



**REQUEST FOR PROPOSALS**  
**COMPUTER AIDED DISPATCH & RECORDS MANAGEMENT SYSTEM**

**1. Introduction**

- 1.1. Stanly County is seeking proposals from qualified Offerors to furnish, deliver, install, configure, implement (including multiple sources of data migration), service and maintain a multi-jurisdictional, tightly integrated Computer Aided Dispatch (CAD)/Public Safety Software Solution, Records Management System (RMS), Jail Management System (JMS) and mobile field reporting software (collectively the “System”) for use by the Stanly County Communications Center, Stanly County Sheriff’s Office (SCSO), Albemarle Police Department (APD), Misenheimer Police Department (MPD), Badin Police Department (BPD), Norwood Police Department (NPD), Stanfield Police Department (SPD), Oakboro Police Department (OPD), Locust Police Department (LPD), Stanly County Emergency Management, Stanly County Fire Marshal's Office, Stanly County EMS, Stanly County Fire & Rescue Agencies and other County public safety agencies. The Stanly County CAD / RMS / JMS system will be a multi-jurisdictional / agency solution that will provide enhanced information sharing and has the potential to greatly improve the overall effectiveness of each of the individual and collective stakeholders in this project. A single system will facilitate this for the stakeholders by improving the integration, analysis, and dissemination of information both within and across agencies. Offeror should be prepared to fully train, assist, support, and troubleshoot any and all issues related to the System in accordance with the specifications contained herein.
- 1.2. Meet and follow all applicable federal, state and local guidelines and regulations.
- 1.3. Bid Proposal shall be good for 120 days.
- 1.4. Quoted pricing shall be for two (2) years with the option to renew. The contract will not be automatic renewal and may be renewed in any combination of years for periods of up to three additional years with mutual agreement of all parties. The total length of the contract including all renewals shall not exceed five (5) years.

<u>Event</u>	<u>Date</u>
RFP Issued	August 8, 2022
Deadline for Submitting a Question	August 24, 2022
Questions Answered - Addendum Issued	August 31, 2022
Proposal Due Date	5:00 pm September 21, 2022
Completion of Proposal Evaluations	September 30, 2022
Completion of Contract Negotiations	October 21, 2022
BOC - Request to Award	November 7, 2022

## **2. General Bidding Requirements**

- 2.1. When responding to this RFP, please follow the instructions carefully. Submit proposal contents according to the outline specified and submit documents according to the instructions. This RFP will be posted on Stanly County's website at [www.stanlycountync.gov](http://www.stanlycountync.gov) – any addenda issued for this RFP will be posted at this site.
- 2.2. Stanly County reserves the right to reject any or all proposals and to waive any formalities as may be permitted by law.

## **3. Proposal Contact**

- 3.1. Each Proposer is required to submit their proposal in a sealed envelope. Three (3) hard copies and one (1) digital copy in PDF format on a flash drive shall be submitted to the address shown below:

Stanly County Communications  
Kyle Griffin, Director  
201 S Second St.  
Albemarle, NC 28001
- 3.2. All proposals must be received no later than 1700 hrs on September 21, 2022. The outermost packaging must be marked "**Response to for CAD/Records Management System**". Envelope must also bear, on the outside, the name of the bidder, the bidder's address.
- 3.3. Stanly County will not be responsible for any expenses incurred by a Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided.
- 3.4. Questions and Clarifications to the RFP will be provided by a written addendum on or before August 31, 2022. Questions are to be submitted to Kyle Griffin, Communications Director ([kgriffin@stanlycountync.gov](mailto:kgriffin@stanlycountync.gov)) no later than 1700 hrs., on August 24, 2022. Proposers are not to contact any County employee other than the one listed above. The addendum will be available on Stanly County's website.
- 3.5. The Proposer hereby certifies that it has carefully examined this RFP and the Proposer certifies that it understands the scope of work to be done and that the Proposer has knowledge and expertise to provide the scope of work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for this service will result from free, open and competitive proposing among all vendors.

## **4. Indemnification**

- 4.1. The successful Proposer will indemnify and hold Stanly County harmless from any and all liability, expense, judgment, suit or cause of action for personal injury, death, or direct damage to tangible property which may accrue against Stanly County to the extent it is caused by the negligence of the successful Proposer, its subcontractors, or their employees or agents, while performing duties under this Agreement, provided that the Agencies gives the successful Proposer prompt, written notice of such claim or suit.

## **5. Independent Contractor**

- 5.1. It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of Stanly County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the

right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save Stanly County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

## **6. Payment**

6.1. Payment for the rendered services pursuant to the Agreement resulting from this RFP shall be made in amounts as listed:

6.1.1. The vendor shall provide to the Communications Director a certified invoice/statement. The county's payment terms are Net 30 days from receipt of invoice.

## **7. Governing Law**

7.1. This RFP and any contract resulting shall be governed by and construed according to the laws of the State of North Carolina, venue Stanly County.

## **8. Compliance with Laws and Regulations**

8.1. The successful Proposer and their employees shall conform to all Federal, State and Local regulations while in performance of their contracts. Any individual found not to conform shall not be allowed to start work or if started shall be required to leave the job site immediately. Continued violation by any success Proposer shall result in the immediate termination of the successful Proposer's contract without penalty to the Agencies

## **9. Acceptance**

- 9.1. Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.
- 9.2. Furthermore, Stanly County is not bound to accept a proposal on the basis of lowest price, and further, the county has the sole discretion and reserves the right to cancel this RFP, to reject any and all proposals, and to waive all formalities, and/or irregularities. The county reserves the right to accept or reject any or all of the items in the proposal and to award the contract in whole or in part and/or negotiate any or all items with the individual proposed.

