

Request for Proposal



**City of Minneapolis
Information Technology**

**911 Call Handling Protocol Software System
Issue Date: Friday, May 13, 2016
RFP 2016-76**

Proposals Due: Friday, June 17, 2016 – 1 pm CT

May 13, 2016

To Whom It May Concern:

Attached is a Request for Proposal (RFP) for the City of Minneapolis Emergency Communications Center (MECC) call processing/protocol software system. This software system is needed to process a wide variety of public safety calls for service, including emergency Police, Fire-Rescue, Emergency Medical Services (EMS) and non-emergency administrative calls. Please consider submitting a proposal for providing these services if your firm meets the qualifications and is available. Review the RFP for details.

Proposals are due no later than 1 pm CT, Friday, June 17, 2016. A pre-proposal conference will be held Monday, May 23, 2016, 10 am CT, Minneapolis City Hall, Room 333, 350 South 5th Street, Minneapolis.

Thank you for your consideration,

Otto Doll
Chief Information Officer
Information Technology Department

Table of Contents

RFP General Information	Page
Table of Contents.....	3
I. Invitation:.....	4
II. Pre-Proposal Conference.....	4
III. Proposal Due Date and Location	5
IV. Proposal Format	5
V. Evaluation of Proposals – Selection of Consultant.....	6
VI. Schedule	7
VII. Contract.....	7
VIII. Equity and Inclusion.....	7
IX. Department Contact/Requests for Clarification	8
X. Rejection of Proposals	8
XI. Addendum to the RFP	8
Exhibit A - General Conditions for Request for Proposals (RFP).....	9
Exhibit B - Scope of Services	22
Exhibit C – Urban Area Security Initiative (UASI) Grant.....	26

Appendices (Under Separate Cover)

Appendix I - Requirements Matrix

Appendix II - Physical Server Specifications

Appendix III - As-Is Technology Environment

Request for Proposals For 911 Call Handling Protocol Software System

I. Invitation:

It is the intention of the City to solicit proposals for the purchase of a call processing/protocol software system to be used for processing a wide variety of calls for service, including emergency Police, Fire-Rescue, EMS (Emergency Medical Services), and non-emergency administrative calls. The City desires a system that is intuitive, easy to learn, configurable, and provides a high level of efficiency for callers and responders. The system will be integrated with TriTech Inform CAD (Computer Aided Dispatch).

Currently the City of Minneapolis Emergency Communications Center (MECC) utilizes nearly 200 different policy and procedure guides for categorizing incoming calls for public safety service from City of Minneapolis residents and visitors. These policies and procedures must be taught to all new staff. Existing staff are expected to retain and instantly recall information related to processing and dispatching various call types. In an emergency, it can be difficult to instantly recall specific policy requirements while simultaneously speaking to callers who may be injured, upset or frightened.

The City desires to assist MECC staff in performing essential job tasks in a more organized and efficient manner. A primary goal for this project is to improve call processing for emergency Police and Fire calls for service. Emergency medical calls for 911 in Minneapolis are currently transferred to the EMS providers (Hennepin Emergency Medical Services and North Memorial Ambulance Services) both of which use professional call handling software for these emergency medical situations. The City desires to discuss with the awarded Consultant options for retaining the EMS calls rather than transferring them. Part of this discussion could include the option to retain the EMS calls in a Phase II approach. The City seeks to purchase a 911 Call Handling Protocol Software System to enable Emergency Telecommunicators to easily provide life-saving instructions to callers and that implements a comprehensive training and evaluation solution for Emergency Telecommunicators and quality assurance personnel.

The system is generally described in Exhibit B – Scope of Services and Appendix I – Requirements Matrix in this RFP. This project may be funded through Urban Area Security Initiative (UASI) federal funds. Reference Exhibit C – UASI Grant.

II. Pre-Proposal Conference

Prior to submitting proposals, all interested Consultants are strongly encouraged to have a representative attend the optional pre-proposal conference to answer any questions related to Exhibit B – Scope of Services and the intent of the

Request. The pre-proposal conference will be held Monday, May 23, 2016, 10 am CT, Minneapolis City Hall, Room 333, 350 South 5th St., Minneapolis.

Answers to all questions will be posted to the City's website <http://www.minneapolismn.gov/finance/procurement/rfp> no later than Tuesday, June 7, 2016.

III. Proposal Due Date and Location

Consultant shall submit an electronic copy of the business proposal with attachments and a price proposal in two separate electronic files to: RFP.Responses@MinneapolisMN.gov. Submit ten (10) hard copies of the business proposal with attachments and one price proposal to:

City of Minneapolis - Procurement
Request for Proposals for: 911 Call Handling Protocol Software System
330 2nd Avenue South, Suite 552
Minneapolis, MN 55401

Proposals must be submitted by Friday, June 17, 2016, 1 pm CT. Note: Late proposals may not be accepted.

IV. Proposal Format

The proposal will set forth full and accurate information as required by this RFP. Proposals must be prepared on 8 1/2" x 11" letter size paper (preferably recycled), printed double-sided, and bound on the long side. The City encourages using reusable and recyclable printed materials for proposals prepared in connection with this solicitation.

To allow for easier comparison of proposals during evaluation, proposals shall contain the following information in the order listed below.

Contact Information:

- Name of company and website address
- Company's point of contact including contact information

Company Profile:

- Provide a brief overview and history of your company. Discuss your company's size, complexity, and number of employees. Address the company's technical expertise and qualifications to provide this service to the City of Minneapolis. Discuss your experience with performing this type of implementation with other Public Safety Communications departments.
- Management and structure of the company
- Percentage of dedicated full-time employees vs. independent Consultant

Executive Summary:

- Provide a concise narrative summary of the most important aspects of the proposal, including significant risks, and a highlight of any key or unique features, excluding cost/price. The salient features shall tie in with the stated evaluation factors. Summary material presented here will not be considered to have met the requirements for any portion of other sections of the proposal
- Provide a master table of contents of the entire proposal
- Provide a clear statement of your companies understanding of the RFP, including a brief summary of the Scope of Services
- Provide the company's experience with Tritech CAD software.

