

REQUEST FOR PROPOSAL

PUBLIC SAFETY SOFTWARE SYSTEM

Proposal # 202201VCSORFP

1. PROJECT OVERVIEW

The Victoria County Sheriff's Office is requesting proposals from qualified Vendors to provide a Public Safety Software System as detailed in the following pages. The services requested are intended to provide a software solution that meets the needs of the law enforcement and correctional facilities within the Victoria County Sheriff's Office for dispatching incidents, maintaining records (both incident and administrative) and the ability for law enforcement to query and enter reports in the field through mobile computers. Installation, appropriate levels of training and conversion of existing data are requirements along with the attached list of general system expectations due to the level of technology currently available within our industry.

2. BACKGROUND INFORMATION

Victoria County Texas is a county located in the Coastal Bend region of Texas. The Victoria County Sheriff's Office serves a county of approximately 92,045 people. The department has 203 full-time employees, including 111 sworn full-time officers, 65 full-time jailers and 8 Telecommunications Officers. The following tables depict

2.1 AGENCY DEPARTMENT DATA

The following tables provides specific information about the Victoria County Sheriff's Office and the community served:

Description	Details
Population Served	92,045
Number of sworn officers	111
Number of non-sworn employees	92
Number of local agencies hosted	1
Number of system users (sworn + non-sworn + other county offices)	452
Number of jail beds	520
Number of full dispatch stations	4
Number of dispatchers typically working per shift	2

Description	Details
Number of agencies dispatched	1
Number of fire agencies dispatched	0
Number of EMS units dispatched	0
Community tow trucks on call rotation	
Number of units on-duty per shift	12
Number of RMS data entry stations	200+
Number of MDT units	56
Approximate number of calls for service per year (2020/2021)	34,292 / 29713
Approximate number of reports per year (2020/2021)	3,819 / 4,130
Approximate number of arrests added in jail booking each year (2020/2021)	3,797 / 3,986
Approximate number of jail bookings each year (2020/2021)	3,294 / 3,482
Approximate number of field interviews per year (2020/2021)	1,599 / 4,695
Approximate number of evidence items booked each year (2020/2021)	663 / 658
Approximate number of traffic citations per year (2020/2021)	3,790 / 3,007
Approximate number of traffic warnings per year (2020/2021)	3,071 / 2,807

2.2 CURRENT OPERATIONAL ENVIROMENT

The following table provides specific information about software and hardware utilized by the Victoria County Sheriff's Office:

System Component	System Vendor
CAD System software	Southern Software
RMS software	Southern Software
JMS software	Southern Software
MDC System software	Southern Software
Evidence Software	Southern Software
Traffic/Citations/Warnings software	Southern Software
Crime Analysis software	Southern Software
CAD System/Crime Analysis mapping software	Southern Software
Imaging capturing system – mug shots	Southern Software
Imaging capturing system – property	Southern Software
Imaging capturing system – bookings	Southern Software
Imaging capturing system – documents	Southern Software
Imaging capturing system – videos	Southern Software
Field-Based Reporting software	Southern Software
Incident Reporting software	Southern Software
Equipment, property tracking	LEA Technologies
Fleet Management	LEA Technologies
Training Records	LEA Technologies
Internal Affairs Investigations	LEA Technologies
Quartermaster Software	LEA Technologies
Radio Product	Motorola
Mobile Hardware	Panasonic Toughpads
Fingerprint Live Scan	Identixx
Civil Process	Tyler Technologies, Southern Software
911 call recording	Higher Ground

Paging	Page-Gate, Southern Software
Commissary	Correct Commissary
Patrol Video	Panasonic Arbitrator
Inmate Phone	

3. INSTRUCTIONS TO VENDORS

3.1. VENDOR QUESTIONS

Vendors are reminded to examine carefully this Request-For-Proposal (RFP) upon receipt. Vendors should make a written request to 202201VCSORFP@vctx.org by

Requests for changes received after that time will not be considered. If the request for change is granted, an addendum will be sent to all prospective vendors and if necessary, an extension may be made to the proposal opening date.

3.2. PROPRIETARY INFORMATION

Any information held to be proprietary by a vendor must be plainly marked as such and may not include overall pricing.

