

LakeCounty

Purchasing Division

<http://doingbusiness.lakecountyil.gov/>

Please note the submission location is:

Lake County

Attn: Purchasing Division

18 N. County Street – 9th Floor

Waukegan, IL 60085-4350

Contact information for Lake County Purchasing is:

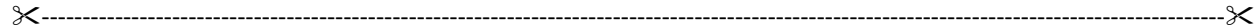
Purchasing Division

Phone 847-377-2992

Fax 847-984-5889

Email: purchasing@lakecountyil.gov

ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY. PLEASE USE BELOW LABEL FOR YOUR CONVENIENCE.



<u>BID/RFP No.</u> RFP # 20027	<div>Vendor Name: _____</div> <div>Lake County ATTN: PURCHASING DIVISION 18 N. County Street – 9th Floor Waukegan, IL 60085-4350</div>
<u>Buyer:</u> Susan August	
<u>Bid/RFP Description:</u> Integrated CAD, RMS, JMS, and Mobile system(s)	
<u>BID/RFP Due Date*:</u> Tuesday, May 5, 2020 at 11 AM CDT	
<u>Optional Virtual Pre-Bid Conference:</u> April 9, 2020 9 AM – 10 AM CDT (Zoom / Remote Option Only) Join here: https://crowe.zoom.us/j/257655707	
<u>Questions Due:</u> Tuesday, April 28, 2020 5 PM CDT	

***RFP timeline dates are subject to change. Lake County is monitoring the COVID19 situation and will comply with Federal, State, and Local guidelines. Timeline changes could be necessary to accommodate travel restrictions for onsite activities such as vendor demonstrations. The County will issue Addenda as appropriate.**

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I. General Information

Intent

A consortium of 21 Public Safety Entities ('The Consortium'), with Lake County ('the County') acting as the Consortium's administrative agent, is replacing numerous, independent computer aided dispatch (CAD), mobile data, Law Enforcement (LE) and Fire/EMS (F/EMS) records management systems (RMS), and the Lake County Sheriff Office's jail management system (JMS) to a new, integrated, and consolidated 9-1-1 and Emergency Dispatch construct. The Consortium includes the following agencies: Lake County, Village of Barrington, CenCom E9-1-1, Countryside Fire Protection District, Village of Fox Lake, Grayslake Fire Protection District, Greater Round Lake Fire Protection District, Village of Gurnee, Lake County ETSB, Lake County Sheriff's Office, Village of Libertyville, Village of Lincolnshire, Village of Mundelein, City of North Chicago, Northeast Lake County Consolidated ETSB, Village of Round Lake, Village of Round Lake Beach, Village of Vernon Hills, VHLL Joint ETSB, Wauconda Fire Protection District, and City of Waukegan.

The Consortium's intent is to establish a contract with a qualified Proposer that proposes a scalable, shared, integrated, enterprise family of systems (CAD, mobile data, RMS (LE and F/EMS), and a JMS) to support 9-1-1 services, emergency dispatch services, and records management for partner municipalities and agencies throughout Lake County. Lake County desires to acquire a public safety software system for the purpose of replacing current CAD, RMS, JMS, and Mobile systems used in the participating public safety agencies as members of the 9-1-1 Regional Consolidation. (See "Consortium Overview" for more information later in this RFP).

Lake County and its partner agencies as part of the Regional 9-1-1 Consolidation, solicits formal written proposals to establish a contract through competitive negotiation for the purchase and implementation of a fully integrated Public Safety Software System, which includes the following modules within its suite:

1. Computer-Aided Dispatch (CAD)
2. Law Enforcement Records Management System (LE RMS)
3. Fire Records Management System (Fire RMS)
4. Jail Management System (JMS)
5. Mobile Data

The Consortium desires vendors to propose a comprehensive solution that meets the defined needs of the Consortium as outlined in this RFP and any issued addenda. This RFP is part of the broader project goals of the Lake County 9-1-1 regional consolidation, an ongoing initiative to consolidate regional 9-1-1 services to provide the highest quality of 9-1-1 service and lasting value for residents of participating communities.

The architecture of the proposed system should be such that it leverages industry standards for operating system, high availability, security, and system management. It must also adhere to all applicable federal, state, and local statutes.

