



TOWN OF GROTON

REQUEST FOR INFORMATION
18-19
CAD/RMS SYSTEM

October 2017

This is a Request for Information (RFI) issued solely for information-gathering and planning purposes. It does not constitute a Request for Proposal (RFP) or Request for Quotation (RFQ). The Town of Groton, CT (TOWN) is seeking to determine if there are any vendors capable of providing a fully integrated, multi-jurisdictional Unified (police, fire, emergency medical services) Computer Aided Dispatch (CAD) and Police Records Management System (RMS) for the Town of Groton's Regional Emergency Communications Center and the Groton Town Police Department. Responses to this RFI will not affect a potential offeror's ability to respond to any RFP/RFQ that may or may not follow. Please ensure that any sensitive or protected information is marked as such.

Responses to this RFI are solicited to identify Commercial-Off-the-Shelf (COTS) products and services and to determine the commercial market pricing structure for those products and services. Additionally, this RFI shall seek to identify industry leasing, purchasing and financing options for the CAD/RMS program. The Town of Groton will consider both a purchase or lease of a suitable CAD/RMS.

BACKGROUND

The Town of Groton's Regional Emergency Communications Center (GECC) serves as the Public Safety Answering Point (PSAP) and Emergency Communications Center for several Connecticut municipalities. GECC currently performs dispatch and incident management for a number of police, fire and emergency medical services serving several municipalities. The Groton Town Police Department maintains jurisdictional authority over the entire town however, sections of the Town receive primary policing services from Groton City Police Dept. and Groton Long Point Police Departments respectively. Potential immediate and/or future integration of all three police departments into one CAD and or Records Management System is a consideration.

The TOWN has identified the need to obtain a fully integrated, multijurisdictional, unified CAD/RMS that will serve the Police Department, GECC and all of the emergency services served by GECC, by providing an automated incident and emergency service management system. Currently, the agencies involved operate in two different software environments, without the ability to import data from CAD into the police RMS. It is critical that the CAD is integrated with a fully functional police records management system, while also ensuring the capabilities exist for full integrating with the records management systems used by the fire and emergency medical services served by GECC.

SCOPE

The goal of this potential requirement is to obtain a comprehensive, convenient, secure and easily accessible fully integrated CAD/RMS by which the TOWN can:

- Quickly and effectively dispatch response personnel to the scene of an incident through mobile technology using any combination of mobile data terminals, laptop computers, smart phones and tablets in all three emergency services to obtain and share information regarding dispatched calls for service, police, fire and EMS

records management and access, pre-plans, incident action plans and similar computer data. GPS locator and mapping component to assist personnel respond to a location is preferable.

- Manage, track and prioritize response activity for any number of emergency responders working in multiple municipalities from multiple departments representing police fire and emergency medical services.
- Provide real-time and post incident reporting including statistical reports, incident mapping, data mining, etc. The ability to create our own ad-hoc reports preferable.
- Create and maintain case reports, investigations, summonses, and other police related activities through a modern and comprehensive police RMS fully integrated with the CAD system.
- Interface with other federal, state and local law enforcement, fire and emergency medical business systems.
- Reduce workload through electronic court transmittal and dispositions.
- Compartmentalize/restrict access to some reports as required by the Police Department.

The system solution should build on the current functionality of industry standard commercial off-the-shelf (COTS) Geographic Information Systems (GIS) and CAD/RMS software advancements and include a comprehensive application customization, implementation, training, maintenance, and support. Rather than offer an exhaustive list of features and functions the Town is looking for in a comprehensive CAD/RMS package, the TOWN intends on following, to the extent possible, the various requirements and recommendations promulgated by subject matter expert resources. These resources include, but are not limited to, the APCO/IJIS Institute Unified CAD Functional Requirements, the Standard Functional Specifications for Law Enforcement Computer aided Dispatch Systems and the Standard Functional Specifications for Law Enforcement Records Management Systems.

ESTIMATED VOLUMES AND QUANTITIES

The table below summarizes the estimated volumes of transactions and records associated with the TOWN'S Emergency Communications Center and emergency service departments. The TOWN desires a system that can economically and effectively expand as new technology becomes available and/or the needs of the TOWN change.

