**FOR PUBLICATION IN ISSUES OF: 7/31/15 AND 8/7/15**

**NOTICE TO BIDDERS**

Notice is hereby given that sealed proposals will be received by the City Clerk of the City of Pascagoula, Mississippi, at his office in the City Hall during legal office hours until 2:00 P.M., August 21, 2015, at which time proposals will be opened and reviewed by a committee.

**PUBLIC SAFETY SOFTWARE**

All proposals shall be submitted in a sealed envelope addressed to the City Clerk of the City of Pascagoula, Mississippi. If a proposal is submitted by mail, the post office address of the City Clerk is P. O. Drawer 908, Pascagoula, MS 39568-0908. If a proposal is hand-delivered, the street address of the City Clerk is 603 Watts Avenue, Pascagoula, MS 39567-4220.

All proposal envelopes shall be marked “SEALED PROPOSAL FOR PUBLIC SAFETY SOFTWARE AT 2:00 P.M, August 21, 2015”, and if any envelope is not so marked, any bid contained therein will not be considered.

All proposal envelopes must contain the bidder’s name and mailing address on the face of the envelope and also specify the name of the proposal item.

Proposal documents may be accessed online at <http://cityofpascagoula.com/current-bids> or requested via email to [bgager@cityofpascagoula.com](mailto:bgager@cityofpascagoula.com). Questions should be directed to Brent Gager with the Pascagoula Police Department at 228-762-2211.

The City reserves the right to reject any or all proposals not conforming to the intent and purpose of the specifications, and to postpone the award for a period of time which, however, shall not extend beyond 90 days from the bid opening date.

WITNESS MY HAND AND OFFICIAL SEAL of the City of Pascagoula, Jackson County, Mississippi, this the 23rd day of July, 2015.

(S E A L) CITY OF PASCAGOULA, MISSISSIPPI

By: Brenda J. Reed,

Assistant City Clerk

**PASCAGOULA POLICE DEPARTMENT**

City of Pascagoula

REQUEST FOR PROPOSAL (RFP)

FOR

PUBLIC SAFETY SOFTWARE

**ISSUE DATE: JULY 31, 2015**

**ISSUED BY: PASCAGOULA CITY CLERK**

PO DRAWER 908

PASCAGOULA, MS 39568

**INQUIRIES: BRENT GAGER**

228-762-2211

BGAGER@CITYOFPASCAGOULA.COM

**PROPOSALS DUE: AUGUST 21, 2015 at 2:00 PM LOCAL TIME**

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**APPENDIX**

Functional requirements ....................................................................................... Separate Document

**VENDOR INSTRUCTIONS**

**1. Introduction**

Proposals for an integrated Public Safety Software Solution, to be considered by the Pascagoula Police Department will be accepted until the time of August 21, 2015 at 2:00 pm. Completed proposals must be submitted to the Pascagoula City Clerk, PO Drawer 908, Pascagoula, Mississippi 39568.

**GENERAL INFORMATION:**

The Pascagoula Police Department is seeking to replace its existing records management system (RMS), Computer Aided Dispatch (CAD) and mobile data software solution. The agency is looking for a contemporary - completely integrated solution that is one application, with one unified database, which is developed by, provided for and supported by one vendor. All forms, reports and data entry must meet acceptable Mississippi requirements and standards.

**Pascagoula POLICE DEPARTMENT – BACKGROUND**

The Pascagoula Police Department serves the citizens of Pascagoula, Mississippi. The Police Department utilizes various applications through our current public safety software provider, such as CAD, RMS, JMS, and Mobile. The Communications Center serves as a Public-Safety Answering Point (PSAP) center and dispatches for both Police and Fire for the City of Pascagoula. The Department reports crime statistics to FBI/CJIS as a Uniform Crime Reports (UCR) agency. Our Municipal Court uses INCODE as their court administration software. The Agency has a temporary holding facility for use during the booking process and all prisoners are taken to the Jackson County Adult Detention Center (ADC). The Police Department also utilizes other non-public safety software programs for administrative needs such as our in-house inventory, personnel, training, and vehicle maintenance software. The Commission on Accreditation for Law Enforcement (CALEA) recently awarded the Pascagoula Police Department (Tier1) Agency Accreditation. The Department is also accredited by the Mississippi Law Enforcement Accreditation Commission (MSLAEC).

The City of Pascagoula has an approximate population of 22,400 and a total of 18.2 square miles of land and water which is located along the Gulf of Mexico between Biloxi, MS and Mobile, AL. Pascagoula is an industrial city and is known for its shipbuilding and the nearby Chevron Refinery. Pascagoula is also the county seat for Jackson County.