Company References:

- Submit information on contracts within the past five years that are most relevant in demonstrating your ability to fulfill the contract for the City of Minneapolis. Include current contact information (address, phone, and email) and a description of the projects(s) completed, whether the projects were on time and in budget, and if not, an explanation of the deviations. References including TriTech integration are desirable. Consultants are cautioned the City may use data provided by each Consultant in this section as well as data obtained from other sources in the evaluation of past and present performance.
- Provide three (3) current references

Business Proposal:

- Submit your Business Proposal

Pricing Proposal:

- Provide an itemized cost schedule for the City for years one through three, year four, and year five, and include the following:
 - Initial purchase including implementation
 - Training
 - Ongoing costs including, but not limited to, licensing, maintenance, and support, broken down by year
 - Any costs not listed
- Itemize any optional costs separately

V. Evaluation of Proposals – Selection of Consultant

Proposals will be reviewed by an evaluation team made up of representatives of the City of Minneapolis. The team may select a “short list” of Consultants for final consideration who will be formally interviewed, as deemed necessary by the City. Proposals will be evaluated on:

- Company Profile
- Executive Summary

- Company References
- Business Proposal and Notice of Interest (Section VIII - Equity and Inclusion)
- Pricing Proposal
- Training and accreditation programs to NENA Standard 56-006
- Past and present performance
- Small & Underutilized Business Program (SUBP) participation
- Acceptance of City’s RFP Terms and Conditions - Exhibit A
- Response to Exhibit B - Scope of Services
- Response to Appendix I - Requirements Matrix

VI. Schedule

The following is a listing of key Proposal and Project milestones:

Issue RFP	Friday, May 13, 2016
Pre-Proposal Conference	Monday, May 23, 2016 10 am CT 350 South 5 th Street, Room 333 Minneapolis, MN
Questions Due	Tuesday, May 31, 2016 Noon
Equity Notice of Interest Due	Tuesday, May 31, 2016 Noon
Answers Posted	Tuesday, June 7, 2016
Equity Notice of Interest Posted	Tuesday, June 7, 2016
Proposal Due	Friday, June 17, 2016 , 1pm CT
Proposal Review	June 20-24, 2016
Demonstrations	Estimated to begin week of July 11, 2016

VII. Contract

The contracting parties will be the City of Minneapolis and the selected Consultant(s) to provide the services as described herein. The selected proposal, along with the RFP and any counterproposal, will be incorporated into a formal agreement after negotiations. It is the intent of the City to award a single contract for a term of three (3) years with the option to extend the contract, at the sole option of the City, for two (2) additional one-year terms or one additional two-year term.

VIII. Equity and Inclusion

The City is committed to minority and women owned business inclusion on City projects. In addition to the Small and Underutilized Business Program (Section 27 of the General Terms and Conditions of this RFP), minority and women owned businesses that cannot satisfy all of the requirements of the RFP may submit a

Notice of Interest to partner with a Consultant. The Notice of Interest shall be a short description (one page or less) of how the business can provide a portion of the services in partnership with a Consultant.

The Notice of Interest must be submitted to the Contract Administrator, as specified in Section IX - Department Contact/Requests for Clarification by the deadline set forth in Section VII – Schedule of this RFP. The City will issue an addendum to the RFP per Section XI – Addendum to the RFP. This addendum will include all Notice of Interest(s) received. Consultants shall take action to subcontract a portion of services to interested minority and women owned businesses. Efforts to use or use of minority or women owned businesses will be part of the evaluation criteria.

IX. Department Contact/Requests for Clarification

The Consultant’s primary interface with the City will be with the Contract Administrator who will act as the City’s designated representative. Prospective Consultants shall direct inquiries/questions **in writing only** to:

ITContractAdministrator@MinneapolisMN.gov

All questions are due per Section VI - Schedule. Responses to the questions will be posted per Section XI – Addendum to the RFP.

The Contract Administrator is the only individual who can be contacted regarding the RFP before proposals are submitted and cannot vary the terms of the RFP.

X. Rejection of Proposals

The City of Minneapolis reserves the right to reject any or all proposals on the basis of the submittals, to waive technicalities or irregularities, and to accept any proposal it deems to be in the best interest of the City. This RFP doesn’t commit the City to award any contract. The City of Minneapolis shall not be liable for any costs incurred by any firm responding to this RFP.

XI. Addendum to the RFP

If any addendum is issued for this RFP, it will be posted on the City of Minneapolis website: <http://www.minneapolismn.gov/finance/procurement/rfp>. The City reserves the right to cancel or amend the RFP at any time.

All question responses will be posted at the website indicated in this Section XI – Addendum to the RFP.

Exhibit A - General Conditions for Request for Proposals (RFP)

Revised: December 2015

The General Conditions are terms and conditions that the City expects all of its Consultants to meet. The Consultant agrees to be bound by these requirements unless otherwise noted in the Proposal.

1. City's Rights

The City reserves the right to reject any or all proposals or parts of proposals, to accept part or all of proposals on the basis of considerations other than lowest cost, and to create a project of lesser or greater expense and reimbursement than described in the Request for Proposal, or the respondent's reply based on the component prices submitted.

2. Equal Opportunity Statement

The Consultant agrees to comply with applicable provisions of applicable federal, state and city regulations, statutes and ordinances pertaining to the civil rights and non-discrimination in the application for and employment of applicants, employees, subConsultants and suppliers of the Consultant. Among the federal, state and city statutes and ordinances to which the Consultant shall be subject under the terms of this Contract include, without limitation, Minnesota Statutes, section 181.59 and Chapter 363A, Minneapolis Code of Ordinances Chapter 139, 42 U.S.C Section 2000e, et. seq. (Title VII of the Civil Rights Act of 1964), 29 U.S.C Sections 621-624 (the Age Discrimination in Employment Act), 42 U.S.C Sections 12101-12213 (the Americans with Disability Act or ADA), 29 U.S.C Section 206(d) (the Equal Pay Act), 8 U.S.C Section 1324 (the Immigration Reform and Control Act of 1986) and all regulations and policies promulgated to enforce these laws. The Consultant shall have submitted and had an “affirmative action plan” approved by the City prior to entering into a Contract.

3. Insurance

Insurance secured by the Consultant shall be issued by insurance companies acceptable to the City and admitted in Minnesota. The insurance specified may be in a policy or policies of insurance, primary or excess. Such insurance shall be in force on the date of execution of the Contract and shall remain continuously in force for the duration of the Contract.

Acceptance of the insurance by the City shall not relieve, limit or decrease the liability of the Consultant. Any policy deductibles or retention shall be the responsibility of the Consultant. The Consultant shall control any special or unusual hazards and be responsible for any damages that result from those hazards. The City does not represent that the insurance requirements are sufficient to protect the Consultant's interest or provide adequate coverage. Evidence of coverage is to be provided on a current ACORD Form. A thirty (30) day written notice is required if the policy is canceled, not renewed or materially changed. The Consultant shall

require any of its subConsultants, if sub-contracting is allowable under this Contract, to comply with these provisions, or the Consultant will assume full liability of the subConsultants.

