

**TOWN OF HILTON HEAD ISLAND
REQUEST FOR PROPOSALS: RFP 2018-0020**

The Town of Hilton Head Island is soliciting sealed proposals to provide a Computer Aided Dispatch System to be installed at Hilton Head Island Fire Rescue E911 Communications Center

I. GENERAL INFORMATION AND SUBMITTAL INSTRUCTIONS

The Town of Hilton Head Island (Town) is soliciting sealed proposals from qualified contractors (“Offerors” or “Contractors”) to provide a Computer Aided Dispatch (CAD) System to be installed at the Hilton Head Island Fire Rescue E911 Communications Center.

Please submit six (6) hard (paper) copies and one (1) electronic copy (on a flash or thumb drive) of your sealed proposal by 10:30am July 27, 2018. Proposals received after this time and date shall be rejected and will not be considered for contract award, without exception.

A public opening of proposals will be held on July 27, 2018 at 10:35 am at 70 Shelter Cove Lane, Unit H, Hilton Head Island, SC 29928, where only respondent names shall be read. No other information will be shared at the opening.

Sealed proposals shall be hand carried or delivered by traceable means (i.e. FedEx or other similar courier) to Richard Groth, Procurement Officer, Town of Hilton Head, 70 Shelter Cove Lane, Unit H, Hilton Head Island, SC 29928. **Proposals will not be accepted via electronic mail or fax.** All proposals must be clearly marked on the outside with the following: RFP 2018-0020. A copy of this solicitation can be obtained online at <http://www.hiltonheadislandsc.gov/government/procurement/home.cfm>.

Questions: All questions regarding this solicitation must be submitted in writing to Richard Groth, Procurement Officer, at richg@hiltonheadislandsc.gov and will be responded to in writing as well. All inquiries received and responses to them, if material in nature, will be posted in one or more addendums to this solicitation on the Town’s website. The deadline for submitting questions shall be July 20, 2018 at 2:00 pm. **It is the Offeror’s responsibility to check the Town website after the deadline for questions and prior to the due date for proposals, to ensure addendums have not been issued for this solicitation.**

The Town reserves the right to accept or reject any or all proposals received as a result of this request for proposals or to negotiate with all qualified offerors, or to cancel in part or in its entirety this solicitation if it is in the best interests of the Town. The Town reserves the right to refuse any and all proposals and to waive any technicalities and formalities.

This solicitation does not commit the Town to award a contract or to procure any of goods or services. The Town shall not incur or pay for any costs associated with the preparation of Offeror proposals.

All proposals must be signed by an official of Offeror authorized to bind Offeror. By submitting a proposal, Offeror agrees that its proposal shall be good and held open for a period of at least sixty (60) days from the Due Date.

The Town does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of goods and services.

II. BACKGROUND

The Hilton Head Island Fire Rescue E911 Communications Center has determined that its existing CAD System does not meet its current and anticipated requirements including information sharing, mutual aid, and growth. This RFP has been established to provide Offerors with guidelines for proposing a replacement CAD System.

III. SCOPE OF WORK / SPECIFICATIONS

The Town is seeking proposals and pricing for the provision and installation of a new CAD System.

The specifications below are provided to give the configuration and design desired. A list of current software interfaces with the Town's existing CAD System is provided below, and Offeror's proposed system must be able to interface with the listed systems.

All the specifications listed in Subsections A through C of this Section III of the RFP are considered to be Mandatory Specifications. Mandatory Specifications are required to be met for Offeror's proposal to be considered for contract award. The Offeror must satisfy or address each of the mandatory specifications listed below to be considered responsive. Failure to address any of the listed mandatory

specifications may be cause for rejection of Offeror's proposal in its entirety.

A. SYSTEM AND INTERFACE REQUIREMENTS

1. The Offeror's proposed Computer Aided Dispatch (CAD) System CAD system shall consist of application software. CAD System must provide the following:
 - CAD with 3 workstations
 - CAD Administrative with 2 workstations
 - Uses Microsoft SQL database 2014 on a Server 2012R2
2. The Town is also requiring a proposal that includes an **optional Mobile CAD System** developed, maintained and supported by Offeror.
3. Proposed CAD System must accommodate the following interfaces:
 - CAD-E911 Interface
 - CAD-Mapping System
 - CAD-ProQA Interface
 - CAD-Zoll ePCR Interface
 - CAD-Zoll RMS Interface
 - Smart911 Interface
 - PulsePoint Interface
4. The Town requires a local Server System. A vendor hosted or cloud based system will not be considered.
5. See Exhibit 1 for additional details for CAD system and interface requirements. Exhibit 1 must be completed as instructed in the format provided.

