

Piatt County 9-1-1



Request for Proposal

Public Safety Software System

Monticello, IL

05-05-2025

Request for Proposals

The Piatt County 9-1-1 is accepting proposals for a fully integrated Public Safety Software System. The proposals must cover all aspects of the project including hardware, software, installation, training, data conversion, and ongoing maintenance under a subscription-based agreement.

Dates

05-05-2025	RFP is released to vendors.
05-26-2025	Questions are due from vendors via email.
06-02-2025	Proposals are due from vendors.

Submit Proposals to:

Three (3) copies of your proposal (2 hard copies and 1 digital on USB) should be submitted to:

Piatt County Clerk
 Attn: Jennifer Harper
 Piatt County Courthouse
 101 West Washington Street
 Monticello, IL 61856

The sealed package which contains the proposals must note the following prominently on the outside of the package in addition to address or mailing labels:

- Vendor name
- RFP name
- Proposal due date and time

Questions:

All questions pertaining to the Request (RFP) must be submitted in writing at least five (5) business days prior to the deadline for submission to the 911 Director Ariel Fogerson via email at 911director@piatt.gov. Vendors are prohibited from contacting staff of the Piatt County Sheriff's Office/Piatt County 911 regarding this request except as specifically set forth herein. Failure to comply with this provision may result in rejection of any or all proposals.

Changes in Request for Proposal: The County reserves the right to amend, modify or cancel this RFP at any time. If it becomes necessary to revise any part of the RFP, or otherwise provide additional information, an addendum will be issued by the county and furnished to all firms that have received copies of the original RFP.

Proprietary Information: Any restrictions on the use of data contained within a proposal and all confidential information must be clearly stated at the top and bottom of each page of the proposal. Proprietary information submitted in a proposal will be handled in accordance with applicable Illinois statutes. Proposals will be kept confidential until competitive or bargaining reasons no longer require non-disclosure.

Statutory Compliance: This procurement is subject to the bidding requirements outlined in 55 ILCS 5/5-1022. As the estimated cost exceeds \$30,000, competitive sealed bids are required. A public notice of this RFP will be published in a newspaper of general circulation within Piatt

County at least 10 days before the bid opening. The contract will be awarded to the lowest responsible bidder who meets all specifications and requirements outlined in this RFP. In determining the lowest responsible bidder, the County may consider factors including: the quality of materials or services offered, conformity to specifications, suitability for County needs, support services, compatibility with existing systems, and bidder participation in an approved apprenticeship program as defined by the Illinois Department of Labor.

Acceptance / Rejection: The County reserves the right to accept or reject any or all proposals deemed to be in the best interest of the County and to waive all minor irregularities in the proposal process. The County also reserves the right to enter into discussions and/or negotiations with one or more qualified bidders at the same time. Firms whose proposals are not accepted will be notified as soon as the awarded contract has been approved.

Taxes: The County is exempt from all federal, state, and local taxes.

Bids Due: Sealed proposals are due and must be received no later than June 2, 2025. Late proposals will not be accepted.

Bids Opening: Proposals will be reviewed and evaluated by the County beginning June 3, 2025. A public opening of bids will be held at 10:00 AM on June 3, 2025, at the Piatt County Courthouse in the County Board Room. Vendors may be contacted for clarification or to provide additional information.

PROPOSAL FORMAT:

Each vendor shall be required to include the following items in their copies of the proposal. Exclusion of any of these items could be grounds for proposal rejection by the County.

- **Cover Page**

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

- **Table of Contents**

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

- **Executive Summary**

This must include a minimum of the following information:

- **Company Overview**

Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, and financial status and company health.

- **Company Executives**

Provide a detailed list of company executives, including education, experience, and current responsibilities within the company.

- **Benefits**

Describe how working with the vendor would be to the PC911's particular benefit.

- **Support and Maintenance**

This must include a complete description of the maintenance and support services which are offered by the vendor as part of this proposal.

- **Agency References and Experience**

The vendor needs to provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.

Provide a minimum of 5 references of a similar size and scope to the PC911. Each reference must include the following information:

- Agency name and address
- Contact person with email and telephone number
- Date agency became a client
- Products purchased

The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.

- **Software Overview**

This must include a brief overview of the software solution, including how all of the products and modules work together.

- **Implementation**

This must include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. This section should also include:

- **Data Conversion Process**

This must include a brief overview of the company's experience with data conversion, as well as a detailed explanation of the data conversion process.

- **Training**

This must include both an overview of the general approach to training, as well as a sample training plan.

- **Technical Requirements**

This must include the completed *PC911 PSSS Technical Requirements* spreadsheet and any extended explanations which may be needed for the vendor's answers to particular requirements.