	Current Requirements	Projected Req. (5 years)
Service Population	50,000	50,000
CAD Calltaker/Dispatch workstations	7	7

Administrative CAD workstations	1	1
Agencies		
Police Agencies	1	3
Fire Agencies	11	11
EMS Agencies	4	4
Users		
CAD Users	13	15
Police RMS Users	82	120
Number of MDT Equipped Units		
Police MDT Units	15	30
Fire/EMS MDT Units	32	35
Calls for Service (2016)	38,600	56,000
Police Type Events	17,500	27,000
Fire Type Events	3,600	4,000
Medical Type Events	11,000	13,000
Administrative Events	6,500	12,000
9-1-1 Calls Received	18,000	19,500
Non-emergency Calls Received	50,000	60,000

Technical Environment

The Town utilizes a Point to Point Dark Fiber network @1.0 GB backbone utilized and supported by the Town. The Town buildings are connected to a centralized switch located at Town Hall. There is a 10GB connection for the Town Hall to the Public Safety building. This system is required to operate on these network types with no degradation to the performance or accuracy. The Town utilizes standards for all networking hardware which currently consists of two main core switches (Town hall & Public Safety building), Juniper switches and Palo Alto firewall. For virtual server we would be using a multisite EMC Unity 300 10 TB SAN.

The current e-mail system used by the Town is Microsoft Hosted Exchange, Office 365 and Microsoft Outlook 2010 at the desktop.

The firewall utilized at the Town is Palo Alto PA-3020.

The Town currently utilizes a personal computer (PC) refresh cycle of five (5) years through the Town's IT Department. All PCs have Microsoft Windows 7 or 10 and Microsoft Office 2010 Professional installed. All PCs minimum specs is an Intel i3 with 4GB ram, 500GB hard-drive, 100/1000 Ethernet network connection and a 17 or 19 inch monitor.

CAD workstations are Windows 7, Intel i5 (6.4 GHz), 8 GB ram, 500 GB hard-drive, Gigabit Ethernet and dual 20 inch monitors.

The current server configuration for CAD is: ProLiant DL 380 G5 running Windows 2003 R2, ProLiant ML370 G5 running Windows 2008 standard and ProLiant DL 380 G5 running Windows 2008 standard for Firehouse web interfaces.

The current server configuration for RMS is: ProLiant DL 380 G5 running Windows 2003 R2, virtual server (VMWare) running Windows 2008 standard.

Mobile Data System

The Groton Town Police Department has an existing installation of Mobile Data Terminals that are mounted in the marked patrol vehicles. The computer units are DATA 911 and PatrolPC systems (Windows 7 Windows XP Pro) with Sierra AirLink Aircard GX450 Wireless Modems. We use AT&T MPLS connection with Net motion software for secure communication with the vehicle MDTs. There is a LPR system and in car video that uploads wirelessly using a Hawkins wireless access point.

Groton Police Requirements

CAD/RMS

The police department would require the following capabilities in order to maximize service provided to the community, direct resources based on a data driven policing strategy, and ensure system is capable of sustainability and growth with the organization. It is also key for a vendor to provide timely support and assistance, while also evolving with the needs of Groton and the greater Connecticut law enforcement community as laws, regulations, and policies evolve.

Among the capabilities that are of critical importance to the police department is the ability to extract data from both CAD and RMS. The full integration of data sets should ensure auto population of date for personnel in the field using mobile data terminals, as well as uniformed, plain clothed and civilian police personnel.

Immediate and complete submission of data to the State of Connecticut as required by required by the Alvin W. Penn Racial Profiling Prohibition Act (Public Act 99-198).

Seamless integration of e-Ticketing capability for select patrol vehicles.
Implementation of e-signature where required

Access to COLLECT (Connecticut On-Line Law Enforcement Communications Teleprocessing) system and ability to populate this information into ticketing and other forms.

