

CITY OF HAMMOND

RFP 23-17

Computer Aided Dispatch/Mobile Computing, Law Enforcement Records Management System

August 8, 2022
10:00 a.m.

Received (5) Five Proposals:

Company	1st Year Price	Annual Support	Total Cost
EFORCE Software	\$312,124.52	2nd year forward: \$47,182.41 Annual License and support fees for year 2. Years 3+ will be based year 2 fees + a 3% annual increase. 5 YEARS	\$509,518.12
PTS Solutions, Inc.	\$75,000.00	\$35,000.00 *2nd year - 6th year 1st year included in proposal price	\$250,000.00
Omnigo Software, LLC	\$103,438.70	2nd year \$72,926.94 3rd year \$77,302.44 4th year 81,940.82 5th \$86,857.24	\$422,466.14
Kologik, LLC	\$184,435.00	\$136,935.00 2nd year - 5th year	\$732,175.00
Axon Enterprises, Inc	\$571,600.00	\$127,020.00 Year 1- year 6	\$1,333,720.00

Proposals were due in by 10:00 a. m. Monday, August 08, 2022.

Present:

Jana Thurman, Purchasing Manager
Vivian Mcgee, Buyer



**City Of Hammond
Purchasing Department**

RFP # 23-17

**For
Computer Aided Dispatch/Mobile Computing, Law Enforcement Records
Management System**

**Sealed Proposals Shall Be Received by the Purchasing Department,
City of Hammond
310 East Charles Street
P. O. Box 2788
Hammond, Louisiana 70404-2788**

Until

10:00 a. m. on August 8, 2022

At Which Time All Proposals Will Be Opened and Read Aloud

**Advertisement in the Official Journal, Daily Star, to be published Three (3) Times
July 14, 21 & 28, 2022**

**For Additional Information or Questions,
Contact:
Jana Thurman - Purchasing Manager by
email -purchasing@hammond.org**

SCOPE OF WORK

The City of Hammond (City) seeks to procure a Computer Aided Dispatch (CAD), Mobile Computing application (Mobile), Law Enforcement Records Management System (LRMS). The City desires the successful Proposer to provide the software, hardware and services described in the remainder of this RFP. However, the City reserves the right to purchase hardware from sources other than the Proposer.

Software Systems

The City expects the Proposer to provide all software necessary to ensure a fully functioning system at the time of implementation. Proposers are responsible for providing a system with sufficient functionality and performance capabilities to support all of the City's needs. The proposed system should be sized to meet the performance standards for the projected volumes plus a margin for unexpected growth. The selected Proposer will assume any and all costs associated with increasing the system capabilities as required to support potential increases in volume within a five-year period after Final System Acceptance. All proposed software versions must be available and operational in a live environment on or before the proposal deadline. The version for each module proposed must be identified in the Proposer's response.

The following is a list of systems that must be included in the Proposer's solution:

- 1) **Computer Aided Dispatch (CAD):** A robust and reliable CAD system designed to support law enforcement activities that fully integrates with other system application components and meets the requirements identified in this RFP. The CAD solution shall include real-time mapping, Automated Vehicle Location (AVL), and identified interfaces. The CAD configuration must address system redundancy factors and incorporate backup, failover and recovery solutions.
- 2) **Mobile Data Client (Mobile):** A Mobile data client with real-time integrated mobile mapping and AVL functionality that provides situational awareness and incident management tools to field personnel. The Mobile application must be fully integrated with CAD software to ensure a seamless transfer of information between the CAD and Mobile applications, as well as the Department's Report Writing and Records Management Systems. Interface requirements for the field reporting and RMS applications are described below.
- 3) **Report Writing:** A Report Writing application that allows field users to complete reports in a mobile environment and submit those reports electronically to the RMS via a Department-specified report approval process. The application should provide for the pre-population of report forms via integration with the Mobile application. Additionally, the system should support unique workflow requirements as dictated by the Department.
- 4) **Law Enforcement Records Management System (RMS):** A fully integrated, NIBRS/LIBRS - compliant (federal and Louisiana) RMS to perform a broad range of functionality. The system should also have tools to assist with data integrity and accuracy and users should be able to search and access external databases from a single query. The RMS solution should include all requested interfaces and provide for a seamless transfer of information between all applications.

Hardware and System Software

The Proposer shall supply all necessary hardware and system software to ensure that the application software provided by the Proposer will perform at its optimum capabilities for users.

The City will provide all server and workstation hardware (excluding peripherals), but expects the Proposer to provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance. These specifications should include maximum age of hardware and software versions. The City expects a minimum of three (3) environments: Production, Backup, and Training/Testing.

The City reserves the right to purchase hardware from sources other than the Proposer.

Implementation and Support

The Proposer, with appropriate involvement from City employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training, and construction of interfaces. The Proposer must include in its proposal a comprehensive project plan showing time and resources required to accomplish tasks.

Configuration and Training

The City recognizes the involvement, understanding, and commitment of employees is essential to the successful implementation of the proposed System. As such, City employees will assist in all key process design and configuration decisions.