3.3. VISITATION OF SITE

The Victoria County Sheriff's Office will not be conducting on site visits or demonstrations until after RFP responses have been evaluated.

3.4. SIGNING OF PROPOSALS

All proposals must be signed by the individual or firm making the offer. If it is a partnership, at least one of the partners must sign; if it is a corporation, at least one of the officers thereof must sign; if it is a person doing business under an assumed name, a statement must be included that says a certificate for doing business as such has been duly filed according to law.

3.5. SUBMISSION OF PROPOSAL

The original document plus 5 copies should be clearly marked with the proposal # and submitting Vendor contact information.

Proposals shall be received by:

John A. Johnston, PE, Victoria County Engineer,

115 N. Bridge, Room 127
Victoria, Texas, 77901
Until 2:00 PM, Thursday, February 24, 2022

The outside of the envelope shall be plainly marked:
 'Victoria County Sheriff's Office Public Safety Software Project'
 Attn: John A. Johnston, PE, Victoria County Engineer

3.6. COMPLETENESS

All information required by the RFP must be supplied to constitute a complete, regular proposal. Failure to meet any requirements listed in Section 5. SCOPE OF SERVICES and Section 6. TECHNICAL REQUIREMENTS of this proposal may be cause for disqualification of the proposal.

Worksheets must be typewritten or printed in ink. Proposals written in pencil or on a form other than the attached worksheets will be rejected. Failure to meet any requirements listed in this RFP may be cause for disqualification of the proposal.

Corrections or erasures must be signed by the vendor adjacent to the correction or erasure; if left unsigned, it may cause rejection of the proposal. Modifications cannot be made to a proposal once it is submitted except in response to a Victoria County Sheriff's Office initiated change in specifications or when authorized in writing.

3.7. ADDITIONAL DATA WITH PROPOSALS

Vendors may submit with their proposal, additional data and information, on the firm's letterhead only, deemed advantageous to the Victoria County Sheriff's Office. Consideration of such data and information is to be held optional by the Victoria County Sheriff's Office.

3.8. ADDENDA

The Victoria County Sheriff's Office reserves the right to issue addenda up to one (1) week before the proposal due date as needed for clarification or corrections. Vendors must acknowledge receipt of any addenda issued in regard to this Request for Proposal.

3.9. INCURRED COSTS

The Victoria County Sheriff's Office shall not be responsible for any costs associated with preparing responses to the RFP.

3.10. LATE PROPOSALS

Formal proposals, amendments thereto, or requests for withdrawal of proposals received by the Victoria County Sheriff's Office after the time specified for proposal opening will not be considered. Any late proposals shall be returned to the submitting vendor unopened.

3.11. PROPOSALS BINDING 180 DAYS

Unless otherwise specified, all formal proposals submitted shall be binding for one hundred eighty (180) calendar days following the proposal opening-date.

3.12. WITHDRAWAL OF PROPOSALS

A written request for the withdrawal of a proposal or any part thereof will be granted if the request is received by the Victoria County Sheriff's Office prior to the specified time of opening.

3.13. CONDITIONAL PROPOSALS

Qualified proposals are subject to rejection in whole or in part.

4. TERMS AND CONDITIONS

4.1. AGREEMENT

Any Agreement awarded as a result of this RFP process shall include this RFP, its attachments, schedules, and the Vendor's response including all promises, warranties, commitments, and representations made in the successful proposal. The Vendor response to the RFP shall be binding and incorporated by reference in the Victoria County Sheriff's Office Agreement with the Vendor and shall constitute the entire Agreement between Vendor and the Victoria County Sheriff's Office. Where there are conflicts between these documents, the controlling document will first be the Agreement, then the RFP, and finally the Proposal. The Agreement shall supersede any other oral or written representation between the Victoria County Sheriff's Office and Vendor.

The Victoria County Sheriff's Office shall select a vendor on the premise of developing a long term partnership.

4.2. TERMINATION

If the successful service provider is unable to provide the required quality or quantity of services, the service provider shall immediately notify the Victoria County Sheriff's Office. Based on the information available, the Victoria County Sheriff's Office will determine if the agreement needs to be amended or canceled.