- **Network and Client Hardware Specifications**

This must include minimum and recommended specifications for network architecture and client workstations.

- Required network specifications should include Desktop Latency, Desktop Bandwidth, Mobile Latency, Mobile Bandwidth, and WAN Upload and Download Bandwidth
- Required workstation specifications should include Processor, Memory, Disk Space, Display, and Operating system.

- **Pricing**

This must include detailed subscription pricing for the software, hardware, and services included in this proposal. In addition, subscription costs must be included for five (5) years.

Also include any terms or conditions associated with the pricing.

Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).

- **Miscellaneous Information**

This must include the following information:

- **Company Financials**

Provide an overview of the company's financial history and position in the software market.

- **Issues and Assumptions**

Describe any issues or assumptions that could impact the successful outcome of the project.

- **Forms**

Provide completed forms requested herein such as, but not limited to, the debarment and judgement affidavit and the PSSS technical requirements excel file.

Piatt County 9-1-1 Profile:

The PC911 provides dispatch and public safety services to Piatt County in Illinois. The county includes a population of approximately 16,700. The PC911 consists of approximately 25 sworn officers and 25 non-sworn personnel, who are anticipated to use the new system as follows:

General Agency Information

Population Served	16,673 (2020)
Average annual CAD call entries	12,100
Number of Dispatch Workstations	3
Total Number of Dispatchers	10
Number of Law Agencies Dispatched	5
Number of EMS Agencies Dispatched	5
Number of Fire Agencies Dispatched	12
Number of Mobiles	≤ 25
Number of RMS Workstations	≤ 5
Number of Jail Employees	15
Number of Jail beds	72

The PC911 needs a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the PC911’s processes.

Current System

At present, the PC911 is using Motorola Spillman. This system has been in place for 5 years.

Required Interfaces:

- NENA NG911 complaint ANI/ALI
- LEADS/NCIC Query
- LEADS/NCIC Submit/Update
- Priority Dispatch ProQA Paramount (Medical, Police, Fire)
- AVL
- I am Responding
- Livescan/AFIS Fingerprinting
- VINE Victim Notifications
- Digiticket

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the PC911 a mature Public Safety Software System that will enable the effective and efficient operation of the PC911.

Please note the following:

- The PC911 is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendors.

- The PC911 is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with the existing and future options the PC911 may implement.
- The system shall allow the PC911 to efficiently organize, track, and access the vast amount of information that flows through the system daily, must be easy to use, and must be searchable.
- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the PC911 to enter into and maintain full use of the system.
- Acquisition and implementation of a new Public Safety Software System is a project that will impact the PC911 for years to come. Key goals for the project are to:
 - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the PC911
 - Deliver a fully integrated Public Safety Software System on time and within budget
 - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system
 - Provide a technologically sound platform for expansion of information services into the future
 - Establish a subscription pricing-based contract

Additional Project Objectives:

- Provide real-time access to public safety data;
- Automate data input processes;
- Reduce paper-based documentation and tracking;
- Leverage new technologies to anticipate the future needs of the PC911;
- Successfully implement the system with minimal disruption to users and operations.

Service Requirements

Project Management

The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the PC911 for the duration of the project.

System Configuration and Setup

The vendor must provide detailed system configuration and setup services to the PC911 as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the PC911 to reduce the learning curve and improve the rate of adoption by the users.

Training

The vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the PC911.

The PC911 will provide the training facilities, workstations, network, etc., which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the PC911's data which has been converted from the existing system.

Data Conversion

The vendor must include ability for data conversion. The databases to be converted include at minimum the existing name files and incident records from Motorola Spillman. The vendor will work with the PC911 to determine the precise process (including data verification and testing) which will be used to perform the data conversion.

Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet: *PC911 PSSS Technical Requirements.xlsx*. The vendor must complete this spreadsheet as part the proposal. Failure to answer all of the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.

Evaluations

The evaluation process will begin after the proposals are due and is anticipated to take several weeks. During this review process, the evaluators may request additional clarifying information from the vendor.

Evaluation criteria include the following:

- Completeness – Did the vendor provide everything which was requested and in the proper format?
- Functionality – Does the proposed solution include the functionality which is essential to the PC911?
- Cost – Does the proposed solution provide the needed functionality at a reasonable cost to the PC911?
- Maintenance and Support – Thoroughness of support program, reputation of company with customer's responsiveness, thoroughness of testing, and availability and overall cost of support and upgrades.
- References and Experience– Quality of overall system, experience with implementation, experience with existing PC911 systems, degree to which projects went over budget/schedule, company references.

As part of the evaluation process, the evaluators may request site visits and demonstrations or oral presentations (in person or via teleconference) on the part of the vendor.