

CITY OF CASA GRANDE, ARIZONA

NOTICE OF REQUEST FOR PROPOSALS (RFP)

The City of Casa Grande will receive sealed Request for Proposals for the following:

COMPUTER AIDED DISPATCH/RECORDS MANAGEMENT SYSTEM (CAD/RMS)

The City of Casa Grande is seeking proposals from experienced, qualified, and motivated vendors to provide and implement a Computer Aided Dispatch/Records Management System (CAD/RMS) for use by public safety (police, fire, and dispatch) personnel.

Each proposal shall be in accordance with the specifications and instructions on file with the City Clerk at City Hall, 510 East Florence Boulevard, Casa Grande, Arizona, 85122, where copies can be obtained by calling the City Clerk's Office (520) 421-8600, or a complete packet is available to download on the City's website: www.casagrandeaz.gov. **All responses must be submitted to the City Clerk by 2:00 p.m. (local city time) on February 4, 2015, at 510 E. Florence Blvd., Casa Grande, AZ 85122.**

An optional pre-submittal conference and tour will be conducted at **3:00 p.m. on Wednesday, January 14, 2015** at the Casa Grande Public Safety Building at 373 E. Val Vista Blvd., Casa Grande, AZ 85122. Pre-submittal questions must be submitted by **January 5, 2015**. Responses to questions will be given during the pre-submittal conference and posted online.

Proposals must be in the actual possession of the City Clerk by **2:00 p.m., (local city time) on February 4, 2015**, at 510 E. Florence Blvd., Casa Grande, AZ 85122. Offers must be submitted in a sealed package with the Offeror's name, address, and title of the description clearly indicated. Late proposals and fax or email proposals will not be considered. Proposals should be in printed format and electronic format. A total of five (5) hard copies are required with at least one (1) of those copies unbound for easy duplication for reviewing purposes. The Functional Requirements workbook (Submittal 4) must be submitted in Microsoft Excel, and provided in electronic media (CD, DVD, thumb-drive, etc.).

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

Any question related to the Request for Proposal shall be directed to Becky Curtis, City of Casa Grande at (520) 421-8725 or e-mail at Becky_Curtis@casagrandeaz.gov.

Proposals must be addressed to:
Remilie S. Miller, City Clerk
City of Casa Grande
510 E. Florence Blvd.
Casa Grande, AZ 85122

The envelope must be boldly marked:
CAD/RMS REPLACEMENT PROPOSAL
DUE: FEBRUARY 4, 2015 AT 2:00 PM

The City of Casa Grande reserves the right to waive any informalities or irregularities in this Request for Proposals, or to reject any or all proposals; to be the sole judge of the suitability of the materials offered, and to award a contract or contracts for the furnishing of one or more items of the services it deems to be in the best interest of the City.

/s/James V. Thompson
City Manager

SECTION I – PROJECT BACKGROUND

A. INTRODUCTION

The City of Casa Grande is seeking proposals from experienced, qualified, and motivated vendors to provide and implement a contemporary police and fire Computer Aided Dispatch (CAD) and Records Management System (RMS). The selected company will be responsible for providing the necessary technology, and providing comprehensive training on its use, as well as ongoing support. The system shall include:

- Police and Fire CAD
- Police RMS
- Mobile Data Computing (MDC)
- Automated Field Reporting (AFR)
- AVL (Automated Vehicle Location)
- Interfaces to specific existing systems
- Data Conversion of existing records, where applicable

The city prefers to contract with a single company, serving as the prime contractor and all integration partners should be subcontractors (the city may accept or reject any proposed integration partners, while retaining the software Offeror’s solution).

B. EXECUTIVE SUMMARY/BACKGROUND

The CAD/RMS Replacement project updates and replaces the existing CAD system that manages 911 and non-emergency calls for service sent to first responders in the Police Department, Fire Department and authorized stakeholders. This project also updates and replaces the existing RMS (Records Management System) which stores case records and creates statistical reports. The purpose of this project is to implement an updated CAD/RMS for use by the public safety departments, enabling all users to better analyze public safety trends, link crimes and events, identify suspects or patients, and improve the quality of field reporting and statistical reports.

C. PROJECT PURPOSE

The CAD/RMS project is created to replace the existing CAD/RMS solutions, which the City has used for more than fifteen years. The primary drivers of the project are the limited level of functionality offered by the existing system, aging hardware and software, technical support concerns, and to ensure the safety of department personnel. The objectives for this CAD/RMS replacement project are in direct support of our vision to embrace a progressive mindset that encourages one and all to seek innovative techniques and use emerging technologies in order to

accomplish our mission. The City strives to provide the most effective possible response to law enforcement and fire emergencies. The objective of the CAD/RMS replacement project is to ensure that Casa Grande continues to be a safe and desirable place to live, raise a family, educate, recreate and do business. The ultimate goal is to create a combined public safety Emergency Communications Center (ECC) that encompasses joint communications functionality for police, fire, emergency medical resources, and includes an Emergency Operations Center (EOC). Casa Grande’s long-range vision includes becoming a regional ECC in support of neighboring jurisdictions.

