

DATE: 02/27/2020
TO: 911 Emergency Response Advisory Committee
FROM: Rishma Khimji, Director of Technology, City of Reno Department of Information Technology, khimjir@reno.gov, 775-334-2026
THROUGH:
SUBJECT: Update Regional CAD System Replacement Project

SUMMARY

At the last 911 Emergency Response Advisory Committee meeting, the board graciously approved the request to fund the RFQ process to solicit for a CAD expert consultant to develop a regional CAD RFP to acquire a system solution through an open competitive process.

The Regional Dispatch Stakeholders involved in the Consultant RFQ included:

- City of Reno Dispatch Manager- Dena Avansino-Moore (Dispatch Manager)
- City of Reno DoIT – Rishma Khimji
- Washoe County Sheriff’s Dispatch – Jennifer Felter (Communication Supervisor)
- Washoe County Sheriff’s – Captain Russell Pedersen
- Washoe County Tech Services – Quinn Korbolic
- City of Sparks Dispatch – Lisa Brown (Police Services Manager)
- City of Sparks PD Tech – Doug Campbell

A quick summary of the consultant expunctions as outlined to the 911 Emergency Advisory Board and in the RFQ include, but are not limited to the following:

- Develop the scope of work and technical and business requirements for a new CAD Solution – Create RFP
- Perform a complete and robust requirements study
 - Including software and hardware systems.
- Provide system design, develop requirements traceability matrix, perform a gap analysis study, work with the Regional Dispatch Team
- Finalizing the CAD RFP, participate in all vendor demonstrations, work with the Regional Dispatch team to select a vendor
- Develop an IT Governance framework that outlines effective service level expectations for regional IT support.

RFQ Timeline:

Released on February 28, 2020 – published in Reno Gazette Journal, published on <https://www.reno.gov/business/bids-rfps>. The City of Reno utilizes PlanetBids for electronic submissions to the RFQ. It is the City of Reno’s hope that other agencies will cross post the RFQ on their agency websites.

The RFQ will close on April 3, 2020. At that time, the stakeholder team as listed above will score the responses and recommend a consultant. At that time, the recommendation will be provided back to the 911 Emergency Response Advisory Committee for approval.

The RFQ is attached to this staff report for your review.

Project Timeline

TASK	TIMELINE	RESPONSIBILITY
Release CAD Consulting RFP	January 2020	Project Champion
Select CAD Consultant	April 2020	Project Champion, Regional Dispatch Stakeholders
Consultants (with RD) develop a CAD (and/or RMS) RFP	Completed by January 2021	Consultant
Release of Public Safety/Fire RFP (after operational and legal review)	March 2021	Project Champion
System Vendor Selected	June 2021	Project Champion
New Regional Implementation completion	June 2022	Consultant

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

The following is a complete definition of the NRS 244A.7645, with applicable sections highlighted:

NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

1. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is 100,000 or more but less than 700,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must consist of not less than five members who:

- (a) Are residents of the county;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) Are not elected public officers.

2. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is less than 100,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance or improve the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

(1) Are residents of the county;

(2) Possess knowledge concerning telephone systems for reporting emergencies;

and

(3) Are not elected public officers; and

(b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, "incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

3. If a surcharge is imposed in a county pursuant to [NRS 244A.7643](#), the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to [NRS 244A.7643](#). The money in the fund must be used only:

(a) In a county whose population is 45,000 or more but less than 700,000, to enhance the telephone system for reporting an emergency, including only:

(1) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

(2) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

(3) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

(4) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

(b) In a county whose population is less than 45,000, to improve the telephone system for reporting an emergency in the county.

4. If the balance in the fund created in a county whose population is 45,000 or more but less than 700,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

5. If the balance in the fund created in a county whose population is less than 45,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$500,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$500,000.

(Added to NRS by [1995, 1056](#); A [1999, 1686](#); [2001, 621, 2125](#); [2007, 561](#); [2009, 641](#); [2011, 1124](#))

STAKEHOLDER REVIEW(s)

Stakeholders are the primary PSAP agencies including City of Reno Emergency Communications, City of Sparks Emergency Communications and Washoe County Emergency Communications.

FISCAL IMPACT

Funding for a new CAD/RMS system should be included in the Master Plan, as requested by the City of Reno.

RECOMMENDATION

None

POSSIBLE MOTION

None



Cover Sheet for Invitation for:
Request for Qualifications #2020-10
**Emergency Dispatch & Public Safety Software
Consultant**

If you are submitting a Response to a Request for
Qualifications, please:

1. Complete and submit the following documents, at minimum:
 1. Request for Qualifications Acknowledgement (page 1);
 2. Submitter Status (Page 6);
 3. Exceptions, if needed (Page 12);
 4. Disclosure of Principals (Page 13);
 5. Certification of Instructions and Term and Conditions (Page 14); and
 6. Submitter's Scope of Work (Page 15).
2. All documents must be submitted via our [online portal](#)

Request for Qualifications for Emergency Dispatch & Public Safety

Software Consultant

Date: 02/28/2020

RFQ No. 2020-10

CITY OF RENO

Purchasing Division

P.O. Box 1900

Reno, NV 89505

(775) 326-6658

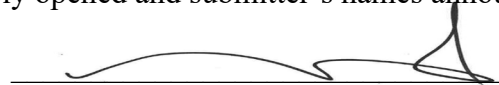
(775) 334-2409 fax

woodm@reno.gov



INVITATION AND ADVERTISED REQUEST FOR QUALIFICATIONS

Sealed submissions will be received until 3:00 pm, 04/03/2020, via our [online portal](#). Said submissions shall be publicly opened and submitter's names announced at 3:05 pm 04/03/2020.



Marcie Wood, Purchasing Technician

The City of Reno is currently accepting sealed submissions for qualified Emergency Dispatch & Public Safety Software Consultant. This Request is exempt from standard N.R.S. 332 guidelines per Chapter 332.115(1)(b). The selection of a qualified Emergency Dispatch & Public Safety Software Consultant is within the discretion of the governing body.

Technical questions and other assistance regarding this request may be directed to Marcie Wood at woodm@reno.gov and copied to Rishma Khimji at khimjir@reno.gov.

Per the attached Terms, Conditions, and Requirements.

Firm Name _____

Address _____

City _____

State _____ Zip Code _____

Telephone _____

Fax _____

E-mail _____

In compliance with this Invitation for Request for Qualifications and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if selected, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 35 pages of this Invitation to Request for Qualifications.

Signature _____

Print Name _____

Print Title _____

SUBMIT ELECTRONICALLY VIA OUR
[online portal](#)

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

Table of Contents

	<u>Page</u>
REQUEST FOR QUALIFICATIONS PROCESS AND RULES.....	3
1. REQUEST FOR QUALIFICATIONS Schedule.....	3
2. Questions/Clarifications:.....	4
3. Addendums:	4
4. Exceptions:.....	4
5. Request For Qualifications Receipt And Opening Time:	4
6. Preparation of Request for Qualifications:	4
7. Submission of Request for Qualifications:	5
8. Late Request for Qualifications:	5
9. Withdrawal of Request for Qualifications:	5
10. Tax Exemption:.....	5
11. Billing:	5
12. Request for Qualifications Evaluation:	6
13. Cancellation:	6
14. Assignment:	6
15. Submitter's Status	6
B. GENERAL TERMS AND CONDITIONS.....	8
1. Notice of Rights	8
2. Preparation of Request for Qualifications.....	8
3. Selection of Emergency Dispatch & Public Safety Software Consultant.....	8
4. Funding-Out Clause	9
5. Insurance Requirements.....	10
6. General Requirements.....	10
7. Minimum Qualifications	11
C. EXCEPTIONS	12
D. DISCLOSURE OF PRINCIPALS	13
E. CERTIFICATION.....	14
F. SCOPE OF WORK	15
G. BASIS OF SELECTION.....	34
1. Evaluation of Qualifications	34
2. Submitter Presentations	34
H. SELECTION PROCESS	35

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

REQUEST FOR QUALIFICATIONS PROCESS AND RULES

1. REQUEST FOR QUALIFICATIONS Schedule

Schedule of Events	Date	
RFQ Released	02/28/2020	
Last Day to Submit Questions	03/13/2020	3:00 pm
All Addendums to be Posted to reno.gov by	03/19/2020	5:00 pm
Sealed RFQ Due to City of Reno	04/03/2020	3:00 pm
Proposed Selection Date	04/30/2020	

The City of Reno reserves the right to modify this schedule at The City's discretion. Notification of changes in the REQUEST FOR QUALIFICATIONS, due date, and deadline for questions will be posted on The City website at www.reno.gov or as otherwise stated herein. Changes in any other anticipated dates will not be released unless deemed necessary at the sole discretion of the City.