## **10. Purpose**

10.1. The purpose of this Request for Proposal (RFP) to establish a contract to provide a holistic Computer Aided Dispatch (CAD), including Mobile (MCT), Records Management Solution (RMS) including Mobile Field Reporting (MFR), Jail Management System (JMS), collectively called "System" to provide at a minimum the following:

- 10.1.1. Law Enforcement, EMS & Fire CAD
- 10.1.2. Law Enforcement RMS (Civil Process, Evidence, Inventory, Training, Permitting, Employee Tracking, Incident, Arrest, Warrant, Photo Lineup, Receipts, Residential Security Check, Offender Registration, Fleet Management, Use of force)
- 10.1.3. Law Enforcement Jail Management (JMS)
- 10.1.4. Mobile Data Terminals (MDT)
- 10.1.5. Automated/Mobile Field Reporting (AFR/MFR)
- 10.1.6. Automated Vehicle Location (AVL)

10.1.7. Interfaces to existing systems

10.1.8. Data conversion/migration

## **11. Goals**

- 11.1. Implementation of a fully functioning comprehensive System that supports the goal of continuing to ensure that Stanly County remains a safe and desirable place to live, learn, play and do business.
  - 11.1.1. The end goal is to create an integrated public safety system that encompasses joining communication functionality for law enforcement, fire, emergency medical resources and other county agencies.
- 11.2. Improve the efficiency and effectiveness of receiving calls for emergency services from the public and dispatching the appropriate law enforcement, fire, and emergency medical units in response.
- 11.3. A true multi agency/multi user environment enterprise solution that will satisfy the requirements for all of Stanly County Emergency Services as set forth herein.
- 11.4. Ease of use by staff with varying levels of computer proficiency.
- 11.5. Reduce potential liabilities of the agencies involved with the system.
- 11.6. Do business with a software company with a proven track record of consistently implementing new technological advances as they emerge in the market.

## **12. General Expectations**

Offerors shall be equipped to perform the seamless migration of data from the current system to the new System, facilitate the daily operations to the new System, and provide adequate training, maintenance, warranty and other support services. The System shall be broadly defined to include the new System itself, hardware, software, technology infrastructure, support, and equipment of any kind related to the System as provided by the Offeror.

- 12.1. Offerors shall provide all necessary hardware, software, and related equipment and materials required to implement the System. Offerors are to deliver and install all necessary software and hardware, lead the program and data migration to the new System platform and to provide all necessary service and support to implement the new System. Any and all materials, products or items being a part of the system shall be in new condition and not refurbished or of a similar nature and shall come with the manufacturer's warranty which will be assigned to Stanly County.
- 12.2. The System shall provide an integrated solution that provides shared access with enhanced security protocols that set permission or access to the CAD/RMS/JMS/Mobile systems, records, and data fields and provides enhance security audit ability (a timestamped record of who viewed, made changes, added or deleted any data)
- 12.3. The Offeror must be able to update the System as updates become available and when changes are required by Stanly County or required under applicable law, ordinance or regulation of any local, state, or federal authority. The System should be easily adapted to the current operation without requiring custom programming or new hardware (other than the new CAD/RMS/JMS and mobile field reporting software being parts of the System itself) except as specifically laid out in

the Offeror's proposal.

- 12.4. The System shall allow for modularity and ease of expansion to NG-911 or any other unique growth requirements for future implementation within the County.
- 12.5. The System shall be user friendly, offer point and click capability as well as command line and keyboard capability, be intuitive to use, and require a minimal number of screens to complete transactions.
- 12.6. The Offeror shall describe in full all System backup and redundancy procedures and processes.
- 12.7. The System shall provide software security controls to restrict unauthorized use of applications and associated data. The integrity of the data in the system is of utmost importance to Stanly County.
- 12.8. The System shall provide capabilities of Artificial Intelligence (AI) technology.
- 12.9. The UI (User Interface) for all operational functions/interactions of the System must be web based and browser agnostic.
- 12.10. The System shall be compliant and certified in accordance with ISO 27001 and ISO 9001.
- 12.11. The System must have the ability to be hosted on-prem and in the cloud using the same code base and software.
- 12.12. The System must have the ability to create custom rules and workflows for dispatch
- 12.13. The System must have the ability to add custom forms
- 12.14. The System must have the ability to add agency specific tags for dispatch

13. **Interfaces** - In addition to the integration of the proposed system components, the Proposer will be responsible for providing interfaces to Stanly County and external systems described in this section. The County has sought to be as specific as possible when defining its interface requirements, however the release of this RFP coincides with a period of change in Stanly County.