D. SCHEDULE OF EVENTS¹

Events	Estimated Dates
RFP Released	December 18, 2014
Written Inquiries Due	January 5, 2015
Optional Pre-Submittal Conference/Tour	January 14, 2015
Proposal Due Date and Time	February 4, 2015 at 2:00 p.m.
Evaluation and Selection of Semifinalists	March 2, 2015
Vendor Presentations	March 23 – 31, 2015
City Council Finalist Approval	June, 2015

Proposal Submittal Location:

City Clerk’s Office, City Hall City of Casa Grande
510 E. Florence Boulevard
Casa Grande, AZ 85122

Optional Pre-Submittal Conference/Tour Location:

Public Safety Building EOC Conference Room
373 E. Val Vista Boulevard
Casa Grande, AZ 85122

E. BACKGROUND AND DEMOGRAPHICS

The City of Casa Grande Arizona has a population of 50,296 spread across a land area of 110 square miles. Casa Grande is a dynamic, involved community, and a modern city with rural heritage and old-fashioned values. Its economic base is a mix of retail trade, manufacturing and agriculture. Midway between Phoenix and Tucson, the city has grown to be the largest community in western Pinal County since its incorporation in 1915.

¹ The city reserves the right to change dates and/or locations as necessary

Casa Grande is strategically located at the intersection of two interstate highways (I-8 and I-10) in an area known as Arizona's Golden Corridor. Once dependent on agriculture and mining, the community has evolved into a diversified full-service area with manufacturing, retail trade, government and tourist-related employment. All of Pinal County is a designated Enterprise Zone. Additional information about Casa Grande is available from its website.

1. KEYSTAKEHOLDERS

The key stakeholders are the police and fire departments.

- a. Police Department:* The crime analysis component of this project is a critical function of the police department. The department recently entered an era of Strategic Planning and Crime Analysis. As the city has grown, the Police Department has seen the need to expand services and capabilities in these practices and procedures.

CompStat (defined as computer or comparative statistics) is the process of timely review of data within public safety in order to identify trends, and take preventive or enforcement action rapidly. The Department has embraced this practice and through reports generated by the department's Crime Analyst, staff is able to address crime issues as they unfold, providing more efficient service to the Community.

The Department is dedicated to the principles of Community Policing. Volunteerism, Community partnerships, and problem solving are the cornerstones of the Casa Grande Police Department. The department works closely with the Community and embraces Crime Prevention and Public Safety as a group effort for Police and Citizens alike.

Casa Grande's police department has two police stations. During calendar year 2012, the police department documented 10,086 case reports, made 3,544 arrests, and issued 7,294 citations. Additional statistics are available in the Police Department's annual report available on-line at this link: <http://www.casagrandeaz.gov/files/2013/06/2012AnnualReport-Crime.pdf>

The police department is comprised of the following personnel:

- 6 Command Staff
 - Chief
 - Patrol Division Captain
 - Criminal Investigation Captain
 - 3 Patrol Lieutenants
- 11 Sergeants
- 13 Detectives
- 1 Crime Prevention Officer
- 4 School Resource Officers
- 3 Traffic Officers

- 6 Patrol Teams consisting of 43 patrol officers working 4-10 shifts per week. Each team has between 6-10 officers and a civilian prisoner transport officer. There is an overlap in the evenings with as many as 8-12 patrol officers working at one time.

The civilian staff includes:

- 2 Secretaries
- 1 Crime analyst
- 1 Records Supervisor
- 3 Records Clerks
- 1 Evidence Custodian
- 2 Crime Scene Technicians
- 1 Volunteer Coordinator
- 1 Alarms/Graffiti Reduction Coordinator
- 6 Prisoner Transport Officers (mentioned above in patrol teams.)
- 1 Public Safety Technology Coordinator
- 1 Animal Control Supervisor
- 3 Animal Control Officers
- 1 Kennel Technician
- 3 Park Rangers
- 1 Communications Manager
- 3 Communications Supervisors
- 15 Communications Dispatchers

Communications Division

The Public Safety Communications Division provides the personnel that link the public with the sworn officers and fire personnel in the field. The division has fifteen Public Safety Dispatcher positions whose functions include 9-1-1 operator, public safety dispatcher, records clerk, receptionists, secretary, and supervisor duties. Public Safety Dispatchers (9-1-1 Telecommunicators) attend to incoming calls on eight administrative phone lines, ten 9-1-1 lines, four extensions and one silent witness line. They must also enter all calls for service into the computer to dispatch the calls.

Other duties required of this position include; fulfilling records requests, processing and filing incoming paperwork, criminal history inquiries in the State's crime computer, and numerous other tasks to keep the internal operation of the department organized and efficient.