Description of Scheduled Events

REQUEST FOR QUALIFICATIONS Released – The City will release the REQUEST FOR QUALIFICATIONS document via the best method available. The best method of distribution of the REQUEST FOR QUALIFICATIONS will be in descending order as follows: E-mail, Facsimile, placement on City website, USPS Mail, and publication in the Reno Gazette Journal.

Deadline For Questions – The deadline for any questions concerning the REQUEST FOR QUALIFICATIONS is 03/13/2020, at 3:00 pm local time (PST). Any questions submitted after the deadline will not be responded to.

All Addendums to be Posted by – All addendums to the REQUEST FOR QUALIFICATIONS shall be posted to the City's website at www.reno.gov and our [online portal](#) no later than 5:00 p.m. local time (PST) on 03/19/2020. All proposals submitted for this REQUEST FOR QUALIFICATIONS must have all addendums attached and acknowledged. Any proposal that does not include the addendums is subject to rejection.

Sealed Proposal Due to City – The due date for the sealed REQUEST FOR QUALIFICATIONS response is 04/03/2020, at 3:00 p.m. local time (PST). All proposals received after the date and time set for receipt will be REJECTED. The City will not consider or be responsible for errant delivery.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

2. Questions/Clarifications:

Questions regarding the Invitation to Request for Qualifications shall be directed to Marcie Wood at woodm@reno.gov and copied to Rishma Khimji at khimjir@reno.gov.

Questions should be submitted in accordance with the schedule of events in the Scope of Work. If any questions or responses require revision to this solicitation as originally published, such revisions will be by formal addendum only. If the solicitation includes a contact person for technical information, any oral or written representations made by this or any person shall not be relied upon unless subsequently ratified by a written amendment to this solicitation issued by the City. To determine whether any representations made require an addendum be issued, please contact Marcie Wood, Purchasing Technician, 775-326-6658.

3. Addendums:

All addendums to this Invitation to Request for Qualifications shall be issued by the City in writing. Material changes affecting the material or the submitter's fee shall have no standing with the City if not sanctioned by written addendum.

4. Exceptions:

A submitter who believes Request for Qualifications specifications are unnecessarily restrictive or limit competition may submit such on the Exceptions page of this Request for Qualifications documents. All Exceptions will be considered in the Request for Qualifications evaluation.

5. Request For Qualifications Receipt And Opening Time:

It is mandatory the Request for Qualifications are submitted and received via our [online portal](#) no later than 3:00 pm, 04/03/2020.

Electronic Request for Qualifications shall be opened at City Purchasing Division Offices at 3:05 pm, 04/03/2020.

6. Preparation of Request for Qualifications:

Submitter shall examine all specifications, specific instructions, and terms and conditions of the Invitation to Request for Qualifications. Failure to do so will be at Submitter's risk.

Any addenda issued shall forthwith become an integral part of the Request for Qualifications. Submitter shall be required to acknowledge receipt of the same by signing and returning the addenda with the original Request for Qualifications document.

Submitter shall furnish the required information typed or written in ink.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

The person signing the Request for Qualifications must initial erasures or other changes in ink.

In the space provided, a duly authorized representative of the firm shall sign the Request for Qualifications document.

Submitter shall proofread his Request for Qualifications carefully for errors.

7. Submission of Request for Qualifications:

Submitter shall sign and submit the ENTIRE REQUEST FOR QUALIFICATIONS.

The City will only accept submissions via our [online portal](#).

The City shall provide a copy of the Request for Qualifications results to those Submitters requesting such, provided that a stamped, self-addressed envelope is included with the Submitter's response.

8. Late Request for Qualifications:

A Request for Qualifications received after the receiving time specified shall be rejected and marked "LATE REQUEST FOR QUALIFICATIONS – DO NOT OPEN."

Submitters please note that the receiving time is different from the opening time.

9. Withdrawal of Request for Qualifications:

A Request for Qualifications may be withdrawn by written, provided such a notice is received prior to the date and time set for the Request for Qualifications opening.

A request for withdrawal of Request for Qualifications received after the scheduled Request for Qualifications opening will not be considered.

10. Tax Exemption:

The City is exempt from Nevada State Sales Tax by act of the Nevada State Legislature, NRS 372.325, which exempts all local governments within the State of Nevada. The City is also exempt from Federal Excise Tax.

11. Billing:

All original billings should be addressed to:

City of Reno
Attention: Accounts Payable

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

P.O. Box 1900
Reno, NV 89505

12. Request for Qualifications Evaluation:

Request for Qualifications shall be evaluated with considerations being fee proposal, responses to questions posed within the RFQ document related to process, references and on the basis of conformance to specifications, terms and conditions of the RFQ as stated herein.

13. Cancellation:

The City reserves the right to cancel a resultant Agreement upon thirty (30) days written notice.

Cancellation may occur in the event the type, quality and/or work is unsatisfactory to the City.

In the event that successful Submitter shall default or is terminated for default, they shall not be considered a responsible Submitter for **RFQ# 2020-10, Emergency Dispatch & Public Safety Software Consultant**, and shall be recommended to the Reno City Council, for debarment from doing business with the City for at least one (1) year after the termination of the term of the defaulted agreement.

14. Assignment:

No Assignment of any agreement resulting from this award of this Request for Qualifications shall be allowed, including the right to receive payment, without the express written permission of the City.

15. Submitter's Status

Minority Status: Has this firm been certified as a minority, women owned or disadvantaged business enterprise by any governmental agency?

____ Yes ____ No If yes, please specify government agency:

Date of certification: _____

The above is for information only. The City encourages minority business participation; however no preferences shall be given.

Notice to disabled persons: The City will make reasonable accommodations for disabled persons who wish to submit Request for Qualifications or attend a Request for Qualifications opening by contacting Marcie Wood prior to the Request for Qualifications opening date.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

Debarment and/or Suspension: As required by Executive Order 12549, Debarment & Suspension, and implemented at 34CFR Part 85, the Submitter certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal Department or Agency.

City of Reno Business License Number and Expiration date _____

Reno Municipal Code, Section 4.04.020 requires that any business operating within the City of Reno is required to possess a valid City of Reno business license. Be advised that upon award of a contract/agreement to perform services for the City of Reno, a current business license must be in your possession before commencing business.

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**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

B. GENERAL TERMS AND CONDITIONS

1. Notice of Rights

- a. The City reserves the right to reject any or all Request for Qualifications or any part thereof and to waive any minor informalities or irregularities.
- b. The City reserves the right to require such surety as may be deemed necessary for the protection of the City, or to ensure the satisfactory performance in accordance with the specifications and Request for Qualifications documents.
- c. The City reserves the right to withhold award for a period of ninety (90) days from the date of Request for Qualifications opening.
- d. The City reserves the right to accept more than one Emergency Dispatch & Public Safety Software Consultant.