- 13.1. **SpectraCom 9393 NetClock** - Stanly County requires a one-way interface to the existing NetClock system to standardize time stamps across the public safety data applications and equipment. These applications and equipment include the CAD/Mobile and RMS/AFR applications as well as PCs, ANI/ALI controllers, voice recorders and radio consoles. This master source should stamp the time on all system transactions to the tenth of a second.
- 13.2. **Esri ArcGIS** - Stanly County has a well-established Enterprise Geographic Information System (GIS) Program, under which the County's detailed Base map layers – addresses, streets, property boundaries, points of interests, Complex floor plans, fire hydrants, etc. – are kept up to date and Managed through a centralized Enterprise Geospatial Repository (EGR) based on Esri ArcSDE geodatabase technology with Microsoft SQL Server database.
- 13.3. **Criminal Justice Information System (CJIS)** - CJIS is an intergovernmental computer-based information system developed for criminal justice agencies in North Carolina. CJIS contains information pertaining to bookings, charges, future court appearances, jail release dates, custody, complaint, calendaring, probation and disposition. CAD and RMS users currently access CJIS via a VPN connection Stanly County requires a bidirectional interface with CJIS to support various levels of interaction based on the application in use. Within the CAD application, users should be able to query CJIS and copy and paste information from CJIS, as well as attach "hits" to an officer's mobile application.

Public Safety CAD/RMS Page In the mobile environment, users should be able to query CJIC, with data returns available to populate reports, forms and citations. Within the RMS, users should be able to query CJIC with the interface providing the option to update the RMS with agency defined information returned from a CJIC inquiry. In addition, warrants stored in the CJIC should be transferred to the RMS at agency defined intervals. The interface should support agency defined automatic queries based on the transaction performed (e.g., query plates up entry of a traffic stop) and provide Stanly County with the option to disable such automatic actions. In addition, the interface should enable the user to make simultaneous queries. For example, when a vehicle is queried in the NLETS/NCIC, the registered owner of the vehicle is also queried in the RMS and CJIC.

- 13.4. **Motorola Call Handling VESTA** - Stanly County uses VESTA for public safety call handling. The County requires a one-way interface between the Motorola VESTA E9-1-1 system and the CAD application. Call takers should be able to import ANI/ALI data from VESTA into CAD to pre-fill the CAD incident mask and geo-verify the location information. The interface should be Phase II Wireless Compliant such that ALI data containing latitude and longitude coordinate information is parsed and inserted into the

CAD database where it is transformed into a street address and plotted on the CAD mapping application. Additionally, as information is updated within the VESTA system, it should automatically update data that has already been transferred into the CAD system (e.g., if the Phase 1 information is updated to Phase 2).The City expects the interface to incorporate NG-911 functionality as nationally recognized standards are released.

- 13.5. **Priority Dispatch ProQA** - The County uses ProQA for emergency medical, Police and Fire dispatching. The County requires an interface to enable users to launch ProQA upon entry of an agency defined call type in CAD. Answers recorded within ProQA should become part of the Call for Service record and made available to Mobile application users.
- 13.6. **Motorola MCC7500 Radio System** - Stanly County uses Motorola MCC7500 radio consoles. A one-way interface is required to transfer Push-to-Talk data from MCC7500 to CAD. Radio ID information should be sent to the controlling dispatcher CAD station where CAD captures the transmission data, including date and time initiated, date and time ended, channel talk

Group and the unit/apparatus ID. Radio traffic data should be linked to unit history as well as an incident if the communication occurs while a unit is assigned to a call for service. If a user presses the emergency key on the radio, all dispatch consoles should be automatically notified. The transmission should be logged in the communications

Audit files and time stamps should reflect the master clock time stamp.

- 13.7. **Interface to ASTROP Mups:** Stanly County operates on a P25 trunked system using Motorola equipment. Using an IMW server the county receives data from radio subscriber devices assigned to either specific units or personnel. Using the GPS information received from the server - associated locations should be plotted to designate the radio location. All subscriber devices using location services as Motorola APX series radios.
- 13.8. **CAD2CAD** - Stanly County would like the RFP to support CAD to CAD functionality.
- 13.9. **Rapid SOS** - Stanly County would like the option of incorporating RapidSOS into the call taking

environment.

- 13.10. **Securus:** Include interface with necessary export of JMS information to contain demographic data to the Securus vendor.
  - 13.11. **Guard 1:** RMS/JMS interface that allows for 1-way import into RMS for inmate tracking. Using file drop or API technology. The information contained in the export will consist of inmate information and bed check information.
  - 13.12. **Kimbles:** Provide an interface from JMS to include demographic data for Commissary services.
  - 13.13. **Brazzos:** Brazzos e-Citation is used by Stanly County Law Enforcement agencies for citation issuing. An interface to import citations from Brazzos into the RMS program is required.
  - 13.14. **VINE:** An interface with the RMS/JMS platform to the Appriss VINE software is required.
  - 13.15. **LiveScan Aphis:** Allow for a one-way interface that exports inmate information from the booking record in JMS to the LiveScan fingerprint device.
  - 13.16. **eCrash Interplat:** Allow for connectivity to eCrash interplat for import to the RMS accident module.
  - 13.17. **PadTrax:** Direct integration with PadTrax evidence management system to the RMS evidence module.
  - 13.18. **Linx:** Using view only rights - have access for vendor to pull necessary data.
  - 13.19. **Emergency Reporting & ESO:** Fire and EMS services in Stanly County use multiple third party systems such as Emergency Reporting and ESO to facilitate their NFIRS and PCR reports. As such, call information should be available for export to these systems using a CAD link functionality.
  - 13.20. **ASAP to PSAP:** Stanly County wishes for the system to have capabilities of accepting ASAP to PSAP type calls.
  - 13.21. **Alpha Paging and Notifications:** Stanly County uses PageGate as a current interface to send notifications to devices. These devices include protocols such as SMS, SNPP, SMPP SMTP and WCTP. Notifications for dispatched calls, individual notifications, group notifications and automatic timestamp alerts for attached calls is a necessary feature. Notifications are one-way and do not require receipt or a response.
14. **Technology Plan Requirements** - The Offeror will define all technology requirements to support the proposed system. The Offeror will submit pricing for computer equipment, operating system, database management system, and other related components including but not limited to any and all hardware and software for System implementation and use. Any software being a part of the System must be by "perpetual licenses" (i.e. Stanly County purchases and retains the license to the use of the software forever). A concurrent user license is desired. The technology plan included in the proposal must at a minimum include the following:
- 14.1. Define all computer hardware/equipment requirements, including server(s), specifications, processor, memory, disk space, UPS, operating system (version), etc.
  - 14.2. All technology requirements: computer, laptop, MDTs, tablet, scanners, printers, etc.
  - 14.3. Provide operating system requirements and any other desktop software needs.
  - 14.4. Define all network requirements, including data speed, protocols, topology and other needs.
  - 14.5. Offeror must describe any limitations to the format of conversion records and include a description of the data scrubbing process.