The Consortium's objective with this procurement is to implement a highly configurable single or fully integrated system for CAD, LE RMS, Fire RMS, Mobile, and JMS. The Consortium will accept proposals for complete solutions, single modules or proposals that include separate systems that demonstrate they are integrated in the proposed solution. The Consortium will seek a solution that best fits the functional and technical requirements and invites Proposers to describe their solution approach to meet these needs.

General Requirements

Proposers are to submit sealed proposals, to be opened and evaluated in private. Submit one (1) marked Original, one (1) electronic unprotected copy on a USB flash drive, and one (1) redacted copy that can be used to comply with the Illinois Freedom of Information Act (FOIA). Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for an explanation of the information that may be redacted.

SUBMISSION LOCATION: Lake County Purchasing Division 18 N. County Street, 9th Floor Waukegan, IL 60085-4350

SUBMISSION DATE & TIME: May 5th, 2020 at 11 AM CST. Proposals received after the time specified will not be opened.

Please note: RFP timeline dates are subject to change. Lake County is monitoring the COVID19 situation and will comply with Federal, State, and Local guidelines. Timeline changes could be necessary to accommodate travel restrictions for onsite activities such as vendor demonstrations. The County will issue Addenda as appropriate.

CONTACT / QUESTIONS: All contact and questions regarding the Request for Proposal shall be with the Purchasing Division. Should the Proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date.

If your submission includes any exceptions, Proposers must insert an "X" in the following box indicating a submission with exceptions and provide separately a submission with noted exceptions.

☐

NOTE TO PROPOSERS: All exceptions to these specifications MUST be clearly and completely indicated in the Proposer's response to the RFP. Failure to do so may lead the Consortium to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

II. General Terms and Conditions

1. NEGOTIATIONS

Lake County reserves the right to negotiate specifications, terms and conditions, which may be appropriate to the accomplishment of the purpose of this Request for Proposal (RFP).

2. CONFIDENTIALITY

Proposals are subject to the Illinois Freedom of Information Act (FOIA). As such all Proposers responding are asked to submit one redacted copy of their proposal that can be used by the County to respond to any future FOIA requests.

We do not disclose proposals or bids until an award or final selection is made.

Accordingly, please restrict your redactions to trade secrets and commercial or financial information where the trade secrets or information are proprietary, privileged or confidential, or where disclosure of the trade secrets or information may cause competitive harm.

If you do not provide a redacted copy, the Purchasing Department will determine what information should be redacted as proprietary, privileged or confidential in response to a FOIA request. A Proposer who fails to provide a redacted copy of its proposal waives its right to maintain any claims against Lake County, its agents or employees for disclosure of this information.

3. RESERVED RIGHTS

Lake County reserves the right, at any time and for any reason, to cancel this RFP or any portion thereof, to reject any or all proposals, or to accept an alternate proposal. The County reserves the right to waive any immaterial defect in any proposal. Unless otherwise specified by the Proposer, the County has one hundred twenty (120) days to accept. The County may seek clarification from a Proposer at any time. Proposer's failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

4. INCURRED COSTS

Lake County will not be liable for any costs incurred by Proposers in replying to this RFP.

5. AWARD

Lake County reserves the right to award this contract based on the evaluation criteria set forth herein. Lake County reserves the right to make separate awards whichever is in the best interest of the County. Awards shall be made by the Lake County Board to the responsible Proposer(s) determined to be the most qualified and advantageous to the County.

6. ADDITIONAL INFORMATION

All contact and questions regarding the Request for Proposal shall be with the Purchasing Division. Should the Proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date. ANY and ALL changes to these specifications are valid only if they are included by written Addendum to all Proposers. No interpretation of the meaning of the plans, specifications or other contract documents will be made orally. Failure of any Proposer to receive any such addendum or interpretation shall not relieve the Proposer from obligation under this RFP as submitted. All addenda so issued shall become part of the RFP documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused a Proposer to improperly submit a proposal.