The Consultant and its subConsultants shall secure and maintain the following insurance:

- a) **Workers Compensation** insurance that meets the statutory obligations with Coverage B- Employers Liability limits of at least \$100,000 each accident, \$500,000 disease - policy limit and \$100,000 disease each employee.
- b) **Commercial General Liability** insurance with limits of at least \$2,000,000 general aggregate, \$2,000,000 products - completed operations \$2,000,000 personal and advertising injury, \$100,000 each occurrence fire damage and \$10,000 medical expense any one person. The policy shall be on an "occurrence" basis, shall include contractual liability coverage and the City shall be named an additional insured. The amount of coverage will be automatically increased if the project amount is expected to exceed \$2,000,000 or involves potentially high risk activity.
- c) **Commercial Automobile Liability** insurance covering all owned, non-owned and hired automobiles with limits of at least \$1,000,000 per accident.
- d) **Professional Liability** Insurance or Errors & Omissions Insurance providing coverage for 1) the claims that arise from the errors or omissions of the Consultant or its subConsultants and 2) the negligence or failure to render a professional service by the Consultant or its subConsultants. The insurance policy should provide coverage in the amount of \$2,000,000 each claim and \$2,000,000 annual aggregate. The insurance policy must provide the protection stated for two years after completion of the work.
- e) **Network Security and Privacy Liability** for the duration of this agreement providing coverage for, but not limited to, Technology and Internet Errors & Omissions, Security and Privacy Liability, and Media Liability. Insurance will provide coverage against claims that arise from the disclosure of private information from files including but not limited to: 1) Intentional, fraudulent or criminal acts of the Consultant, its agents or employees. 2) Breach of the City's private data, whether electronic or otherwise. The insurance policy should provide minimum coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If written on a Claims-Made basis, the policy must remain in continuous effect for at least 3 years after the service is provided or include a 3 year extended reporting period.

4. Hold Harmless

The Consultant will defend, indemnify and hold harmless the City and its officers and employees from all liabilities, claims, damages, costs, judgments, lawsuits and expenses, including court costs and reasonable attorney's fees regardless of the Consultant's insurance coverage, arising directly from any negligent act or omission of the Consultant, its employees, agents, by any sub-Consultant or sub-Consultant, and by any employees of the sub-Consultants and sub-Consultants of the Consultant, in the performance of work and delivery of services provided by or

through this Contract or by reason of the failure of the Consultant to perform, in any respect, any of its obligations under this Contract.

The City will defend, indemnify and hold harmless the Consultant and its employees from all liabilities, claims, damages, costs, judgments, lawsuits and expenses including court costs and reasonable attorney's fees arising directly from the negligent acts and omissions of the City by reason of the failure of the City to perform its obligations under this Contract. The provisions of the Minnesota Statutes, Chapter 466 shall apply to any tort claims brought against the City as a result of this Contract.

Except as provided in the section titled Data Practices, neither party will be responsible for or be required to defend any consequential, indirect or punitive damage claims brought against the other party.

5. Subcontracting

The Consultant shall provide written notice to the City and obtain the City's authorization to sub-contract any work or services to be provided to the City pursuant to this Contract. As required by Minnesota Statutes, Section 471.425, the Consultant shall pay all subConsultants for subConsultant's undisputed, completed work, within ten (10) days after the Consultant has received payment from the City.

6. Assignment or Transfer of Interest

The Consultant shall not assign any interest in the Contract, and shall not transfer any interest in the same either by assignment or novation without the prior written approval of the City. The Consultant shall not subcontract any services under this Contract without prior written approval of the City Department Contract Manager designated herein.

7. General Compliance

The Consultant agrees to comply with all applicable Federal, State and local laws and regulations governing funds provided under the Contract.

8. Performance Monitoring

The City will monitor the performance of the Consultant against goals and performance standards required herein. Substandard performance as determined by the City will constitute non-compliance with this Contract. If action to correct such substandard performance is not taken by the Consultant within a reasonable period of time to cure such substantial performance after being notified by the City, Contract termination procedures will be initiated. All work submitted by Consultant shall be subject to the approval and acceptance by the City Department Contract Manager designated herein. The City Department Contract Manager designated herein shall review each portion of the work when certified as complete and submitted by the Consultant and shall inform the Consultant of any apparent deficiencies, defects, or incomplete work, at any stage of the project.

9. Prior Uncured Defaults

Pursuant to Section 18.115 of the City's Code of Ordinances, the City may not contract with persons or entities that have defaulted under a previous contract or agreement with the City and have failed to cure the default.

10. Independent Consultant

Nothing contained in this Contract is intended to, or shall be construed in any manner, as creating or establishing the relationship of employer/employee between the parties. The Consultant shall at all times remain an independent Consultant with respect to the work and/or services to be performed under this Contract. Any and all employees of Consultant or other persons engaged in the performance of any work or services required by Consultant under this Contract shall be considered employees or subConsultants of the Consultant only and not of the City; and any and all claims that might arise, including Worker's Compensation claims under the Worker's Compensation Act of the State of Minnesota or any other state, on behalf of said employees or other persons while so engaged in any of the work or services to be rendered or provided herein, shall be the sole obligation and responsibility of the Consultant.

11. Accounting Standards

The Consultant agrees to maintain the necessary source documentation and enforce sufficient internal controls as dictated by generally accepted accounting practices (GAAP) to properly account for expenses incurred under this Contract.

12. Retention of Records

The Consultant shall retain all records pertinent to expenditures incurred under this Contract in a legible form for a period of six years commencing after the later of contract close-out or resolution of all audit findings. Records for non-expendable property acquired with funds under this Contract shall be retained for six years after final disposition of such property.

13. Data Practices

The Consultant agrees to comply with the Minnesota Government Data Practices Act (Minnesota Statutes, Chapter 13) and all other applicable state and federal laws relating to data privacy or confidentiality. The Consultant and any of the Consultant's sub-Consultants or sub-Consultants retained to provide services under this Contract shall comply with the Act and be subject to penalties for non-compliance as though they were a "governmental entity." The Consultant must immediately report to the City any requests from third parties for information relating to this Contract. The City agrees to promptly respond to inquiries from the Consultant concerning data requests. The Consultant agrees to hold the City, its officers, and employees harmless from any claims resulting from the Consultant's unlawful disclosure or use of data protected under state and federal laws.

All Proposals shall be treated as non-public information until the Proposals are opened for review by the City. At that time, the names of the responders become public data. All other data is private or non-public until the City has completed negotiating the Contract with the selected Consultant(s). At that time, the proposals and their contents become public data under the provisions of the Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13 and as such are open for public review.

14. Inspection of Records

Pursuant to Minnesota Statutes, Section 16C.05, all Consultant payroll and expense records with respect to any matters covered by this Contract shall be made available to the City and the State of Minnesota, Office of the State Auditor, or their designees upon notice, at any time during normal business hours, as often as the City deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

15. Living Wage Ordinance

The Consultant may be required to comply with the “[Minneapolis Living Wage and Responsible Public Spending Ordinance](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_255695.pdf)” (http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/convert_255695.pdf), Chapter 38 of the City’s Code of Ordinances (the “Ordinance”). Unless otherwise exempt from the ordinance as provided in Section 38.40 (c), any City contract for services valued at \$100,000 or more or any City financial assistance or subsidy valued at \$100,000 or more will be subject to the Ordinance’s requirement that the Consultant and its subConsultants pay their employees a “living wage” as defined and provided for in the Ordinance.

16. Applicable Law

The laws of the State of Minnesota shall govern all interpretations of this Contract, and the appropriate venue and jurisdiction for any litigation which may arise hereunder will be in those courts located within the County of Hennepin, State of Minnesota, regardless of the place of business, residence or incorporation of the Consultant.

17. Conflict and Priority

In the event that a conflict is found between provisions in this Contract, the Consultant's Proposal or the City's Request for Proposals, the provisions in the following rank order shall take precedence: 1) Contract; 2) Proposal; and last 3) Request for Proposals (only for Contracts awarded using RFP).