Connecticut Criminal Court dispositions are available in electronic format from the CT

Judicial Information Systems FTP site on the State of Connecticut network. Records Division personnel download court dispositions on a weekly basis through a multi-step process. Once the information is accessible on desktop computers, it takes hours per week of Records personnel time to update our current records management system through another time-consuming, multi-step process per update. The abstracts should be downloaded on a weekly or monthly basis and applied directly to the RMS system. The file format specification is available from the CT Judicial Information Systems Office.

Vehicle / GPS tracking capability

Ability to utilize on-line sources for dissemination of records to the general public (example: CARFAX accident reporting or similar, no-cost product that allows the public to electronically pay for and received police accident reports) Interface with CARFAX to transmit accident reports for on-line purchase by the public.

Direct interface with booking systems and Automated Fingerprint Identification System (AFIS) and ensuring autopopulation of fields from CAD/RMS.

The system should clearly identify capabilities associated with redaction of records and information that is un-releasable under CT FOIA laws.

Detailed information regarding evidence modules.

Ability to create photo line-ups by using existing data / suspect information. and the ability to add photos and scan documents into the case files

Critical to have interface with information sharing systems such as LINX (Law Enforcement Information Exchange) and the Connecticut Information Sharing System (CISS) database

Ability to attach documents, videos and photos to case, to include, but not limited to, Body Worn Cameras currently in use by the department.

Interface with state agencies to transmit accident data and NIBRS (National Incident Based Reporting System) data is a must.

Component to track and bill false alarms

Prefer to have a component to track and rotate tow truck companies.

Integration with LiveScan

Integration with PR-1 / Model Minimum Uniform Crash Criteria Guideline (MMUCC)

Fire/EMS

Groton fire apparatus and ambulances are equipped with tablet computers with the ability to access the Internet via wireless broadband cards from a variety of broadband respondents. These units have access to view the dispatching screens. This allows the responding units to receive the same information the dispatchers are receiving from the callers in real time without requiring it to be repeated over the radio.

The fire departments are using the Firehouse software. This is cloud hosted software that is used by all the departments.

The CAD system currently sends CAD incident information to the responding units and the address will pass from CAD to the Firehouse pre-planning program to display the appropriate property if a match exists. In this manner all responding units will be aware of and have instant availability to the information they have collected prior to the incident in question.

Data is automatically uploaded to Firehouse system from our Computer Aided Dispatch system. The Firehouse software allows each department to complete their NFIRS reports, build pre-plans, and analyze information such as response times, training records, training hours, fire prevention inspections.

Several of the EMS services served by GECC use ESO Solutions for their patient care reports. CAD data is automatically passed to the ESO Solutions program in much the same fashion as fire call data is sent to Firehouse for the Fire Departments. This allows the EMS agencies to pre-populate their patient care reports with response times, locations, initial patient symptoms and EMD data.

RFI RESPONSES

The detail provided through this RFI will better assist the TOWN in refining the necessary scope of work and potential costs of this project. Information offered shall also help define the procurement strategy selected that represents the best interest of the TOWN, and its emergency services.

Vendors who believe their product/service can support the TOWN's efforts should answer the following questions and explain how their product will serve the needs of the TOWN.

- Q:** In your review of the above requirements do you believe your company can support the full mission? If so please briefly explain your approach to successfully executing this effort to include detail on the potential use of subcontractors. In this brief explanation please include any relevant efforts that your company recently supported or is currently supporting to include size/scope and agency supported. If subcontractor support is anticipated please detail the percentage of work supported per vendor.
- Q.** In consideration of the above requirements, please provide a Rough Order of Magnitude (ROM) charge you would estimate for each phase of your solution based

on your company's analysis of the requirements. Any pricing information received is solely for information-gathering and planning purposes.

- Q.** Please identify the possibility of providing a cost for a lease option for this request and/or a fee for services payment option. Any pricing information received is solely for information-gathering and planning purposes.

General Information

- Q:** Based off of the information provided for in this RFI is there any additional detail that you consider to be of critical importance that you feel will assist the Government in better defining its requirement and in the process of selecting a suitable procurement strategy? Please be sure to include any/all information such as marketing and reference materials as appropriate in support of your response herein.

