



*Heartland
Communications
Facility Authority*

PURCHASING DIVISION

REQUEST FOR SEALED PROPOSALS
FOR
Regional CAD Interoperability Program
(RCIP)

RFP NUMBER: 19-01

DUE: July 8, 2019

1. **PROPOSAL INFORMATION**

Your firm has been invited by Heartland Communications Facility Authority (HCFA) to submit a written proposal to provide support, maintenance and upgrades for an established Regional CAD Interoperability Program (RCIP). RCIP is used for deploying a centralized data integration program for the exchange of information between multiple Fire Agency Computer Aided Dispatch (CAD) systems. **Proposals must be received by 4:00 p.m. on Monday, July 8, 2019** and the response must be in the manner specified by this *Request for Proposal*. Proposals received by facsimile will not be considered. HCFA reserves the right to reject proposals or to waive irregularities in any proposal or in the proposal procedures. The proposal must be signed by an individual authorized to bind the firm, and proposals must be good for a minimum of 90 days from date of submission.

HCFA will not pay any costs incurred in proposal preparation, postage/delivery, presentation, demonstration or negotiation. All costs will be paid for by the proposer.

By US Mail submit one (1) copy of your proposal to:

Valerie Nellis, Administrative Coordinator
Heartland Communications Facility Authority
100 E Lexington Avenue
El Cajon, CA. 92020

By email, submit one copy of your proposal to:

vnellis@heartlandfire.net

All questions that need to be responded to prior to final submittal regarding this proposal should be received by Thursday June 24, 2019 and be directed to Valerie Nellis, Administrative Coordinator: vnellis@heartlandfire.net or, (619) 441-1623. A response will be returned to you no later than Thursday, June 28, 2019 to ensure your ability to meet the deadline for final receipt of proposals by Monday, July 8, 2019.

You may be invited to make an oral presentation. The contract, if awarded, will be awarded to the firm whose overall proposal demonstrates the ability to best meet the region's requirements. This will not be judged solely on the price of the contract. HCFA reserves the right to investigate the qualifications of all firms under consideration and to confirm any part of the information furnished by a proposer.

2. **TIMETABLE**

Proposed dates for activity relating to the proposal are given below:

1.	Review of Proposal Distributed	May 30-31, 2019
2.	First Posting of Public Notice	June 5, 2019
3.	Deadline for Questions	June 24, 2019
4.	Deadline for Receipt of Proposals (Including reading of received bids)	July 8, 2019
5.	Board of Directors approval	July 25, 2019
6.	Award of Contract	July 29, 2019

3. **SPECIFICATIONS**

HCFA is the Grant Administrator in this Regional Project. This RFP is requesting a two (2) year minimum contract with options to extend on an annual basis for up to three (3) additional years.

The current RCIP licensing and ownership of the product (Source Code) is by Kologik. This RFP would require that any responding vendor would need to establish the proper ties and relationships to allow for the access to, and possible modification of, the licensed software. Any such licensing agreement and involved fees are the responsibility of the vendor.

Support should include, but is not limited to, such items as:

- Work with program vendor (if required) to install updates to current version.
- Updates to the RCIP program to allow CAD System integration.
- Maintaining software, fixing defects allowing efficient functioning operations.
- Supporting and troubleshooting interaction between the RCIP program, CAD systems, network hardware, third-party hardware and software.
- Communication and supporting all participating agencies.
- Provide ongoing maintenance of all system hubs, integrator, servers, Microsoft SQL software and all core RCIP equipment.
- Provide monthly support meetings with all participating agencies to provide system status.
- Resolution of several program matters, noted in EXHIBIT A.
- Original Functionalities Requested at origination of the RCIP Project are noted in EXHIBIT B for reference.

Direct management and support of products beyond the control of the vendor, such as network management or the CAD systems, is not expected. Rather, the vendor should assist with any integration and troubleshooting as required for full utilization.

The agreement is expected to cover “Business Hours” support, so a specific schedule, taking into account time zone concerns, should be described. The vendor should provide a proposed Service Level Agreement which describes their intended level of support, including, but not limited to, such items as:

- Process for requesting support.
- Problem levels such as Critical, High, Medium and Low, and the expected support processes.
- Fee structure for work outside of normal support.
- Hours and days of support.