2. Preparation of Request for Qualifications

- a. Request for Qualifications must be submitted in accordance with any document attached hereto and made an integral part hereof.
- b. In the case of a difference between written words and figures, the amount stated in written words shall govern.
- c. All additions, deletions or exceptions are to be listed on the page marked as such. If there are none, print "NONE" and return the page with the submitted Request for Qualifications. Failure to return or sign the exception page will be presumed as no exceptions are being taken and all terms, conditions, and specifications are being met. Any fee proposal information being offered MUST be specifically detailed on the "Exception Page". Proposed fee information offered in other areas of the Request for Qualifications package WILL NOT be considered.
- d. For assistance with this Request for Qualifications, contact Marcie Wood, Purchasing Technician at 775-326-6658.
- e. Submitters shall note that alterations in the Request for Qualifications language shall be cause for rejection.
- f. Submitters are instructed to complete the requested information fully, i.e., specification descriptions, exceptions, disclosure of principals, etc. Failure to do so may be cause for rejection. If additional space is needed, attach additional sheets referencing the appropriate section.

3. Selection of Emergency Dispatch & Public Safety Software Consultant

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

- a. The City may select more than one Emergency Dispatch & Public Safety Software Consultant on the basis of qualifications, and in addition to the fee proposal, the City may consider the following;
 - i. The ability, capacity and skill of the Submitter to perform the contract or provide the service required;
 - ii. Whether the Submitter can perform the contract or provide the service promptly, and within the time specified without delay or interference;
 - iii. The character, integrity, reputation judgment, experience and efficiency of the Submitter;
 - iv. The quality of performance on previous contract;
 - v. The previous compliance of laws by the Submitter;
 - vi. The financial responsibility of the Submitter to perform the contract or provide the service;
 - vii. The limitations of any license the Submitter may be required to possess;
 - viii. The quality, availability, and adaptability of the product or service;
 - ix. The number and scope conditions attached to the Request for Qualifications;
 - x. Or any other basis as allowed by law.
- b. The City will notify all unsuccessful Submitters of the results, and will return with such notice any surety held for bonding.
- c. Performance standards shall be construed that Submitter shall be responsible for exercising the degree of skill and care customarily required by accepted professional practices and procedures to perform the services subject to the City's final approval.

4. Funding-Out Clause

- a. In the event the City fails to obligate requisite funds for the ensuing fiscal year(s) for payment of amounts due against an agreement resulting from this Qualifications, necessitating cancellation of the Agreement, the successful Submitter(s) shall agree to hold the City free from any charge or penalty.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

5. Insurance Requirements

- a. Successful Submitter(s) shall procure and maintain Comprehensive or Commercial General Liability Insurance (occurrence form) from a carrier licensed to do business in the State of Nevada with a Best rating of A.VII or above. Minimum acceptable policy limits shall be in an amount of not less than two million dollars (\$2,000,000.00), combined, single limit, occurrence based policy, in a form satisfactory to the City. A certificate of insurance evidencing said coverage shall be supplied by successful Submitter upon request, naming the City as an Additional Insured under the liability policy. The liability policy shall contain a provision that such policy shall not be cancelled until thirty (30) days prior written notice of cancellation has been received by the City.
- b. Successful Submitter(s) shall, upon request, deliver to City evidence of worker's compensation as required by the State of Nevada.

6. General Requirements.

- a. Submitters are required to read and understand all information contained within this entire Qualifications package. By responding to this REQUEST FOR QUALIFICATIONS, the Submitter agrees to read and understand these documents. All Submitter communications concerning this acquisition shall be directed to all of the following persons:

Marcie Wood, Purchasing Technician
woodm@reno.gov

Rishma M. Khimji, Director of Technology
khimjir@reno.gov

- b. To avoid any uncertainty within the REQUEST FOR QUALIFICATIONS process, all communication with the City must be in writing (e-mail, fax or written correspondence).
- c. Unless authorized in writing by the Project Lead or Purchasing Technician, no other City official or City employee is empowered to speak for the City with respect to this acquisition. Any Submitter seeking to obtain information, clarification, or interpretations from any other City official or City employee other than Rishma Khimji or Marcie Wood is advised that such action is done at the Submitter's own risk. The City will not be bound by any such information, clarification, or interpretation. Further, any attempt by a Submitter to obtain information regarding this acquisition from anyone other than the Project Lead or Purchasing Technician may be grounds for rejection of the Submitter's submission.
- d. Submitters shall respond to all inquiries by the City for insurance documents and/or corrections to those documents to meet the needs of the

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

City, in a prompt manner. Submitters shall be allowed five (5) business days to provide documents and/or corrections following such request by the City or the City will retain the right to reject the submission and proceed to the next finalist.

7. Minimum Qualifications

- a. Submitters interested in this REQUEST FOR QUALIFICATIONS must meet the following minimum qualifications listed in the previous pages of the Request for Qualifications.
- b. The candidate firm must be a licensed Consultant and in good standing, and be licensed or become licensed in the State of Nevada.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

D. DISCLOSURE OF PRINCIPALS

Please print or type:

Company Name	Telephone Number with area code
Street Address	Facsimile Number with area code
City, State and Zip Code	Federal Tax Identification Number

NAMES OF OFFICERS OR OWNERS OF CONCERN, PARTNERSHIP, ETC.

Name	Official Capacity
Street Address	City, State and Zip Code

Name	Official Capacity
Street Address	City, State and Zip Code

Name	Official Capacity
Street Address	City, State and Zip Code

Name	Official Capacity
Street Address	City, State and Zip Code

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

E. Certification

I/we hereby certify that the Instructions and Term Conditions

I/we hereby certify that the Instructions and Term and Conditions have been read and agree to:
(Print)

(Address)

(Phone)

(Fax)

Representative _____
(Print)

(Signature)

Vendor acknowledges 35 pages of this bid. Date _____

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**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

F. Scope of Work

Introduction:

The City of Reno (COR) is issuing this Request for Qualifications (RFQ) on behalf of the City of Reno, Public Safety Dispatch (PSD) and its Regional Partners (RP) to solicit proposals for a contract (Contract) with a highly qualified consulting company (Consultant) that can provide consulting services relating to a request for proposals (CAD RFP) for the acquisition and implementation of a new Computer Aided Dispatch (CAD). The PSD and RP will collectively be known as the Regional Dispatch (RD). The CAD Solution project will take a “Best Practices” approach for the development of a regional CAD RFP for acquiring a system solution through an open competitive process.

The CAD RFP will be seeking a solution which shall meet the System Requirements identified via the Consultant through consultation with PSD and RP through a CAD RFP.

COR recognizes, however, that it may not receive a qualified proposal in response to the CAD RFP. Should such be the case, by submitting a response to this RFP, the Proposer agrees to provide recommendations of known or customizable CAD Solutions that will fulfill the regional requirements. COR may also elect to modify the list of requirements and/or statement of work and re-issue the CAD RFP.

Scope of Work:

The general scope of work to be performed under the resultant Contract includes, but is not limited to, development of the scope of work and technical and business requirements for a new CAD Solution to replace the RD’s existing CAD. Selected Consultant shall review the RD’s existing documentation and manuals for the current CAD systems and perform a full requirements study. Consultant shall research and document issues that could enhance the quality of the CAD RFP, develop a requirements traceability matrix, and perform a gap analysis. Consultant shall work with the RD’s team in writing and finalizing the CAD RFP. The Consultant, if deemed necessary, might participate in all vendor demonstrations and work with the Regional Partners on vendor evaluations, vendor selection, and contract(s) negotiations for a new CAD Solution as outlined in the Tasks and Deliverables in Appendix A (Statement of Work).

The Consultant shall perform all Tasks and Subtasks associated with the services set forth in Appendix A (Statement of Work) and shall provide all associated Deliverables as specified.

Consultant’s detailed response to all of the Deliverables in the Statement of Work will be a major factor that COR will consider in evaluating Consultant’s proposal in response to this solicitation.

Consultant shall be expected to implement the Statement of Work that is contained in Appendix A (Statement of Work) of this RFQ.

