



Town of Stratford

Request For Proposal For:

Integrated Public Safety Software System

RFP# - 2011-056

June 22, 2011
Version 2.0

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**TOWN OF STRATFORD
PURCHASING DEPARTMENT
STRATFORD, CONNECTICUT**

**Standard Instructions, Conditions and Reservations
For Proposals on Contracted Services**

Subject: Request for Proposal No. 2001-056

Issued: June 22, 2011

Due: 2:00 pm, July 12, 2011

Re: **Integrated Public Safety Software System**

The Town of Stratford, Connecticut, through the Office of the Purchasing Agent, will receive **SEALED PROPOSALS** for performing the work as outlined in the accompanying specifications, in accordance with the following instructions, conditions and reservations:

I. TOWN OF STRATFORD BACKGROUND

A. STATEMENT OF PURPOSE

The Town of Stratford is soliciting proposals for the purchase and installation of an integrated public safety software solution. Currently the Police Department, Fire Department and Emergency Medical Services, all representing the Town's Public Safety sector, are using a single dispatch solution and various records management software solutions. The purpose of this Request For Proposal is to establish a contract with a qualified firm for an integrated public safety solution for the Town of Stratford. At a minimum this solution will offer competitive price agreements with qualified vendor(s) who shall provide software solution(s), licensing, installation and data conversion services, project management services, support services, training and related materials or services in accordance with the specifications of this Request For Proposal.

The Town of Stratford is looking to replace the current dispatch and police systems now in use at the Town. The selected system should interface with Fire's FireHouse Record Management system and EMS's emsCharts system. The Town of Stratford has recognized that the lack of an integrated public safety system and adequate management tools affects the departments' ability to efficiently process, track and report on a variety of management issues related to their respective operations. In addition, the current Computer Aided Dispatch (CAD) and Records Management System (RMS) software purchased from Hunt Computer Design does not have all the functionality capabilities required by the Town.

An integrated software solution will provide the primary foundation for the Town of Stratford's Public Safety operations. The project entails the identification and implementation of an integrated public safety system that meets the Town's and

respective department's business and operating needs. The system should be easy-to-use, comprehensive, reliable, and be able to consolidate all public safety information into a single database. Ultimately, our goal is to provide appropriate Town personnel, regardless of location, easy access to complete and reliable public safety information. Obviously, the selected software must have very tight integrated security.

B. TOWN OF STRATFORD OVERVIEW

The Town of Stratford is located in Fairfield County and is situated on Long Island Sound bounded to the east by the Housatonic River, the easternmost town in Fairfield County-Connecticut's Gold Coast. Stratford spans 18.7 square miles and has a population of approximately 52,000.

All Public Safety communications are processed centrally by the Dispatch Center for the Town of Stratford. The dispatch center receives all 911 emergency and non-emergency phone calls for Police, Fire and EMS services within the Town. This center is also responsible for processing and dispatching of all Police, Fire and EMS calls.

The dispatch center handles all emergency phone calls for police, four fire houses and Emergency Medical Services (EMS) and dispatches approximately 32,000 police calls, 5,800 Fire calls and 6,200 EMS calls annually. The dispatch center has approximately 10 dispatchers. The administrative workstations routinely access the CAD system. All dispatchers have the ability to receive phone calls, enter CAD data and radio dispatch for Police, Fire and EMS.

The Police Department (located at a different physical address than Dispatch) has approximately 120 employees (a combination of sworn officers and civilians). The Police Department is divided into seven units (Administration, Detective Bureau, Patrol, Records, Traffic, Special Units and Training). The mission of the Stratford Police Department is "the preservation of public peace and order, the prevention and detection of crime, the apprehension of offenders, the protection of persons and property, and the enforcement of the laws of the State and the local ordinances of the Town."

The Stratford Fire Department operates out of four (4) fire stations. There is the central Fire Headquarters and the Huntington Road, Lordship and Oronoque Fire Stations. All fire stations use ACS FireHouse Software for their Records Management System.

The Stratford EMS provides 24 hour emergency medical services coverage, 7 days a week, 365 days a year. The guiding principle of the organization is to provide quality patient care and safe emergency transportation to the sick and injured of the Stratford community. EMS includes a Special Operations Division, providing support services for a variety of large incidents, and the Medical Bike Unit. EMS uses emsCharts Software for their Records Management System.

In 2005-2006, the Town of Stratford purchased a Public Safety Software suite from Hunt Computer Design, LLC. The database platform of the software is Filemaker Pro. Although the Town went "live" with the Computer Aided Dispatch and Records

Management System, the implementation was never fully completed. In addition, due to other complications, the Public Safety departments maintain historical data in two older systems (an AS/400 and the Pamet software solution). As such, the goal of this project is to go “live” with Computer Aided Dispatch, Records Management, Mobile, and Field Reporting at the same time. Although not ideal, it is imperative that the Public Safety Software solutions all be available simultaneously.

