- What are the processes for developing interfaces to other systems?

Tab 6: Transition plan/project schedule

- Indicate capacity to successfully manage the project.
- Providing a training plan. Describe if any on-site training is offered for each module or if it's all web based.
- Offeror shall submit a plan addressing the transition from the current systems to the Offeror's proposed solution without any interruption.
- Anticipated time to complete the project. Include project timeline identifying tasks outline under the functional specifications.