- 14.6. Offeror must include the post data reconciliations performed to ensure accuracy of data conversion.
- 14.7. Offeror must include network schematics/diagrams of all system components depicting how they connect and interact. The diagram must include all TCP and UDP ports required by each server or component to be opened in the host based firewalls. The diagram must depict what services are running on each server.
15. **Implementation Services** - Offeror shall provide a detailed plan for implementing the proposed System. Offerors are expected to define a logical plan to implement the system in achievable and realistic phases for both the Offeror and Stanly County. The implementation plan and rollout strategy is to be based on previous experience that limits the risk to Stanly County. The plan at a minimum should include:
  - 15.1. An overview of project implementation methodology that describes their method for achieving a fully functioning System based on the functional and technical requirements defined in this solicitation.
  - 15.2. Project management plan
  - 15.3. Resumes and qualification of Offeror project personnel
  - 15.4. On-site "go live" support for implementation
  - 15.5. The Offeror shall describe its project management methodology that includes resource requirements and assignments, timeline with tasks, milestones and deliverables of each stage of the implementation. These services should include: resource management; project monitoring; configuration management; quality assurance; test planning; post- implementation support; and documentation. The Offeror shall provide a Project Manager for the project who should be prepared to draft and submit project plans and project status reports and attend regular status meetings.
  - 15.6. Stanly County requires assurances as to the consistency and quality of Offeror staffing for this project. The Offeror shall designate key personnel assigned to the project and shall provide resumes of these individuals. Resumes shall include typical qualifications, including relevant experience with similar projects. Stanly County will work with the selected contractor to ensure the appropriate key personnel are assigned to the project. Once the team has been established, the County must be notified by the Offeror of any changes to key personnel after contract approval. Stanly County shall have the right to request key personnel be removed from the project team and replaced with a substitute.
16. **Patent Indemnity** - The selected Offeror shall pay all royalty and license fees relating to the items covered hereby. In the event any third party shall claim that the manufacture, use and sales of these goods covered hereby constitutes an infringement of any copyright, trademark or patent, the Offeror shall indemnify and hold Stanly County and its representatives harmless from any cost, expenses, damage, or loss incurred in any manner by Stanly County because any such alleged infringement.
17. **Maintenance/Support Program**
  - 17.1. The Offeror is to submit a post-implementation maintenance and support program (the



“maintenance agreement”). If any maintenance agreement and/or support is included in the System costs such should be specifically noted in the Proposal.

- 17.2. The Offeror shall provide Call Center support, including a toll-free hotline, hours of operation. The Offeror shall define problem reporting and resolution procedures.
- 17.3. The Offeror shall define delivery methodology for future software upgrades, including frequency of upgrades.
- 17.4. If maintenance is not included in the System Cost, then the Offeror shall submit a one (1) year maintenance agreement for overall maintenance, general repairs, and technical assistance related to the System at a fixed annual cost.
- 17.5. Proposals shall include a detailed list of any maintenance and support included in the System or any Maintenance Agreement.
- 17.6. Such Maintenance Agreement shall be optional at the sole discretion of Stanly County, but should the County opt to purchase such maintenance agreement services the following shall apply:
  - 17.6.1. Stanly County anticipates such maintenance agreement would commence on the day that the System was fully operational and accepted by Stanly County

**18. Warranty** - The Offeror shall warranty all work relating to the System for at a minimum a period of two (2) years from the date of final completion (the date of final completion shall be the date all work is final on the System and it is paid for, approved and accepted by Stanly County in their sole discretion). The Offeror shall provide a warranty for both the software and implementation services, as specified below:

- 18.1. **Software:** The Offeror shall warrant that the proposed software will conform to the requirements and specifications as stated in this RFP. The detailed requirements as stated in this RFP will become part of the selected Offeror’s contract and will be warranted as such. The Offeror shall warrant that the content of its proposal accurately reflects the software’s ability to satisfy the technical and functional requirements as included in this RFP. Furthermore, the warranty, at a minimum, shall be valid for a period of twenty-four (24) months from the acceptance of the software.
- 18.2. **Implementation Services:** The Offeror shall provide a warranty for implementation services (Ex. work products, developed modifications, and system configuration) for a minimum of twenty-four (24) months after the System acceptance date of the respective modules.
- 18.3. All manufacturer’s warranties shall be assigned to Stanly County.