C. GOALS AND OBJECTIVES OF COMPUTER OPERATIONS

As previously mentioned, the purpose is to implement a new software application that will better meet the Town of Stratford’s public safety needs and provide management with the tools required to direct the organization(s). Within this context, there are several goals and objectives including:

- a) To establish a common database for the processing and tracking of all dispatch public safety information along with Police RMS for the Town of Stratford.
- b) To identify a software solution that allows for future growth and expansion (i.e., as future State and Federal public safety standards are implemented the system must evolve).
- c) To identify a system that allows importing and exporting of information into other applications including, but not limited to, Microsoft Word, Excel and Access.

The Town has standardized on the Microsoft Windows Server Platform. Although the selected software solution does not have to reside on this platform, it would be preferable. In addition, the Town is currently exploring server and PC virtualization and is planning to upgrade its infrastructure as a separate internal project during this implementation.

II. PROPOSAL PROCESS

The Town will receive sealed proposals until 2:00 PM on July 12, 2011 in the Purchasing Department at the Town of Stratford, 2725 Main Street, Stratford, Connecticut, 06615, in the Purchasing Agent's Office, Room 202.

Any proposal may be withdrawn prior to the above-scheduled time for receiving proposals, or any authorized postponement thereof. Any proposals received after the date and time specified will **NOT** be considered. No vendor may withdraw a proposal within 90 days after the actual opening thereof.

A. METHOD OF AWARD

The Town reserves the right to accept or reject any and all proposals, or any part thereof, waive defects in same, or accept any proposal or any part thereof deemed to be in the best interest of the Town. The Town shall select the responsible and responsive Proposal which is determined by the Town to be the best suited, most advantageous, and provides the best value to the Town. Cost shall be only one factor in the award decision. Past performance of responding vendors will be a considering factor in the rejection or acceptance of same. While cost will be a factor in awarding this project, prior performance of proposal respondents with the type of work specified here, will be a heavily weighted factor in deciding a vendor. Any costs associated with responding to this RFP are the responsibility of the responding vendor.

B. AWARD PROCEDURE

The Town will review the proposals and identify those vendors that will be asked to participate in the next phase of the evaluation process, the “Test Drives”. The “Test Drives” provide an opportunity for the Town to review the overall capabilities of the integrated public safety system. The successful vendors will receive written notice from the Purchasing Agent and be provided with information for this presentation.

At the completion of the “Test Drives”, the Town will review all information received (including RFP responses, Test Drive evaluation, references, and costs) to identify the successful vendor. A Notice of Award will be issued to advise the successful vendor of the intended award of the contract, and of his obligations to the Town in the way of proposal documents he has to furnish, including the Performance Bond and the required Insurance Certificate. Until the successful vendor meets these obligations, the contractor is forbidden to proceed with the contract. Under NO circumstances will any Town employee permit any work to be done in regard to the contract until the Purchasing Agent gives **written** notice to all concerned that the contractual obligations have been fulfilled, and that the contractor is authorized to proceed and the contract has been signed by both parties .

C. GENERAL PROVISIONS

- a) Any act or acts of misrepresentation or collusion shall be a basis for disqualification of any proposal or proposals submitted by such persons guilty of said misrepresentation or collusion. In the event that the Town enters into a contract with any vendor who is guilty of misrepresentation or collusion and such conduct is discovered after the execution of said contract, the Town may cancel said contract without incurring liability, penalty or damages.
- b) All deliveries of commodities or services hereunder shall comply in every respect with all applicable laws of the Federal Government and/or the State of Connecticut. Purchases made by the Town of Stratford are exempt from payment of Federal Excise Taxes and the Connecticut Sales Tax and such taxes must not be included in proposal prices. Federal Excise Tax exemption certificates, if requested, will be furnished.
- c) The Town reserves the right to reject any and all proposals and to waive any informalities or technical defects in any proposal. Non selection of any proposal will mean that another acceptable proposal was deemed to be more advantageous to the Town of Stratford no proposal was accepted.
- d) The Town will not be liable for any costs incurred in the preparation of the response for this Request for Proposal. All proposal submissions and materials become property of the Town and will not be returned. Respondents to this RFP are hereby notified that all proposals submitted and information contained therein and attached thereto shall be subject to disclosure under the Freedom of Information Act after award decision has been made.
- e) These specifications in their entirety are the property of the Town of Stratford. The Vendor shall not copy or disseminate any portion of these specifications without express written authorization from the Town of Stratford, except as necessary in the preparation of a proposal. Any authorized copies of these specifications or portions thereof shall include a similar paragraph prohibiting further copying or dissemination.

D. TAXES

Since the Town of Stratford is exempt from all taxes, no charges for taxes of any kind should be included in your proposal or on any invoices to the Town.