7. ADDENDUM ACKNOWLEDGEMENT

Any and all changes to the specifications and terms and conditions of this RFP are valid only if they are included by addendum issued by Lake County Purchasing. Proposers shall acknowledge addenda by signing the enclosed

Addendum Acknowledgement form. It is the Proposers responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

8. DISCUSSION OF PROPOSALS AND NEGOTIATION

Lake County may conduct discussions with any Proposer who submits a proposal. During such discussions, the County shall not disclose any information derived from one proposal to any other Proposer. Lake County anticipates conducting negotiations with the successful Proposer. Your proposal should indicate any exceptions taken to this.

9. EXCEPTIONS

Any and all exceptions taken by Proposer to the terms of this RFP are to be identified in writing and included in the list of submittals.

10. CONTRACT TERM

This contract shall be in effect for a two (2) year period from date of award. Lake County reserves the right to renew this contract for three (3) additional one (1) year periods, subject to acceptable performance by the Contractor and upon appropriation of sufficient funds. At the end of any contract term, Lake County reserves the right to extend this contract for a period of sixty (60) days for the purpose of getting a new contract in place.

The County intends to execute two (2) separate contracts as part of this initiative: (1) Implementation contract, and (2) Software Services contract. The Software Services contract should commence upon system(s) go-live / product launch into production.

Additionally, it is the intent of the County (acting as the administrative agent and on behalf of the Consortium) to enter into a Master Services Agreement (MSA) with the vendor, from which the individual Consortium agencies may purchase.

11. KEY PERSONNEL

Proposer shall not replace any Key Personnel without the County's prior written consent, which shall not be unreasonably withheld. Should one of the Key Personnel be reassigned, become incapacitated, cease employment by Proposer, and/or be unable to perform the functions or responsibilities assigned to him or her, Proposer shall (i) within ten (10) business days, temporarily replace them with another properly qualified employee and (ii) within thirty (30) calendar days, permanently replace the resource. Lake County reserves the right, with advance notice, and Proposer having the opportunity to remedy, to request the dismissal and removal of Proposer staff from the project for reasonable cause. Any decision to substitute or replace Proposer's Lake County approved Subcontractor for the implementation of proposed solution, will need a prior written consent from the County.

12. RESPONSIBILITY & DEFAULT

The Proposer shall be required to assume responsibility for all items listed in this RFP. The successful Proposer shall be considered the sole point of contact for purposes of this contract.

13. PURCHASE ORDER AND PAYMENT

The Proposer shall submit invoice(s) detailing the services and products provided, based on the breakdown of items as listed on the Price Proposal Sheets, and based on the Scope of Work. Invoices shall show the purchase order number and the address where the product or services are provided. Payment shall be made in accordance with the Local Government Prompt Payment Act.

14. INTERPRETATION OR CORRECTION OF REQUEST FOR PROPOSALS

Proposers shall promptly notify the Purchasing Division of any ambiguity, inconsistency or error that they may discover upon examination of the RFP. Interpretation, correction and changes to the RFP will be made by addendum. Interpretation, corrections or changes made in any other manner will not be binding.

15. TAXES

The County is exempt from paying certain Illinois State Taxes.

16. TERMINATION

The County reserves the right to terminate this contract, or any part of this contract, upon thirty (30) days written notice. In case of such termination, the Proposer shall be entitled to receive payment from the County for work completed to date in accordance with the terms and conditions of this contract. In the event that this Contract is terminated due to Proposers default, the County shall be entitled to purchase substitute items and/or services elsewhere and charge the Proposer with any or all losses incurred, including attorney's fees and expenses.

17. INDEPENDENT CONTRACTOR

The Contractor is an independent contractor and no employee or agent of the Contractor shall be deemed for any reason to be an employee or agent of Lake County.

18. NON-DISCRIMINATION

The Proposer shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Proposer shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended.

19. INDEMNIFICATION

The Proposer agrees to indemnify, save harmless and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

20. INSURANCE

All Contracts may be subjected to change.

The Contractor must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A- and provide the Consortium with a Certificate of Insurance with your proposal, and thereafter annually for Contracts/projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Workers Compensation (Coverage A) and Employers' Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

Employers' Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of the Consortium.