18. Travel

If travel by the Consultant is allowable and approved for this Contract, then Consultant travel expenses shall be reimbursed in accordance with the

City's [Consultant Travel Reimbursement Conditions](http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/wcms1p-096175.pdf) (<http://www.minneapolismn.gov/www/groups/public/@finance/documents/webcontent/wcms1p-096175.pdf>).

19. Billboard Advertising

City Code of Ordinance 544.120, prohibits the use of City and City-derived funds to pay for billboard advertising as a part of a City project or undertaking.

20. Conflict of Interest/Code of Ethics

Pursuant to Section 15.250 of the City's Code of Ordinances, both the City and the Consultant are required to comply with the City's Code of Ethics. Chapter 15 of the Code of Ordinances requires City officials and the Consultant to avoid any situation that may give rise to a "conflict of interest." A "conflict of interest" will arise if Consultant represents any other party or other client whose interests are adverse to the interests of the City.

As it applies to the Consultant, the City's Code of Ethics will also apply to the Consultant in its role as an "interested person" since Consultant has a direct financial interest in this Agreement. The City's Code of Ethics prevents "interested persons" from giving certain gifts to employees and elected officials.

21. Termination, Default and Remedies

The City may cancel this Contract for any reason without cause upon thirty (30) days' written notice. Both the City and the Consultant may terminate this Contract upon sixty (60) days' written notice if either party fails to fulfill its obligations under the Contract in a proper and timely manner, or otherwise violates the terms of this Contract. The non-defaulting party shall have the right to terminate this Contract, if the default has not been cured after ten (10) days' written notice or such other reasonable time period to cure the default has been provided. If termination shall be without cause, the City shall pay Consultant all compensation earned to the date of termination. If the termination shall be for breach of this Contract by Consultant, the City shall pay Consultant all compensation earned prior to the date of termination minus any damages and costs incurred by the City as a result of the breach. If the Contract is canceled or terminated, all finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials prepared by the Consultant under this Contract shall, at the option of the City, become the property of the City, and the Consultant shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents or materials prior to the termination.

Notwithstanding the above, the Consultant shall not be relieved of liability to the City for damages sustained by the City as a result of any breach of this Contract by the Consultant. The City may, in such event, withhold payments due to the Consultant for the purpose of set-off until such time as the exact amount of damages due to the City is determined. The rights or remedies provided for herein shall not

limit the City, in case of any default by the Consultant, from asserting any other right or remedy allowed by law, equity, or by statute. The Consultant has not waived any rights or defenses in seeking any amounts withheld by the City or any damages due the Consultant.

22. Ownership of Materials

All finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials resulting from this Contract shall become the property of the City upon the City's payment for and final approval of the final report or upon payment and request by the City at any time before then. The City at its own risk, may use, extend, or enlarge any document produced under this Contract without the consent, permission of, or further compensation to the Consultant.

23. Intellectual Property

All Work produced by the Consultant under this Contract is classified as "work for hire" and upon payment by the City to the Consultant will be the exclusive property of the City and will be surrendered to the City immediately upon completion, expiration, or cancellation of this Contract. "Work" covered includes all reports, notes, studies, photographs, designs, drawings, specifications, materials, tapes or other media and any databases established to store or retain the Work. The Consultant may retain a copy of the work for its files in order to engage in future consultation with the City and to satisfy professional records retention standards. The Consultant represents and warrants that the Work does not and will not infringe upon any intellectual property rights of other persons or entities.

Each party acknowledges and agrees that each party is the sole and exclusive owner of all right, title, and interest in and to its services, products, software, source and object code, specifications, designs, techniques, concepts, improvements, discoveries and inventions including all intellectual property rights thereto, including without limitations any modifications, improvements, or derivative works thereof, created prior to, or independently, during the terms of this Contract. This Contract does not affect the ownership of each party's pre-existing, intellectual property. Each party further acknowledges that it acquires no rights under this Contract to the other party's pre-existing intellectual property, other than any limited right explicitly granted in this Contract.

24. Equal Benefits Ordinance

Minneapolis Code of Ordinances, Section 18.200, relating to equal benefits for domestic partners, applies to each Consultant and subConsultant with 21 or more employees that enters into a "contract", as defined by the ordinance that exceeds \$100,000. The categories to which the ordinance applies are personal services; the sale or purchase of supplies, materials, equipment or the rental thereof; and the construction, alteration, repair or maintenance of personal property. The categories to which the ordinance does not apply include real property and development contracts.

Please be aware that if a “contract”, as defined by the ordinance, initially does not exceed \$100,000, but is later modified so the Contract does exceed \$100,000, the ordinance will then apply to the Contract. A complete text of the ordinance is available at: http://www.minneapolismn.gov/www/groups/public/@finance/documents/w/bcontent/convert_261694.pdf

It is the Consultant’s and subConsultant’s responsibility to review and understand the requirements and applicability of this ordinance.

25. City Ownership and Use of Data

The City has adopted an Open Data Policy (“Policy”). The City owns all Data Sets as part of its compliance with this Policy. Data Sets means statistical or factual information: (a) contained in structural data sets; and (b) regularly created or maintained by or on behalf of the City or a City department which supports or contributes to the delivery of services, programs, and functions. The City shall not only retain ownership of all City Data Sets, but also all information or data created through the City’s use of the software and /or software applications licensed by the Consultant (or any subConsultant of sub-Consultant of the Consultant) to the City.

The City shall also retain the right to publish all data, information and Data Sets independently of this Contract with the Consultant and any of Consultant’s subConsultants or sub-Consultants involved in providing the Services, using whatever means the City deems appropriate.

The City shall have the right to access all data, regardless of which party created the content and for whatever purpose it was created. The Consultant shall provide bulk extracts that meet the public release criteria for use in and within an open data solution. The Consultant shall permit and allow free access to City information and Data Sets by using a method that is automatic and repeatable. The Data Sets shall permit classification at the field level in order to exclude certain data.

26. Audit Requirements for Cloud-Based Storage of City Data

If the Consultant’s services include the storage of City data using a cloud based solution, then the Consultant agrees to secure the data as though it were “private data” as defined in Minnesota Statutes, Chapter 13. The Consultant shall provide the City with the annual copy of the Federal Standards for the Statement on Standards for Attestation Engagements (SSAE) No. 16 or the International Standard on Assurance Engagements (ISAE) No. 3402. The Consultant agrees to provide a .pdf copy to the City’s Contract Manager, upon the Consultant’s receipt of the audit results.

27. Small & Underutilized Business Program (SUBP) Requirements

The City of Minneapolis policy is to provide equal opportunities to all businesses, with an effort to redress discrimination in the City's marketplace and in public contracting against Minority-Owned Business Enterprises (MBEs) and Women-Owned Business Enterprises (WBEs). The SUBP requirements detailed in the Minneapolis Code of Ordinances Chapter 423.50 applies to any professional or technical Service contract in excess of \$100,000. SUBP goals are set on contracts based on project scope, subcontracting opportunities and availability of qualified MBEs/WBEs.