The Consultant will be required to be onsite at COR or its agency partner’s facilities to conduct any workshops, forums, and/or presentations to staff. Remote work will be allowed through negotiations of the contract with the COR.

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

The Consultant should also be aware that in parallel to the CAD RFP, COR will work on a Records Management System (RMS) RFP and a Jail Management System (JMS) RFP, which COR would like to be added to the CAD RFP as optional modules.

In the end, it is the COR's anticipation that a complete Public Safety software system for CAD, RMS and JMS will be selected through a coordinated effort and single vendor. If there are alternative methods to release a multi-part RFP, the COR will work with the Consultant and rely on any industry best practices.

Additional Option 1:

As an option to this RFQ, it is the partner agencies' request that if applicable to the Consultant, the Consultant provide a quote for the development of an RMS RFP. Requirements for the RMS RFP are contained in Appendix B of this RFQ. Each agency will be responsible for providing funding for the creation of the RMS RFP. Accordingly, if the Consultant responds to Additional Option 1 for the creation of an RMS RFP, the Consultant shall provide a pricing quote for any work spent developing and implementing the RMS RFP which is separate from any work spent developing and implementing the CAD RFP. Therefore, the quote for providing services to develop an agency-specific RMS RFP should be agency-specific.

The Consultant understands that Additional Option 1 is separate and additional to the CAD RFP development.

If agencies do not select the Consultant to develop the RMS RFP, then the Consultant will not be required to provide any RMS best practices or requirements. This will be the sole responsibility of COR and any regional partner who wishes to participate.

Additional Option 2:

The Washoe County Sheriff's Office would also like to solicit a Consultant to develop and RFP for a new Jail Management System (JMS) and would require a quote to develop a JMS RFP. See Appendix C. The Washoe County Sheriff's Office and/or Washoe County will be responsible for providing funding for creation of the JMS RFP. Accordingly, if the Consultant responds to Additional Option 2 for the creation of a JMS RFP, the Consultant shall provide a pricing quote for any work spent developing and implementing the JMS RFP which is separate from any work spent developing and implementing the CAD RFP.

The Consultant understands that Additional Option 2 is separate and additional to the CAD RFP development.

If agencies do not select the Consultant to develop the JMS RFP, then the Consultant will not be required to provide any JMS best practices or requirements. This will be the sole responsibility of COR and any regional partner who wishes to participate.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

Appendix A: Statement of Work, CAD RFP

Objective:

Currently, PSD and its regional partners are using a CAD system that was implemented in or around 2001. The COR is the primary contract holder and is the primary contact for application upgrades and updates. The COR owns and maintains the hardware which was last upgraded in 2013 and is at end-of-life and/or end-of-warranty. It should also be noted that RD uses a RMS and JMS that was implemented, and maintained by the same vendor as the CAD. The current system does not adequately fulfill the RP's or agency-specific needs on future regional emergency responses, as it can be cost prohibitive, or the system cannot be enhanced or upgraded at this time due to the vendor.

Due to various regional workflows, mutual aid agreements, public safety protocols and other agency-specific policies and procedures, there are various third party applications and interfaces into the CAD and its supplemental applications (RMS, JMS).

The RD has never evaluated a Regional CAD, which allows for regional-specific and/or agency-specific workflows.

The Consultant shall develop the scope of work and technical and business requirements for a new CAD Solution to replace the RD's existing CAD. The Consultant shall perform a complete and robust requirements study that will be used to procure and replace the RD's CAD software and hardware systems. The Consultant shall also provide system design, develop requirements traceability matrix, perform a gap analysis study, work with the RD team in writing and finalizing the CAD RFP. The Consultant, if deemed necessary, might participate in all vendor demonstrations, work with the RD to select a vendor or vendors that will meet or exceed the requirements outlined by the RD, and provide support to the RD with resolving any issues with the selected vendor or vendors during contract negotiations, and work with RD to finalize contract(s). The Consultant should also work with the IT stakeholders to help develop an IT Governance framework that outlines effective service level expectations for regional IT support.

The work to be performed by the Consultant under the Contract will be based on a firm Fixed Price Amount, and shall be priced separately from any work performed in response to Additional

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

Option 1 (the RMS RFP) and Additional Option 2 (the JMS RFP).

While ultimately the project is for the implementation of a regionalized CAD system, which will involve interactions with various agency stakeholders and/or Subject Matter Experts (SMEs). The Consultant will ultimately report to the 911 Emergency Response Advisory Committee with the Project Champion – Director of Technology for the City of Reno serving as the liaison between the Consultant and the 911 Committee.

Background:

The current CAD System is utilized by three primary Public-Safety Answering Point agencies (PSAPs), and is dispatched from two separate facilities. This includes the City of Reno Public Safety Dispatch, Washoe County Sheriff's Office Dispatch and City of Sparks Dispatch. These PSAPs not only dispatch for their primary Police and Fire departments, they also dispatch for secondary and tertiary agencies as well, including local Tribes and local Universities. Collectively, we refer to this as Regional Dispatch (RD) in this documentation. PSAPs also dispatch emergency medical services to a private ambulatory service provider, REMSA.

The City of Reno, Department of Information Technology is the current master services contract signatory and maintains the entire hardware infrastructure for the CAD system. Each PSAP is responsible for their own workflows, call operations, dispatch services and monitoring of events. Unless required through mutual aid contracts or other agreements, there is no current cross functionality between the agencies. The CAD RFP will solicit for best practice hardware to support the CAD (and optional modules) system. The City will provide hardware specs that vendors must comply with in order to ensure appropriate disaster recovery, business continuity and backup procedures.

PSAP personnel use fixed CAD consoles for call-taking and/or dispatch workflows. Combined with the CAD consoles, call-takers and/or dispatchers may utilize the following dispatch tools: Radio Consoles (Symphony consoles by Harris, EDAC, moving to P25 by 2024), LAN terminals for non-CAD activities, Intrado Phone Consoles. Other tools may also be available, depending on position (call-taker, dispatcher, supervisor or manager).

Police and Fire personnel use hardened Mobile Data Computers (MDCs) in the field. This allows for PSAPs to remotely dispatch personnel to calls for service through a Mobile CAD Application (App). At minimum, the App also allows personnel to research and gather information on wanted subjects or stolen vehicles through NCIC queries, message and chat with dispatch and other personnel, and generate driving directions to calls for service through a mapping component. Records and reports can also be generated/created on the MDCs

By the Numbers (2019):

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

City of Reno Public Safety Dispatch:

Total Calls for service: 1,044,878

Total EMS Calls forwarded to REMSA: 33,716

Dispatches for: City of Reno Police, City of Reno Fire, University of Nevada Reno Police Services, City of Reno Marshalls

Number of Dispatch (or multifunctional) Consoles: 9

Number of Call Taker Consoles: 5

Number of MDCs: 230

Washoe County Sheriff's Office:

Total Calls for service: 485,665

Total EMS Calls forwarded to REMSA:

Dispatches for: Washoe County Sheriff's Office, Washoe County School District Police, Veteran Affairs Police, Truckee Meadows Fire Protection District, North Lake Tahoe Police, Gerlach Fire, Pyramid Lake Police, Pyramid Lake Fire, Nevada State Parks Police, Washoe County Alternative Sentencing

Number of Dispatch Consoles: 9

Number of MDCs: 140

City of Sparks Dispatch:

Total Calls for service: 100,000

Total EMS Calls forwarded to REMSA: (approx.) 12,000

Dispatches for: City of Sparks Police, City of Sparks Fire

Number of Dispatch + Call Taker Consoles: 10

Number of MDCs: 70

Functional Considerations:

Although the current CAD system can successfully dispatch calls for service, there are functional considerations RD would like the Consultant to consider when developing the RFP for the CAD System. Functionality may be agency-specific or regionalized. RD may rely on the Consultant's direction on best practices and workflow analysis. Examples of required functionality beyond the basics of dispatching calls for service include, but are not limited to the following:

- Flexibility to add additional call-taking and/or dispatching consoles without interruption to service
- Mobile application and/or browser-based Mobile CAD App that will be used on tablets, laptops, and/or smart phones/devices for field service personnel (Police and Fire).
- Support Next Generation 911 Capabilities (built into the CAD or as an interface or integration)
- Have the ability to send, receive, (potentially) store, and recall short message services (SMS), multimedia messaging service (MM), extended videos and/or audio, and larger images within the CAD system and the mobile CAD application.
- Support automated vehicle locator and calculated/automated routing methodology for dispatching response units based on priority, first available and closest unit, and/or other parameters as designated by mutual aid agreements.
- Intelligent Dispatching to reduce response times

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

- Must include services for Fire, Police and EMS dispatch. This should include the capacity to dispatch via Emergency Medical Dispatch either through the CAD or through an interfaced application
- ESRI maps and mapping tools
- Ability to record and maintain location based premise and hazard information
- Ability to integrate into any Records Management Systems for Police and Fire
- CAD-to-CAD interface designed to transfer incident and unit data between two disparate CAD systems
- Design or inclusion of any third-party interfaces required for dispatch of calls for service (such as Fire Station Alerting, Real-time traffic citations, etcetera)
- Supervisory tools for real-time operations review and data collection
- Robust canned reporting and ad-hoc reporting platform
- Evidentiary reporting tools for all information gathered on a call. This includes all audio, video, SMS, MMS, messaging, etcetera information collected through the course of a dispatched event.
- Automatic searching for previous vehicles, people and incidents to avoid unnecessary duplication of primary calls and event entry. The system should allow for wildcard, partial searches and other “smart” searching parameters for robust searching.
- Browser-based CAD System on PSAP consoles
- Browser-based Configuration module
- Browser-based integrated searching and incident recall (for non-dispatch business units, such as executive or records management staff.)
- Robust and configurable role-based security based on profile of user or operation of system
- Conforming to all NCIC, Federal, State and other local governance for dispatching and operations of a CAD system
- Robust and configurable disaster recovery process
- Rules-based data integrity and data governance
- Hardware and server infrastructure designed to ensure disaster recovery, business continuity, cybersecurity and backup standards/procedures.
- Ability to remotely control CAD system configuration and troubleshooting
- Flexibility to support and/or create a virtual environment for backup or dispatch purposes in case of primary dispatch location disruptions.
- (optional) Ability to install, configure and maintain the CAD System within a Virtual Desktop Infrastructure (VDI) that is centrally managed onsite.

Consultant Requirements:

Any consultant or consulting firm/team responding to this RFQ must demonstrate their ability to successfully provide the services listed in the RFQ. To validate their expertise, responses to this RFP must include the following information:

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

1. A minimum of 3 references that verify that the Lead CAD Consultant has a minimum of 5 years of documented experience within the last 10 years in the design and development of business and technical requirements for CAD solutions for medium to large sized PSAPs or Regional Dispatch Centers.
 - a. Reference information should include Agency Name(s) and Contact Information, Start Date, End Date, and Services Provided.
2. Lead CAD Consultant should be experienced in applying the following technologies as required by authorizing agencies:
 - a. National Information Exchange Model (“NIEM”), specifically with the Global Justice XML Data Model (GJXDM)
 - b. Law Enforcement National Data Exchange (N-DEx)
 - c. Unified CAD (UCAD)
 - d. National Crime Information Center (NCIC)
 - e. Next generation 911 capabilities, standardized data exchange using Automated Secure Alarm Protocol (ASAP) and Public Safety Answering Point (PSAP)
 - f. Electronic field based reporting as it pertains to portable computers such as laptops and tablets and mobile devices such as: PDAs; smart phones; etc.
 - g. Locational systems interfaces
 - h. Interfaces with cities, counties, states, and federal mapping systems.
 - i. E911 and ANI/ALI Technologies including familiarity with Intrado 911 database management, call/radio recording and call routing services.
 - j. Harris EDAC and P25 digital mobile radio communications

Please indicate if the Lead CAD Consultant has or does not have experience in the listed technologies. For those technologies where the Lead CAD Consultant has no experience, the response should include if other team members, as part of this project, have this experience and can be relied upon to provide the technical knowledge for the CAD RFP.

3. As this regionalized solution will have agency-specific and regional considerations, the Lead CAD Consultant should have experience in soliciting information from the varied stakeholders to develop a workflow and gap analysis for each business unit to determine appropriate best practices and a complete set of requirements for the new CAD system. This should be built for a system with more than 200 concurrent users (CAD, integrated searching and Mobile CAD App).

Please provide a brief statement identifying how the Lead CAD Consultant and/or team will solicit for information from the various stakeholders.

4. Identify if the Lead CAD Consultant is a certified project manager and identify the certification authority.
5. Identify if the Lead CAD Consultant has project management experience with a minimum of 5 years of experience in the last 10 years managing a project where deliverables include a robust RFP, CAD vendor selection methodology and implementation of a new CAD system for medium to large sized PSAPs or Regional Dispatch Centers.
 - a. Information should include Agency Name(s) and Contact Information, Start Date, End Date, and Services Provided.

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

6. If deemed necessary, in consultation with the Project Champion (Director of Technology for the City of Reno), the Lead CAD Consultant will negotiate on price and implementation of new CAD system with the selected CAD vendor. Please indicate if the Lead CAD Consultant has experience in reviewing and negotiating contracts.
7. The Lead CAD Consultant will provide periodic updates of project statuses and any other relevant information to the 911 Emergency Response Advisory Committee. Consultant is required to be onsite for these updates. Please indicate if the Lead CAD Consultant has experience in the delivery of project statuses and requested information in a public forum.
8. Provide Name, title, all background and experience information on all team members that will be assigned to this project. Please outline their availability to this project.

Project Deliverables:

The Consultant shall be required to provide the following minimum required services.

Additional services provided by the Consultant will be at their discretion.

- Develop and maintain a Project Control Document (“PCD”) for the ongoing management of this project.
- Develop the Work Breakdown Structure (“WBS”) for the project in a Gantt chart using a program that can be easily accessed by the Project Champion and other stakeholders.
- Review existing documentation, requirements study documentation, network diagrams and workflow diagrams, and etcetera.
- Review and document (if necessary) the existing CAD system, including screen layout and business workflow.
- Conduct Agency-specific and Regional sessions with the primary and other PSAP stakeholders, other business users and technical staff to further review and update requirements.
- Query the vendor community to obtain current available commercial CAD system specifications.
- Develop a requirements traceability matrix.
- Update/finalize the Requirements Document based on the capabilities of the Existing Systems with a gap analysis outlining any gaps between the base Preliminary System Requirements and the Existing System’s capabilities.
- Develop the new CAD RFP for the acquisition, customization, implementation and maintenance/support of the new system(s).
- Assist in the issuance of the CAD RFP and serve as consulting member of evaluation and contract negotiation team for CAD vendor selection.
- Assist with the evaluation of proposals received in response to the CAD RFP and CAD selection process.
- If required, reissuance of the CAD RFP will involve a requirements review by the consultant and stakeholders.
- IT Governance framework that outlines service level expectations for regional technical support

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

Project Management Expectations for Consultant:

1. The Consultant will need to disclose conflicts of interest such as financial, personal or professional ties to CAD Vendors.
2. The selected Consultant will be able to demonstrate by response to this RFQ that the Consultant's Lead CAD Consultant will have the applicable experience as required in section "Consultant Requirements". All Consultant team members assigned to this project will also have significant experience in CAD business operations and/or technical design, business requirements gathering, superior written and oral communication skills, and the ability to provide the project deliverables in a timely manner.
 - a. RD may schedule a Question and Answer session to help facilitate the scoring of all responses. Exact time, date will be provided once responses are received.
3. Business will be conducted during normal business hours – 0800 to 1700 hours, Monday through Friday, Pacific time. If discovery and stakeholder meetings need to occur outside normal business hours to accommodate PSAP schedules, the Consultant will let the Project Champion know of all schedule changes.
4. Contractor will deliver all deliverables outlined in this RFP electronically, unless specified otherwise. Contractor will control all versioning of documentation in a manner easily understood by the Project Champion and the 911 Emergency Response Advisory Committee.
5. The Contractor and the Project Champion will negotiate on a project governance framework at the time of contract to ensure responsibilities for the completion of the project.
6. Contractor should not rely on the RD or Project Champion to provide for any recordings or transcription services for meetings. Contractor should provide a scribe for all meetings.
7. The Contractor, based on role and function of meeting, shall have the appropriate representatives available for all meetings, including but not limited to:
 - a. 911 Emergency Response Advisory Committee
 - b. Discovery and workflow analysis meetings with SMEs, End Users, Technical staff, agency-specific stakeholders, etcetera.
8. Project Champion will rely on the Consultant's Project Management framework to ensure all relevant work is completed to produce an RFP and select a viable CAD System vendor for the RD. The Consultant will provide expert Project Management and a robust framework for all project deliverables and task management.
9. Project Champion will work with the Consultant on the release of the CAD RFP, to include the possibility of vendor demos and the fulfillment of any applicable RFP conditions.

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

Budget Availability and Timeline:

The budget available for the CAD RFP is not to exceed \$150,000. This includes any project costs. The final invoice may not go above the not to exceed amount. The budgets for Additional Option 1 (the RMS RFP) and Additional Option 2 (the JMS RFP) are separate from the CAD RFP. Accordingly, the Consultant shall provide separate pricing quotes for any work spent developing an RMS RFP or JMS RFP.

The proposed timeline, which can be renegotiated upon contract to reflect the amount of work required to implement a new CAD system, is as follows:

TASK	TIMELINE	RESPONSIBILITY
Release CAD Consulting RFQ	February 2020	Project Champion
Select CAD Consultant and sign contract	April 2020	Project Champion, RD
Consultants (with RD) develop a CAD RFP	Completed by January 2021	Consultant
Release of CAD RFP (after operational and legal review)	March 2021	Project Champion
CAD System Vendor Selected	June 2021	Project Champion, 911 Emergency Response Advisory Board
New Regional CAD Implementation completion	June 2022	Consultant

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

Appendix B: Additional Option 1, Statement of Work, RMS RFP:

Objective:

In coordination with a new CAD system, the agency Police Departments would also like to solicit for a new Records Management System (RMS). It is optimal to have the same vendor provide the CAD and RMS systems for ease of data transfer and retrieval, support and maintenance.

The City of Reno, Department of Information Technology is the current master services contract signatory and maintains the entire hardware infrastructure for the RMS system. The three primary agencies included in the RMS system include City of Reno Police and Marshalls, Washoe County Sheriff's Office and City of Sparks Police. Other support agencies such local Tribes and local Universities that use RMS are maintained by either the Washoe County Sheriff's office or City of Reno Police.

The records management process for data quality and Crime Statistical reporting (to the State and FBI) within the current RMS are similar for all agencies. However, the electronic field based reporting for officers may include different configurations and workflows for approval and data entry.

Each agency will be responsible for providing Subject Matter Expert(s) for the development of the RMS RFP. Each agency can solicit the consultant responding to this RFQ to represent the agency or agencies. Based on the Functional considerations and deliverables, and expectations listed in this Appendix, it is requested that the Consultant provide an agency-specific pricing for the creation of an RMS RFP for each of the three primary agencies listed.

While ultimately the project is for the implementation of a regionalized RMS system, which will involve interactions with various agency stakeholders and/or SMEs, the Consultant will ultimately report to the Project Champion – Director of Technology for the City of Reno.

By The Numbers:

City of Reno, Police Department:

Number of Sworn Personnel: 320

Number of Records Management Staff: 33

Total Number of Department Personnel: 408 (with Public Safety Dispatch, 458)

City of Sparks, Police Department:

Number of Sworn Personnel: 120

Number of Records Management Staff: 12

Total Number of Department Personnel: 180

Washoe County Sheriff's Office:

Number of Sworn Personnel: 373

Number of Records Management Staff: 13

Total Number of Department Personnel (estimate): 700

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

Functional Considerations:

Although the current RMS system can successfully manage the primary electronic crime reporting data repository, there are functional considerations RD would like the Consultant to consider when developing the RFP for the RMS System. Functionality may be agency-specific or regionalized. The agencies may rely on the Consultant's direction on best practices and workflow analysis. Examples of required functionality for a complete and robust crime reporting data repository beyond electronic records creation, management of incidents, property, evidence, warrants, witness/victim information, bookings and offender records include, but are not limited to the following:

- Browser-based records/reports workflow that includes the creation of, editing, management and searching of case records by
 - Records management staff (in-house)
 - Sworn Personnel (officers, via field based mobile or browser-based app)
 - Required and optional fields must be mapped according to Local, State, and Federal guidelines
- Browser-based or mobile application for report entry on MDCs
- Real-time interface with CAD for distribution of data and/or the creation of a reports number)
- Case Management module for investigations and case assignment
- Real-time interfacing with other public safety applications for the distribution of data (ie. Traffic citation systems, Jail management system, evidence management systems, financial/payroll systems, etcetera)
- Robust configuration of data structures and elements, requirements, field names, notifications, etcetera
- Reporting of criminal stats to the State and Federal authorities must be formatted for NIBRS (National Incident Based Reporting System) as required by law and the ability to interface with the State's Crime Stat repository
 - At minimum, all data must conform to the standards accepted by local, state and federal authorities
- Real-time geocoding of records entry for address and location verification (if necessary)
- Configurable approval process embedded in workflow for creation and approval and finalization of reports (i.e. Officer creates, supervisor approves and in-house records management staff finalizes for State and FBI reporting)
- Configurable automated workflow-based report entry for in-house or Sworn Personnel
- Permissions based role security for data entry, configuration and retrieval based on required CJIS protocols/framework
- Data security protocols for public distribution of data
- Robust reporting module to include data retrieval for NIBRS and Summary Crime reports, other crime reports, incident management, analysis, forecasting, etcetera, and ad-hoc reports (in summary and list formats) that are exportable in variety of document types supported by Microsoft Office and/or Google Docs.
- Integration into all local, state or federal databases (ie. NCIC, MVD, Jail Management, etcetera)
- Support of active alerts and workflow-based notifications

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

- (Optional) Integrated online crime reporting and engagement for public facing users

Consultant Requirements:

Any consultant or consulting firm/team responding to Additional Option 1 must demonstrate their ability to successfully provide the services listed in the RFQ. To validate their expertise, responses to this RFP must include the following information:

1. The Consultant will need to disclose conflicts of interest such as financial, personal or professional ties to CAD Vendors.
2. A minimum of 3 references that verify that the Lead RMS Consultant has a minimum of 5 years of documented experience within the last 10 years in the design and development of business and technical requirements for RMS solutions for medium to large sized police agencies.
 - a. Reference information should include Agency Name(s) and Contact Information, Start Date, End Date, and Services Provided.
3. Lead RMS Consultant should be experienced in applying the following technologies as required by authorizing agencies:
 - a. National Information Exchange Model (“NIEM”), specifically with the Global Justice XML Data Model (GJXDM)
 - b. Law Enforcement National Data Exchange (N-DEX)
 - c. National Crime Information Center (NCIC)
 - d. Electronic field based reporting as it pertains to portable computers such as laptops and tablets and mobile devices such as: PDAs; smart phones; etc.
 - e. Locational systems interfaces
 - f. Interfaces with cities, counties, states, and federal mapping systems.
 - g. NIBRS standards for reporting to the State and Federal Agencies
 - h. Please indicate if the Lead RMS Consultant has or does not have experience in the listed technologies. For those technologies where the Lead RMS Consultant has no experience, the response should include if other team members, as part of this project, have this experience and can be relied upon to provide the technical knowledge for the RMS RFP.
4. As this regionalized solution will have agency-specific and regional considerations, the Lead RMS Consultant should have experience in soliciting information from the varied stakeholders to develop a workflow and gap analysis for each business unit to determine appropriate best practices and a complete set of requirements for the new RMS system. This should be built for a system with more than 200 concurrent users (RMS, integrated searching and Mobile RMS App).
 - a. Please provide a brief statement identifying how the Lead RMS Consultant and/or team will solicit for information from the various stakeholders.
5. Identify if the Lead RMS Consultant is a certified project manager and identify the certification authority.
6. Identify if the Lead RMS Consultant has project management experience with a minimum of 5 years of experience in the last 10 years managing a project where deliverables include a robust RFP, RMS vendor selection methodology and implementation of a new RMS system for medium to large sized police agencies

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

- a. Information should include Agency Name(s) and Contact Information, Start Date, End Date, and Services Provided.
7. In consultation with the Project Champion (Director of Technology for the City of Reno), the Lead RMS Consultant will negotiate on price and implementation of new RMS system with the selected RMS vendor. Please indicate if the Lead RMS Consultant has experience in reviewing and negotiating contracts.
8. The Lead RMS Consultant will provide periodic updates of project statuses and any other relevant information various partner agencies. Please indicate if the Lead RMS Consultant has experience in the delivery of project statuses and requested information in a public forum.
9. Provide Name, title, all background and experience information on all team members that will be assigned to this project. If team members are assigned to multiple projects, a majority of their time should be spent on this project. Please outline their availability to this project.

Project Deliverables:

The Consultant shall be required to provide the following minimum required services.

Additional services provided by the Consultant will be at their discretion.

- Develop and maintain a Project Control Document (“PCD”) for the ongoing management of this project.
- Develop the Work Breakdown Structure (“WBS”) for the project in a Gantt chart using a program that can be easily accessed by the Project Champion and other stakeholders.
- Review existing documentation, requirements study documentation, network diagrams and workflow diagrams, and etcetera.
- Review and document (if necessary) the existing RMS system, including screen layout and business workflow.
- Conduct Agency-specific and Regional sessions with the primary and other stakeholders, other business users and technical staff to further review and update requirements.
- Query the vendor community to obtain current available commercial RMS system specifications.
- Develop a requirements traceability matrix.
- Update/finalize the Requirements Document based on the capabilities of the Existing Systems with a gap analysis outlining any gaps between the base Preliminary System Requirements and the Existing System’s capabilities.
- Develop the new RMS RFP for the acquisition, customization, implementation and maintenance/support of the new system(s).
- Assist in the issuance of the RMS RFP and serve as consulting member of evaluation and contract negotiation team for RMS vendor selection.
- Assist with the evaluation of proposals received in response to the RMS Solution RFP and RMS Solution contractor selection process.
- If required, reissuance of the RMS RFP will involve a requirements review by the consultant and stakeholders.
- IT Governance framework that outlines service level expectations for regional technical support

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

Project Management Expectations for Consultant:

1. The selected Consultant will be able to demonstrate by response to this RFP that the Consultant's Lead RMS Consultant will have the applicable experience as required in section "Consultant Requirements". All Consultant team members assigned to this project will also have significant experience in RMS business operations and/or technical design, business requirements gathering, superior written and oral communication skills, and the ability to provide the project deliverables in a timely manner.
 - a. COR and/or partner agencies may schedule a Question and Answer session to help facilitate the scoring of all responses. Exact time, date will be provided once responses are received.
2. Business will be conducted during normal business hours – 0800 to 1700 hours, Monday through Friday, Pacific time. If discovery and stakeholder meetings need to occur outside normal business hours to accommodate agency schedules, the Consultant will let the Project Champion know of all schedule changes.
3. Contractor will deliver all deliverables outlined in this RFP electronically, unless specified otherwise. Contractor will control all versioning of documentation in a manner easily understood by the Project Champion.
4. The Contractor and the Project Champion will negotiate on a project governance framework at the time of contract to ensure responsibilities for the completion of the project.
5. Contractor should not rely on the Project Champion to provide for any recordings or transcription services for meetings. Contractor should provide a scribe for all meetings.
6. The Contractor, based on role and function of meeting, shall have the appropriate representatives available for meetings, including but not limited to:
 - a. Discovery and workflow analysis meetings with SMEs, End Users, Technical staff, agency-specific stakeholders, etcetera.
7. Project Champion will rely on the Consultant's Project Management framework to ensure all relevant work is completed to produce an RFP and select a viable RMS System vendor for the agencies. The Consultant will provide expert Project Management and a robust framework for all project deliverables and task management.
8. Project Champion will work with the Consultant on the release of the RMS RFP, to include the possibility of vendor demos and the fulfillment of any applicable RFP conditions.

Budget Availability and Timeline:

The agency-specific pricing quotes and their available funding will determine the budget available for this project. This includes any project costs. The final invoice may not go above the negotiated quotes.

The proposed timeline, which can be renegotiated upon contract to reflect the amount of work required to implement a new RMS system, shall follow the CAD timeline so that implementation of both systems are distributed in a manner that allows for seamless and continue work for all agencies involved.

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

Appendix C: Additional Option 2, Statement of Work, JMS RFP:

Objective:

In coordination with a new CAD system, the agency Police Departments would also like to solicit for a new Jail Management System (JMS). It is optimal to have the same vendor provide the CAD and JMS systems for ease of data transfer and retrieval, support and maintenance.

Washoe County Technical Services is the current master services contract signatory and maintains the entire hardware infrastructure for the JMS system. The only agency that utilizes the JMS is Washoe County Sheriff's Office for their Jail Management.

Washoe County Technical Services in conjunction with the Washoe County Sheriff's Office will be solely responsible for providing Subject Matter Expert(s) for the development of the JMS RFP. Based on the Functional considerations and deliverables, and expectations listed in this Appendix, it is requested that the Consultant provide an agency-specific pricing for the creation of a JMS RFP for Washoe County.

While ultimately the project is for the implementation of a JMS system, which will involve interactions with various agency stakeholders and/or SMEs, the Consultant will ultimately report to the Project Champion – Director of Technology for the City of Reno.

Functional Considerations:

Although the current JMS system can successfully manage the current Jail Management processes, there are functional considerations Washoe County would like the Consultant to consider when developing the RFP for the JMS System. The agencies may rely on the Consultant's direction on best practices and workflow analysis. Examples of required functionality for a complete and robust Jail Management System include, but are not limited to the following:

- Browser-based workflow view that includes a dashboard for users to access recent active bookings, non-custody bookings, and released inmate data.
- Real-time interfacing with other public safety applications for the distribution and confirmation of data as required by workflows or law including Fingerprinting and Identification systems, Traffic citation systems, other Jail management systems, Warrant/NCIC systems, DMV/MVD systems, evidence management systems, financial/payroll systems, etcetera
- Define jail cells and capacities, jail property plans, including configuration and mapping functionality that allows for management of jail-defined areas.
- Robust configuration of data structures and elements, requirements, field names, notifications, etcetera
- User-defined configuration of housing assignments (and restrictions) based on gender, cell capacity, keep separates, security classifications, and handicap accessibility
- Allow agency to define an unlimited number of assessment questions to evaluate risk of suicide, mental or medical conditions, etcetera and allow for automated or recommended assessments based on question results.