CAD Version Information of Involved Fire and Communication Agencies:

<u>AGENCY</u>	<u>CAD VENDOR</u>	<u>PRODUCT</u>	<u>VERSION</u>	<u>PATCH/BUILD</u>
American Medical Response (AMR)	Lotus	Text Based	5.04.B – 05/01/07	0057SP8
Metro Command and Data Center (SDFD)	Central Square	Inform CAD	5.5.25.15	
North County Dispatch JPA (NCDJPA)	Central Square	Inform CAD	5.5.25.23	
Heartland Communications (HCFA)	Central Square	Inform CAD	5.8.24	
Escondido Fire	Northrop Grumman	CommandPoint CAD	2.6.1016.18197	
CALFIRE MVU Unit	Northrop Grumman	Altaris CAD	CDF 4.0.3	82
San Diego Gas & Electric (SDG&E)	Stand-alone Kologik software, not integrated in to local CAD System			

Disclaimer: Version #'s listed in above table are current as of the date of this RFP 19-01

GENERAL CONDITIONS

- 1. GENERAL INFORMATION** - The Administrative Coordinator of the Heartland Communications Facility Authority, Valerie Nellis, will receive at the office located at 100 E Lexington Avenue, El Cajon, CA 92020, **beginning 5:00 pm June 5, 2019 through 5:00 PM July 8, 2019**, proposals for Heartland Communications Facility Authority **RFP No. 19-01** for Regional CAD Interoperability Program (RCIP).

Proposals are to be verified before submission as they cannot be corrected or altered or signed after proposals are opened.

- 2. FORM OF PROPOSAL** - The proposal shall be submitted in the format specified in the RFP document.
- 3. INTERPRETATION OF DOCUMENTS** - Should a bidder have questions or find discrepancies in, or omissions from, the specifications, or should bidder be in doubt as to their true meaning, bidder may submit to the Administrative Coordinator a written request for an interpretation thereof prior to June 24, 2019. The person submitting the request shall be responsible for its prompt delivery. Any interpretation of, or change in, the proposed documents will be made only by an addendum issued to each person to whom specifications have been issued, and shall become part of any contract awarded. HCFA will not be responsible for any other explanation or interpretations.
- 4. ADDENDA** - Any addenda issued by HCFA during the time of bidding shall be covered in the proposal and shall be made a part of the contract.
- 5. PROPOSAL OPENINGS** - Proposals shall be delivered to the Administrative Coordinator of Heartland Communications Facility Authority on or before the day and hour set for the delivery of proposals in the published NOTICE TO BIDDERS. Each proposal shall be enclosed in a separate sealed envelope bearing the description of the proposal call, the proposal number, the name of the bidder, and the date and hour that the proposal is due. A bidder may withdraw his proposal, either personally or by written request, at any time prior to the scheduled time for delivery of proposals.
- 6. LATE PROPOSALS** - Any proposals received after the scheduled time of opening will be clocked in and returned unopened to the bidder.
- 7. INSURANCE** - The contractor shall maintain general liability insurance to a limit of \$1,000,000.00 and State of California required levels of Worker's Compensation insurance for all work performed under this Contract in accordance with Heartland requirements.
- 8. WORKER'S COMPENSATION INSURANCE** - Contractor shall provide evidence of compliance with Labor Code §§3700 and 3800 relating to Worker's Compensation.