E. RESERVATIONS

The Town of Stratford may consider informal any proposal not prepared and submitted in accordance with the provisions herein stated.

The Town of Stratford reserves the right to reject any or all proposals or parts of proposals; to waive informalities in said proposals; or to accept any proposal or part thereof deemed to be in the best interests of the Town of Stratford.

F. PROPOSAL INQUIRIES

If there are any questions regarding the RFP's content Prospective Providers may submit requests for clarification, revisions to requirements, or technical questions concerning this RFP in writing. No questions or clarifications will be addressed unless received in writing or by email to the Purchasing Agent –Michael Bonnar (purchasing@townofstratford.com), no later than 4:00P.M. on June 30, 2011. Any responses to these questions will be put into an addendum and made available on the Town website.

G. INSTRUCTIONS

Proposals may be hand-delivered or mailed to the attention of the Purchasing Agent at the above address and must be in a sealed envelope clearly marked "INTEGRATED PUBLIC SAFETY SOFTWARE SYSTEM – RFP# 2011-056." Please submit one (1) original and six (6) copies of the proposal. Also include a CD containing the electronic version of the submittal.

H. PERFORMANCE BOND

The successful vendor to whom the contract is awarded must furnish the Town with a Performance Bond in the amount of 100% of the contract price. This bond to be in effect for the duration of the contract, and to be made in favor of the Town of Stratford, and executed by a Surety Company authorized to transact business within the State of Connecticut, conditioned for the full and faithful performance and observance by the Contractor of all the conditions and terms of the contract.

In the event a contractor is unable to provide the necessary Performance Bond after reasonable effort to obtain same, the Purchasing Agent will accept, in lieu of same, a Certified Check or an Irrevocable Letter of Credit for 100% of the proposal price, which will be held until the contract is completed and approved by the department head involved.

I. INSURANCE

The successful vendor must furnish proof of adequate insurance coverage, with a carrier and in a form acceptable to the Town, as follows:

- a) Evidence of insurance, naming the Town as additional insured on the policy.
- b) Holding the Town of Stratford harmless from all claims and liability for damage for Bodily Injury, including Accidental Death, and for property damage, which may arise from the performance of this contract.
- c) Amounts will be not less than:
 - i. Liability for Bodily Injury, including Accidental Death, \$500,000.00 for any one person, and subject to the same limits, \$1,000,000.00 on account of each accident.
 - ii. Liability for Property Damages, \$50,000.00 on account of any one accident.

- iii. Workman’s Compensation – in accordance with the laws of the State of Connecticut.

The successful vendor to whom the contract is awarded must file the required Performance Bond and Insurance Certificate **within two weeks** of the date of notification of award. Failure or neglect to do so may be considered by the Town as proof that the contractor is unable to fulfill the contract. In this event, the award will be made to the next responsible vendor.

J. GENERAL STATUTE REQUIREMENTS

Pursuant to Connecticut General Statute 12-146(b), the Town of Stratford may withhold municipal payments for contracts or services if the contractor is delinquent in tax payments to the Town for more than one year.

III. SOFTWARE SYSTEM REQUIREMENTS

In Section III, we have provided a breakdown of the critical functions and features we require on a module by module basis. It is our intention that the selected system will meet, and exceed, all of the stated criteria. Integration of all these modules is required in order to ensure accuracy, timeliness and minimize duplication of effort. However, we recognize that each vendor's software modules might not be organized in the same fashion as outlined on the following pages. The functionality of the overall software system is critical to the Town of Stratford, not module name. As you respond to this RFP please identify the module that contains this functionality if it is not within the designated module. We will be carefully weighing independent application functionality against ease-of-integration issues as we evaluate the responses.

NOTE: By use of the word integrated we mean data records shared between functions with one data entry point. Integration implies automatic processing and/or updating of data in other functions or areas where that same data records reside. As opposed to functions that may interface, meaning data is communicated between subsystems, but independently of each other. Interfacing solutions effectively maintain two databases that are populated by manual and/or automated processes initiated by system users. As part of this RFP, please distinguish between a functionality that interfaces and one that directly integrates with another component of the system.

A. COMPUTER AIDED DISPATCH (CAD)

The Computer Aided Dispatch system must provide automated dispatch for Police, Fire, EMS and potentially other departments. The system must manage resources and recommend units for dispatch based on geo-file, response plans, and type of call. The dispatcher must have the ability to override the recommended responses. Incident-taking and dispatch data entry must be done on-screen as calls are taken. The system must continuously update all information so that current field conditions and operations can be viewed at any time.

At the completion of a dispatch call/incident, the information in this module should be automatically transferred to the respective software module (i.e., police, fire or EMS) for record management processing.