B. TRAINING REQUIREMENTS

1. **Training Methodology**
The Town requires On-Site Training Classes. Train-the-Trainer Classes are not acceptable.
2. **On-Site Classes**
Offeror shall provide On-Site Training Classes as follows:

Class	Students	Classes
System Manager	4	1
Dispatch	15	5

3. On-Site Live Operation Service

Upon completion of the On-Site Training Classes, the E911 Communications Center shall cut-over immediately to the new CAD System. Offeror shall provide On-Site Live Operation Service as follows:

Function	Days
Dispatch	2

4. Training Equipment

Offeror shall supply its own Training Equipment. Each Student shall receive hands on Training using Offeror supplied personal computer or any other equipment necessary for proper and complete training. The E911 Communications Center equipment including the data server shall not be used.

C. MAINTENANCE AND SUPPORT REQUIREMENTS

The Offeror shall provide 24-hours/day X 7-days/week X 365 days/year maintenance and support, using its own employees. Outsourced support is not acceptable.

IV. PROPOSAL REQUIREMENTS AND FORMATTING

Offerors are REQUIRED to submit all requested information and/or documentation outlined in this section of the solicitation. Any Offeror failing to do so may have their proposal rejected as being non-responsive and will not be considered for contract award. Offeror must complete and return with their proposal the "Checklist of Proposal Submittal Requirements", a copy of which is included in this solicitation. Offeror shall submit their proposals in a format and sequence that follows the section numbering and layout provided in this solicitation to assist the Town in its evaluation of proposals. General marketing or other material that is not submitted in direct response to any of the requirements of this solicitation is undesirable, should not be included and if included will not be evaluated.

Proposals must address each of the following Sections and shall use the headings detailed below. Any variation from this format may be cause for rejection of the proposal in its entirety. Include the following in your proposal:

Table of Contents

Section 1 – Management Summary

The Management Summary shall be written for lay or non-technical personnel. Summarize your qualifications and experience with turnkey Public Safety Computer Aided Dispatch Systems. Provide an overall summary of the proposed CAD solution (products, services and training) and highlight the features you feel will be of specific importance and/or most valuable to the Town.

Section 2 – Corporate Data

The following corporate information shall be submitted:

Provide:

- Company Name, Address, and Phone and Fax Numbers
- Name of the person who will be the point of contact, their email address and phone number(s).
- The type of organization (partnership, corporation, etc.) and state where organized.
- The source, owner and copyright holder of the software/system proposed if not developed by your company.
- A list of all lawsuits and litigations in the past five (5) years, as well as any unfavorable outcomes or settlements resulting from any litigation in the past ten (10) years.
- Provide your current Dun and Bradstreet Rating, or explicitly state that you do not have a Dun and Bradstreet Rating.

Section 3 – Offeror Response to Mandatory Specifications and Application Software Requirements

Offeror shall reply to and specifically address all of the mandatory specifications outlined in Section III of this RFP. Failure to address any of the listed mandatory specifications may be cause for rejection of Offeror's proposal in its entirety. Offeror shall respond to each of the requirements detailed in EXHIBIT 1 of this RFP.

Section 4 – Implementation Services

Offeror shall provide a detailed description of its CAD System Implementation addressing at a minimum the following items:

- Documentation and On-Site Implementation/Review Visit
- Software System Generation
- Management Orientation
- On-Site System Installation
- On-Site Training

Section 5 – Implementation Schedule

Offeror shall provide an estimated Implementation Schedule commencing with the date of contract execution and continuing through completion of installation and all training. **Time is of the essence and completion of installation and all training shall be completed by December 31, 2018.**

Section 6 – Maintenance and Support

Offeror shall describe its Maintenance and Support Services policy. The Town requires the following:

24-hours/day x 7-days/week x 365 days/year Direct Vendor Support.
Support cannot be sub-contracted or outsourced to a third party.

Section 7 - Cost Proposal

Offeror shall provide a detailed Cost Proposal for CAD System. Pricing shall be an all-inclusive price to include: (i) software, (ii) installation, training, and (iii) one (1) year of maintenance and support services commencing on the date the system does live and is fully operational. **The all-inclusive pricing above shall exclude all features listed as “PREFERRED” in Exhibit 1. Offerors shall provide separate line item pricing for each feature listed as “PREFERRED” in Exhibit 1.**

Offeror shall also provide a detailed Cost Proposal for an optional Mobile CAD System for 40 licenses.