There are no SUBP goals on this RFP. However, if there are subcontracting opportunities later identified, Consultant shall inform the Contract Manager to obtain authorization as stated under the section titled "Subcontracting" of the Terms and Conditions. Consultant shall take action to afford MBEs and WBEs full and fair opportunities to compete on this contract and resulting subcontracts. To locate certified MBEs and WBEs under the Minnesota Uniform Certification Program (MnUCP), please visit <http://mnucp.metc.state.mn.us/> or contact contractcompliance@minneapolismn.gov.

28. Click Wrap

The terms and conditions of any contract resulting from the RFP take precedence over any conflicting Consultant license terms and conditions including those found in Consultant's or a Third Party's Software Click Wrap license, whether presented in writing or electronically; whether presented prior to or subsequent to executing this Contract. City and its users shall not be bound by the terms of a Click Wrap license encountered during installation or at any time thereafter, even if City users click 'Accept' in order to continue using the software.

29. Software Audit Rights

In lieu of any audit provisions in the license agreement and no more than once annually, Consultant may require City to perform an internal audit and City will use its best efforts to keep full and accurate accounts that may be used to properly ascertain and verify numbers of licenses in use. Consultant shall not impose any fees upon City for this internal audit to be performed. Should City's internal audit reveal that it is out of license compliance, City shall have the right to either, a) de-install the offending software without penalty or fee from Consultant or its third parties, or b) pay to Consultant the fees owed, based upon the rates established in this agreement, to obtain license compliance. No additional fees or penalties shall be applied, either retroactively or otherwise.

30. Warranty

The Consultant warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this Contract.

CONSULTANT WARRANTS FOR ONE (1) YEAR FROM THE DATE ON WHICH THE SOFTWARE SPECIFIED IN A DELIVERY ORDER

DOCUMENT IS FIRST USED IN PRODUCTION BY CITY THAT THE SOFTWARE WILL PERFORM IN ALL MATERIAL RESPECTS THE FUNCTIONS DESCRIBED IN THE DOCUMENTATION WHEN OPERATED IN ACCORDANCE WITH (a) THE DOCUMENTATION ON A SUPPORTED PLATFORM [OR] (b) IN THE CITY REQUIREMENTS SPECIFIED IN THE CITY SOLICITATION.

31. Transfer Rights

The City shall have the right, without the prior written consent of the software’s publisher or its authorized resellers, to assign, reassign, or transfer software licenses or City’s rights in the software to an “Affiliate” of City, to include any governmental organization that is managed, operated or controlled by the City.

32. Third Party Software

Consultant has obtained all necessary licenses for City to use any Third Party Materials (including without limitation, all Open Source licenses) provided with Consultant’s Software and Managed Services. Consultant complies with and shall continue to comply with all third party licenses (including, without limitation, all Open Source licenses) associated with any Third Party Materials provided with Consultant’s Software and Managed Services. To the extent any Third Party Materials are provided with Consultant’s Software and Managed Services, City’s use of such Consultant’s Software and Managed Services as provided by Consultant and in accordance with this Contract or any additional agreements issued hereunder will not be in conflict with any third party license requirements and will satisfy all conditions on use, modification or distribution of any such Third Party Materials without the need for any additional, unanticipated action or license fees on City’s part. City does not and will not need to procure any rights or licenses to any patents or other third-party intellectual property rights to use as intended in this Contract or any additional agreements issued hereunder Consultant’s Software and Managed Services delivered by Consultant.

33. Access to Source Code

At the City’s discretion, Consultant and City shall enter into a separate source code escrow agreement.

34. Multiple Instances of Licenses under one License

City shall only pay for licenses in a production environment. Licenses for all other environments shall be included in fees paid for the production environment.

35. Consultant Access to City Data

City grants Consultant the non-exclusive, non-transferable, license to copy, store, record, transmit, maintain, display, view, print or otherwise use City Data solely to the extent necessary to provide the Service to City. City agrees that the license to City

Data shall survive termination of the Service for a period of one (1) year solely for the purpose of storing backup City Data at an offsite storage facility. City expressly prohibits the use of Client Data except as expressly provided herein. Any employee of Consultant, its subConsultants and its third parties that have physical or logical access to criminal justice data contained within the City Data must be a U.S. citizen, permanent resident and/or have been living in the United States for at least five (5) years and shall undergo a background check conducted by the City. The City shall be informed in writing 90 days prior to any proposed change of location of the services performed. The City shall have the right to approve or deny said change of location.

36. City Data Ownership and Access

The City owns all “City Data”. City Data shall mean any data, information, or other materials of any nature whatsoever, provided to Consultant by City in the course of implementing and/or using the Service. The City shall have unconditional access to City’s data.

37. Site to Site VPN

Should Consultant be provided site-to-site virtual private network (“VPN”) access to perform the services stated in this Contract, Consultant agrees to protect City’s network, systems and data accessible through the site-to-site VPN. This includes but is not limited to, the following:

Ensuring that all devices used to access City’s network, systems and data are fully patched and running professional-grade anti-virus, anti-malware protection that receives daily signature updates.

Ensuring that only Consultant’s authorized employees are provided access to City’s systems, and such access shall be only for those purposes authorized by City.

City shall be notified within twenty-four (24) hours when a Consultant’s employee no longer needs access, and immediately if the Consultant’s employee is involuntarily terminated.

City shall be notified immediately upon discovery that Consultant’s authorized employees have been unintentionally granted access to City systems or data other than what is necessary to perform the services in this Contract.

Notifying City’s IT Service Desk immediately upon learning of an actual or suspected security breach within Consultant’s environment may impact City’s network, systems and data.

Respond within two (2) hours upon notification of a suspected security incident generating from Consultant’s site or from the equipment supported by Consultant on City’s site.

City reserves the right to disable the VPN tunnel at any time to ensure the security of City data and network operations.

Should Consultant be provided a City issued laptop or similar device that allows virtual private network (“VPN”) access to perform the services stated in this Contract, Consultant agrees to the following:

Only authorized employees of the Consultant shall use the device to access City systems. Such access shall be only for those purposes authorized by City.

Each authorized employee of Consultant shall have an individual named account and access credentials and will not be shared with anyone other than the authorized employee.

City shall be notified within twenty-four (24) hours when Consultant’s authorized employee no longer needs access or immediately if Consultant’s authorized employee is involuntarily terminated.

City shall be notified immediately upon discovery that Consultant’s authorized employees have been unintentionally granted access to City systems or data other than what is necessary to provide the services in this Contract.

Consultant’s use of the City issued devices and any resulting access to City’s network shall be used in compliance with City’s policies, procedures, standards and guidelines, including but not limited to, City’s Electronic Communications Policy and Minneapolis IT Network Security Standards.

Consultant’s authorized employees shall not interfere with standard security protections applied to the device by City, including but not limited to, anti-malware, personal firewall, disk encryption, or adding additional user profiles to the device.