Other capabilities of the CAD system should include:

- E911 Interface with Automatic Location Identifier (ALI)
- NCIC interface
- Automatic Medical and Hazardous Materials Alerts
- Complaint Type Response Scenarios and Priority Settings
- Flexible User-Defined Options
- Capacity to identify alarm holders, medical protocols and emergency business contacts

- Allow assignment of separate log numbers for police, fire, EMS to the same call
- Integrated Mapping and Real-Time AVL-Based Unit Location
- Integrate with ESRI GIS system

B. FIRE RECORDS MANAGEMENT SYSTEM

Since the Fire Department uses the FireHouse Software solution, the selected CAD solution must directly interface with this RMS system.

C. EMERGENCY MEDICAL RECORDS MANAGEMENT SYSTEM

Since the EMS uses the emsCharts Software solution, the selected CAD solution must directly interface with this RMS system.

D. POLICE RECORDS MANAGEMENT SYSTEM (RMS)

The integrated RMS must use information transferred from the CAD system and allow easy data entry into this module. In addition, Police must be able to generate new incidents directly into this module as well. Since the Police Department is responsible for recording offense and arrest information and providing data relating to offenses and arrests to State and Federal agencies, this module must be able to compile the data to meet these reporting requirements (including NIBRS). As part of this module the software should be able to track information on incidents and arrests, cases, evidence and property, citations, warrants, traffic accidents, and intelligence.

The system must produce Connecticut based UCR, and NIBRS reports that can be directly transferred to the FBI or state crime information center.

Other capabilities should include:

- NIBRS compliance and reporting for the State of Connecticut
- Data entry verification for NIBRS compliance
- Master name search and relationship capabilities
- Enhanced searching ability throughout the system
- Connecticut State forms integration
- Alarm tracking, billing and collections
- Extensive Security
- Integrated Mapping

E. BOOKING/JAIL MANAGEMENT SYSTEM (JMS)

The booking process includes collecting all relevant information on the subject and his or her arrest details, verifying the subject's identity, and addressing obvious physical and mental health needs. The software should provide a link between the arrest report and the booking record. If the booking record precedes the arrest record, the data from the booking record should pre-populate the arrest record.

Other capabilities include:

- Property in the possession of the subject at the time of booking can be inventoried in the system
- The subject can be assigned a cell number in the system
- The booking record can be updated with bond information
- Allows the officer to take mugshots, pictures of tattoos, etc.
- The release of subject from custody including reason, effective date, and time of release can be entered into the system

F. MOBILE DATA TERMINALS (MDTs)

The Town of Stratford wants the ability to integrate their public safety system with wireless mobile data terminals. This technology will allow officers, firefighters and EMS to access key information remotely. Field units should be able to access NCIC and RMS queries and receive dispatch information directly from their laptops.

The MDT's should display call locations and the locations of fellow officers. Imaging, wireless reporting, and other data-intensive tasks should also be available from the MDT's.

Other capabilities include:

- Touch-Screen Graphics
- Voice and Color Alerts
- Integrated Dispatching
- In-Vehicle Mapping
- NCIC Queries and Hit Notifications
- E-mail and Chat capabilities
- Secure Encryption

G. INTERFACES

The Town of Stratford is evaluating a variety of options as it relates to Dispatching, MDT's and RMS. The Town must have all E911 be centrally answered by the dispatch center and processed directly through the CAD system without re-entering information.

The Town of Stratford is also evaluating the use of the NETMOTION system for Mobile Data Terminal communications. In general this system provides public safety vehicles with the ability to share information and has been designed to allow local town's to create custom interfaces to their local CAD and RMS systems. Vendors responding to this RFP should be prepared to confirm their ability to interface with the system mentioned above or any other similar system(s).

During the evaluation process, the Town of Stratford will be reviewing the interface requirements of MDT's. In particular, (if possible) the Town would like to provide access to the following applications using MDTs:

- CAD-E911 Interface
- CAD-State (NCIC and Collect) Interface
- Dispatch to MDT and MDT to MDT messaging
- Fire Records System (FireHouse) Interface (FRI)
- EMS Records System (emsCharts) Interface
- GIS (ESRI) Interface

H. REPORT WRITER

Developing new and more meaningful reports is a critical component of the integrated system. The Town of Stratford requires an easy to use, yet sophisticated report generator that will allow the organization to create their own unique set of reports. The report writer should allow personnel to extract, report, and summarize on any piece of data captured in the system.

The report writer should be Windows-based, allowing drag & drop capabilities and allow for:

- Multiple report formats (using column heading and line descriptions)
- Sorting on any selected field
- Computations based on selected fields or constant values
- Sub-totals and summary information on any selected field

In addition, the Town should have the capability to extract information from the integrated system and directly import it into Microsoft Word, Excel or Access. It is also critical that the software support the import and export of data to common file format standards, including ASCII and popular spreadsheets. It would be preferable if the system could directly import and export to existing Excel and Access data files using DDE/OLE technology to simplify this process.