9. **AWARD OR REJECTION** - The contract will be awarded to the proposal which offers the greatest value to HCFA, within budgetary limitations. HCFA, however, reserves the right to reject any or all proposals, to accept or reject any one or more items of a proposal, or to waive any minor irregularities or informalities in the proposal. It is anticipated that all items will be purchased, however HCFA reserves the right to change quantities prior to award. The award, if made, will be made within six (6) months after the opening of the proposals.
10. **TERMS AND CONDITIONS** - Alternatives which do not substantially comply with HCFA's specifications cannot be considered. Conditional proposals cannot be accepted.
11. **EXECUTION OF CONTRACT** – Once notification of the awarding of the bid, a contract shall be executed and signed by the successful bidder and returned, together with the contract bonds, prior to August 1, 2019. No proposal shall be considered binding upon HCFA until the execution of the contract.
12. Failure to execute a contract and file acceptable bonds (bonds if applicable) in the time frame as provided herein after the bidder has received notice that the contract has been awarded to him, shall be just cause for the annulment of the award and the forfeiture of the proposal security.
13. **MODIFICATIONS, PERFORMANCE, PAYMENT** - Article 1.7 of Chapter 1 of Part 3 of Division 2 of the Public Contract Code are incorporated by reference. A copy is attached (see Division 2. General Provisions), in accordance with the provisions of Public Contract Code Section 20104.50(f).
14. **ALTERNATES** - The make or brand and grade of the article on which the proposal is submitted should be stated on the proposal form. If alternates are proposed literature must be submitted with proposal in order for alternate to be considered. All items on which proposals are submitted must in all cases be equal or better in quality and utility to those specified by HCFA. Determination of the acceptability of any product offered shall be solely at the discretion of the Heartland Communications Facility Authority.
15. **BRAND NAMES** - The use of the name of a manufacturer, or any special brand or make, in describing any item in the RFP documents does not restrict bidders to that manufacturer or specific article. An equal of the named product will be given due consideration. Notwithstanding the foregoing, HCFA may impose additional restrictions in the Specifications section of these documents.
16. **PAYMENT TERMS** - Payments shall be made in accordance with the payment schedule detailed in the RFP document.
17. **FOB POINT** - It is understood that the bidder agrees to deliver FOB Destination, with no freight charges to HCFA. All costs for packing, delivery, drayage, postage, freight, express, or for any other purpose are to be borne by the bidder.

- 18. INSPECTION** - All items furnished shall be subject to the inspection of HCFA, and unsuitable items may be rejected. Defective items shall be made good by the vendor in a manner satisfactory to HCFA.
- 19. ASSIGNMENT** - No assignment by the contractor of any contract to be entered into hereunder or of any part thereof, except of funds to be received thereunder by the contractor, will be recognized by HCFA unless such assignment has had the prior written approval of HCFA.
- 20. WARRANTY** - Terms of any warranty offered by the manufacturer or the bidder shall be included with the proposal.
- 21. TIMELY DELIVERY** - Time is of the essence, and the contract is subject to termination for failure to deliver on time. The acceptance by buyer of late performance with or without objection or reservation shall not waive the right to claim damage for such nor constitute a waiver of the requirements for the timely performance of any obligation remaining to breach be performed by the vendor.
- 22. TERMINATION FOR DEFAULT** - HCFA may, by written notice of default to the vendor, terminate any resulting order in whole or in part should the vendor fail to make satisfactory progress, fail to deliver within time specified therein or fail to deliver in strict conformance to specifications and requirements set forth therein. In the event of such termination, HCFA reserves the right to purchase or obtain the supplies or services elsewhere, and the defaulting vendor shall be liable for the difference between the prices set forth in the terminated order and the actual cost thereof to HCFA. The prevailing market price shall be considered the fair repurchase price. If, after notice of termination of this contract under the provisions of this clause, it is determined for any reason that the Contractor was not in default under the provisions of this clause, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to the Termination for Convenience clause. The rights and remedies of HCFA provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under resulting order.
- 23. TERMINATION FOR CONVENIENCE** - HCFA may, by written notice stating the extent and effective date, terminate any resulting order for convenience in whole or in part, at any time. HCFA shall pay the vendor as full compensation for performance until such termination the unit or pro rate price for the delivered and accepted portion, and a reasonable amount, as costs of termination, not otherwise recoverable from other sources by the vendor as approved by HCFA, with respect to the undelivered or unaccepted portion of the order, provided compensation hereunder shall in no event exceed the total price. In no event shall HCFA be liable for any loss of profits on the resulting order or portion thereof so terminated. The rights and remedies of HCFA provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under resulting order.
- 24. FISCAL YEAR** - Obligation for payment of any contract beyond the current fiscal year end is contingent upon the availability of funding from which payment can be made. No legal liability shall arise for payment beyond July 31 of the calendar year unless funds are made available for such performance. Future billing will be done on a August 1st to July 31st

25.th cycle.