4.3. JOINT PROPOSALS

In the event of a joint proposal submitted by multiple vendors (which includes those using subcontractors), the proposal must name a prime vendor. The prime vendor will be responsible for contract performance, project management, quality of work, and the scheduling and performance of all subcontractors or other vendors. The prime vendor shall also be responsible for coordinating the maintenance agreement. All invoices shall be received from and paid to the prime vendor.

4.4. EVENT PROGRESSION

The Victoria County Sheriff's Office timeline includes the following major events:

a) Release of Request for Proposal	01/24/2022
b) Questions submitted in writing	02/07/2022
c) Addendum in response to questions	02/14/2022
d) Public opening of Request for Proposals	02/24/2022
e) Invited vendor demonstrations completed	As Needed
f) Evaluation committee makes recommendation	Upon Completion

The timeline is subject to change as circumstances dictate. Vendors must use this timeline as a guide when proposing implementation schedules.

Any requested delays to the schedule items b – d must be approved in advance by the Evaluation committee.

4.5. INSTALLATION

The Victoria County Sheriff's Office expects the Vendor to provide planning, configuration, data conversion, initialization, testing, documentation and training necessary to install the system and move it into fully operational status. The Vendor's implementation plan will outline the steps, precautions and procedures that will be used to accomplish this goal. The County expects to use and maintain existing systems until the new application is fully installed, initialized, tested, accepted and users are trained.

4.6. INSURANCE

The vendor selected to provide a system to the Victoria County Sheriff's Office will be required to furnish certificates of general liability and product liability insurance. Subcontractors are also required to show proof of insurance.

Successful respondent shall agree that it will, at all times during the term of the agreement, keep in force and effect insurance policies required by the agreement, issued by a company or companies authorized to do business in the State of Texas and satisfactory to the Victoria County Sheriff's Office. Such insurance shall be primary. Prior to execution of the written agreement, the successful respondent shall furnish the Victoria County Sheriff's Office with a Certificate of Insurance and upon request, certified copies of the required insurance policies. The Certificate shall reference the agreement and provide for thirty (30) days advance notice of cancellation or non-renewal during the term of the agreement.

The minimum requirements are:

Worker's Compensation and Employer' Liability Insurance – Statutory worker's compensation benefits and employers' liability insurance with a limit of liability not less than \$100,000 each accident. Service Provider shall require subcontractors not protected under its insurance to take out and maintain such insurance.

Commercial General Liability Insurance (including errors and omissions) – Policy shall provide coverage for premises and operations, products and completed operations, personal injury and blanket contractual coverage. Errors and omissions shall not be excluded or a separate policy covering such exposure shall be maintained. Limits of liability not less than \$1,000,000 each occurrence and aggregate.

4.7. WARRANTY / MAINTENANCE CONTRACT

4.7.1. Warranty Period:

The length of the initial warranty period, initial warranty conditions, and post-warranty maintenance contract provisions will be a significant consideration in the solution selection process. The warranty period for the system software and hardware, if provided, must be a minimum of one year, to begin on the date of final acceptance.

4.7.2. Enhancement / Upgrades:

Additional enhancements, improvements, modifications, or upgrades of the proposed software that are made after installation must be made available at no extra charge (as long as the proposed system is covered by either the initial warranty or a post-warranty maintenance contract).

4.7.3. Response Time:

In a public safety application, response time by vendor repair personnel is critical; the vendor selected must have sufficient technical staff and the capability to remotely diagnose and repair software and user problems. Vendors must describe their support capabilities and guarantee in writing a maximum of 1 hour response for telephone support, using commercially available means. Release control, and down system response are vital considerations.

4.7.4. Support Capabilities:

The prime vendor is required to describe their support capabilities, including the number of technicians trained and available to respond to support needs for the proposed system. If subcontractor equipment and/or software are included in the proposed solution, the support and response time capabilities of those vendors must also be specified. Vendors must also specify their repair response escalation procedures.

4.8. VENDOR QUALIFICATIONS

Demonstrated experience in designing, installing, maintaining and training people in the operation of the proposed system is required. Greater weight will be given to vendors who are the manufacturer and/or developer of the software offered. Company size, financial strength and customer support structure will all be evaluated. Vendor reputation for providing a quality product and providing ongoing support for installed systems will be evaluated.

