



York County Municipal Government, Maine

OFFICE OF THE COUNTY COMMISSIONERS

REQUEST FOR PROPOSAL (RFP) # YC-2024-9897337

Public Safety Software Information System/CAD Dispatch

Issuance and Notification Date: July 10, 2024

***All proposals/bids must be received in-hand by
September 3, 2024 by 3:30 p.m. EST***

You are cordially invited to submit a proposal a **Public Safety Software Information management System/CAD (Computer Aided Dispatch)** in accordance with the attached specifications, terms, and conditions. Prospective respondents are advised to read this information over carefully prior to submitting a proposal.

Please Click this link or go to <https://www.yorkcountymaine.gov/facilities> and select the action menu item named RFP/Bids on our website for the complete documentation associated with this RFP.

One (1) copy of the RFP may be emailed to ycg.procurement@yorkcountymaine.gov please use the following text in the SUBJECT field: YORK COUNTY PROCUREMENT# **YC-2024-9897337** OR submitted in a sealed envelope, plainly marked:

RFP # YC-2024-9897337
Facilities Lawn Maintenance Services
Finance Office/Procurement
149 Jordan Spring Road
Alfred, Maine 04002

IMPORTANT:

Notice of Mandatory (must attend) Pre-Bid vendor meeting
Tuesday, July 23,2024, at 10:00 a.m
Location: 149 Jordan Spring Road, Alfred, Maine 04002

We respectfully request conformance to our procedure for asking questions related to this RFP. See the addendum named: Submittal of qualified Questions and Respective Answers.

Vendors may request addition to the York County bidders vendor database by sending an email to ycg.procurement@yorkcountymaine.gov please use the following text in the SUBJECT field: **VENDOR BID NOTIFICATION DATABASE – ADDITION. In the body please give us Company Mailing Information, Industry/Sector and commodity provider or service provider or both.**



COUNTY OF YORK, MAINE

OFFICE OF THE COUNTY COMMISSIONERS General Information for Bidders/Contractors

The following terms, conditions and instructions apply to all York County solicitations whether they are bids, proposals, request for qualifications or other types of solicitations. The term “bidder” is used collectively for bidder, proposer, vendor, contractor, consultant and all other terms implying or meaning one who is responding to an opportunity with the County. The submission of a response means that the vendor understands and agrees with the County’s “General Information for Vendors.” Any variance is to be clearly noted on the submittal document. The County will be the sole judge as to whether the variance is “material” or “immaterial” to the bid.

1. Acceptance

The County will select the offer deemed most advantageous, appropriate and beneficial to the County.

2. Addenda

In the event that an addendum to a solicitation is issued, all solicitation terms and conditions shall remain in effect unless they are specifically changed by the addendum. Offers shall include acknowledgment of all addenda or be subject to rejection. The County shall post the addendum to its web page.

3. Assignment/Subcontracting

The bidder shall not assign or subcontract any agreement, sublet or subcontract any portion of the work without the written consent of the County. The bidder shall bind all subcontractors approved by the County to all the terms and conditions of the contract.

4. Award/Results

As soon as practicable after evaluation, the County shall post the award decision and a tabulation of all offers received, to its web page. Individual notes are not mailed or emailed.

5. Compliance with laws

The bidder is assumed to be familiar with and agrees to observe and comply with all Federal, State and local laws, statutes, ordinances and regulations. The bidder shall fully indemnify, save harmless and protect the County, their successors, assigns, agents, customers, affiliates, agents and employees against any loss, claim liability damage, and expense arising from the bidder’s actual or alleged noncompliance with such laws and regulations.

6. Deliveries

All deliveries shall be to the designated County property stated in the solicitation and must be Freight on Board (FOB) Alfred, Maine with all delivery, handling, surcharges and other changes included in the offered price. Failure to do so may cause rejection of bid. The County will not pay additional surcharges.