I. ON-LINE SEARCH CAPABILITIES

Access to information directly from displays is an important component of the integrated system. All Public Safety Departments require inquiry capabilities for all identified modules. These displays should allow users access to both summary and detail information within the system in a “drill-down” fashion to support the “data mining” concept so critical to the organizations operations. Search capabilities should be extensive, including, but not limited to, partial text, phonetic, and field specific criteria. The displays should also allow users to sort information by a variety of pre-defined criteria.

J. SECURITY

The integrated system must provide means for preventing its use by unauthorized individuals and needs to allow for various levels of security. This includes the following:

- Must have multiple levels of security
- Ability to secure the system, database, modules, document types and queries
- Ability to secure individual records based on access to sensitive or secure information
- Ability to secure the administrative features including database back up, repair, or restore
- Ability to secure the user permissions including the ability to print, fax, email, annotate, delete pages, remove pages, add pages or launch screens
- Ability to manage user permissions at both the individual and group level
- The system should have the ability to lock accounts after a number of failed login attempts
- System must have the ability to log user activity in a protected log file
- Log files should include record of changed values in fields
- Log files must be securable with system permissions

IV. SOFTWARE EVALUATION CRITERIA

A. PROJECT OBJECTIVES

The objective of this RFP is to address many of the functions and process support issues lacking in the present systems. Our concerns are focused on several areas we will be looking at the proposed software solutions to address, these areas include:

- Eliminating unnecessary duplication of efforts
- Improving timeliness and accuracy of information entered
- Allowing for up-to-the-minute information to management to support critical business decisions
- Integrating data between modules

B. REPORT FUNCTION AND TRANSACTIONAL HISTORY

Reporting functions will also be of particular importance as well as the ability to seamlessly integrate the application software to the Microsoft Office suite of office automation software.

An important objective of this new integrated system is to make sure that the software can exceed the functional requirements of the current public safety systems. This also includes the ability to handle an unlimited number of transactional history records for any and all installed modules.

C. SYSTEM PLATFORMS

As part of this project, the Technology Department is reviewing its infrastructure and technology environment to determine the most effective platform for not only its primary business systems, but also office automation. All platforms will be considered.

The Town of Stratford has implemented Windows XP as the desktop standard and Microsoft Windows Server as the server platform. Although not required, these standards are preferable allowing users to take advantage of all Windows capabilities.

The database for the integrated system should be based on a currently available and standard relational database product. A relational database will help satisfy the on-line queries and ad-hoc reporting requirements already identified.

D. DATA CONVERSION

The Town currently has critical records stored on an AS/400, on the windows-based Pamet Public Safety software, and in the Hunt Computer Design system stored in Filemaker Pro. The data conversion plan should include a list of the data that must be converted as a minimum to begin use of the new software, and then a second list of data that can be converted after “go live”. In evaluating this plan, the Town requires all prospective vendors to document other data conversion projects from the same or similar systems, including which types of data cannot be converted successfully. The

plan must include the costs for the data conversions to be performed on site, or a mechanism to secure the data transferred to a remote location.

E. TRAINING AND VENDOR SUPPORT

We will be evaluating the depth and quality of peripheral services, such as user training, vendor support and system maintenance. The extent to which these services are offered and managed will be considered heavily in our decision.

F. “TEST DRIVE”

After all responses to the RFP have been evaluated and reviewed, the Town of Stratford will select 3-4 vendors to move into the next phase of evaluation. The “Test Drive” is the phase of evaluation that allows the Town to see the proposed system first hand. We will develop and provide selected vendors with operational scenarios in order to confirm that the software will meet the Town’s needs. It is our goal to “test drive” the vendors software system to confirm its ease of use, flow of information entered, and ability to report on and extract information.

G. EVALUATION PROCESS AND CRITERIA

The Town will review all information received (including RFP responses, Test Drive evaluation, references, and costs) to identify the successful vendor. The Town of Stratford will evaluate each vendor’s proposal, test drive, references and cost according to the following criteria. For each item below we have provided the evaluation weighted percentage:

1. Demonstrated background, successful experience and relevant knowledge of the project. (15%)
2. Demonstrated level of commitment and ability to provide all services and software capabilities as outlined in the RFP. (20%)
3. Competitiveness of price. (20%)
4. Qualification of personnel assigned to the project. (15%)
5. Connecticut references, whether provided by vendor or identified by the Town of Stratford. (15%)
6. Financial stability to carry out plan for entire scope of work. (15%)

V. RESPONSE GUIDELINES

To assist vendors in successfully responding to the RFP, we have developed a proposal outline and several documents that must be completed and submitted with the proposal. Please format your responses as outlined below:

- A. Vendor Information
- B. Package Profile
- C. Report Writer
- D. Other Services
- E. Cost Summary
- F. Software Functionality and Features List

THE DESIGN AND FORMAT OF THESE DOCUMENTS ARE THE SOLE PROPERTY OF THE TOWN OF STRATFORD. Use of these formats without the express permission of the Town is prohibited. If additional space is necessary to complete your response, please indicate this on the respective form and provide the additional documentation.