Commercial General Liability (CGL) Insurance

In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:

- Premises and Operations
- Independent Contractors
- Products/Completed Operations
- Liability assumed under an Insured Contract/ Contractual Liability
- Personal Injury and Advertising Injury

With limits of liability not less than:

- a) \$ 1,000,000 Each Occurrence
- b) \$ 1,000,000 Products-Completed Operations
- c) \$ 1,000,000 Personal and Advertising injury limit
- d) \$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the Contractor's projects away from premises owned or rented to Contractor.

Automobile Liability Insurance

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

The Contractor's auto liability insurance, as required above, shall be written with limits of insurance not less than the following:

- \$ 1,000,000 Combined single Limit (Each Accident)

Professional Liability – Errors and Omissions

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

- a) \$ 1,000,000 per claim per policy year
- b) Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

Excess/Umbrella Liability

The Contractor's Excess/Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project:

- \$ 2,000,000 per occurrence limit (minimum, and may be higher depending on the project)

Liability Insurance Conditions

Contractor agrees that with respect to the above required insurance:

- a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis.
- b) The Contractor's insurance shall be primary in the event of a claim.
- c) A Certificate of Insurance that states Lake County, Village of Barrington, CenCom E9-1-1, Countryside Fire Protection District, Village of Fox Lake, Grayslake Fire Protection District, Greater Round Lake Fire Protection District, Village of Gurnee, Lake County ETSB, Lake County Sheriff's Office, Village of Libertyville, Village of Lincolnshire, Village of Mundelein, City of North Chicago, Northeast Lake County Consolidated ETSB, Village of Round Lake, Village of Round Lake Beach, Village of Vernon Hills, VHLL Joint ETSB, Wauconda Fire Protection District, and City of Waukegan have each been endorsed as an additional insured by Contractors insurance carrier. Specifically, this certificate must include the following language:

"Lake County, Village of Barrington, CenCom E9-1-1, Countryside Fire Protection District, Village of Fox Lake, Grayslake Fire Protection District, Greater Round Lake Fire Protection District,

Village of Gurnee, Lake County ETSB, Lake County Sheriff's Office, Village of Libertyville, Village of Lincolnshire, Village of Mundelein, City of North Chicago, Northeast Lake County Consolidated ETSB, Village of Round Lake, Village of Round Lake Beach, Village of Vernon Hills, VHLL Joint ETSB, Wauconda Fire Protection District, City of Waukegan and their respective elected and appointed officials, employees, agents, consultants, attorneys and representatives, are, and have been endorsed, as an additional insured under the above reference policy number on a primary and non-contributory basis for general liability and auto liability coverage for the duration of the contract term."

- d) The Consortium shall be provided with Certificates of Insurance and endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration or cancellation of any such policies. Said Notices and Certificates of Insurance shall be provided to:

**Lake County
Purchasing Division
18 N. County 9th Floor
Waukegan, Illinois 60085
Attn: RuthAnne Hall, Lake County Purchasing Agent**

Failure to Comply: In the event the Contractor fails to obtain or maintain any insurance coverage required under this agreement, the Consortium may purchase such insurance coverage and charge the expense to the Contractor.

21. ASSIGNMENT

The Proposer may not reassign any award made, as the result of this RFP, without prior written consent from the County.

22. JURISDICTION, VENUE, CHOICE OF LAW

This RFP and any contract resulting there from shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19th Judicial Circuit Court, State of Illinois.

23. CHANGE IN STATUS

The Proposer shall notify Lake County immediately of any change in its status resulting from any of the following: (a) Proposer is acquired by another party; (b) Proposer becomes insolvent; (c) Proposer, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) Proposer ceases to conduct its operations in normal course of business. Lake County shall have the option to terminate its Agreement with the Proposer immediately on written notice based on any such change in status.

24. DISPUTE RESOLUTION

All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

25. NON-ENFORCEMENT BY THE COUNTY

The Proposer shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the County, on any one or more occasions, to insist on the Proposer performance or to seek the Proposers compliance with any one or more of said terms or conditions.

26. PRECEDENCE

Where there appears to be variances or conflicts, the following order of precedence shall prevail: Lake County General Terms & Conditions, Lake County Request for Proposal Scope of Work, and the Proposal Response.