CONCLUSION

In submitting responses please include your full company name and address, applicable POC e-mail address and your DUNS. Please ensure that your response addresses the questions provided for in this RFI.

RFI SUBMISSION

SEALED RFI responses are due no later than 2:30 p.m. Eastern Standard Time on November 2, 2017. Submissions shall be made to Town of Groton, Purchasing Department, 45 Fort Hill Road, Groton, CT 06340 clearly marked RFI 18-19 CAD/RMS System. Failure to submit an RFI response by the time and date established will result in the information/detail provided not being considered.

1. General Instructions

Please note that this is an RFI is issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of the TOWN to enter a contract with any respondent of to make any procurement.

- a.** This RFI has been posted on October 12, 2017
- b.** Respondent Questions. Potential respondents who have questions regarding this RFI may e-mail them to the contact listed in (g) below by no later than 12:00 p.m. 7 days prior to RFI due date. Respondents may only make inquiries and request clarification concerning this RFI by written questions via e-mail. Responses to inquiries and clarification questions will be

provided electronically to all interested parties of record and via a posting on the Town and the State of CT's website as an addendum.

- c. Informational Sessions. There will be no informational session associated with this RFI.
- d. Response Submission. All responses to this RFI are due no later than 2:30 p.m. on November 2, 2017. Respondents should submit three (3) hard copies and one copy via thumb drive or CD to contact listed in (g) below. All responses must include on the first page the official name (if any) of the firm or entity submitting the response. Please consecutively number all pages of the response.
- e. Response Content. Vendors should include a response to each of the questions set forth in the RFI RESPONSES section.
- f. Response Format. The Town requests that all responses be submitted with a point-by-point response to each question set forth in the RFI RESPONSES section. If a respondent opts not to respond to any item(s) that subsection, please note and if possible include an explanation for the lack of response.
- g. Contact Information. Please direct all communications, questions, and responses to the following contact no later than 12:00 p.m. 7 days prior to RFI due date:

Eileen Cardillo, Purchasing Agent
E-mail: ecardillo@groton-ct.gov

- h. Additional Information. The Town retains the right to request additional information from respondents. The Town may, at its sole discretion, elect to request formal presentations from certain vendors and/or create an RFP or RFQ which will include the detailed requirements and key success criteria for the procurement and be based, at least in part, on the responses received from this RFI. The Town may request further explanation or clarification from any and all respondents during the review process.

2. Costs.

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. The Town shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

3. Review Rights.

Responses to this RFI may be reviewed and evaluated by any person(s) at the discretion of the Town, including independent consultants retained by the Town now or in the future.

4. Public Record.

Confidential Information. The Town will afford due regard to the Contractor's request for the protection of proprietary or confidential information which the Town receives. However, all materials associated with the RFI are subject to the terms of the Connecticut Freedom of Information Act ("FOIA") and all corresponding rules, regulations and interpretations. In making such a request, the Contractor may not merely state generally that the materials are proprietary or confidential in nature and not, therefore, subject to release to third parties. Those particular sentences, paragraphs, pages or sections that the Contractor believes are exempt from disclosure under the FOIA must be specifically identified as such. Convincing explanation and rationale sufficient to justify each exemption consistent with the FOIA must accompany the request. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the Contractor that would result if the identified material were to be released and the reasons why the materials are legally exempt from release pursuant to the FOIA. To the extent that any other provision or part of the RFI, RFI proposal, the Records and the specifications, conflicts or is in any way inconsistent with this section, this section controls and shall apply and the conflicting provision or part shall not be given effect. If the Contractor indicates that certain documentation is submitted in confidence, by specifically and clearly marking said documentation as CONFIDENTIAL," the Town will endeavor to keep said information confidential to the extent permitted by law. The Town, however, has no obligation to initiate, prosecute or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information that is sought pursuant to a FOIA request. The Contractor shall have the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. In no event shall the Town or the State have any liability for the disclosure of any documents or information in its possession which the Town believes are required to be disclosed pursuant to the FOIA or other requirements of law.