A. VENDOR INFORMATION

The first section of your proposal should include the following:

1. Company Information (first page):
 - a. Company Name, Address, Phone Number, Fax Number, E-Mail Address and web site (if applicable)
 - b. Name and title of the individual(s) authorized to make representations for the bidder.
2. The vendor shall represent and warrant in the proposal that:
 - a. The software proposed shall conform to the vendor's written specifications;
 - b. The software proposed shall function according to published manufacturer specifications at the acceptance date for such software
 - c. The vendor shall also modify, adjust, repair and/or replace said software as the Town deems it to be necessary or appropriate to have it perform in full accordance with the vendor's written specifications.
3. A "Statement of Qualifications" that contains the following:
 - a. Five years of financial statements, sales, and organizational information and, if applicable, similar information for proposed subcontractors (if applicable).
 - b. Briefly describe the most relevant (installed) project(s) of the software solution of similar size and scope as is proposed. Details of other relevant System experience that would be valuable in the completion of this project may be provided. If applicable, provide relevant experience and

qualifications for all proposed subcontractors.

- c. All personnel and/or subcontractors that will manage the project, as well as their qualifications and experience in similar projects.

NOTE: Any personnel or subcontractors assigned to this project may not be substituted with other personnel or subcontractors unless approved by the Town in writing. Any proposal to substitute shall be in writing and include the substitute's qualifications. The Town reserves the right to reject any substitute.

4. Three (3) references from three unrelated projects. At least one (1) reference must be a customer for whom an implementation has been performed in the past two (2) years and at least one (1) reference must be for a current customer that implemented your solution within the past three (3) years. The systems installed at the reference sites must be comparable to that being proposed. References must include the following information:
 - a. Municipality Name and Address
 - b. Date of Installation
 - c. Configuration
 - d. Contact Name and Phone Number
5. Three references where software support is being provided. References must include the following information:
 - a. Municipality Name and Address, and Contact Name and Phone Number
 - b. Support Services Used (coverage periods and response times)
 - c. Date Support Initiated
 - d. Products Supported
 - e. Configuration
 - f. Geographic Area

Please note: The same references may be provided for both sections 3 and 4. However, the System users' references must be oriented toward functionality and software reliability, whereas the support users' reference will address responsiveness to support calls.

6. The approach and time schedule in which the work shall be completed.
7. Project fee and payment schedule
8. Please provide standard contracts for the purchase and ongoing maintenance of the proposed software solution.

B. PACKAGE PROFILE

Please answer the following questions for each proposed application package. If more than one vendor software package is proposed, please complete this information for all packages. You may respond to this section separately by referencing section and number.

1. Name and Release of proposed system:

2. Date of first release of proposed system:

3. Last major release date of proposed system:

4. Next planned release date of proposed system:

5. Please indicate major enhancements made to the software over the last 3 years (by version/release and date):

6. Next release version number:

7. Frequency of:

Major releases _____

Minor releases _____

8. Effect of client modifications on application of new releases:

9. Programming language and/or development tool for your software:

10. Identify the data architecture and database for your software (please give name and vendor). Also, please provide a pictorial presentation of your data architecture (i.e., Data Model).

11. Hardware and operating systems your software runs on: (Please recommend hardware and software configurations - e.g., RAM, CPU, O/S.)

12. Warranty period (included in purchase price):

13. Please explain your policy on applying customizations for clients and the effect of these changes on warranty agreements, ongoing support and software upgrades. Include pricing structure:

14. Effect of client modifications on the warranty policy:

15. Please explain your policy on creating interfaces (on-line or batch) to other vendor packages. Are you willing to support interfaces that you create? Is there any effect on software warranty agreements? Describe your pricing policy/hourly rate for such work.

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16. Please indicate any other applications that may meet the Town’s needs for which:

- Your company has built a custom interface to (please describe):

- A third party built a custom interface to (please describe):

- Any application you are aware of that may integrate well with your system:

17. Software support services/options:

18. Disaster Recovery services/options:

19. Existence of national users group Yes _____ No _____

 Contact _____

 Location _____

20. Existence of local users group Yes _____ No _____

 Contact _____

 Location _____

21. Additional modules available (not part of proposed solution)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Town of Stratford – Integrated Public Safety Software System Request For Proposal

22. Please describe the number of personnel and level of expertise required to properly and efficiently operate the proposed hardware, software system and application package(s):

23. Size of your current customer base (please separate by module):

24. Approximate percentage of your customers that are a Municipal based organization.

25. Confirm the number and names of Connecticut Municipalities that are currently using the integrated software. Please provide detail for each organization.

26. Do you provide the source code with software delivery? If not, can the source code be purchased and what is the cost?