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

- Track temporary and permanent inmate housing locations, both inside and outside the facility with the ability to add comments, notes and/or narratives
- Ability to track inmate movement through Washoe County defined methods or processes
- Sentencing configuration based on court orders
- Provide automatic scheduling of commitments for inmates serving their sentence in increments, such as on weekends or work release programs
- Configurable safeguards against improper inmate release by notifying users of premature release dates, unpaid bonds, outstanding holds, etcetera
- Integrated property and inventory management for inmates, jail personnel, medical and/or any other required inventory management system.
- Record and track disciplinary actions, with required reporting capability
- Track inmate work assignments, with required reporting capability
- Allow standard jail property issued items to be defined by inmate gender, risk assessment, and security classification
- System should allow for various bond type and charge statuses
- Configurable automated workflow-based inmate data entry for in-house or Sworn Personnel
- Permissions based role security for data entry, configuration and retrieval based on required CJIS, Federal, State and/or County protocols/framework
- Data security protocols for public distribution of data
- Integration into any local, state or federal databases, if required by workflows (ie. NCIC, MVD, other Jail Management systems, etcetera)
- Support of active alerts and workflow-based notifications
- Robust reporting module allowing for user-defined reports, canned reports, and dashboard views.
- Robust security and audit tracking reports

Consultant Requirements:

Any consultant or consulting firm/team responding to Additional Option 2 must demonstrate their ability to successfully provide the services listed in the RFQ. To validate their expertise, responses to this RFP must include the following information:

1. The Consultant will need to disclose conflicts of interest such as financial, personal or professional ties to CAD/RMS/JMS Vendors.
2. A minimum of 3 references that verify that the Lead JMS Consultant has a minimum of 5 years of documented experience within the last 10 years in the design and development of business and technical requirements for JMS solutions for medium to large sized police agencies.
 - a. Reference information should include Agency Name(s) and Contact Information, Start Date, End Date, and Services Provided.
3. Lead JMS Consultant should be experienced in applying the following technologies as required by authorizing agencies:
 - a. AFIS, NCIC and Identification

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

- b. Court & Case Management
 - c. Bonding (private, public)
4. Identify if the Lead JMS Consultant is a certified project manager and identify the certification authority.
5. Identify if the Lead JMS Consultant has project management experience with a minimum of 5 years of experience in the last 10 years managing a project where deliverables include a robust RFP, JMS vendor selection methodology and implementation of a new JMS system for medium to large sized police agencies
 - a. Information should include Agency Name(s) and Contact Information, Start Date, End Date, and Services Provided.
6. In consultation with the Project Champion (Director of Technology for the City of Reno), the Lead JMS Consultant will negotiate on price and implementation of new JMS system with the selected JMS vendor. Please indicate if the Lead JMS Consultant has experience in reviewing and negotiating contracts.
7. The Lead JMS Consultant will provide periodic updates of project statuses and any other relevant information various partner agencies. Please indicate if the Lead JMS Consultant has experience in the delivery of project statuses and requested information in a public forum.
8. Provide Name, title, all background and experience information on all team members that will be assigned to this project. If team members are assigned to multiple projects, a majority of their time should be spent on this project. Please outline their availability to this project.

Project Deliverables:

The Consultant shall be required to provide the following minimum required services. Additional services provided by the Consultant will be at their discretion.

- Develop and maintain a Project Control Document (“PCD”) for the ongoing management of this project.
- Develop the Work Breakdown Structure (“WBS”) for the project in a Gantt chart using a program that can be easily accessed by the Project Champion and other stakeholders.
- Review existing documentation, requirements study documentation, network diagrams and workflow diagrams, and etcetera.
- Review and document (if necessary) the existing JMS system, including screen layout and business workflow.
- Conduct Agency-specific and Regional sessions with the primary and other stakeholders, other business users and technical staff to further review and update requirements.
- Query the vendor community to obtain current available commercial JMS system specifications.
- Develop a requirements traceability matrix.
- Update/finalize the Requirements Document based on the capabilities of the Existing Systems with a gap analysis outlining any gaps between the base Preliminary System Requirements and the Existing System’s capabilities.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

- Develop the new JMS RFP for the acquisition, customization, implementation and maintenance/support of the new system(s).
- Assist in the issuance of the JMS RFP and serve as consulting member of evaluation and contract negotiation team for JMS vendor selection.
- Assist with the evaluation of proposals received in response to the JMS Solution RFP and JMS Solution contractor selection process.
- If required, reissuance of the JMS RFP will involve a requirements review by the consultant and stakeholders.

Project Management Expectations for Consultant:

1. The selected Consultant will be able to demonstrate by response to this RFP that the Consultant's Lead JMS Consultant will have the applicable experience as required in section "Consultant Requirements". All Consultant team members assigned to this project will also have significant experience in JMS business operations and/or technical design, business requirements gathering, superior written and oral communication skills, and the ability to provide the project deliverables in a timely manner.
 - a. COR and/or partner agencies may schedule a Question and Answer session to help facilitate the scoring of all responses. Exact time, date will be provided once responses are received.
2. Business will be conducted during normal business hours – 0800 to 1700 hours, Monday through Friday, Pacific time. If discovery and stakeholder meetings need to occur outside normal business hours to accommodate agency schedules, the Consultant will let the Project Champion know of all schedule changes.
3. Contractor will deliver all deliverables outlined in this RFP electronically, unless specified otherwise. Contractor will control all versioning of documentation in a manner easily understood by the Project Champion.
4. The Contractor and the Project Champion will negotiate on a project governance framework at the time of contract to ensure responsibilities for the completion of the project.
5. Contractor should not rely on the Project Champion to provide for any recordings or transcription services for meetings. Contractor should provide a scribe for all meetings.
6. The Contractor, based on role and function of meeting, shall have the appropriate representatives available for meetings, including but not limited to:
 - a. Discovery and workflow analysis meetings with SMEs, End Users, Technical staff, agency-specific stakeholders, etcetera.
7. Project Champion will rely on the Consultant's Project Management framework to ensure all relevant work is completed to produce an RFP and select a viable JMS System vendor for the agencies. The Consultant will provide expert Project Management and a robust framework for all project deliverables and task management.
8. Project Champion will work with the Consultant on the release of the JMS RFP, to include the possibility of vendor demos and the fulfillment of any applicable RFP conditions.

Request for Qualifications for Emergency Dispatch & Public Safety Software Consultant

Budget Availability and Timeline:

The agency-specific pricing quote for Washoe County and the available funding will determine the budget available for this project. This includes any project costs. The final invoice may not go above the negotiated quotes.

The proposed timeline, which can be renegotiated upon contract to reflect the amount of work required to implement a new JMS system, shall follow the CAD timeline so that implementation of both systems are distributed in a manner that allows for seamless and continue work for all agencies involved.

G. BASIS OF SELECTION

1. Evaluation of Qualifications

The evaluation committee will be comprised of representatives from the City.

- a. The evaluation of Qualifications and the determination as to the quality of services offered shall be the responsibility of the City and will be based on information furnished by the Submitters in their responding proposal, as well as other information reasonably available.
- b. Submitters are requested and advised to be as complete as possible in their responses. The City reserves the right to:
 - i. Contact any Submitter to clarify any response;
 - ii. Contact any of a Submitter's references;
 - iii. Solicit information from any available source concerning any aspect of the proposal; and
 - iv. Seek and review any other information deemed pertinent to the evaluation process.
- c. Upon contract award, results of the evaluations will be available to all Submitters.

2. Submitter Presentations

- a. The City may require Submitters to make a presentation of their proposal to the evaluation team or other City staff, as applicable. The City, at its option, may limit participation in Submitter presentations up to the three (3) highest ranking Submitters.

**Request for Qualifications for Emergency Dispatch & Public Safety
Software Consultant**

H. Selection Process

A Notification of Intent to Select shall be sent to all Submitters when the selection process is complete.

The City may in its sole discretion choose more than one qualified Emergency Dispatch & Public Safety Software Consultant to provide Consulting services on an as needed basis.

The City reserves the right to rotate the use of selected Emergency Dispatch & Public Safety Software Consultant to provide consulting services.