## **19. Current Environment**

- 19.1. **CAD** - The Stanly County Communications Center uses One Solution CAD by Central Square, formerly SunGuard / OSSI for their CAD/911 platform. This system is hosted on premise.
- 19.2. **RMS** - Stanly County Sheriff’s Office and all other municipal police departments are currently using One Solution RMS by Central Square, formerly SunGuard / OSSI, as their RMS and mobile platform. This system is also hosted on premise.
- 19.3. **Fire & Rescue** - The Stanly County uses OSMCT for a mobile connection to CAD. This application is hosted by Central Square, formerly Sun Guard / OSSI. OSMCT allows for mobile over internet updates and is web-based.



- 19.3.1. Such agreement would be for the term of one (1) year with four (4) one-year renewals permissible under the original contract.
- 19.3.2. The maintenance services would be a flat rate per year for the initial term and all renewals.

## **20. Proposal Selection Process**

- 20.1. **Best Value Selection Process** - This RFP is part of a competitive procurement process which helps to serve the best interest of Stanly County. It also provides firms with a fair opportunity for their services to be considered. The process of selection by "best value" being used in this case should not be confused with the process of "competitive sealed bidding". The latter process is used where goods or services being purchased can be precisely described and price is the sole determining factor. With "best value", on the other hand, price isn't the sole determining factor, although it may weigh heavily, and Stanly County has the flexibility that it needs to negotiate with one or more firms to arrive at a mutually agreeable relationship based on the "best value" proposal for Stanly County. Best value is a measure that not only incorporates cost but also considers other factors such as Stanly County's evaluation of the Proposer's ability to: meet Stanly County's goals and objectives, complete the project, fulfill all requirements, provide qualified resources, react to unexpected events, resolve issues, provide quality support after project completion, and others. Proposers are to make written proposals which present the Proposer's qualifications and understanding of the work to be performed.
- 20.2. **In-Person Presentation/Demonstration** - Selection shall be made of the two (2) or more Proposers deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors outlined in this RFP.

Proposers must conduct an in-person demonstration of their product to a group of stakeholders. Should a proposer have already conducted a demonstration within the last 24-months - no further presentation will be required, unless requested by Stanly County. After presentations/demonstrations have been conducted with each Proposers so selected, Stanly County shall select the Proposer which, in its opinion, had made the best proposal and shall award the contract to that proposer based on a "best value" determination.

- 20.3. **Proposal Evaluation/Scoring Criteria** – All proposals will be evaluated on the criteria listed below:
  - 20.3.1. Understanding of the project, familiarity with the content of the proposal, quality of the response. 10%
  - 20.3.2. The solution's ability to meet the stated requirements/functionality. 40%
  - 20.3.3. The overall stability, ability, capacity, and skill of the firm to perform the contract or provide the service required and as scheduled, including: specific plans and procedures used to provide required services (Implementation, training, data conversion, testing, technology, and support plans: including adequacy of personnel, facilities, equipment, and other related factors). 30%
  - 20.3.4. Total cost of ownership and specific pricing of all associated hardware, software, maintenance agreements, licensing, etc. 15%

20.3.5. Offeror's ability to provide a complete, concise, and clear proposal response. 5%

20.4. **Deliverable and Project Acceptance Process** - At the start of each project phase, Stanly County project manager and the successful Proposer project manager will agree on the requirements and acceptance criteria for each phase and deliverable. A deliverable or project phase will be considered completed after Stanly County have accepted and signed off on the acceptance criteria.

**20.5. Proposal Requirements**

20.5.1. **Executive Overview and Summary:** Proposals must include an executive summary and overview of the full proposal.

20.5.2. **Proposer Company Information** - Proposals must include, at a minimum, the following company information:

20.5.2.1. Legal Name

20.5.2.2. Federal ID Number

20.5.2.3. Year Founded

20.5.2.4. A list of corporate officers (names and offices held). Headquarters address and the locations of offices from which project staff will be drawn for this engagement

20.5.2.5. Number of employees in the company

20.5.2.6. Statement of capability and experience to perform the desired work.

20.5.2.7. Statement of resource commitment and availability to complete the project proposed

20.5.2.8. Description of similar projects successfully completed

20.5.2.9. Three (3) reference contacts for which your company has done similar projects

20.5.2.10. A list of key individuals to be assigned to the project, their resumes and their roles on the project

20.5.2.11. Any additional unique aspects of the company for Stanly County to consider in its decision making process

20.5.2.12. A list of all acquisitions the company has made in the last 10 years. Please include company name, product names, and reason for acquisition.

20.5.2.13. A list of all software the company has EOL'd (End of Life) in the past 10 years

20.5.2.14. List number of years of experience in the public safety software industry

**21. Project Description and Overview**

21.1. Project Overview

21.2. Project Management Approach

21.3. Quality Assurance Approach

21.4. Project Structure: Roles and responsibilities between Proposer's staff and Stanly County's staff

21.5. Is the proposed solution hosted, on premise, or hybrid solution?

21.6. List the components of the technology platform being proposed

21.7. Describe your post implementation support model including Service Level Agreements (SLA's) for production related issues and associated costs

22. **Project Deliverables and Cost Details** – Provide a detailed Work Breakdown Structure that includes key milestones, specific deliverables and costs associated with each milestone/deliverable. Include estimated travel costs.

23. **Required/Suggested Training**- Provide a description and outline of the training suggested and

required for each of our different user types.