26. AFFIRMATIVE ACTION - The Heartland Communications Facility Authority Affirmative Action Plan requires any vendor who receives business from HCFA in excess of \$10,000.00 to verify adherence to Affirmative Action guidelines as set forth in Executive Order 11246. To comply, each vendor awarded a contract by the Heartland Communications Facility Authority shall agree, and by signing and submitting a proposal for this contract does certify, to adhere to said guidelines.

27. CFR – Must comply with all provisions of 2 CFR 200; Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

28. GOVERNING LAW - This contract shall be construed and interpreted according to the laws of the State of California.

Questions relating to this RFP should be directed to Valerie Nellis, the Administrative Coordinator for Heartland Communications Facility Authority, located at 100 E Lexington Avenue, El Cajon, CA 92020

vnellis@heartlandfire.net

The following excerpt from the State of California Public Contract Code shall be included in the terms of any contract subject to this article, as required by the article.

DIVISION 2. GENERAL PROVISIONS

Part 2. Contracting by State Agencies

Chapter 2. State Procurement of Materials, Supplies, Equipment and Services

ARTICLE 1.7

MODIFICATIONS; PERFORMANCE; PAYMENT

§ 20104.50. Timely progress payments; legislative intent; interest; payment requests

(a) (1) It is the intent of the Legislature in enacting this section to require all local governments to pay their contractors on time so that these contractors can meet their own obligations. In requiring prompt payment by all local governments, the Legislature hereby finds and declares that the prompt payment of outstanding receipts is not merely a municipal affair, but is, instead, a matter of statewide concern.

(2) It is the intent of the Legislature in enacting this article to fully occupy the field of public policy relating to the prompt payment of local governments' outstanding receipts. The Legislature finds and declares that all government officials, including those in local government, must set a standard of prompt payment that any business in the private sector which may contract for services should look towards for guidance.

(b) Any local agency which fails to make any progress payment within 30 days after receipt of an undisputed and properly submitted payment request from a contractor on a construction contract shall pay interest to the contractor equivalent to the legal rate set forth in subdivision (a) of Section 685.010 of the Code of Civil Procedure.

© Upon receipt of a payment request, each local agency shall act in accordance with both of the following:

(1) Each payment request shall be reviewed by the local agency as soon as practicable after receipt for the purpose of determining that the payment request is a proper payment request.

(2) Any payment request determined not to be a proper payment request suitable for payment shall be returned to the contractor as soon as practicable, but not later than seven days,

after receipt. A request returned pursuant to this paragraph shall be accompanied by a document setting forth in writing the reasons why the payment request is not proper.

(d) The number of days available to a local agency to make a payment without incurring interest pursuant to this article shall be reduced by the number of days by which a local agency exceeds the seven-day return requirement set forth in paragraph (2) of subdivision (c).

(e) For purposes of this article:

(1) A "local agency" includes, but is not limited to, a city, including a charter city, a county, a Joint Powers Authority, and a city and county, and is any public entity subject to this part.

(2) A "progress payment" includes all payments due contractors, except that portion of the final payment designated by the contract as retention earnings.

(3) A payment request shall be considered properly executed if funds are available for payment of the payment request, and payment is not delayed due to an audit inquiry by the financial officer of the local agency.

(f) Each local agency shall require that this article, or a summary thereof, be set forth in the terms of any contract subject to this article.

EXHIBIT A**List of Ongoing Support Items**

1. Move-up units are not visible to users at correct AVL location or updated station assignment; when move-up unit is placed “in quarters” at the move-up station, RCIP defaults the unit back to its original home station for all users.
2. Communication Centers unable to receive all status changes with mutual aid units; partial ability to receive “enroute” or “on-scene” but nothing further.
3. Inconsistent tracking of neighboring agencies units, both status and AVL updates.
4. American Medical Response (AMR) units do not show on the neighboring agency’s CAD once dispatched nor are status changes with the AMR units received by the neighboring agency.
5. AMR not able to track unit status changes when a unit is assigned to an incident by a neighboring agency.
6. Mutual aid units do not show at their correct home station location once the unit has been released by the neighboring agency.
7. After successful dispatch via RCIP, a unit may be dropped from a call by the CAD when the home agency acknowledges or places the unit responding.
8. Units that have changed ownership between CADs do not stay active in the originating agency’s CAD.
9. Completion of bringing Escondido FD onto RCIP successfully.
10. Call type mapping updates to include default call types.
11. Need to be able to see Mutual Aid crew member’s names.
12. Radio channel mapping updates.
13. Need to consistently receive notes via CAD to CAD between all agencies.