Supervisors in the division perform as "working supervisors," performing one of the above job functions in addition to assisting with scheduling, completing employee evaluations, supervising employees, and completing projects assigned by the Communications Manager.

Telephone Call Volumes – Calendar Year 2013

- Total 911 Calls: 32,921
 - 911 Wireline: 6,994
 - 911 Wireless 25,927
- 911 Transfers: 2,356
- Non 911 telephone calls incoming: 92,330
- Telephone calls outgoing: 46,045

CAD Transaction Volumes – Calendar Year 2013

- Activities entered into CAD: 131,126
- Police Dept. Activities: 122,505
- Fire Dept. Activities: 8,621

- Self-initiated calls CAD Police: 91,093
- Self-initiated calls CAD Fire: 657
- Police Calls-for-Service Received: 55,723
- Police CAD Calls Dispatched: 25,063
- Fire CAD and EMS Calls Dispatched: 7,351

Existing Technology

- The current CAD system was installed in 1996.
- The database is SQL proprietary to the current vendor.
- The current 911 telephone system is Vesta Pallas with Orion Mapstar mapping.
- The City uses Motorola Gold Elite radio consoles located at each dispatch console (the radio system is for the City of Casa Grande and shared with other city department).
- There are four dispatcher and one supervisor dispatch consoles that are all dual purpose, call taker or dispatcher.

b. Fire Department: The City of Casa Grande Fire Department proudly protects over 50,000 people living in an area of over 110 square miles and primarily residential areas. The department is a public department with an Insurance Service Office (I.S.O.) rating of 4 whose members are on a paid status. The Casa Grande Fire Department is one of the oldest in Pinal County, Arizona, dating back to the City’s incorporation in 1915.

Casa Grande's fire department operates out of four fire stations and one training center. The department has 58 sworn fire fighters and 4 civilians. The deployment of services to the community is done with 4 front-line engine companies and 3 cross-staffed truck companies. There are 2 water tenders, 2 brush trucks, 1 air/light/rehab unit, 1 HazMat squad, technical rescue response trailer, and 1 command response vehicle. The department answered 6,899 calls in 2012 of which 5,031 were emergency medical responses. The expected annual average call volume growth rate is 9% per year. Services provided include:

- Fire Prevention and Suppression
- Emergency Medical Services
- Hazardous Materials Response
- Technical Search and Rescue
- Extrication

2. MOBILE DATA COMPUTERS

The City is using CF30 and CF31 Panasonic ToughBooks, and Panasonic H2 Tablets. The Police Department uses approximately 50 mobile data computers, and the Fire Department is using approximately 20 mobile data computers. Wireless devices connect via commercial wireless providers.

F. PROJECT DRIVERS

Specific project drivers include:

- Re-engineer business processes to increase efficiency.
- Reduce handwritten forms and duplication of effort (e.g. entering same data into multiple systems).
- Eliminate non-enterprise level databases and spreadsheets used to track data.
- More accurately deploy resources. For example, dispatchers and supervisors in the field will be able to determine where units are located within the city, as these units respond to calls in real time. This will lower response times for all public safety units.
- Staff can compile and publish frequently used statistical reports without the assistance of technical staff and without the need to access multiple databases.
- Units can write and file incident reports in the field.
- The CAD/RMS will be available to users at least 99.99% of the time, on a 24/7/365 basis.
- Increased safety to units as more information will be available directly within the vehicles.
- Accurate data conversion of selected data ranges and fields.

- Use mapping capabilities within CAD system.
- Technical architecture will operate under current Casa Grande standards or provide specific changes needed.
- Provide ability to analyze public safety incidents for commonalities, trends, and patterns in exportable or printable format.

G. PROJECT TIMELINE

The level of complexity, resource constraints, and funding considerations for a CAD/RMS Replacement system all dictate a realistic timeline of activities. For planning purposes, the City Of Casa Grande has identified a total installation timeframe spanning up to 24 months from the date of City Council authorization and execution of the contract for successful completion of the system implementation activities, no later than May 31, 2017.

H. PROJECT SCOPE

The project will include process analysis, configuration, data conversion, testing, training, implementation and post-implementation support of the selected systems. Ideal systems include Computer Aided Dispatch (CAD), Fire and Police Records Management System (RMS), Mobile Data Computing (MDC), Automated Field Reporting (AFR), Automatic Vehicle Location (AVL), Detention and Booking Records Management, Investigative Case Management, Crime Analysis and statistical reporting, Animal Control Field and Kennel Operations Management Records, Criminal Intelligence Files, K-9 tracking, Volunteer tracking, Alarm Permits and Billing, Master Personnel Index, Internal Affairs Case Management, Evidence and Property Records Management, and associated internal and external interfaces.

I. OUT OF SCOPE ITEMS

The following are beyond the scope of this initiative:

- Radio technology
- Wireless infrastructure
- Desktop hardware upgrade or replacement
- Office and mobile printers