24. **CAD/RMS System Requirements** – Complete the requirements matrix found in **Attachment A**. Please respond to each line item in the requirements spreadsheet. Proposers are required to answer a “Y” for “Yes” or an “N” for “No” in the columns labeled “Included as Part of Standard Platform” and “Customization Required to Meet Requirements”. Proposer should attach any additional information necessary to clarify their ability or inability to meet the requirements or to propose an alternative to the requirements as stated.

# Attachment A

## RMS System Requirements

Description	Included as Part of the Standard Platform	Customization Required to Meet Requirements
Evidence		
Inventory		
Permitting		
Civil Processing		
Training		
Personnel		
Incident		
Arrest		
Warrant Tracking		
Photo Line-Up		
Residential Security Check		
Offender Tracking		
Fleet Management		
Use of Force		

## Interfaces

### CAD

Description	Included as Part of the Standard Platform	Customization Required to Meet Requirements
SpectraComm NetClock		
Esri ArcGis		
CAD2CAD		
Priority Dispatch ProQA		
RapidSOS		
Motorola MCC7500		
RMS In		
Emergency Reporting		
AstroMups Radio Location Services		
ASAP to PSAP		
Interface to Emergency Reporting & ESO		
Alpha Paging & Notifications		

### JMS

Description	Included as Part of the Standard Platform	Customization Required to Meet Requirements
Interface to Securus		
Interface to LiveScan AFIS		
VINE		
Interface to Guard1		
Interface to Kimbles		

**RMS**

<b>Description</b>	<b>Included as Part of the Standard Platform</b>	<b>Customization Required to Meet Requirements</b>
Brazos E-Citation		
Interface to LinX		
Interface to eCrash Interplat		
Interface to PadTrax		

**Concurrent Seats/Licenses**

<b>Description</b>	<b>Number of Concurrent Seats/Licenses</b>	<b>Backup/Test Seats/Licenses</b>
CAD Dispatch	5	5
CAD Admin	5	1
CAD (View Only)	10	
RMS Users	30	4
RMS Admin	4	1
Mobiles	60	
JMS	10	2
JMS Admin	1	1
Mobile Device (App)	30	2



## **STANLY COUNTY GENERAL CONTRACT TERMS AND CONDITIONS**

As used herein, the terms "Provider," "PROVIDER," "Vendor" and "Contractor" may be used interchangeably to refer to the party contracting with Stanly County (hereinafter may be referred to as "County" or "COUNTY") pursuant to that Contract or Proposal made pursuant to an RFP (as the case may be) of which these Terms and Conditions have been made a part.

- 1. DEFAULT, PERFORMANCE BOND, AND PAYMENT BOND:** In case of default by the Contractor, the County may procure the articles or services from other sources and hold the Contractor responsible for any excess cost occasioned thereby. Stanly County reserves the right to require performance bond, payment bond, or other acceptable alternative guarantees from successful bidder without expense to the County.
- 2. BANKRUPTCY:** Upon the Contractor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Contractor, Stanly County may immediately terminate, for cause, this contract and all other existing contracts the Contractor has with the County, and debar the Contractor from doing future business with Stanly County.
- 3. GOVERNMENTAL RESTRICTIONS:** In the event any Governmental restrictions are imposed which necessitate alteration of the material, quality, workmanship or performance of the items offered prior to their delivery, it shall be the responsibility of the Contractor to notify, in writing, the issuing purchasing office at once, indicating the specific regulation which required such alterations. Stanly County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.
- 4. AVAILABILITY OF FUNDS:** Any and all payments to the Contractor are dependent upon and subject to the availability of funds to the agency for the purpose set forth in this agreement.
- 5. TAXES:** Any applicable taxes shall be invoiced as a separate item. By execution of the bid document the Vendor certifies that it and all of its affiliates, (if it has affiliates); collect(s) the appropriate taxes.
- 6. SITUS:** The place of this contract, its situs and forum, shall be North Carolina, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined.
- 7. GOVERNING LAWS:** This contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina.
- 8. NO COLLUSION OR CONFLICT OF INTEREST:** By responding to this RFP, the Provider shall be deemed to have represented and warranted that the Proposal is not made in connection with any competing Provider submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud.
- 9. INSPECTION AT CONTRACTOR'S SITE:** Stanly County reserves the right to inspect, at a reasonable time, the equipment/item, plant or other facilities of a prospective Contractor prior to contract award, and during the contract term as necessary for the County's determination that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the contract.
- 10. PAYMENT TERMS:** Payment terms are Net not later than 30 days after receipt of correct invoice or acceptance of goods, whichever is later. The County shall pay at the rates specified

for services satisfactorily performed and/or products provided in accordance with this contract.

**11. NON-DISCRIMINATION IN EMPLOYMENT:** The Contractor shall not discriminate against any employee or applicant for employment because of age, sex, race, color, creed, national origin (including limited English Proficiency), disability, or familial status. The Contractor shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their age, sex, race, color, creed, national origin (including limited English Proficiency), disability, or familial status. In the event the Contractor is determined by the final order of an appropriate agency or court to be in violation of any non-discrimination provision of Federal, State or local law or this provision, this Contract may be cancelled, terminated or suspended in whole or in part by the County, and the Contractor may be declared ineligible for further County contracts.

**12. CONDITION AND PACKAGING:** Unless otherwise provided by special terms and conditions or specifications, it is understood and agreed that any item offered or shipped has not been sold or used for any purpose and shall be in first class condition. All containers/packaging shall be suitable for handling, storage or shipment.