4.9. PRICING QUOTE

The vendor is responsible for listing all features that have special or unique pricing decisions. The vendor is responsible for gathering as much information as necessary to make an accurate and firm price, except in the case of a price reduction, changes will not be considered. Quoted prices must be valid for a minimum of 180 days following the proposal submission.

If the software is not remote hosted, the price should include installation and all required configuration to be implemented and operational in our environment.

4.10. SUBCONTRACTORS

Use of subcontractors by the prime vendor is permissible.

4.11. INDEPENDENT CONTRACTOR RELATIONSHIP

It is mutually understood and agreed and it is the intent of the parties that an independent contractor relationship be and is hereby established under the terms and conditions of this agreement; that employees of the vendor are not nor shall be deemed employees of the Victoria County Sheriff's Office; and, that employees of the Victoria County Sheriff's Office are not nor shall be deemed to be employees of the vendor.

4.12. HOLD HARMLESS AGREEMENT

The selected prime vendor and any subcontractors shall defend, indemnify, and hold the Victoria County Sheriff's Office and all participating agencies, their officers, agents, engineers, and/or employees, harmless from all claims of damage due to vendor and/or their subcontractor's negligent acts or omissions related to the vendor's performance of the work.

4.13. VENDOR REQUIREMENTS

- 4.13.1. Prime vendor must name a project manager and the members of the project implementation team (resumes for these key people must be included in the proposal). The selected project manager will also serve as the single point of contact between the Victoria County Sheriff's Office agencies and any subcontractors.
- 4.13.2. Prime vendor shall agree to make available the source code for all proposed vendor software applications to the Victoria County Sheriff's Office via a bona fide escrow company in a mutually acceptable fashion.

4.14. NON-DISCRIMINATION

The successful vendor agrees not to discriminate against any person, whether a recipient of services (actual or potential), an employee or an applicant for employment on the basis of age, race, religion, sex, handicap, national origin or ancestry, sexual orientation, marital status, disability or physical appearance. Such equal opportunity shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, training, rates of pay, or any other form of compensation. The vendor agrees to post in conspicuous places, available to all employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

The successful vendor shall, in all solicitations for employment placed on its behalf or by the employer, state that it is an "Equal Opportunity Employer".

4.15. AFFIRMATIVE ACTION

The Victoria County Sheriff's Office is committed to fulfilling its role as an Affirmative Action/Equal Opportunity Employer. We request your vigorous support of our Affirmative Action efforts.

5. SCOPE OF SERVICES

5.1. PROJECT MANAGEMENT

Describe in detail the proposed project management plan including the following:

1. The implementation steps and time required by each the Victoria County Sheriff's Office and the Contractor for each step.
2. Proposed amount of onsite hours including meetings, training, and assistance with configuration.
3. Describe the means of tracking and communicating project status.
4. Describe expectations of the Victoria County Sheriff's Office in terms of time and resources necessary to meet the implementation steps above.

5.2. TRAINING and SUPPORT

Provide a complete description of your proposal for the following:

- Training time and resources necessary for Systems Administrator.
- Training time and resources necessary for Software Administrator(s).
- Training plan for users in each aspect of the software: CAD, RMS, Mobile.
- All available on-line support as it relates to the proposed application shall be described.
- Schedule of new releases or expected time intervals.

5.3. CONVERSION / IMPLEMENTATION

5.3.1. Data Conversion Plan

The Victoria County Sheriff's Office has existing data from multiple vendor sources that will need to be converted. Vendors must describe how they will convert that existing data and what difficulties/limitations exist. Due to the critical nature of the data conversion the Victoria County Sheriff's Office would prefer a partnership with a vendor that specializes in large scale data migrations.

The Victoria County Sheriff's Office expects the Contractor to be responsible for the full conversion of existing data from its current applications within ninety (90) days of cutover. The Victoria County Sheriff's Office will assist in the identification of available data. The application must be able to use accumulated data from the systems currently in place including but not limited to:

- Police incident information
- Names files
- Citations and arrest files
- Booking information
- Property room information

System technical specifications will be distributed to all interested vendors. Vendors must provide the name, address, and phone number of a contact person within their organization so that when modifications to these specifications are made, these individuals can be notified.