27. Please explain your major, functional plans for the software modules/applications you are proposing on. Please explain any future plans in the areas of: user interface, platform (hardware and operating system), source language, etc., including dates:

28. Average response time for fixing software bugs for live clients and for clients during implementation and go-live:

29. Are products offered as an integrated package or as a series of modules?

30. What must a customer do to receive a new version or release of a product for which they are licensed? How is a user notified of updates and the contents of those updates?

31. Describe the extent of the user, system and program documentation provided with the system. Also, identify documentation that accompanies upgrades and enhancements. Include samples with your proposed materials.

32. Outline the number of personnel within your organization including:

- Number of support personnel _____
- Number of sales personnel _____
- Number of R&D personnel _____
- Number of other personnel _____

33. Describe your approach to technical support and what your guaranteed response time is:

34. Describe your approach to technical support during implementation and testing and your average response time:

35. Please confirm if your software solution can utilize virtualization. If so, please describe which virtualization alternative you recommend and how many installations are using this type of solution.

Town of Stratford – Integrated Public Safety Software System Request For Proposal

36. Please confirm if you have developed an interface with the FireHouse Software.
Please describe how it works.

37. Please confirm if you have developed an interface with the emsCharts Software.
Please describe how it works.

38. Please confirm if you have developed an interface with the CryWolf Software. Please
describe how it works.

39. Please confirm if you have developed an interface with the ESRI GIS Software.
Please describe how it works.

40. Please confirm if you have developed an interface with TeleStaff Software. Please
describe how it works.

41. Please confirm if you have developed an interface with the Everbridge software.
Please describe how it works.

Town of Stratford – Integrated Public Safety Software System Request For Proposal

42. Please describe how your organization continuously monitors the ongoing changes within the Public Safety sector within the State of Connecticut.

43. Do you have a ProQA certification for Police, Fire, EMS and Launcher? If so, please describe.

44. Please describe the Geo-Fencing capabilities for CAD within the system. The Town may need to create multiple geo-fences for time of day and by public safety department.

C. REPORT WRITER

As indicated in section III.G-Report Writer, the Town requires the capabilities to automatically generate key reports for the State of Connecticut. Please provide additional detail on the capabilities of the proposed report writer and/or how these report requirements will be fulfilled.

D. OTHER SERVICES

1. Conversion

- a. Describe conversion services provided.
- b. Include a description of the tasks required to load or build the databases and the party responsible for completing the tasks.
- c. Describe any conversion aids that may be available.
- d. Provide a time table of the conversion process.
- e. Describe responsibilities for validating converted data.

2. System Implementation

- a. Estimate the overall duration and effort required implementing the system.
- b. Include a brief description of the implementation and estimated time for each task.
- c. Provide information on your recommended sequence of implementation for modules/groups of modules.
- d. Estimate the amount of time you typically dedicate to implementing the recommended system at an organization comparable in size and complexity to the Town of Stratford.
- e. Please specify what the client responsibilities would be.
- f. What are you recommended testing methods for software during the implementation phase?

3. Training

- a. Identify the amount of time you would devote to training system users by application area and what, if any, follow-up training is available.
- b. Detail the training method(s) available
- c. Detail the Information System (IS) personnel training requirements.
- d. Specify how much of the above user and IS training is included in the proposed software cost and where the training would take place.
- e. Include a list, if applicable, of training materials that would be provided.

- f. Please provide detail information on the individuals who will provide training to the Town. Please include:
 - o Resumes
 - o Length of experience with the software product and within the industry
 - o Work with other Connecticut Towns
 - o Work with other Towns

- 4. Annual Maintenance
 - a. Identify how annual maintenance fees are calculated.
 - b. When does the annual maintenance period begin?
 - c. What services are included in the annual maintenance program?
 - d. How much is annual maintenance expected to increase over the next five years?
 - e. What have the historical increases in maintenance costs been over the past 5 years?

E. COST SUMMARY

Assuming that the Town of Stratford will require not more than one hundred forty (140) named users or fifty (50) concurrent users on the system, please provide the costs for the following:

- a. Software and annual maintenance costs – There are two sections, one for required software and another for optional software the Town may want to consider.
- b. Consulting services – There are two sections, one for consulting related to the required software modules and another for consulting related to optional software. Be sure to include all associated travel costs.
- c. Training services – There are two sections, one for training related to required software and another for training related to optional software. Be sure to include all associated travel costs.
- d. Conversion services – There are two sections, one for conversion related to the required software and another for conversion related to optional software. Be sure to include all associated travel costs.
- e. Custom/Enhancement costs – Be sure to identify the module, feature, and cost. Use the comment field to provide the date the enhancement will be available.
- a. Hardware and operating system software – Provide a description of all standard hardware and/or system software required to operate the system and related costs if additional, for example, license fees (i.e. Database, report writer costs, etc.).