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OFFICE OF THE COUNTY COMMISSIONERS General Information for Bidders/Contractors

7. Equal Employment Opportunity

Bidders agree not to discriminate against any employee or applicant for employment because of age, race, color, religion, sex or national origin. Bidders shall comply with applicable laws, Executive Orders, and regulations concerning nondiscrimination in employment, including the Equal Opportunity Clause of Section 202. Executive Order 11246, as amended, which is hereby incorporated by reference.

8. Freedom of Access Act (FOAA)

Under Maine's Freedom of Access Act (FOAA), all records in possession of the County are public, unless designated by law as confidential, privileged, or otherwise exempt. Accordingly, any documents you submit may be available to the public. If you believe that documents you submit contain information that is exempt from disclosure under the FOAA, you must mark those sections you believe exempt as "confidential." You may also request that the County inform you of any FOAA requests for your submitted documents. The County's Legal representation shall make the final determination over what is and is not public.

9. Incurring Costs

All costs incurred in the preparation and submission of an offer will be borne by the bidder.

10. Informalities

The County reserves the right to waive informalities, irregularities or minor defects in an offer response or variations from the exact requirements of the solicitation provided that the defects or variations do not affect the price, quality, quantity or delivery of the service.

11. Inspections/Examination of Documents

The bidder is responsible for thoroughly inspecting the site of the proposed work, carefully examine the solicitation and for becoming completely familiar with any circumstances under which the work will be performed or equipment, material etc. be provided. Each bidder shall make his/her offer from his/her own examinations and estimates and shall not hold the County, its agents or employees responsible for any information received from them.

12. Late Bids

It is the responsibility of the bidder to see that their offers have sufficient time to be received by the Procurement Officer before the submittal deadline. All submittal deadlines are to be the standard time for Alfred, ME. Any offer, portion of an offer, or unrequested revision received at the County of York, 145 Jordan Springs Road, Alfred Me 04002 after the time and date specified will not be considered.

13. Permits

In connection with any work to be performed, the bidders shall procure all necessary permits and licenses applicable to the performance of work contained in the solicitation.



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14. Materials

All material submitted becomes the property of the County of York, Maine and shall become public information.

15. Questions.

All questions must be directed in writing to ycg.procurement@yorkcountymaine.gov. The County will issue a response in the form of an addendum, which will be available on the County's website. In addition, the County will notify all Bidders on file as being in receipt of the solicitation.

16. Rejection.

The County of York, Maine reserves the right to reject any and all offers or to accept a higher cost offer if it is deemed to be in the best interest of the County. The County also reserves the right to negotiate with the lowest qualified responsive Bidder. Rejection of any proposal shall be construed as meaning simply that the County does not deem the offer to be acceptable or that another offer is deemed to be more advantageous to the County for the particular services offered.

17. Taxes

The County of York, Maine is exempt from paying sales or use tax by State of Maine Statute and has been issued a Permanent Exemption Certification by the State of Maine. Permanent Exemption Certificate Number: E81874 Federal Identification Number: 01-6000017.

18. Termination

a. Termination for Convenience: The County may terminate any contract, in whole or in part, whenever the County determines that such termination is in the best interest of the County, without showing cause, upon giving thirty (30) days written notice to the bidder.

b. Termination for Default: When the bidder has not performed or has unsatisfactorily performed the work, the County may terminate the contract for default. Upon termination for default, payment may be withheld at the discretion of the County. Failure on the part of the bidder to fulfill contractual obligations shall be considered just cause for termination.

19. Withdrawal

No bidder may withdraw his/her offer for a period of ninety (90) days from the date of opening. All offers will be subject to acceptance by the County during that time.



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Scope of Work for Request for Proposal

Request for Proposal Public Safety Software System/CAD Dispatch

Section 1 – Introduction and Background.