5.3.2. Implementation Plan

The implementation phase starts at agreement signing and ends when the system is cut over and operational.

5.4. REQUIRED INTERFACES

The following software systems are currently utilized in Victoria County and will require an interface to smoothly move data from one system to the other.

Tyler Technologies Odyssey Courts
State of Texas, NIBRS, NCIC/CLETS, e-Citation, e-Crash
Identix Livescan
Motorola 911
Correct Commissary
Guard One
TX VINE – Victim Notification

6. TECHNICAL REQUIREMENTS

Technical requirements are detailed in EXHIBIT A. Vendors shall use the format provided and add explanation details as necessary.

Vendors shall submit answers to each feature describing how their system meets the requirements of each subject as listed in:

- Specification / General Requirements
- CAD Requirements for Police & Fire
- Records Management System Requirements for Police
- Mobile / Field Report Writing Requirement
- Records Management System Requirements for Fire
- Fire Mobile
- Records Management System Requirements for Corrections/Jail

7. CONTENTS OF PROPOSAL

Interested vendors should include a proposal with their response. Please make the proposal easy to read. Referring the reader to other parts of the proposal should be kept at a minimum. Misrepresentations in these functional descriptions may result in the product being dropped from consideration.

All responses should include the following in order:

7.1. CERTIFICATION OF VENDOR / Signature Page

Authorized signature on the original copy must be signed in blue ink.

7.2. TABLE OF CONTENTS

7.3. EXECUTIVE SUMMARY

No more than three (3) pages in length. It should include a concise overview of how the vendor will implement the proposed system plus the unique features and functions of the system. Specific detail will carry more weight than generic “techno fluff”.

7.4. RESPONSE TO TERMS & CONDITIONS

Vendors must agree to the terms and conditions contained in this set of system specifications. Any exceptions to the terms and conditions must be identified. Corporate boilerplate and vague terms such as “vendor complies” or “vendor understands” should be avoided.

7.5. RESPONSE TO SCOPE OF SERVICES

Vendors shall submit responses to all items detailed within section 5. Scope of Services.

- Describe in detail the project management plan.
- Provide a complete description of training and support.
- Submit a proposed work plan, including an implementation time line.

7.6. RESPONSE TO SPECIFICATIONS

Vendors shall submit answers to each feature on Attachment B, System / General Requirements (pages 20-55) describing how their system meets the requirements of that item. Vendors should use the format provided in Attachment B and add explanation details as necessary.

The specifications have been written to describe the desired solution hardware, software and vendor services. Vendor proposals must address each item in those specifications. Vendors are also encouraged to provide information concerning features and/or functions of their product not specifically mentioned in the requirements that would facilitate accomplishment of our objectives. Responses to the specifications must demonstrate that the vendor has a good working knowledge of the specific requirements.

Corporate boilerplate and vague terms such as “vendor complies” or “vendor understands” should be avoided. Product briefs are not an adequate response to the specifications.

8. PROPOSAL EVALUATION

Evaluation of Proposals is anticipated to be completed within thirty (30) to sixty (60) days after the Proposals have been received and dependent upon the numbers of responses received. The Evaluation Committee will review the Proposals on a variety of quantitative and qualitative criteria that best reflect the needs and priorities of the agency. The selected Proposal and vendor will be that which provides the best overall value and most cost-effective approach addressing the stated requirements in this RFP. The lowest price Proposal will not necessarily be selected.

Victoria County reserves the right to reject any or all Proposals or to make no award. Victoria County also reserves the right to require modifications to initial Proposals, make partial awards, and issue subsequent follow-up requests for additional information, including but not limited to, follow-up interviews.

8.1. EVALUATION COMMITTEE

The Victoria County Sheriff's Office will assign key individuals to an Evaluation Committee for the purpose of reviewing all proposals received.

8.2. PROPOSAL EVALUATION

The Evaluation Committee will review all proposals received by the submission deadline. Replies not conforming to the requirements described above in Section 7. CONTENTS OF PROPOSAL shall be rejected.