27. PERSONAL EXAMINATION

Proposers are required to satisfy themselves, by personal examination of the site as to work involved and the

difficulties likely to be encountered in the performance of work under this Agreement. No plea of ignorance of conditions that exist now or hereafter, or of any conditions of difficulties that may be encountered in the execution of the work under this Agreement will be accepted as an excuse for failure to or omission on the part of the Proposer to fulfill in every respect all the requirements and specifications, nor will same be accepted as a basis for any claim for extra compensation.

The Proposer is responsible to investigate and gather all relevant and pertinent information prior to submitting a proposal. By submitting a proposal, the Proposer affirms that they have performed all due diligence and are aware of all critical factors that may affect the provision of the services as described in the RFP. Such critical factors may include but are not limited to; location, space, utilities, scope of operations, and any other conditions, which may affect the Proposer operations. No allowance will be made for not being familiar with existing conditions to be encountered.

28. PRICING

Pricing shall be included on Proposal Price Sheet (Appendix B).

29. PROGRESS PAYMENTS

Lake County shall make periodic payments to the Proposer based upon actual progress within 30 days after receipt and approval of invoice. Said payments shall not exceed the amounts shown in the following schedule, and full payments for each task shall not be made until the task is completed and accepted by Lake County.

30. JOINT PURCHASING

The purchase of goods and services pursuant to the terms of this Contract shall also be offered for purchases to be made by other governmental units, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each governmental unit and the successful Proposer. The Proposer agrees that Lake County shall not be responsible in any way for purchase orders or payments made by the other governmental units. The Proposer further agrees that all terms and conditions of this Contract shall continue in full force and effect as to the other governmental units during extended terms. The credit or liability of each governmental unit shall remain separate and distinct.

Disputes between Proposers and governmental units shall be resolved between the immediate parties.

The Proposer and the other governmental units may negotiate such other and further terms and conditions to this Contract ("Other Terms") as individual projects may require. To be effective, other terms shall be reduced to writing and signed by a duly authorized representative of both the successful Proposer and the other governmental unit.

The Proposer shall provide the other governmental units with all required documentation set forth in the solicitation including but not limited to: performance and payment bonds, Certificates of Insurance naming the respective governmental unit as an additional insured, and certified payrolls to the other governmental unit as required.

31. ECONOMIC OPPORTUNITY PROGRAM

Lake County launched a Buy Local. Build Local. Work Local. initiative in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business enterprises (L/W/MBE). The overarching objective is to maximize participation from these businesses in the County's procurement process, in accordance with applicable law. The County will take all necessary and reasonable steps to assure that business enterprises defined as L/W/MBE shall have a fair opportunity to participate in County contracts. As part of its Economic Opportunity Program (EOP) commitment the County will make every effort to achieve the following objectives:

- To ensure nondiscrimination in the award and administration of contracts;

- To create a level playing field on which L/W/MBEs can compete fairly for contracts by providing any necessary training and assistance in bid preparation;
- To ensure that the County's EOP is narrowly tailored in accordance with applicable law;
- To establish a means for firms identifying themselves as L/W/MBEs to register for procurement opportunities and work cooperatively with contracted firms to report on measures that
- demonstrates the County's commitment to its EOP; and,
- To help remove barriers to the participation of L/W/MBEs through notification of contract opportunities.
- Successful Proposers are encouraged to work with Workforce Development to post any and all opportunities for employment on County contracts. Lake County's Workforce Development mission is to foster and ensure the economic prosperity of the Lake County community by maximizing the potential of businesses and workers. As such, Workforce Development provides a key resource for job seekers and employers.

State law mandates an open and competitive bidding process and requires that publicly procured contracts be awarded to the lowest responsible and responsive bidder with no demonstrated preference based on the bidder's location, race and gender.

32. REPORTING REQUIREMENTS FOR AWARDED CONTRACTS

All awarded vendors will identify and report the type of ownership— L/W/MBE, and/or not L/W/MBE for any work that they or their approved subcontractors will perform. In addition, Lake County requests that all awarded vendors provide an accounting of employees assigned throughout the term of the contract in regard to their home address and ethnicity. Lake County may use any data collected to report on potential of businesses and workers benefitting from County contracts.

33. OWNERSHIP OF INFORMATION

All information pertaining to records, property, financial or other information acquired under the scope of this contract shall be strictly confidential and the sole property of each respective governmental unit. The Proposer shall return all information to respective governmental unit upon termination, and/or request and shall not utilize any of the information for purposes outside of the scope of this contract or without express approval of individual governmental units. Upon County request, the Proposer must provide all data in a documented, standard format.