It should be noted that training may need to take place in various locations throughout the City and at times that are convenient to personnel working non-regular hours. The Proposer is expected to provide the following types of training programs:

1. A training program for the City's core project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.
2. A training program for application administrators that includes the training necessary to configure, tailor, monitor and administer the system's technical and functional aspects.
3. A training plan and training documentation to support the training of all end-users in the functionality of the various proposed system components relevant to their job duties.
4. Post-implementation training for ongoing end-user training of the initial system, as well as for future version releases.

Except for post-implementation training, all training must be completed in a satisfactory manner before the City will give formal Final System Acceptance. Proposers shall make available post-implementation training as requested by the City.

Additionally, the Proposer shall provide a training system that will allow users to simulate live operations for the System without degrading system performance.

System Testing

System implementation must include adequate provisions for functional, performance and reliability testing before Final System Acceptance. The City requires the Proposer's involvement in the development and execution of all test plans to assure the System delivers the expected results.

Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required, as is a final acceptance test in a fully integrated environment (to ensure components work together as intended). The acceptance test will include a confirmation of each functional requirement identified in this RFP, in addition to required performance and reliability acceptance procedures that the City may require.

Reliability and Performance Standards

Warranty

The entire system solution as proposed in this RFP must include a first-year warranty, including all software updates, enhancements and refinements and interfaces, for a minimum of twelve (12) months after the Final System Acceptance date. The warranty shall conform to contractually agreed upon specifications and protect against any defects or damage caused by manufacturers, Proposers, or proposed Subcontractors, in the System's equipment or software.

Final System Acceptance shall be determined by the City according to an agreed upon testing plan. All repairs and expenses to cover repairs made under warranty, including parts, software, labor travel expenses, meals, lodging and any other costs shall be borne by the Proposer. All repairs and expenses to cover repairs that are due to the Proposer's inability to perform based upon warranty guidelines shall be borne by the Proposer.

Support and Maintenance

The City expects that a six (6) year maintenance and support agreement will be offered. It is expected that Year 1 of maintenance (defined as one year from date of final system acceptance) will be at no charge. Furthermore, a 24 x 7 x 365 support plan shall be mandatory. The City support agreement must describe priority levels for system errors and include a guaranteed response time for each priority level.

Account Manager

The selected Proposer will provide the City with an Account Manager who will be the single point of contact throughout the Proposer's relationship with the City.

Instructions to proposers

PROPOSERS ARE URGED TO PROMPTLY REVIEW THE REQUIREMENTS OF ALL SPECIFICATIONS AND SUBMIT QUESTIONS FOR RESOLUTION AS EARLY AS POSSIBLE DURING THE SUBMITTAL PERIOD. QUESTIONS OR CONCERNS MUST BE SUBMITTED TO THE PURCHASING MANAGER DURING THE PROPOSAL PERIOD AND SHALL BECOME PART OF YOUR PROPOSAL PACKAGE. OTHERWISE, THIS WILL BE CONSTRUED AS ACCEPTANCE BY THE PROPOSERS THAT THE INTENT OF THE SPECIFICATIONS IS CLEAR AND THAT COMPETITIVE PROPOSALS MAY BE OBTAINED AS SPECIFIED HEREIN. PROTESTS WITH REGARD TO THE SPECIFICATION DOCUMENTS SHALL NOT BE CONSIDERED AFTER PROPOSALS ARE OPENED.

RFP Packages are mailed only as a courtesy. The City of Hammond does not assume responsibility for proposers to receive RFP packages. Proposers should rely on advertisements in the local newspaper, City Website www.hammond.org, online at www.bidspress.com or personally pick up RFP packages with specifications. Full information may be obtained, or questions answered, by contacting the Purchasing Department, Hammond City Hall Complex, 310 East Charles Street.

These specifications are written in a manner to invite open competition. Any manufacturer's names, trade names, brand names, or catalog numbers used in the specifications are for the purpose of describing and establishing general quality levels. Such references are not intended to be restrictive unless the RFP states that only the brand name will be considered for reasons of compatibility, etc.

The RFP number, Proposers name, address, Louisiana Contractor License number and RFP opening date shall be clearly printed or typed on the outside of the Proposal envelope, if mailed. Only one (1) proposal shall be accepted from each proposer. Alternates shall not be accepted unless specifically requested in the RFP specifications. Proposals can be delivered or mailed.

The method of delivery of proposals is the responsibility of the proposer. All proposals shall be received by the Purchasing Department, Hammond City Hall Complex, 310 East Charles Street Hammond, Louisiana on or before the specified RFP opening date and time.

Normally, bid bonds will not be required on bids for materials, supplies, annual contracts or small labor contracts. If a bid bond is required, it will be specifically requested on the RFP form and included in the specifications.

Proposals shall be accepted only on the RFP forms furnished by the City of Hammond Purchasing Department. The City of Hammond shall only accept proposals from those proposers in whose name the RFP forms and or specifications were issued. Altered or incomplete proposals forms, or use of substitute forms or documents, shall render the proposal non-responsive and subject to rejection.