York County is releasing this RFP on behalf of itself, the sixteen police agencies in the County, Three Public Safety Answering Points (PSAP's) and four dispatch centers for a fully integrated, public safety information management solution that includes Computer Aided Dispatch (CAD), Law Enforcement Records Management, mobile messaging, field reporting and jail management software. Additionally, the software should possess the capability to incorporate Fire/Rescue agencies, EMS agencies and other Emergency Management agencies. The County and user group view this as a very sizeable RFP and believe this should attract very competitive pricing. A single contract for the entire county should result in the reduction of duplicative and redundant costs. The annual call volume for 911 is approximately 68,000 and all other calls for service are approximately 260,000. It is anticipated that the county will enter into a master agreement for all services on behalf of all entities. The bidder should make note of this and propose a pricing structure that is easily broken down and allocated to each entity.

The committee has spent considerable time assessing the needs of the individual agencies and has developed a comprehensive list of requirements for the desired software. Those components are addressed in Appendix B.

The County is interested in a long-term, comprehensive solution that will also be supported by that same vendor. It is expected that the public safety software vendor will also maintain the software and servers if a cloud based solution is not chosen. The cornerstone of the software solution must be adaptability, consistency, simplicity, and sustainability for the next 20-years. Each participating entity represented here needs a solution that is essential to its' success but also incorporates a comprehensive solution for countywide emergency response to promote interoperability and cohesion amongst all agencies.

Due to the size and scope of this RFP there is a pre-bid meeting scheduled for July 23, 2024 at 10:00am, This will be an opportunity to review the RFP with the review committee to gain a full understanding of what the group is trying to accomplish. The meeting will be held in the Commissioner's meeting room located at 149 Jordan Springs Road, Alfred, ME 04002 Failure to attend the pre-bid meeting will result in automatic disqualification.

We will also allow questions to be submitted by 4:00pm August 6th, 2024 where answers provided will be turned into supplemental addenda to the original RFP request. A comprehensive schedule is included within this RFP. Questions are to be directed to ycg.procurement@yorkcountymaine.gov



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Section 2 – Dates and Times

July 10, 2024	RFP is released
July 23, 2024 at 10am	Mandatory Pre-Bid meeting and Registration
August 6, 2024 by 4pm	Final date, Questions to be submitted by Vendors
August 12, 2024	Answers to questions released in form of addenda
September 3, 2024 by 4pm	Proposals Due from Vendors
September 4 – October 4, 2024	Proposals Reviewed
October 7 – October 31, 2024	Oral Interviews/Demonstrations Conducted
On, or about, November 6 th , 2024	Anticipated Award Date



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Section 3 – Scope of Services

It is the intention of these specifications that the selected vendor furnish to the County a mature public safety software solution that will enable the effective and efficient operation of the County's various PSAP and Dispatch centers and local public safety agencies. At a minimum, the system shall support the following:

York County is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendors.

- York County is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with the existing and future options the various dispatch entities in York County may implement.
- The system shall allow for the efficient organization, tracking, and access to the vast amount of information that flows through the system daily, must be easy to use, and must have extensive search capabilities .
- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the various communications centers to engage and maintain full use of the system.
- Proposed software must integrate with First Due Fire/EMS software and Priority Dispatch or, future variations of these software packages or other publicly available software, such as, MEFIRS (Maine EMS/Fire Incident Reporting System) and have the ability to export CAD/XML files.
- Acquisition and implementation of a new public safety software solution is a project that will impact the County for years to come. Key goals for the project are to:
 - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the County PSAP's and Dispatch Centers.
 - Deliver a fully integrated public safety software solution on time and within budget.
 - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system.
 - Provide a technologically sound platform for expansion of information services into the future.
 - Establish a subscription pricing-based contract.

Additional Project Objectives:

- Provide real-time access to public safety data.
- Automate data input processes.
- Reduce paper-based documentation and tracking.
- Leverage new technologies to anticipate the future needs of the County.



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- Successfully implement the system with minimal disruption to users and operations.

Section 4 – General Requirements

Project Management

The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterparts at each PSAP /Dispatch Center within York County for the duration of the project.

System Configuration and Setup

The vendor must provide detailed system configuration and setup services for each of the participating agencies as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of each partner agency to reduce the learning curve and improve the rate of adoption by the users.