EXHIBIT B**1. List of Original RCIP Functionality Requests**

Desired functionality of the RCIP solution shall include full integration of the following capabilities, but not limit to the following capabilities:

- CAD Call Creation
- Ability to forward Call Creation/Information to one or more agencies
- Dynamic dispatching
- Ability review and receive status on auto and mutual aid responses
- Routing and Mapping
- Ability to receive map data and send map data when necessary
- Messaging between PSAP's, Secondary PSAP's, and the field units
- Persons, vehicles, and property records
- Unit to Unit messaging
- Geofile address verification
- Automatic Vehicle Locator
- Unit status/unit status auto update
- Unit Type and function
- Incident entry/management
- Incident Type
- Activity logs
- Errors and exception handling
- Archiving and backup
- Network management and security
- Incident response plans
- Hazardous materials
- Medical information
- Medical transport
- Voiceless dispatch
- County, State and national queries
- GIS and Mobile AVL integration
- Remote CAD monitoring
- Real-time alerting, i.e. Simulcast and alert to both Law and Fire about hazardous conditions
- Mobile CAD
- Records Management and Reporting
- Email

2. CAD to CAD Functionality

- Dynamic Dispatching
- Unit Status / Unit Status Auto Update
- Medical Transport
- Unit Type and Function
- Incident Entry
- Incident Management
- Incident Type
- Remote CAD Monitoring
- CAD-to-CAD / Unit Messaging

3. Mobile Functionality

- GIS and Mobile AVL Integration
- Email / Unit to Unit Messaging
- Crime Alerts and Hot Sheets
- Voiceless Dispatching
- Mobile CAD
- Incident Response Plans
- Hazardous Materials
- Pre-Fire Plans

4. RMS Functionality

- Traffic History (citations, accidents, etc.)
- Medical Information
- Local, County, State, and National Queries
- Records Management and Reporting

5. GPS Functionality

- Routing and Mapping
- Geofile Address Verification
- Automatic Vehicle Locator

6. RCIP Management and Security

- Activity Logs
- Errors and Exception Handling
- Network Management
- Security (Equal to or better than Federal Requirements: 128 bit Strong Encryption or better)
- Archiving and Backup

7. CAD Environment

The software and hardware design of the RCIP solution must include the following safeguards and technical considerations:

1. Message exchange shall provide for the implementation of a multi-system and multi-interface message exchange *brokerage*
2. Provide data integrity and accuracy across the solution
3. Provide flexibility to add new units or remove units from each individual CAD systems
4. Automate the process of sending and receiving status updates of units
5. Reduce the amount of manual activities involved, running jobs seamlessly without manual monitoring and releasing
6. Provide proper checkpoint and re-start capability, handling errors and recovering without affecting the entire system
7. Provide redundant data repositories with end-user reporting tools; allowing the users to retrieve data using dynamic selection criteria to support operational reporting requirements
8. Provide reporting package based on main-stream industry accepted software (Crystal Reports, MS Access) with the ability to produce Ad-Hoc and recurring reports. These reports will show system activity, errors, logs and statistics of regional performance
9. Without impacting current operational procedures, enhance regional dispatch services through improved ease of use, data access and information sharing
10. Provide security with the ability to share or hide call and record information
11. Utilize ESRI file format for mapping/GIS
12. Utilize industry standard technologies
13. Provide scalability, reliability and redundancy
14. Serve as the technology building block to support future enhancements in CAD/RMS functionality