Section 8 - References

Please provide a minimum of three (3) client references. Provide client name and address, name of person to be contacted, and contact’s phone number and email address. Please take note of the following as it pertains to references:

- References for clients where the work performed was similar in size and scope are preferred, and will be given more weight than those not of similar size and scope. The Town shall be sole determiner on whether a project is of “similar size and scope”.
- The Town will only be evaluating three (3) references. If more than the number requested are provided, Town will start at the beginning of the list and work down until the desired number of responses have been obtained. Town is not obligated to make more than a single attempt to contact a listed reference.
- If less than the requested number of references are provided, OR the Town is unable to obtain the desired number of responses, this will be reflected in the scoring of your proposal.
- The Town is not responsible for incorrect reference contact information.

V. EVALUATION CRITERIA AND CONTRACT AWARD

Qualified responses shall be reviewed and evaluated by a committee of Town/Fire Rescue personnel, with such evaluation estimated to be completed within thirty (30) days of the Proposal Due Date. Additional time may be needed to review the proposals and to develop a short list of qualified vendors. If warranted, additional information may be requested by the Town. The Town reserves the right to request oral presentations and demonstrations if deemed necessary from a qualified short list of firms. The Town reserves the right to choose the most qualified firm.

The Town reserves the right to accept or reject any or all proposals received as a result of this RFP or to negotiate with all qualified bidders. The Town further reserves the right to cancel in part or in its entirety this RFP if it is in the best interest of the Town to do so.

Contract award will be based on evaluation of Offeror proposals using the following selection criteria and weighting:

- A. Overall Proposal – 40 points
- B. Cost – 40 points
- C. Nature and Quality of Previous Work – 20 points

If a contract is awarded as result of this solicitation, such award shall be made to the responsive and responsible Offeror with the highest rated proposal based on the stated evaluation criteria. Contract award, as well as contract continuation of the contract in subsequent fiscal periods, is subject to availability of Town funds. In the event that contract negotiations with the highest rated Offeror are unsuccessful, the Town reserves the right to begin contract negotiations with next highest rated Offeror.

VI. STANDARD CONTRACT TERMS AND CONDITIONS

Offeror acknowledges it has read and understands the terms and conditions provided in the Town's standard contract clauses attached hereto as Exhibit 2, and Offeror also agrees that such clauses shall substantially form the basis for a contract between Offeror and Town. Offeror also acknowledges that terms and conditions provided in this RFP, either in their entirety or relevant portions thereof, may be included and become part of any resulting contract.

The anticipated term of the resulting contract is one (1) year, with the option to renew software maintenance and support services for successive one year terms.

EXHIBIT 2

**TOWN OF HILTON HEAD ISLAND
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STATE OF SOUTH CAROLINA)
) **AGREEMENT**
COUNTY OF BEAUFORT)

THIS AGREEMENT is made this <<Date>> between <<Company Name>> (hereinafter called "Contractor") and the Town of Hilton Head Island (hereinafter called "Town"), a municipal corporation organized and existing under the laws of the State of South Carolina.

WHEREAS, the Town has a requirement to <<list service or supply>>;

WHEREAS, the Town and the Contractor desire to enter into an Agreement wherein the Contractor shall provide such services as set forth herein below.

NOW, THEREFORE, for and in consideration of the mutual promises, undertakings and covenants set forth herein, the receipt and sufficiency of which is acknowledged and affirmed by the Town and the Contractor, the parties hereto agree as follows:

1. The Contractor shall <<list task or services to be provided>>.
2. The total cost of this contract shall not exceed <<List total cost>>.
3. The term of this Agreement shall be for a period of one (1) year, commencing on the date of execution. The maintenance and support services portion of this Agreement may be renewed for successive one (1) year periods as mutually agreed upon by the parties.
4. The contractor is required to maintain appropriate levels of insurance for both workers compensation coverage and for auto liability. The Contractor is required to maintain One Million dollars of general liability insurance. The contractor must provide the Town with a Certificate of Workers Compensation and general liability coverage that names the Town as an additional insured. The contractor is required to immediately contact the Town should any change to these policies occur during the course of the performance of this contract. Failure to maintain these policies is grounds for termination.
5. The Town Manager may terminate this contract in whole or in part at any time for the convenience of the Town. If the contract is terminated for the convenience, the Town will pay the contractor for costs incurred to that date of termination.
6. Should any part of this Agreement be rendered void, invalid, or unenforceable by any court of law, such a determination shall not render void, invalid, or unenforceable any other part of this Agreement.
7. This Agreement has been made and entered into in the State of South Carolina, and the laws of South Carolina shall govern the validity and interpretation of this Agreement in the performance due hereunder.
8. This Agreement may not be modified unless such modification is in writing and signed by both parties.