Data Conversion

The vendor must include data conversion. Partner Agencies must decide what parts of their RMS / CAD historical data they want to convert and what can reside on a legacy IMC server for access to historical records. The vendor will work with the Agencies to determine the precise process, including data verification and testing, which will be used to perform the data conversion.

Training

The vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the County. Each participating Agency will provide the training facilities, workstations, network, etc. which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the agency's data which has been converted from the existing system.

Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet identified as **APPENDIX B**. The vendor **must** complete this spreadsheet as part of the proposal. Failure to answer all the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.



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Section 5 – Terms, Conditions and Acknowledgements

- Successful proposal must be from a proposer authorized to do business in the State of Maine.
- Services should be by one vendor, we will not accept third-party arrangements for support or services.
- Contact must be directed to ycg.procurement@yorkcountymaine.gov
- The submitted proposal must follow the rules and format established within this RFP.
- Submission of a Proposal will represent your company's attestation that it meets, agrees, and adheres to the provisions of this RFP and the associated appendices. This organization is tax exempt and, as such, the proposal price shall not include any federal or state tax.
- Each vendor will be responsible for all costs incurred in preparing and submitting their proposal.
- All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process.
- All proposals will be subject to public disclosure in accordance with state and federal law after the award of the contract. It is the responsibility of the vendor to notify us if any of the information is proprietary in nature and exempt from disclosure.
- Your proposal will be valid for 180 days to facilitate a thorough review.
- The County reserves the right to accept or reject any or all proposals and select the proposal which best meets its needs regardless of the cost.



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Section 6 – Proposal Format

The vendor must provide its proposal in accordance with the structure and content specified in the following sections:

Cover Page

This must include the vendor's legal name and contact information, as well as the name of the RFP and the date the proposal is due.

Transmittal Letter

This must be provided on the vendor's letterhead and must include the following:

- A list of all addenda to the RFP, including the vendor's statement that any responses required by those addenda have been made within the proposal
- A statement that the proposal will be valid for 180 days from the due date.
- Acknowledgments and responses, as applicable, to sections 1 through 5

Failure to provide a transmittal letter in accordance with the provided instructions will result in rejection of the vendor's proposal.

Table of Contents

This must include a paginated list of the information provided within the proposal.

Executive Summary

This must include a minimum of the following information:

- Company Overview - Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, and financial status and company health.
- Company Executives - Provide a detailed list of company executives, including education, experience, and current responsibilities within the company.
- Benefits - Describe how working with the vendor would be to the County and affiliates particular benefit.
- Support and Maintenance - This must include a complete description of the maintenance and support services which are offered by the vendor as part of this proposal.
- References and Experience - The vendor needs to provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.

Provide a minimum of 5 references of a similar size and scope to the County and affiliates. Each reference must include the following information:

- Entity name and address.
- Contact person with email and telephone number.
- Date the entity became a client.
- Products purchased.



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- The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.
- Software Overview - This must include a brief overview of the software solution, including how all the products and modules are integrated towards a viable solution..
- Technical Requirements - This must include our completed *Technical Requirements* spreadsheet (see Appendix B) and any extended explanations which may be needed for the vendor's answers to particular requirements.
- Implementation - This must include both an overview of the general implementation process as well as a timeline which shows the major milestones of the project from contract signing all the way through system acceptance. This section should also include:
 - Data Conversion Process - This must include a brief overview of the company's experience with data conversion, as well as a detailed explanation of the data conversion process.
 - Training - This must include an overview of the general approach to training, as well as a sample training plan.
- Network and Client Hardware Specifications - This must include minimum and recommended specifications for network architecture and client workstations.
 - Required network specifications should include Desktop Latency, Desktop Bandwidth, Mobile Latency, Mobile Bandwidth, and WAN Upload and Download Bandwidth.
 - Required workstation specifications should include Processor, Memory, Disk Space, Display, and Operating system.
- Pricing - This must include detailed subscription pricing for the software, hardware, and services included in this proposal. In addition, subscription costs must be included for five (5) years. Also include any terms or conditions associated with the pricing. Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).
- Miscellaneous Information - This must include the following information:
 - Company Financials - Provide an overview of the company's financial history and position in the software market.
 - Issues and Assumptions - Describe any issues or assumptions that could impact the successful outcome of the project.
 - Forms - Provide completed forms requested herein such as, but not limited to, the affidavit provided in the appendices.