The Evaluation Committee will evaluate proposals to assess each vendor's ability and qualifications to deliver the desired solution. Vendors whose proposed solutions satisfy the majority of the specifications may be invited to provide additional software demonstrations.

8.3. SCORABLE MANDATORY REQUIREMENTS

Vendors may be invited to demonstrate the proposed product. On-site product demonstrations that are necessary may last several days to accommodate all portions of the proposed system.

8.4. EVALUATION CRITERIA

Evaluation criteria will include (but is not necessarily limited to) the following items (which are not listed in order of priority):

- Interoperability with LAN, mobile data system and other applications
- Police/Fire/EMS dispatch and Police/Fire/Corrections RMS operability as its core function
- Vendor's conceptual understanding of the importance of information sharing
- Compatibility with related hardware and software systems
- Compliance with the terms and conditions specified herein
- Type and thoroughness of training offered
- Vendor corporate structure and financial stability
- Vendor support/service reputation
- System flexibility and extent of user-defined capabilities
- Environmental tolerance
- Quality and amount of documentation
- Installation timeline
- Warranty and post-warranty service conditions/costs
- Data conversion capabilities
- Price considerations

8.5. ERRORS

If an error is made in extending total prices, the unit proposal price will govern. Carelessness in quoting prices or in the preparation of a proposal otherwise, will not relieve the vendor. Erasures in proposals must be explained over the signature of the vendor.

8.6. QUALIFYING VENDORS

Each vendor must score within a 70% competitive range in order to be further considered to provide a pre-audit.

Prior to solicitation and/or awarding of proposal, the Victoria County Sheriff's Office may require details of experience in performance of similar work.

9. **AWARD PROCEDURES**

9.1. CONDITIONS OF AWARD

The Victoria County Sheriff's Office, through its duly authorized agents reserves the right to reject any or all proposals, to waive all technicalities and to accept the proposal deemed most advantageous to the Victoria County Sheriff's Office. All vendors, by submission of their respective proposals, agree to abide by the rules, regulations, and procedures of the Victoria County Sheriff's Office. An intent to award will not be made and an agreement will not be executed until the Victoria County Sheriff's Office, at its sole discretion, accepts a proposal.

9.2. AWARD

There is no obligation on the part of the Victoria County Sheriff's Office to purchase a new software package. **After a prospective vendor is chosen funding will need to be approved by the Victoria County Commissioner's Court prior to the signing of any contract or agreement to purchase.**

The vendor who is awarded the agreement for this project will become the prime vendor and will be responsible for all contractual activities offered in the proposal as well as any others agreed to within agreement.

Proposals other than the lowest proposal may be accepted, since such factors as service, reliability, maintenance cost, durability, innovation, functionality, etc. outweigh the consideration of a low proposal in a public safety project.

9.3. DISQUALIFICATION

Awards will not be made to any person, firm, or company in default of a contract with the Victoria County Sheriff's Office, or to any vendor having as its sales agent, representative, or any member of the firm, any individual previously in default or guilty of misrepresentation.

9.4. NOTICE OF ACCEPTANCE

The Victoria County Sheriff's Office will notify the selected vendor as soon as practical of the selection. Written notice of award to vendor in the form of a letter, contract or otherwise, mailed or delivered to the address shown on the proposal will be considered sufficient notice of acceptance of proposal.

9.5. PROPOSAL RESULTS

Vendors may secure information pertaining to results of the proposals by request to the Victoria County Sheriff's Office, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

**CERTIFICATION OF VENDOR
SIGNATURE PAGE**

PUBLIC SAFETY MANAGEMENT SYSTEM
Proposal # 202201VCSORFP

I fully understand the requirements of the Victoria County Sheriff's Office RFI/RFP and certify on behalf of my company that we can meet the requirements stated within the proposal, on the System /General Requirements Form and per Victoria County Sheriff's Office Specifications.

SIGNATURE: _____ DATE: _____

PRINT/TYPE NAME: _____

TITLE: _____

COMPANY: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE #: _____ FAX #: _____

E-MAIL ADDRESS: _____