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9. The Contractor may not assign this contract without the prior written approval of the Town.
10. The Contractor shall defend, indemnify, and hold harmless the Town, its officers, directors, agents, and employees from and against any and all actions, costs, claims, losses, expenses, and/or damages, including attorney's fees, whether incurred prior to the institution of litigation, during litigation, or on appeal arising out of or resulting from the conduct of any activity hereby authorized or the performance of any requirement imposed pursuant by this Agreement, however caused or occasioned, unless caused by the willful misconduct or gross negligence of the Town.
11. The parties hereto intend that no master/servant, employer/employee, or principal/agent relationship will be created by this Agreement. Nothing contained herein creates any relationship between the Town and the Contractor other than that which is expressly stated herein. The Town is interested only in the results to be achieved under this Agreement, and the conduct and control of the agents and employees of the Contractor and the methods utilized by the Contractor in fulfilling its obligations hereunder shall lie solely and exclusively with the Contractor and its agents and employees shall not be considered agents or employees of the Town for any purpose. No person employed by the Contractor shall have any benefits, status, or right of employment with the Town.
12. The Contractor, by signing this Contract, hereby certifies that Contractor shall comply with all applicable requirements of the South Carolina Illegal Immigration Reform Act, S.C. Code Ann. §41-8-10 (2007) et seq., (the "Act"), and that Contractor covenants and agrees as follows:
 - 12.1. Contractor shall not knowingly or intentionally employ any unauthorized alien and, unless excluded from coverage of the "Act", shall verify the work authorization of newly hired employees performing work under the contract by either:
 - (a) registering and participating in the Federal Work Authorization Program (E-verify) and verifying the work authorization of every new hired employee within five (5) business days after employing employee; or
 - (b) employing only workers who, at the time of said employment:
 1. possess a valid South Carolina driver's license or identification card; or
 2. are eligible to obtain a South Carolina driver's license or identification card by providing proof of name, social security number and date and place of birth; or
 3. possess a valid driver's license or identification card from another state deemed by the Executive Director Department of Motor Vehicles to have requirements at least as strict as those in South Carolina.

Contractor may choose either option 12.1 (a) or option 12.1 (b) but acknowledges that Contractor cannot use both.

12.2. Contractor agrees to provide to the Town all documentation requested by it to establish either:

EXHIBIT 2

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(a) the applicability of the South Carolina Illegal Immigration Reform Act to Contractor; or

(b) compliance with the South Carolina Illegal Immigration Reform Act by Contractor.

12.3. Contractor agrees to include in any contracts with its sub-contractors language requiring its sub-contractors to:

(a) comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws; and

(b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws.

12.4. Contractor acknowledges and agrees that it shall comply with requirements of the Immigration Reform and Control Act of 1986 including the non-discrimination provisions thereof, and shall complete all required I-9 documentation for all workers employed by it.

12.5. Contractor certifies it shall comply with all state, federal, and local laws, rules, regulations and orders applicable to it in performance of work under the contract.

IN WITNESS WHEREOF, the parties hereto have affixed their signatures hereto the date first written hereinabove.

WITNESSES:

<< CONTRACTOR'S FULL NAME>>

By: _____

Its: _____

WITNESSES:

TOWN OF HILTON HEAD ISLAND

By: _____

Gregory D. DeLoach, Esq.,

Its: Assistant Town Manager



Checklist of CAD Proposal Submittal Requirements

COMPANY INFORMATION

Company name:	
Address:	
Telephone number:	
Fax number:	
Date business started:	
Number of owners:	

CHECKLIST

<input type="checkbox"/>	Table of Contents	
<input type="checkbox"/>	Section One: Management Summary	
<input type="checkbox"/>	Section Two: Corporate Data	
<input type="checkbox"/>	Section Three: Offeror Response to Mandatory Specifications and Application Software Requirements	
<input type="checkbox"/>	Section Four: Implementation Services. Included in Section Four is detailed response to Training Methodology	
<input type="checkbox"/>	Section Five: Implementation Schedule	
<input type="checkbox"/>	Section Six: Maintenance and Support	
<input type="checkbox"/>	Section Seven: Cost Proposal (requires separate line item pricing for "PREFERRED" features in Exhibit 1)	
<input type="checkbox"/>	Section Eight: Client References	

 Company Signature

 Printed Name

 Title