e. Custom/Enhancement Costs

Application Software Module	Number Of Days	Total Amount	Comments

Total		
Travel cost		

Application Software Module	Number Of Days	Total Amount	Comments

Total		
Travel cost		

f. Hardware and operating system software Costs

Recommended Hardware and Operating System Software

Description	Price	Single Year Maintenance Price	Total
Total	<hr/> <hr/>		

Minimum Hardware and Operating System Software

Description	Price	Single Year Maintenance Price	Total
Total	<hr/> <hr/>		

F. FUNCTIONS AND FEATURES LIST

In determining whether your virtualization system fits the Town’s business needs, we are providing the Proposed Provider with a Software Functionality Analysis Matrix. These series of documents are provides to you on the following pages. This section identifies the details of the functions and features we are looking for in a complete integrated system. We ask that you identify the availability of each function according to three defined categories for each module using the attached forms:

1. Currently Available – The solution currently has this function/feature
2. Future Modification – This function/feature will be available in 6 months
3. Not Available – The software does not provide for this function/feature and/or it will NOT be available within 6 months.

Please complete these checklists to the best of your ability.

Town of Stratford
Integrated Public Safety Software

Vendor Systems Functions and Features List
As of June 22, 2011

General Features

Software Functionality Analysis		
Currently Available in Software	Future Modification (within 6 Months)	Not Available in Software

III. Interfaces

1. Ability to interface directly with ESRI GIS software
2. System stores geographic location information by address
3. Ability to interface directly with State of Connecticut's NCIC/Collect System
4. Software interfaces with State of Connecticut's E911 system
5. Software interfaces with the State of Connecticut's DMV system
6. System interfaces with MAPI-compliant Email systems
7. Software interfaces with NETMOTION system
8. All application modules (including: CAD, RMS, EMS, Fire) are fully integrated allowing no duplication of information

IV. Remote Access

1. System allows remote access to information via Citrix
2. System allows remote access to information via Terminal Services
3. System allows remote access to information via other _____

V. Report Writer features

1. Quick ad-hoc report writer feature is available
2. Report writer has easy to use editing features (insert text, character formats, spacing)
3. Data fields and formats can be formatted and positioned according to user needs
4. Files and databases of all modules are available for report creation
5. Standard Query Language (SQL) is available
6. Ascending, descending and multiple sort criteria can be assigned to any field
7. Totals, averages, highest and lowest number functions can be set to any group or column
8. Boolean logic functions can be used
9. Reports can be saved for future re-use
10. Report writer support paper sizes greater than 132 columns
11. Graphs and charts can be produced within system

VI. Report Output Options:

1. Reports printed to screen have full view access
2. Reports can be saved to ASCII file format
3. Reports can be saved to a comma delimited file format
4. Reports can be saved to MS-Office Word format
5. Reports can be saved to MS-Office Excel format
6. Reports can be saved to MS-Office Access format
7. Reports can be save to a Microsoft Word processing file format
8. Reports can be saved directly to the Internet

Town of Stratford
Integrated Public Safety Software

Vendor Systems Functions and Features List
As of June 22, 2011

General Features

Software Functionality Analysis		
Currently Available in Software	Future Modification (within 6 Months)	Not Available in Software

VII. *Data & File Maintenance Utilities*

1. An internal backup and restore utility is standard
2. Data file and control record correction utilities are available
3. Data integrity checks occur on system and module startup
4. A data file recovery utilities are incorporated in the application
5. Allow user-defined purge criteria
6. Ability to purge historical transaction by date range per module.

VIII. *System Security*

Security access controls can be set:

1. - by department
 2. - by module
 3. - by menu option
 4. Access controls for multiple users can be assigned via workgroup security
 5. All changes to sensitive data files are tracked through background audit process
 6. Secure data base so records can not be altered once complete
 7. Ability to log non-changeable after a designated period of time
- Security can be set for each screen by:
8. - inquiry only
 9. - deletion
 10. - addition
 11. - modification

IX. *Audit Trail information*

Audit trail information is captured for all modules master files and modules including:

1. - transaction description
2. - before and after image of transaction
3. - date and time stamp of transaction change
4. - user information

X. *Software Documentation*

System documentation contains the following:

1. - Full system index
2. - Full glossary of terms used within text
3. - All error codes and detail instructions on how to resolve problems
4. - Detailed functional software documentation
5. - Detailed technical software documentation
6. - User training guide and manual (available through training classes)

Town of Stratford
Integrated Public Safety Software

Vendor Systems Functions and Features List
As of June 22, 2011

General Features

Software Functionality Analysis		
Currently Available in Software	Future Modification (within 6 Months)	Not Available in Software

XI. *On-line Help*

On-Line help contains the following:

1. - Context sensitive help information
2. - On-line help library can be searched using context sensitive queries
3. - Ability to search key topic information on-line
4. - User definable help messages may be added to system
5. - Ability to look-up error code information on-line
6. - Error messages are presented in plain English