No software except that which is expressly authorized by City shall be installed on the device.

Any sign of malware infection or other security breach on the device is reported immediately to City’s IT Service Desk.

No private or confidential data as defined by the Minnesota Government Data Practices Act (MGDPA) and/or other applicable legal or regulatory requirements shall be stored on the assigned device.

No nonpublic data (as defined by the MGDPA) accessed on the City’s network will be copied from City’s network to portable storage (e.g. USB) and/or disclosed to any unauthorized employees of Consultant or third party.

Lost or stolen devices shall be reported immediately to City’s IT Service Desk.

Devices shall be returned to City within five (5) business days after completion of the services or expiration of the contract, whichever comes first.

38. On Premise

If the solution being proposed by the Consultant is on premise, the City shall have the right to continue use of any products and documentation that were purchased prior to the transfer or termination of the Agreement. Consultant may not terminate this Contract for non-payment.

39. Cloud Based

If the solution being proposed by the Consultant is Cloud Based, all conditions in RFP Terms and Conditions Numbers 29 - 37 above apply, in addition to the following terms and conditions:

A. Data Locations

All City Data and backup City Data shall be located in the continental United States. Consultant shall obtain permission from City prior to any change in the location of the City Data.

B. Back ups

All environments must be backed up on a daily basis.

C. Cloud Data Storage Audit Requirements

If Cloud data storage is utilized as part of the solution, the Consultant agrees to maintain full security of their data system. The Consultant must agree to supply the City with a copy of the Federal standards for the Statement on Standards for Attestation Engagements (SSAE) No. 16 or International Standard on Assurance Engagements (ISAE) No. 3402. These third party audits will be required annually, and the City will request a copy to be supplied to the Contract Manager as soon as they are released.

Exhibit B - Scope of Services

MECC currently utilizes nearly 200 different policy and procedure guides for categorizing incoming calls for public safety service from City of Minneapolis residents and visitors. These policies and procedures must be taught to all new staff. Existing staff are expected to retain and instantly recall information related to processing and dispatching various call types. In an emergency, it can be difficult to instantly recall specific policy requirements while simultaneously speaking to callers who may be injured, upset or frightened.

The City desires to assist MECC staff in performing essential job tasks in a more organized and efficient manner. A primary goal for this project is to improve call processing for emergency Police and Fire calls for service. Emergency medical calls for 911 in Minneapolis are currently transferred to the EMS providers (Hennepin Emergency Medical Services and North Memorial Ambulance Services) both of which use professional call handling software for these emergency medical situations. The City desires to discuss with the awarded Consultant options for retaining the EMS calls rather than transferring them. Part of this discussion could include the option to retain the EMS calls in a Phase II approach. The City seeks to purchase a 911 Call Handling Protocol Software System to enable Emergency Telecommunicators to easily provide life-saving instructions to callers and that implements a comprehensive training and evaluation solution for Emergency Telecommunicators and quality assurance personnel.

DEFINITIONS

Call Processing System	An Interface between the call taker and the CAD system that will aid call takers in gathering information from callers by providing protocols, questions, and instructions.
Call for Service	Requests for assistance from a citizen.
Emergency Responders	Police Officers, Fire-Fighters, Paramedics, etc.
Agency	Police, Fire-Rescue, EMS, others
City	City of Minneapolis, Minnesota
Safety Related	Having to do with scene, responder, or caller safety
Successful Completion	Sixty consecutive error-free days of operation.
Emergency Telecommunicator	Employee processing calls for service

MINIMUM REQUIRED SPECIFICATIONS

At a minimum, the system must:

- 1) Interface with TriTech InformCAD (version 5.5.25.15), the system being used by Minneapolis 911 currently. Minneapolis 911 anticipates moving to future versions of

- InformCAD. Describe how your call processing system works in conjunction with the standard TriTech InformCAD call taking screen.
- 2) Provide a high quality of service to all City of Minneapolis Public Safety Communication department customers.
 - 3) Include a manual (paper/card/other format) version of the call processing system. The City must have the ability to generate a manual version of any custom-built protocols and / or questions.
 - 4) Achieve more consistency in call notes provided to emergency responders.
 - 5) Include a training component that certifies Emergency Telecommunicators in the use of the call processing / protocol system. Training must include lecture, hands-on, and testing components. Consultant must provide training regarding the use of the quality assurance program.
 - 6) Provide a comprehensive Quality Assurance program. It must contain a computerized process for evaluating calls for service and providing feedback to Emergency Telecommunicators. Consultant must detail what stock reporting is available and what ad-hoc reporting and filtering capabilities are present.
 - 7) Streamline the call processing procedures used by Emergency Telecommunicators while providing a solution flexible enough to add or change protocols and/or specific questions based on business needs and adopted best practices.

In the proposal, Consultants may propose additional tasks or activities if they improve the project and contribute to the goals.

If awarded a contract, Consultant must be able to provide all aspects of the 911 Call Handling Protocols Software System implementation including project management, consultation services, requirements gathering, design, development/configurations, implementation, documentation and training.

Consultant must have a system in place during the project for tracking and documenting module configuration to be used in performing knowledge sharing and transfer. Consultant(s) must submit a description of the format that will be used to document module configuration and a brief explanation about how those files would be maintained during the project, and eventually provided to the City. The Consultant will be a resource to the City's team during the knowledge sharing and transfer period.

The Consultant will work jointly with the City to plan for System migration and to transfer data from the old System to the 911 Call Handling Protocol System.

The Consultant will describe its process for adopting new releases of technology (server operating systems, database servers) including how long it typically takes to adopt a new release of a technology product.

The City currently uses Symantec for Anti-Virus for City-owned desktops and laptops and Symantec for servers. Provide information regarding any issues with either of these products and if there are directories that need to be excluded from being scanned.

The Consultant will provide any integration/interface requirements to Office 365 and/or Active Directory. The City uses Office 365 for the Government Cloud for e-mail. Include a description of how the proposed solution may utilize inbound or outbound e-mail services.

After installation and initial customization of the system, City requires a successful completion of a testing period before final payment is made. Software which runs on a server must run as a service account and not as a logon account.

ADDITIONAL TECHNICAL REQUIREMENTS

1. Current Computing Environment

The City of Minneapolis has an established technology architecture that describes standard services and operating requirements for end-user computing (desktop) data center environments and network communications.

The City also has established standards for system configuration, administrative access control and change-management procedures that will guide system design and implementation and affect operational support services provided by the selected Consultant.

To align with the City's strategic technology management objectives, Consultant systems hosted in the City's environment are expected to operate acceptably within these standards.

To be considered a complete response to this section of the RFP, Consultants must indicate that their systems can operate within standards and/or meet these requirements (where applicable), or describe in detail any recommended or required variations to optimize performance of their installed products.

Where City of Minneapolis technology architecture roadmap information is provided, Consultant responses must include information about how their product roadmap will align. Each Consultant must complete attached Appendix II to indicate whether their solution will align with the City of Minneapolis' technological architecture.