**13. STANDARDS:** All manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization, such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and /or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

**14. PATENT:** The Contractor shall hold and save Stanly County, its officers, agents and employees, harmless from liability of any kind, including costs and expenses, on account of any copyrighted material, patented or unpatented invention, articles, device or appliance manufactured or used in the performance of this contract, including use by the government.

**15. ADVERTISING:** Contractor agrees not to use the existence of this contract or the name of Stanly County as part of any commercial advertising.

**16. ASSIGNMENT:** No assignment of the Contractor's obligations nor the Contractor's right to receive payment hereunder shall be permitted without the prior written consent of the County.

**17. INSURANCE COVERAGE and GENERAL REQUIREMENTS:** The Provider shall obtain, at its sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by the Stanly County Finance Director. Should said Certificate of Insurance expire prior to the termination of this contract, Provider shall supply to the County an updated certification prior to the expiration of the Certificate initially provided.

Workers' Compensation Insurance, with limits for Coverage A Statutory - State of North Carolina and Coverage B Employers Liability \$500,000 bodily injury, \$500,000 bodily injury by disease, and \$500,000 by disease policy limit. The workers compensation policy must contain a waiver of subrogation in favor of the County.

Commercial general liability of not less than \$2,000,000 General Aggregate Limit (Other than Products-Completed Operations), \$2,000,000 Products-Completed Operations Aggregate Limit, \$1,000,000 Personal and Advertising Injury Limit, \$1,000,000 Each Occurrence Limit, and \$100,000 Fire Damage Limit, and shall not contain an exclusion for contractual liability.

For automobile liability the limits shall not be less than \$1,000,000 each person, \$1,000,000 each occurrence of bodily injury liability, and \$1,000,000 each occurrence of property damage liability, policies with a single combined limit must be not less than \$2,000,000 or \$1,000,000 with an umbrella policy of \$1,000,000 per occurrence.

Professional liability insurance shall not be less than \$1,000,000 per occurrence and shall hold Stanly County, its departments, agents, employees or assigns harmless from any claim, including claims for attorneys fees or other legal expenses, which may arise as a result of the sole negligence or malpractice of an employee of the contractor in providing services.

All insurance companies must be licensed in North Carolina and be acceptable to Stanly County. Insurance Policies, **EXCEPT** Workers' Compensation and Professional Liability, shall be endorsed (1) to show Stanly County as additional insured, as their interests may appear and (2) to amend cancellation notice to 30 days, pursuant to North Carolina law. Certificates of insurance shall be signed by a licensed North Carolina agent and be amended to show "thirty (30) days' notice of change or cancellation will be given to Stanly County Finance Director by certified mail."

Copies or originals of correspondence, certificates, endorsements or other items pertaining to insurance shall be sent to:

Stanly County Finance Director  
1000 North First Street, Suite 10-B  
Albemarle, NC 28001

If the Provider does not meet the insurance requirements of the specifications, alternate insurance coverage satisfactory to the County may be considered.

Failure of the County to demand such certificates or other evidence of full compliance with these insurance requirements or failure of the County to identify a deficiency from evidence provided shall not be construed as a waiver of Provider's obligation to maintain such insurance.

Contractor shall be responsible for insuring all of his/her own personal property, improvements, and betterments.

**18. GENERAL INDEMNITY:** Contractor shall indemnify, defend, hold, and save harmless the County, its employees, agents, and officers from and against any and all claims, suits, losses, liabilities, assessments, damages, fines, costs and expenses of any kind (including reasonable attorneys' fees), including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any

person, firm, or corporation that may be injured or damaged by the Contractor in the performance of this contract, arising under federal, state or local laws, regulations or ordinances arising out of or in connection with any breach of this Agreement or arising out of the willful misconduct, negligence, or negligent performance by Contractor or Contractor's employees, agents, subcontractors, or representatives thereof. This indemnification and other obligations stated in this paragraph shall survive the termination of this Agreement.

**19. CRIMINAL CONVICTIONS CHECKS:** Stanly County is committed to providing a crime free environment for its staff and citizens. If the contractual requirements requires your personnel will have access to various areas of County Facilities. The County reserves the right to require a criminal convictions check on owners, officers, employees and any other workers of the Contractor and their subcontractors at any time upon written request. The Contractor or the Contractor's direct representative shall accompany all new employees to the jobsite and present them to the Contract Administrator. At that time, if a criminal convictions check has been requested the Contractor shall provide a criminal history (not a letter) including traffic records, by presenting a document from a reputable company providing statewide searches covering a minimum of the last seven (7) years to the Contract Administrator. The criminal history shall match the name on state issued picture identification card. Out of state searches shall be required for persons living in the state of North Carolina for less than seven (7) years. The names, addresses and birth dates of each person that enters County property (including the owners and subcontracts) in the performance of this contract shall be supplied with the criminal history on company letterhead signed by a representative duly authorized to sign on behalf of the company. This history shall be provided to the Contract Administrator at least twenty-four (24) hours prior to any person performing work under this contract. Persons without this criminal history may be turned away and not allowed to work on any property owned or utilized by the County until proper documentation is submitted and approved by the Contract Administrator.

The County reserves the right to keep any person from being assigned to work on its property if that person (1) has been convicted of a criminal offense since the age of eighteen (18), or (2) been found at any time to have an outstanding warrant or a pending court case, or, (3) if related to his/her work at the County, has current habitual problems with traffic related issues such as no driver's license, no vehicle tags, and/or no insurance. The Contractor must disclose the criminal convictions records of all persons proposed to work on property with the designated county official.

