
Request for Information

Computer-Aided Dispatch(CAD), Mobile Dispatch(Mobile), GIS for Public Safety, Law Enforcement Records Management(RMS) and Jail Records Management System(JMS)



Davie County, North Carolina
Manager's Office
123 S. Main Street
Mocksville, North Carolina 27027

Responses are due Thursday, February 22, 2018 before
3:00pm Eastern.



Table of Contents

1.0 Introduction	1
1.1 INTRODUCTION	1
1.2 COUNTY BACKGROUND	1
1.3 PROJECT SCOPE	2
1.4 GENERAL RESPONSE REQUIREMENTS	2
2.0 General Response Requirements.....	4
2.1 RESPONSE CONTACT	4
2.2 RESPONSE SUBMITTAL REQUIREMENTS.....	4
2.3 RESPONDER EXPENSES.....	5
2.4 INTERPRETATIONS, DISCREPANCIES, AND OMISSIONS.....	5
2.5 SCHEDULE.....	5
2.6 NON-DISCLOSURE OF COUNTY INFORMATION	5
2.7 RETENTION OF RESPONDER MATERIAL.....	6
2.8 CONFIDENTIAL INFORMATION/PUBLIC RECORDS LAW	6
3.0 Detailed Submittal Requirements	7
3.1 RESPONSE FORMAT	7
3.2 EXECUTIVE SUMMARY.....	7
3.3 COMPANY BACKGROUND	7
3.4 SCOPE OF SERVICES OFFERED	8
4.0 Current Systems.....	9
4.1 CURRENT SYSTEMS	9



1.0 Introduction

1.1 Introduction

Davie County, North Carolina ("The County") is seeking information from qualified firms for comprehensive public safety software systems including Computer-Aided Dispatch (CAD), Mobile Data Computing (Mobile), Geographic Information Systems for public safety (GIS), Law Enforcement Records Management(RMS) and Jail Records Management(Jail).

The purpose of this Request for Information (RFI) is to solicit statements of interest, capabilities, and Rough Order of Magnitude(ROM) cost estimates from qualified and well-established public safety software vendors interested in, and capable of, providing Commercial Off-the-Shelf(COTS) software to meet the County's public safety business objectives.

Davie County reserves the right to ask RFI respondents to present their solutions and services to the evaluation committee. Information obtained by this RFI may be used to create the requirements and expectations for a formal Request for Proposal to be issued by Davie County at a later date. This process is designed solely to inquire about solutions and services that are available and may not result in any further actions in any manner.

1.2 County Background

Davie County is located in the Piedmont Triad area of North Carolina. The County's population is approximately 43,000 with a land area of 265 square miles. There are 3 municipalities: Bermuda Run, Cooleemee and Mocksville (the County seat). 911 Communications serves as the County's only Public Safety Answering Point (PSAP) and provides 911 call answering and emergency dispatch for all public safety agencies within the County and municipalities.

911 Communications answered 71,030 total emergency and non-emergency phone calls in 2017 and dispatched units to 49,695 calls. The Sheriff's Office responded to 18,732 calls for service. 911 Communications dispatches 1,109 units among 32 agencies. Telecommunicators are trained and expected to operate as call takers and dispatchers simultaneously. In addition, telecommunicators operate the County's 800 Mhz radio system, VHF pagers, SMS messaging (paging), Emergency Medical Dispatch, as well as various non-emergency call taking responsibilities.

The Sheriff's Office operates County-wide patrol with 24x7x365 coverage consisting of 6 patrol zones and 5 patrol units. The Sheriff's Office has 90 full-time and 20 part-time personnel. Divisions of the Sheriff's Office include Administration, Civil, Patrol, Investigations, Jail and Animal Control. The Sheriff's Office provides Courthouse security and operates the County's detention center. The Sheriff's Office also provides contracted law enforcement for the Town of Bermuda Run in the form of community policing.

911 Communications and Sheriff's Office, while operating within separate computer networks, both use modern and up to date information technology systems and software.



The two networks are interconnected to share information and allow the CAD, Mobile, GIS, RMS, FBR and Jail systems to communicate and work together.