The Pascagoula Police Department is made up of 65 sworn officers and has a total of 90 personnel that include the following:

• Command Staff - 5

• Patrol Officers – 37

• Investigators-7

• Property/Evidence-1

• Clerical/Records – 8

• Communications Operators-14

• Reserves - 14

• Information Services/IT - 1

**2. General Requirements**

The Agency seeks the following technical foundation:

* Compatible with VM Ware
* Compatible with Net Motion
* Integration to leverage desktop productivity tools such as Microsoft Office Suite
* Widely accepted development foundation (i.e., VisualStudio.Net, J2EE, or WebSphere)

The core software applications required to meet the requirements of this RFP are as follows:

* CAD
* RMS
* Mobile
* Field Reporting
* Booking or JMS
* Fire Applications
* Training
* Documentation
* Maintenance
* Support
* Upgrades and Future Enhancements
* Integration with INCODE (Citations, Warrants, Affidavits, and Name Files)
* Integration with Report Beam (Crash and Domestic Violence Reports)

**3. Response Instructions**

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

**4. Contact with Agency Employees**

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact noted on the cover of this RFP.

**5. Assess RFP Documents**

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in their proposal the total costs of all items included in the RFP.

**6. Costs of RFP Preparation and Submission**

Each vendor shall bear responsibility for all costs incurred in order to prepare and submit their response to this RFP.

**7. Proposal Review**

All documents submitted as part of the vendor’s proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor’s information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at award of contract, cancellation of this RFP, or within 180 days, whichever shall occur first.

**8. Proposal Form**

Each proposal will be prepared on the forms provided and be submitted in a sealed envelope marked “Request for Proposal for Public Safety Software.” The name of the vendor must also appear on the outside of the envelope. Five printed copies and one electronic copy on CD shall be provided.

Delivery of Proposals: RFPs must be delivered by the date/time specified and to the place stipulated on the cover of this RFP. It is the sole responsibility of the vendor to see that their RFP is received in the proper time. Any proposal received after the proposal opening date and time shall be eliminated from consideration and returned to the vendor unopened.

The proposal must be prepared in the following format:

**Section 1 – Executive Summary**

Provide a concise overview of the system proposed.

**Section 2 – Vendor Background and Qualifications**

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below.

1. Specify the number of years the vendor has been in the public sector software business.

Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.

2. Provide a chronology of the company’s growth, heritage, staff size and ownership structure.

3. Indicate whether the business is a parent or subsidiary in a group of companies or if there is outside investment participation.

4. Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition? If there have been multiple events, provide information on all transactions.

5. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.

6. What percentage of revenues does the proposed system provide verses other products/services provided by the company?

7. Provide a brief statement of the company’s background demonstrating longevity and financial stability.

8. Indicate if the company (or Public Safety division / segment) incurred an annual operating loss in the last 5 years.

9. Has the company (or Public Safety division / segment) had a workforce reduction during the past 5 years?

10. If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc. for each event.

11. Describe the seniority, tenure and background of the senior management team.

12. Describe how your company measures customer satisfaction for software applications, project implementation and customer service & support.

13. For each of the applications being proposed, please provide the following background information.

|  |  |  |  |
| --- | --- | --- | --- |
| Application | Original Development  Organization | Date of First  Release | Date of Most  Recent Release |
| A. CAD |  |  |  |
| B. RMS |  |  |  |
| C. Mobile/Field Reporting |  |  |  |
| D. JMS/Booking |  |  |  |

Note: If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

• Date of product merger / acquisition

• Name of the products and organizations involved

• Description of how integration / interfacing was accomplished

(batch vs. real time, consolidated or separate databases, etc.)

• Description of the development technologies used for each product

• Status of the originating development team resources (retention rate, location)

**Section 3 – Customer References**

Please provide at least five (5) customer references that are representative of the requested system.

**Section 4 – Response to Software Requirements**

Vendors are instructed to complete the Functionality Requirements provided in this RFP, by placing an X in the correct column for each requirement as described below:

• Fully Compliant - Indicates that the vendor’s standard software meets and/or exceeds the requirement.

• Modification/Custom Software - Indicates that a software modification or custom software is required to meet and/or exceed this requirement. If there is a cost associated with this, list the dollar amount in Comments.

• Not Available - Indicates that the vendor’s software does not and cannot meet this requirement.

**Section 5 – Software Descriptions**

Provide narrative descriptions of the proposed software applications.

**Section 6 – Implementation and Support**

Answer the following questions and provide the necessary documentation for each item listed below.

1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.

2. Describe your overall user training approach. Provide a sample training plan in your response.

3. Describe your company’s service & support philosophy, how it is carried out and how success is measured.

4. The vendor must provide ongoing services and support, such as a toll free customer service number, annual training classes, online customer service web site and online software maintenance. If support is provided by a third party, please provide a thorough description of the company, number of support personnel, and total number of current customers they support in the state.

5. Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.

6. How do you service and troubleshoot problems for your current clients?

7. The vendor must provide software updates and enhancements on a regular basis. The vendor must communicate provisions and identify associated costs for new releases, for example, is there a cost associated with a move from Version 1 to Version 2.

**Section 7 – Cost Information**

Vendors must provide a detailed itemized cost for all of the hardware, software and services required in the RFP as well as maintenance and support.

1. Vendor must provide a breakdown for a four year equal payment schedule covering the full cost of system. There shall be no penalty for early payment by the Pascagoula Police Department for any part of or total costs associated with this project.

2. Whereas preference shall go to those submittals which meet all and/or the majority of our requirements, vendors who are unable or unwilling to provide a multi-year payment schedule shall not be immediately disqualified by their inability to fulfill this requirement.