During the term of this contract, the Contractor shall comply with these procedures for any new owner, officer, employee and any other worker of the Contractor and their subcontractors upon proper written notification by the Contract Administrator.

The Contract Administrator shall maintain all criminal convictions checks in a secure locked container for the term of the contract. At the end of the contract period the Contract Administrator shall ensure that the files have been returned to Contractor or destroyed in such a manner as to prevent disclosure of any kind.

**20. EMPLOYEE VERIFICATION:** Contractor shall verify and provide photo identification of each of its employees, and require the same of any subcontractors hired by Contractor. Contractor shall further utilize employees or subcontractors that speak fluent English such that they can understand any directions of the Contractor or County, and be understood in their responses thereto. If Contractor is a person, business entity, or other organization that transacts business

and employs 25 or more people in North Carolina, it must comply with the E-Verify requirements found in Article 2 of Chapter 64 of the North Carolina General Statutes. Contractor's current or subsequently hired subcontractors must also comply with said E-Verify requirements if said subcontractors employ 25 or more employees in North Carolina.

**21. IRAN DIVESTMENT ACT CERTIFICATION:** Provider must certify that it is not identified on the Final Divestment List created by the North Carolina State Treasurer pursuant to N.C.G.S. §147-86.58 (hereinafter referred to as "Iran List"). Additionally, Provider must certify that it shall not utilize any subcontractor in the performance of this contract that is identified on said Iran List.

**22. COMPANIES BOYCOTTING ISRAEL DIVESTMENT ACT CERTIFICATION:** Provider must certify that it is not identified on the Final Divestment List created by the North Carolina State Treasurer pursuant to N.C.G.S. §147-86.81 (hereinafter referred to as "Israel List"). Additionally, Provider must certify that it shall not utilize any subcontractor in the performance of this contract that is identified on said Israel List.

**23. NO SUBCONTRACTING:** Provider shall not sub-contract all or any part of the services provided for in this Agreement without prior written approval of the County.

**24. RELATIONSHIP OF THE PARTIES:** The PROVIDER shall operate as an Independent Contractor. COUNTY shall not be responsible for any of the PROVIDER'S acts or omissions. The PROVIDER shall not be treated as an employee with respect to the services performed hereunder for federal or state tax, unemployment or workers' compensation purposes. The PROVIDER understands that neither federal, nor state, nor payroll tax of any kind shall be withheld or paid by the COUNTY on behalf of the PROVIDER or the employees of the PROVIDER. The PROVIDER further agrees that the PROVIDER is fully responsible for the payment of any and all taxes arising from the payment of monies under this Agreement. The PROVIDER shall not be treated as an employee with respect to the services performed hereunder for purposes of eligibility for, or participation in, any employee pension, health, or other fringe benefit plan of the COUNTY. The COUNTY shall not be liable to the PROVIDER for any expenses paid or incurred by the PROVIDER unless otherwise agreed in writing. The PROVIDER shall supply, at its sole expense, all equipment, tools, materials, and supplies required to provide the contracted services unless otherwise agreed in writing.

**25. CONFIDENTIALITY:** The PROVIDER shall use any and all information obtained as a result of its Performance of its duties under this Agreement solely in furtherance of said Performance. PROVIDER shall ensure that it, its agents or assigns, or subcontractors initiate appropriate safeguards to prevent the use or disclosure of any confidential information for any purpose other than Performance of this Agreement. PROVIDER ensures that every reasonable attempt to mitigate any such disclosure of confidential information is made.

**26. LICENSURE AND CERTIFICATION:** The PROVIDER shall comply with all federal, state and local laws regarding business permits, certificates and licenses that may be required to carry out the services to be performed under this Agreement. The PROVIDER shall insure that all personnel engaged in work under this Agreement shall be fully qualified and shall be authorized under state and local law to perform the services under this Agreement. The PROVIDER shall further obtain and file with COUNTY the appropriate IRS form W-9.

**27. TERMINATION:** Should the COUNTY be notified by, or reasonably determine that, the

PROVIDER is unable to substantially comply with the terms of this Agreement the COUNTY may, at its discretion, immediately terminate this agreement and withhold any and all monies owed to the PROVIDER except those owing up to the date of termination. Either Party may cancel this Agreement should the other party be in Breach of the Agreement if, after a sufficient period of time has passed and the Breaching Party has been notified of such Breach, the Breach has not been cured by the Breaching Party.

Further, Stanly County shall, upon 30 days written notice to PROVIDER, be permitted to withdraw from and cancel this Agreement.

**28. ACCESS TO AND RECORD RETENTION:** PROVIDER agrees to maintain all records of or related to the SERVICES set out in this Agreement and shall, upon the COUNTY'S request, provide the COUNTY with, or access to, said records.

**29. SEVERABILITY:** If any provision of the Agreement shall be declared invalid or unenforceable, the remainder of the Agreement shall continue in full force and effect.

**30. HEALTH AND SAFETY:** The PROVIDER shall be responsible for initiating, maintaining and supervision of all safety precautions and programs in connection with the work. The PROVIDER shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent damage, injury or loss to all employees from the work and other persons who may be affected thereby.

**31. NON-WAIVER:** The failure of either party to exercise, or a delay in either party's exercising of, any right or remedy provided under this Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict any further exercise of that or any other right or remedy.