For more information about Davie County in general, please visit the County web site at: www.daviecountync.gov

1.3 Project Scope

Davie County is planning an upgrade to the County's existing primary public safety software systems including CAD, Mobile, GIS, RMS and Jail. The project will include a review of available software technology to meet the business requirements of the departments which use the public safety software applications. It is expected that vendors will present a comprehensive solution to meet the County's public safety software needs for the next 15 to 20 years.

Respondents are asked to provide the County with information regarding their available COTS products and solutions, subject to the following guidelines:

- Identify only COTS products that are configurable to meet specific County requirements, and that focus on interoperability, reliability, usability, availability, capacity, and scalability
- Include an architectural diagram of the solution with description of the solution's scalability; responses may include one or more models or solutions
- Describe the configurability of the software to meet specific user needs.

Respondents may, at the County's discretion, be invited to engage in discussions with the County's project team and/or demonstrate their products, services, and solutions.

No contract will be awarded pursuant to this RFI. Any entity that does not respond to this RFI is not precluded from responding to any future solicitation issued by the County. The County intends to procure software for this project within the next 12 to 18 months, in accordance with the County's procurement laws and practices for software purchases, which may include, but are not limited to, the use of existing County contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement.

1.4 General Response Requirements

When responding to this RFI, please follow all instructions carefully. Please submit responses according to the outline specified and submit all hard copy and electronic documents according to the instructions. Failure to follow these instructions will be



considered non-responsive and may result in immediate elimination from further consideration.

By virtue of submitting a response, interested parties are acknowledging:

- 1.4.1 Responses shall be for informational and budgetary purposes, and for the evaluation of this request.
- 1.4.2 Responses will be received by Davie County Government at the time and place so stated in this document. At that point, Davie County will close the receipt of responses and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process.

Davie County, solely at our option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Realizing the nature of a competitive environment and protecting the integrity of the process, respondents are not to contact any county staff or elected official in reference to the process. As information becomes available and is relevant for release, that information will be shared with respondents. Any and all information submitted in conjunction with this RFI and the evaluation process will not be returned to the respondent.



2.0 General Response Requirements

2.1 Response Contact

Responses should be directed to the County Manager's Office, specifically to the Project Manager, as outlined below. In regards to this RFI, vendors shall make NO CONTACTS, either written or verbal, with any Davie County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through evaluation unless authorized by the response contact.

Response Contact:

Brad Blackwelder, Project Manager
County Manager's Office
County Administrative Building, Ste 200
123 S. Main Street
Mocksville, NC 27028
bblackwelder@daviecountync.gov
336-753-6001

2.2 Response Submittal Requirements

In order to facilitate the analysis of responses to this RFI, responders are required to prepare their responses in accordance with the instructions outlined in this part and elsewhere in this RFI.

Five (5) hard copies and one(1) electronic copy (.doc and .pdf versions) must be submitted containing the entire contents of your response to the address shown below.

Mailing Address:

Brad Blackwelder, Project Manager
County Manager's Office
County Administrative Building, Ste 200
123 S. Main Street
Mocksville, NC 27028

The County must receive responses BEFORE 3:00 pm on Thursday, **February 22, 2018**. *The responder's name, RFI name, and response closing time and date must be marked clearly on the response submission.* The time of receipt shall be determined by the time clock in the Davie County Manager's Office. Late responses will not be accepted. The County will not be held responsible for the failure of any mail or delivery service to deliver a response prior to the stated due date and time. It is solely the responder's responsibility to: (1) ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) ensure that the response is received at the



correct location and time. Late responses, regardless of delivery means, will not be accepted.

2.3 Responder Expenses

The County will not be responsible for any expenses incurred by any responder in the development of a response to this RFI or any other activities associated with this request including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Davie County and/or its representatives.

2.4 Interpretations, Discrepancies, and Omissions

Should any proposer find discrepancies, omissions or ambiguities in this RFI, the responder must at once request in writing an interpretation from the response contact listed in Section 2.2. All questions submitted must be in writing.

The deadline for submitting questions is **Wednesday, February 7, 2018**. All questions will be answered to the extent possible in the form of addenda to the specifications. All written requests for clarification should be addressed to the attention of Brad Blackwelder.

Failure to request an interpretation will be considered evidence that the Responder understands the provision of the RFI.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect.