2. Service Levels

Consultant agrees to provide service levels for its solution:

- Response time for providing electronic responses for software malfunctions.
- Response time for providing live responses to software malfunctions.
- Severity levels to be established.
 - Level 1 (high), significant impact on system use.
 - Level 2 (moderate), causes some user issues, but most processes are functional.
 - Level 3 (low), does not have significant impact on users.
- Contract to include clause for negligence of support and associated penalties.
- Support hierarchies cannot materially change, thereby providing a lower level of support.

- Hours of support to be established.
- Modes (telephone, email, tickets, instant messaging) of support to be established.

3. Disaster Recovery

If the Consultant's proposed solution is cloud based, a detailed outline of the Consultant's Disaster Recovery (DR) plan must be provided. As part of the DR plan, the following must be addressed.

- The Consultant must describe what it can support as a recovery point objective (RPO).
- The Consultant must describe what it can support as a recovery time objective (RTO).

Exhibit C – Urban Area Security Initiative (UASI) Grant

The 2015 UASI grant period runs from January 1, 2016 through December 31, 2016. All programmatic activities must take place within the 12 month grant period, and all purchase orders must be obligated and encumbered by the last day of the grant period. Outstanding obligations will not be reimbursed.

The Code of Federal Regulations identifies procurement standards that must be upheld, including full and open competition and conflict of interest requirements. Noncompetitive (sole source) proposals are allowed if the item is only available from a single source, public emergency will not permit a delay, or competition is deemed inadequate after solicitation from a number of sources. Sub-grantees are encouraged to enter into state and local intergovernmental agreements for procurement or use common goods and services. Sub-grantees can use their own procurement procedures, provided they are as strict as the federal policy and follow all applicable federal, state and local laws and regulations. In cases where the federal procurement policy is more strict than the sub-grantee's, the federal policy must be followed.

Grant funding used for travel expenses including mileage, airfare/rental car costs, hotel stays, meals, tips, per diem, or overtime and backfill must be in line with the city of Minneapolis' travel policy.

Proof of payment in the form of either a copy of the front and back of a cancelled check or a clear and accurate expenditure report from a sub-grantee's financial system must be submitted for every expense. The proof of payment document should include dollar amounts, dates, vendor names, and invoice numbers. For personnel expenses, a payroll report showing dates and amounts broken down by employee is required as proof of payment documentation.

Source documentation must also be provided for every expense. Source documentation can be in the form of a vendor's invoice that is dated and includes a list of itemized charges or, for personnel expenses, a payroll report or a timesheet and breakdown of reimbursable hours and hourly rate of pay (including benefits and overtime pay, where applicable).

Additional information can be found in the following documents:

- Minneapolis OEM's Grant Management Manual
- 44 CFR 13.32 "Allowable Costs"
- UASI Notice of Funding
- OMB Circular A-87 "Cost Principles for State, Local and Indian Tribal Governments"
- DHS Financial Management Guide Chapter 10 "Costs and Expenditures"

Appendix I

RFP 911 Call Handling Protocols Software System - Requirements Matrix

Using the tables in the matrix document below, the Consultant should respond to each individual requirement by entering an ‘X’ in one of the columns provided. Select the appropriate response using the following guidelines below.

The functional requirements are presented in tabular format. The columns in the table include:

Reference Number	The internal cross-reference number for the requirement. See appendices for detail requirements that were summarized to this internal cross-reference number.
Requirement	The specific function or behavior necessary to satisfy City business needs.
Standard	The requirement is satisfied by the solution proposed without configuration. Where the requirement is satisfied by third-party software, indicate the third party product proposed. Also mark here for questions in which the Consultant satisfies the requirement.
Configured	The requirement is not satisfied by the solution out of the box, but is satisfied by configuration.
Customized	A modification to the solution is required to satisfy this requirement. Provide an explanation of the volume of labor and work complexity. In addition, indicate whether the requirement will be satisfied by an upcoming release, and if so, give the version number and date of release.
Not Available	The solution will not satisfy the requirement. Also mark here for questions in which the Consultant does not satisfy the requirement.
Describe how this requirement will be satisfied	Details regarding the delivery of the requirement. Narrative will adequately describe how the Consultant solution can satisfy the requirement. Screen shots, sample reports, or supporting documentation may be included in the response. Use extra pages as necessary and include the Requirement Reference Number.

The Consultant also must enter a response in each requirement table under the row heading: “Describe how this requirement will be satisfied.”

Where Consultant has indicated that modifications/exceptions are needed to meet the requirement, Consultant must use this section to provide an explanation of the amount of work, the level of complexity and your availability to perform the modification. Where appropriate, indicate whether the requirement is planned for upcoming releases, and give the version number and date of release if known.

To understand associated data requirements, Consultant should reference the appendices or links provided. Additionally, Consultant can provide further comments outlining additional information or functionality of the system relevant to the requirement by attaching documents to the completed appendix and indicating the appropriate reference number.

Appendix I

RFP 911 Call Handling Protocols Software System - Requirements Matrix

The Consultant may also include screen shots, samples, and inventories for any requirement listed.

The items listed should not be construed as to be an exhaustive list of system requirements. As part of the implementation process, we expect Consultant to conduct an assessment of our process and business requirements, determine how their product meets the City of Minneapolis requirements, and identify possible gaps. The City would anticipate that this process would occur on-site and in collaboration with the relevant stakeholders.

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
1.0	General					
1.01	The City desires a single software solution for a call processing system that is able to process emergency and non- emergency Police, Fire-Rescue, Medical-Injury, and non-emergency Administrative calls for service					
1.02	Entirely scalable to meet the expanding needs of the client over time.					
2.0	Protocols					
2.01	Include a pre-built library of problem natures and call type. Must have the ability for the City to build custom problem natures and call types, remove existing ones, and revise existing ones.					
2.02	Include a pre-built library of questions and instructions. Allow Emergency Telecommunicators to move through the protocol					

Appendix I
RFP 911 Call Handling Protocols Software System - Requirements Matrix

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
	questions as needed, determined by the situation that is being presented to them as the call is being processed					
2.03	Allow for dynamic questioning. Allow Emergency Telecommunicators to move through the protocol questions as needed, determined by the situation that is being presented to them as the call is being processed.					
2.04	Allow the City to determine when calls being processed using the call processing system are entered into CAD from the Emergency Telecommunicator to be dispatched. Some calls must be immediately entered to be dispatched as soon as location, phone number, and problem nature / call type are determined. Others may require that the first question in the protocol sequence be answered before being entered to be dispatched to determine the response. Others, possibly those delayed in nature, may only need to be entered to be dispatched once all relevant notes have been completed.					
2.05	Ability for Emergency Telecommunicators to exit the protocol system, suspend its use, at any time due to a surge of incoming calls for service, but still maintain the ability to enter calls for service directly via the CAD system.					
2.06	Ability for Emergency Telecommunicators to log call notes by selecting options					