All proposals must be typed or written in **BLUE/BLACK INK**. Any erasures, strikeover and/or changes to prices shall be initialed by the proposer. Failure to initial shall be cause for rejection of the proposal as non-responsive.

All proposals shall be signed. Failure to do so shall cause the proposal to be rejected as non-responsive.

Where one (1) or more vendor's exact products or typical workmanship is designated as the level of quality desired or equivalent, the Purchasing Agent, after study and review, reserves the right to determine the acceptability of any equivalent offered. The decision, after study and review, shall be final and binding.

If proposing “equivalent” products, specifications, illustrative literature and any deviations shall be submitted with proposal. Representative samples shall be submitted upon request, if appropriate.

Worker’s Compensation:

The Contractor shall, at all times, pay or cause to be paid, any assessment or compensation required to be paid pursuant to the Worker’s Compensation Act.

The Contractor shall, at the time of entering into a Contract with the City, provide satisfactory proof that all assessments or compensation payable to the Worker’s Compensation Board have been paid and the City may, at any time during the performance or upon the completion of such Contract require a further declaration such Contract require a further declaration that such assessments or compensations have been paid.

Nondiscrimination Requirements

By submitting and signing this Proposal, the Proposer agrees to comply with Title VI and VII of the Civil Rights Act of 1964 as amended; the Vietnam Era Veterans Readjustment Assistance Act of 1974; Section 503 of the Rehabilitation Act of 1973; Section 202 of Executive Order 11246 as amended; and the Americans with Disabilities Act of 1990.

The Proposer also agrees to keep informed of and comply with all federal, State, and local laws, ordinances, and regulations which affect the Proposer's employees or prospective employees.

Proposal Submission

Proposal Format

Please include three (3) print copies of the proposal. Also include a digital copy via CD, DVD, or flash drive. The files must be in a format that can be opened by standard Microsoft Office programs (Word, Excel, PowerPoint), but PDF format is preferred.

The City expects the Functional Proposal to be divided into twelve (12) clearly marked and identified sections. The proposal must follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals.

Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.

The following table describes each section. Proposers should label each section as described in the table and provide a table of contents that includes page number references.

Proposal Format Overview

Proposal Format Overview		
Section	Description	
1	Cover Letter and Description of Service	
2	Offer Statement and Business Information	
3	Proposer Background and Experience	
4	Proposer References	
5	System Architecture	
6	System Software and Application Software	
7	System Testing and Acceptance	
8	Implementation and Project Management	
9	Documentation and Training	
10	Support, Warranty, and Maintenance Provisions	
11	Cost Proposal	
12	Signature Page	

Evaluation Procedure and Contract Award

Evaluation Procedures

Proposals will be evaluated by the completeness of the Proposal and how well the Proposal meets the needs of the City and Departments

The City is under no obligation to award a contract for the services described in this RFP. If the City awards a contract based on the proposals received in response to this RFP, the contract will be awarded to the responsible offeror whose proposal is determined to be the most advantageous to the City considering the relative importance of price and the other evaluation factors included in this RFP. Award of any contract(s) will be subject to final approval of the City Council.

The City of Hammond will not be liable for any expense incurred in the preparation of the proposals. The City of Hammond shall be under no obligation to return any response to this Request for Proposal or other material submitted as a result of this RFP.

Proposers whose evaluation scores are in a competitive range may be invited for interviews and presentations. The City reserves the right to award without further interviews or presentations.

Proposers assume all costs associated with any potential travel and time for interviews, presentations or negotiations.

Scoring and Evaluation Factors

The evaluation factors reflect the totality of considerations represented in the requested proposal responses. While cost is important, other factors are also significant and the City may not select the lowest Cost Proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives for a fair and reasonable cost.

Proposals will be evaluated and scored as follows:

Criteria	Weight
Proposer Background, Experience, Financial Qualifications and References	10%
System Architecture	10%
Application Software and Integration	45%
System Testing and Acceptance	5%
Implementation	10%
Customer Support, Warranty and Maintenance	10%
Cost	10%

Contract Award and Execution

The City reserves the right to enter into a Contract without further discussion of the submitted proposal. Therefore, the Proposal should be initially submitted on the most favorable terms the proposing party can offer. The RFP document and the successful party's proposal response, as amended by agreement between the City and the successful party, may become part of the Contract documents. Additionally, the City may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from evaluation or in Contract cancellation or termination.

The City shall not be bound, or in any way obligated, until both parties have executed a Contract. The Proposer may not incur any chargeable costs prior to final Contract execution.

Request for Proposals # 23-17
Signature Page

The City of Hammond is soliciting Request for Proposals (RFPs) for a Computer Aided Dispatch/Mobile Computing, Law Enforcement Records Management System

Proposals will be received until 10:00am on August 8, 2022

Acknowledge Receipt of Addenda:

Number: _____

Number: _____

Number: _____

Proposer Name: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Printed Name of Person Authorized to Sign: _____

Title of Person Authorized to Sign: _____

Signature of Authorized Person: _____

Date: _____

This RFP signature page must be signed by an authorized Representative of the Company for proposal to be valid. Signing indicates you have read and comply with everything described in the Request for Proposals specifications.