2.5 Schedule

Action	Applicable Dates
RFI Release	January 25, 2018
RFI Question Deadline	February 7, 2018
RFI Responses Due before 3pm	February 22, 2018

2.6 Non-disclosure of County Information

All data and information gathered by the responder and its agents, including this RFI and all reports, recommendations, specifications, and data shall be treated by the responder and its agents as confidential. The responder and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.



2.7 Retention of Responder Material

The County reserves the right to retain all responses. No responses will be returned to responder.

2.8 Confidential Information/Public Records Law

The County assumes no responsibility for confidentiality of information offered in a response. The RFI does not intend to elicit proprietary information. However, if proprietary information is submitted as part of the response, the information is to be labeled as such. Responses are not subject to public inspection until after a contract award. Davie County reserves the right to share any information submitted in response to this RFI or process with any person(s) or firm(s) involved in the review and evaluation process.

Proprietary or confidential information must be clearly labeled as such at the time of initial submission and to the extent provided by N.C.G.S. Chapter 132, will not be made available for public inspection. In the event that a request for inspection is made under public records law, the Responder will be notified of the request and may participate in any subsequent civil action to compel disclosure of confidential information.



3.0 Detailed Submittal Requirements

3.1 Response Format

Responders shall prepare their responses in accordance with the instructions outlined in this section. Responses should be prepared as simply as possible and provide a straightforward, concise description of the responder's capabilities to satisfy the requirements of the RFI. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The response should be organized into the following major sections:

Response SECTION	TITLE
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background
3.0	Scope of Services Offered

Instructions relative to each part of the response to this RFI are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

3.2 Executive Summary

(Proposal Section 1.0) This part of the response to the RFI should be limited to a brief narrative summarizing the response. The summary should be oriented toward the business personnel who would use the solution or software and should include technical information and language only to the extent required to describe the solution.

Please note that the executive summary should identify the primary engagement contact for the responder. Contact information should include a valid e-mail address, fax number, and a toll-free telephone number.

3.3 Company Background

(Proposal Section 2.0) Each response must provide the following information about the responder's company. The County, at its option, may require a responder to provide additional support or clarify requested information.

Background information shall include:

- How long the company has been in business.
- A brief description of the company size and organizational structure.



- How long the company has been selling the solution or software to clients similar to the County.
- Listing of clients similar to the County by name and state.
- A brief description of any pending litigation.
- Evidence that the vendor is a corporation, is in good standing and qualified to conduct business in North Carolina.

3.4 Scope of Services Offered

(Proposal Section 3.0) This section of the response should include a detailed discussion of the responder's overall understanding of the project and the solutions and software that can be provided to support Davie County's public safety agencies.



4.0 Current Systems

4.1 Current Systems

Davie County public safety agencies include 911 Communications, Sheriff's Office, and Emergency Medical Services (EMS). The County also works with volunteer fire departments and a volunteer rescue squad; however, these agencies are not part of Davie County government. The County has used CAD and RMS for over 20 years. The CAD system is connected to Mobile and provides data for RMS, FBR, EMS patient care(ESO), Fire and Rescue records systems(FireHouse, Emergency Reporting, etc...). The CAD system also communicates with the 911 phone system, GIS, and medical dispatch protocol (ProQA). All calls for service are processed through the CAD system.

The existing CAD system has reached end of life. No feature enhancements or system upgrades are expected. In order to meet the expectations for service delivery and improve operational efficiency, the CAD system needs to be upgraded.

The Mobile system is end of life and uses older technology which present operations challenges to the agencies. As one example, the system does not support computing devices such as tablets or smartphones. The system also requires frequent attention to correct system errors and maintain communication with other connected systems.

The GIS system is current and provides numerous map layers and capabilities. However, any change to the CAD and Mobile systems will necessitate updates to the GIS software to accommodate improved ways of dispatching units and sharing information.

The RMS, FBR and Jail systems are also end of life and require an upgrade to meet newer operations and reporting needs. Any upgrade to the CAD system necessitates a similar upgrade to the RMS, FBR and Jail systems.

Based on the responses to this RFI, the County will develop specific and minimum requirements to be included in the RFP.