The following costs associated with these applications must be included in your response:

• Application software license fees

• Modification costs if denoted to satisfy any requirements

• Implementation, Training and Support Services Costs

• Annual Software Maintenance costs for 5 years

• Other anticipated costs-the selected vendor must convert several existing databases into their system prior to going live on the selected vendor’s solution

**Section 8 – License Agreement**

Provide a sample of the proposed License Agreement.

**9. Demonstrations and Presentations**

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the Agency.

**10. Right of Refusal**

The Agency reserves the right to reject all RFPs in their entirety or to select certain application software from the RFPs. The Agency reserves the right to award the contract in any manner deemed in the best interest of its citizens.

**11. Evaluations**

The criteria upon which the evaluation of the proposals will be based include, but are not limited to, the following:

|  |  |
| --- | --- |
| **1- Proposal & Contract** | **Scoring** |
| **Responsiveness of the written proposal**   * Complete and thorough proposal response * All required information provided in the format specified * Vendor’s understanding of the project’s goals, scope & objectives * The vendor’s willingness to negotiate a contract | (1-10 points) |
| **Total points possible for this section** | **10 Points** |

|  |  |
| --- | --- |
| **2- Application, Integration & Software Capabilities** | **Scoring** |
| **Vendor’s satisfaction of the Technical and Functional Requirements**   * Capability and functionality of proposed solution * Current availability to demonstrate & install proposed system * Product appeal, including ease of use | (1-30 points) |
| **Total points possible for this section** | **30 Points** |

|  |  |
| --- | --- |
| **3- Vendor/Company Profile** | **Scoring** |
| **Vendor History/Experience**   * Vendor experience in completing similar size/scope projects * Resources and personnel committed to complete project * Ability to meet deadlines | (1-15 points) |
| **Total points possible for this section** | **15 Points** |

|  |  |
| --- | --- |
| **4- Proposed Services** | **Scoring** |
| **Project and Support Services**   * Single point of contact to coordinate each project milestone * On-site installation & implementation | (1-5 points) |
| **Training and Education Services**   * On-site training by qualified professionals * Lesson plans & tutorials provided manually and electronically | (1-5 points) |
| **Support Services**   * Help desk & access to qualified support technicians * Clear methodology to resolve escalating issues * Upgrade and enhancement assistance | (1-5 points) |
| **Research & Development Services**   * Industry standards for interfaces, development & hardware * Methodology for development and technology platform | (1-5 points) |
| **Total points possible for this section** | **20 Points** |

|  |  |
| --- | --- |
| **5- Warranty & Maintenance** | **Scoring** |
| **Maintenance**   * The level of service and responsiveness * Ability of the vendor to provide long-term maintenance * Approach to upgrades and enhancements * Support response times & methodology | (1-10 points) |
| **Total points possible for this section** | **10 Points** |

|  |  |
| --- | --- |
| **6- Pricing** | **Scoring** |
| **Initial Purchase Price**   * Total purchase price * Cost versus value of proposed solution * Total cost of ownership over five year period | (1-15 points) |
| **Total points possible for this section** | **15 Points** |
|  |  |
| **Total points possible for project** | **100 Points** |

Evaluation of the proposals is expected to be completed no more than 30 days after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

The agency reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals or c) to make partial or multiple awards. The agency further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the agency.

The agency may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make a presentation to the evaluation team.

**12. Software Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **MINIMUM REQUIREMENTS** | | | |
| The following are minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated. | | | |
| **REQUIREMENTS** | | **YES** | **NO** |
| 1. | The proposed public safety system must provide seamless integration between CAD, Records and Mobile applications without the need for batch updates or data transfers. |  |  |
| 2. | The vendor must be a Certified Microsoft Solution Partner. |  |  |
| 3. | The proposed system should use a database that is ODBC compatible. |  |  |
| 4. | The proposed system must support virtualization using VMware. |  |  |
| 5. | The proposed system must be able to support Windows 7, 8 and 10 clients. |  |  |
| 6. | Application security should provide flexible access control down to the field level, allowing specific access permissions such as update, view-only, or prohibit-view. |  |  |
| 7. | Application should provide ability for users to tailor system searches and provide reports, retaining application level security and performance. |  |  |
|  |  |  |  |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **TECHNICAL REQUIREMENTS** | | |
| Please answer each question with YES, NO and/or appropriate narrative. | | |
| **REQUIREMENTS** | | **RESPONSE** |
| 1. | Please describe all application development environments used, i.e. .Net, J2EE, etc. |  |
| 2. | Does the system architecture support a multi- tier deployment? Please describe proposed solution architecture. |  |
| 3. | Please describe CAD Mapping capabilities including a description of GIS integration. |  |
| 4. | Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial & wild-cards? |  |
| 5. | Please describe all 3rd party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, etc. |  |
| 6. | Does the system provide multiple levels of data security control access by station, terminal, or department and by transaction, function, and file? |  |
| 7. | Does the system support local high availability through the use of redundant servers? Please describe proposed solution architecture. |  |
| 8. | Is the offsite solution CJIS certified? |  |
|  |  |  |