Appendix I
RFP 911 Call Handling Protocols Software System - Requirements Matrix

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
	(yes/no, descriptors, etc.) or adding free-form information that is typed in.					
2.07	Ability to add, via hyperlinks to other online documents, training tips, policy reminders, best practices, training materials, special information, etc. to individual protocols / call types. (Example, when an Emergency Telecommunicator goes to the chest pain protocol it provides links to additional information about chest pain).					
2.08	Ability for Emergency Telecommunicators to start a call using one protocol / call type and then, as needed, switch to another protocol / call type if the situation being presented changes, but have the information already recorded be maintained and only new unanswered questions be presented to the Emergency Telecommunicator.					Example?
2.9	Ability for Emergency Telecommunicators to start one call using the protocol system, put that call on hold, answer and process another call using the protocol system, and then go back to the original call and complete it from where they left off.					
2.10	Ability for notes to be sorted in chronological order for all notes or in chronological order by Emergency Telecommunicator that entered the notes.					
2.11	Ability to customize the order and appearance of					

Appendix I
RFP 911 Call Handling Protocols Software System - Requirements Matrix

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
	call notes that are sent to the CAD system. Detail what customization of appearance of call notes is available.					
2.12	Maintain and store all call for service notes, regardless of which Emergency Telecommunicator enters them or which Agency or Emergency Responders they are assigned to. Call for service notes must immediately populate on the call for service incident record in CAD where all department members and Emergency Responders may view them.					
2.13	Ability for TDD / TTY and Text Messaging interface that uses the same protocols / call types and questions, properly adjusted for use in processing calls from TDD / TTY devices and text messaging, as part of the protocol system.					
2.14	Allow for certain answers to questions, as determined by the City, to trigger automatic changes in the problem nature / call type or priority of the call for service in the CAD system. (Example, if an Emergency Telecommunicator is processing a theft call for service and the question, "Was force used?" is answered with a "Yes" the problem nature would automatically change to Robbery.					
2.15	Include a method for highlighting or other visual attention to call notes that are determined to be of critical importance or safety-related, as determined					

Appendix I
RFP 911 Call Handling Protocols Software System - Requirements Matrix

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
	by the Emergency Telecommunicator while taking the call for service or established by the City. Detail your ability to meet this value or functionality					
2.16	Capability for the system to be intuitive and provide instructions, or not provide instructions, based on information that has already been recorded by the Emergency Telecommunicator. (For example: If a patient’s gender is female all questions should be preceded with “she” as appropriate; if the call is medical in nature and is from a first-party caller questions such as, “Is s/he breathing” or “Is s/he conscious” should not be presented, etc.)					
2.17	Ability to allow for multiple call processing cases per CAD incident. (For example: three calls concerning a single house fire should allow for three call processing cases at once but should have the ability to refer back to a single CAD house fire incident.) Multiple call takers should all be able to process calls for service for a single incident.					
2.18	Provide, as part of the call processing system, a Text-to-911 interface that uses the same protocols, call types, and questions, which is properly adjusted for use in processing calls from text devices.					

Appendix I
RFP 911 Call Handling Protocols Software System - Requirements Matrix

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
3.0 Quality Assurance						
3.01	Ability for the quality assurance interface to present all captured call-for-service information in a single platform without having to conduct additional import/export operations.					
3.02	Ability for quality assurance personnel to flag calls that may be part of critical incident reviews in the computerized quality assurance review system.					
4.0 Training						
4.01	Include an associated continuing education program. Please fully describe what continuing education program is supplied with the system or is available as an added feature from the Consultant. Itemize additional costs in the Cost section of your response, and not discussed here.					
4.02	Ensure that the electronic environment used for training be separate from the live environment used for regular call taking / dispatching activities.					
4.03	Ability for the City to conduct new users training utilizing its own training personnel, equipment, and training facilities. Ability for City trainers to conduct train-the-trainer training and be able to certify new employees in the use of the protocol system.					

Appendix I
RFP 911 Call Handling Protocols Software System - Requirements Matrix

Reference Number	Requirement	Standard	Configure	Customize	Not Available	Describe how this requirement will be satisfied
5.0 Accreditation						
5.01	Include an associated accreditation program. Detail any information regarding a Consultant-sponsored accreditation program that is supplied with the call processing system or is available as an added feature from the Consultant. Itemize any additional costs in the Cost section of your response, and not discussed here.					
6.0 Disaster/Redundancy						
6.01	Support a secondary location for disaster recovery					
7.0 Reporting						
7.1	Create canned and summary reports for critical measurements such as number and type of calls handled by each Emergency Telecommunicator					
7.2	Ability to export reports to Excel, Access or other applications					
7.3	Ability to view, export and print reports					
7.4	Please describe your reporting capability					

Appendix II

Physical Server Specifications - CAD Database Server

	Description
CPU	Intel Xeon Quad Core or Higher
Number	1 physical processors
Speed	2.26 GHz or higher 3Mb cache or higher
Memory	24GB RAM
Op. System	Win Svr 2012 Stnd x64
SQL Server	SQL Server 2012 Stnd x64 (License 4 Cores)
I/O Channel 0	Dedicated to Operating System & SQL Application C:\ 72GB (10,000 > RPM SAS/SCSI)
I/O Channel 1	SQL Data & Indexes D:\ 290GB RAID 5 (10,000 > RPM SAS/SCSI)
I/O Channel2	SQL Logs L:\ 146GB (10,000 > RPM SAS/SCSI)
Network Interface	<ul style="list-style-type: none"> • TCP/IP protocol stack installed • Static or DHCP IP address • Minimum 100/1000 Mbps full duplex Base-T
USB Ports	2 USB 2.0
Optical	CD/DVD drive

Appendix III As-Is Technology Environment

Current Technology Environment

This section describes the current technology environment to assist Consultants with understanding the technology infrastructure in which the new System will operate. If the proposed system is a Software-As-A-Service Solution, this section will be less applicable.

The City does not anticipate making substantial architectural changes to its enterprise technology architecture other than the addition of servers, clients or services required to support the proposed System. All servers (physical or virtual) that are required to support the proposed system will be furnished by the City through its managed services provider.

The City's managed service provider operates two geographically diverse data centers for hosting the City's applications, including the majority of the City's enterprise environment.

Most of the servers operated on the City's behalf are virtual servers and exist in a VMware environment. The City prefers virtual servers to physical servers. The majority of application servers run Microsoft Windows. Microsoft SQL is the preferred database management system. Table 1 lists major elements of the enterprise environment.

Table 1: Current Server Services

Service	Specification	Roadmap
Server OS	Microsoft Windows 2012 Server 64 bit run in a virtualized environment using VMware ESX	Current
DBMS	Microsoft SQL Server 2012 R2	Current
Storage	Storage Area Networks (SAN), Network Attached Storage (NAS)	Current
	Hosted Storage	Current
Other Enterprise Application Services		
GIS	ESRI ArcServer 10.2.2 (GIS)	Current
Document Management	Microsoft SharePoint (Online)	Current

The current end-user clients use Microsoft Windows 7 Enterprise 32/64 bit operating system. The base image software includes the following core components:

- Internet Explorer 11
- Microsoft Office 2010 Professional