15. Incorporate and utilize existing Move Up and Cover programs
16. Automated Standard Report functionality for evaluation of operational performance
17. Security of all transactions, data filtering, transformations and re-mapping of data that meet DOJ requirements
18. Application of Business Rules and Operational Agreements, document and track all transactions of actual sessions
19. The RCIP shall keep an index of messages sent and received, time stamped with the RCIP internal time, and key parameters of the message, such as priority, external system time, and system origin, etc.
20. Transaction attributes shall be placed into the RCIP Master Record File and discard message content by itself after the message useful life has expired
21. The RCIP shall be required to accept, manipulate and publish data to and from disparate input/output streams while at the same time maintaining an audit log of the transactions
22. Automate manipulation of inbound data streams into XML standard for public safety messaging
23. Manipulate data from XML standard format to receiving agencies native data format
24. Ability to automate current manual inter-intra-agency data transfer, resource availability process with CAD/RMS/MDC/GIS, etc.
25. The RCIP shall allow the using agencies to determine what data will or will not be shared over the RCIP system
26. The RCIP shall provide the using agencies with an easy, intuitive way to use message filters to insure that they publish and subscribe to exactly what they intended
27. The ability to take advantage of the inherent capabilities that each system brings to the enterprise system so that disparate systems can share information. (If one cad system has a function the other does not, they have access to it through this system)
28. Provide translation tables to allow communications between agencies if necessary
29. Master file records that are traceable back to the source date where ever the source data originated

30. Automated archiving of Master Records, Incident numbers, unit numbers, message exchange, etc.
31. Positive confirmation of transmissions and receipt of data
32. A transport to allow push and pull of information
33. Secure Encrypted Communication between nodes
34. The RCIP shall eliminate the duplication and correlate information and data among users
35. The RCIP shall have the ability to join with other like systems while at the same time operate within a well-defined geographical region
36. The RCIP design shall have appropriate backup systems in place that provides full redundancy and capabilities with automatic transfer ability to the backup system and back to the main system. Network design should provide for redundant servers, strategically located and physically separated in the SDUA
37. The RCIP design shall make maximum use of industry technical standards and specifications - such as XML and GJXML whenever feasible
38. The RCIP shall be designed to perform with minimal impact to agencies resources and staff support, i.e. (CAD, RMS, MDC, and GIS)
39. The RCIP design shall have minimal impact to agency networks, servers, operating systems, and personnel. If necessary a custom interface will be provided to agency resources to minimize impact to day to day operations and support
40. The RCIP shall provide an information/message flow management and buffer to and from the various agencies resources so that no agency resources are or can be overrun by RCIP transferred requests
41. The RCIP shall allow for new agencies to be added, and be capable of translating and mapping the “Native Data” for the new agencies and systems into open standards, like XML
42. Provide a user-friendly, web based portal for agencies to manage the RCIP solution, run reports, manage their specific business rules, and manage data publishing rules

8. RCIP Environment Requirements

- Provide data integrity and data accuracy across the RCIP solution
- Improve dispatching efficiency through improved ease of use and data access
- Provide flexibility to add new units or remove units from each agencies CAD system
- Automate the process of sending and receiving status updates of units
- Run jobs seamlessly without manual entry, monitoring and releasing
- Provide proper checkpoint and re-start capability, handling errors and recovering without affecting the entire RCIP
- Provide redundant data repositories with end-user reporting tools; allowing the users to retrieve data using dynamic selection criteria to support operational reporting requirements
- Provide security with the ability for each agency to share or hide call and record information as desired
- Utilize ESRI file format for mapping/GIS
- Utilize industry standard technologies and best practices
- Provide scalability, reliability and redundancy
- Serve as the technology building block to support future enhancements in CAD/RMS functionality
- RCIP system (i.e. servers and communications infrastructure) must have the ability to be remotely managed and maintained by the vendor as well as the lead support agency.
- Redundant servers shall be strategically placed in separate physical locations in the connected via WAN

9. Minimum RCIP Functionality Requirements

The RCIP solution shall provide at a minimum the following seven functional areas:

1. CAD Call Creation and Forwarding to one or more Agencies
2. Assistance Requests (Mutual Aid, Automatic Aid, etc.)
3. Ability to view and receive status of an Auto Aid or Mutual Aid response
4. Messaging between PSAP's and Field Units
5. Maps for all jurisdictions and directions to locations in any jurisdiction
6. Real-time alerting, i.e. simulcast and alert for both Police and Fire about hazardous conditions
7. Standard Test Messaging format between all users

Proposals that do not acknowledge these nine functional areas will be disqualified.