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Section 7 - Evaluation of Proposals

As previously stated, you acknowledge that your proposal will be valid for 6-months to allow us time to thoroughly review everything. Additional clarifying information may be requested from the vendors during the review period.

Evaluation Criteria – Proposals will be evaluated using the following criteria, presented randomly in no particular order of importance:

- Completeness of the proposal – Did the vendor adequately address all items in Section 6
- Proposer’s history of performance on previous projects with attention being given to projects of a similar nature.
- Adequacy of personnel and equipment to perform the work.
- Cost – Does the proposed solution provide the needed functionality at a reasonable cost to the County?
- Compliance with Appendix A and B
- Proposer’s approach to planning, organizing, and management of the project including approach to problem solving, data gathering, communication and committee participation.
- Functionality – Does the proposed solution include the functionality which is essential to the County?
- Proposer’s understanding of our public safety training needs.
- Warranty customer support – Thoroughness of support program, reputation of company in terms of responsiveness, thoroughness of testing and availability and overall cost of support and upgrades.
- Present workload with consideration of present and future commitments.
- Insurance – Proof of liability coverage is required. Applicants shall indicate their ability to provide proof of coverage for the following minimum insurance requirements:
 - General Liability coverage of \$1 million per occurrence and \$2 million in the aggregate
 - Motor vehicle liability coverage of \$1 million combined single limit
 - Proof of workers’ compensation coverage
 - Professional errors and omissions coverage of \$1 million
- Please explain your proposed pricing and how it works. How do you propose integrating contents from agencies that already subscribe to your service?
- Familiarity working with public sector governments in Maine.
- Timeline – Each proposal shall include a timeline for the project which shall include an estimated completion date for all phases.
- Other factors as deemed pertinent by selection authority which may include... site visits, oral presentations and/or site visits/demonstrations.



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Appendix A: Debarment and Judgment Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency.
- b. Have not within the five (5) year period preceding the submission of this proposal:
 - i. Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract;
 - ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;
- d. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default.

Name:	Title:
Authorized Signature:	Date:



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Appendix B: Functional and Technical Requirements

We refer you to the Excel Workbook named: Appendix B(.xlsx) that is also included as part of the RFP.

Please open the EXCEL file and start in the TAB named: Instructions.



COUNTY OF YORK, MAINE

OFFICE OF THE COUNTY COMMISSIONERS

Request for Proposal

Public Safety Software Information System/CAD Dispatch

See our website for full RFP: www.yorkcountymaine.gov

SUBMITTAL OF QUESTIONS RELATED TO THE REQUEST FOR BIDS or PROPOSALS

YORK COUNTY PROCUREMENT# YC-2024-9897337

Pre-emptively we will accept all questions regarding this solicitation, submitted via email, to the Solicitation Coordinator at ycg.procurement@yorkcountymaine.gov . The York County Committee created to review and evaluate the responses will provide written answers for questions received if they are received within the question-and-answer period's deadline date of **August 6, 2024**. Answers will be posted as an amendment, to the same location as the posting of the original solicitation. It is the sole responsibility of the bidder to view and download documents from the same location as the posting of the original solicitation. Verbal responses to questions will not be provided. Both Questions and their corresponding Answers will be compiled into a PDF document and posted as an amendment. Only written answers will be considered official and binding. Bidders will not be identified in the answers. If interpretations or other changes to this Solicitation are required because of inquiries made during the question-and-answer period, the Solicitation may be amended. All amendments are posted to the same location as the posting of the original solicitation. Please use the following text in the SUBJECT area of the email being sent to ycg.procurement@yorkcountymaine.gov the Solicitation Coordinator.

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