34. JOINT VENTURES & SUCCESSFUL PROPOSER MERGERS, ACQUISITIONS, DIVESTITURES OR CHANGE IN STRATEGY

In the event a joint venture is proposed, each party to the joint venture must meet all applicable requirements of the RFP. The party submitting the response shall be considered the sole contact for issues relating to this RFP. In the event of a merger, acquisition, divestiture or change in strategy, the successful Proposer will state its commitment to continue to provide services.

35. OUT OF POCKET EXPENSES

All out-of-pocket expenses paid by the Proposer during the proposal process will be incurred solely at the Proposers expense.

III. Background

Lake County, located in northeast Illinois between the Chicago and Milwaukee metropolitan areas, is home to over 700,000 residents, is governed by a 21-member board and managed by a County Administrator. Lake County is committed to open government and transparency, and the County Board's conservative fiscal policies have allowed the County to maintain fiscal stability and achieve AAA bond rating from Standard & Poor's and Moody's.

Regional 9-1-1 Consolidation: Origin

This RFP is part of the broader project goals of the Lake County 9-1-1 Regional Consolidation, an ongoing initiative to consolidate regional 9-1-1 services to provide the highest quality of 9-1-1 service and lasting value for residents of participating communities. Nationwide and within the State of Illinois, Public Safety Answering Points (PSAP) as well as 9-1-1 Authorities, known as Emergency Telephone Service Boards in Illinois (ETSB), are consolidating to improve delivery of services and provide greater value to the communities and agencies they support.

Since 2013, Lake County, through the Lake County ETSB, has studied whether consolidating more than a dozen independent primary and secondary PSAPs in Lake County could enhance 9-1-1 service. In April 2017, Lake County and the Lake County ETSB received a report they commissioned ("9-1-1 Consolidation Report") that concluded PSAP consolidation is a mutually beneficial path for public safety entities in Lake County.

Additionally, Illinois Law (50 ILCS 750/15.4a) directs a county with a population of at least 250,000 and more than one ETSB to consolidate ETSBs such that no 9-1-1 Authority in the county serves a population of less than 25,000 residents.

The benefits of PSAP consolidation include:

- Reduced call transferring
- Staffing improvements to provide enhanced coverage for 24/7 operations
- More consistent and effective service delivery
- Greater opportunities for interagency response and backup
- Better data sharing between agencies and responders in the field
- Enhanced interoperability and ability to share information across jurisdictions
- Operational savings
- Reductions in future capital investment
- Elimination of duplicate technology systems and maintenance agreements

Through this solicitation, the Regional Consolidation group aims to achieve these goals, and asks Proposers to describe how their proposed solutions achieve these benefits. Details of the Regional 9-1-1 Consolidation Planning Project can be found at: <http://www.lakecountyil.gov/3922/911-Regional-Consolidation>.

Regional 9-1-1 Consolidation: Progress

In Spring 2018, 21 Lake County public safety entities (PSE's) agreed through an Inter-governmental Agreement (IGA) to participate in the 9-1-1 Consolidation Implementation Planning Project. The IGA establishes an interim two-tier governance structure (Governance Committees) to serve as the decision-making body on behalf of all participating entities. The approved governance structure is comprised of a Policy Committee (elected officials, city managers) and an Operations Committee (public safety professionals). All participating PSEs have contributed to the 9-1-1 Consolidation Project Fund to cover project costs to include a local project manager and consultant services. The IGA between participating PSEs agrees to use Lake County as its administrative agent for entering into contracts, making payments, receiving dues or grants or other revenue, and for providing financial accounting.

At the time of this solicitation, the 21 PSEs are working together through regular meetings of the Policy Committee, Operations Committee, and various working groups and execution of consolidation implementation is ongoing.

The 9-1-1 Consolidation Partners (21 public safety entities) represent the following:

- 1 county (Lake County)
- 26 municipalities
- 12 fire protection districts
- 28 law enforcement agencies
- 20 fire / emergency medical service (EMS) agencies
- 8 “other” agencies

Additionally, the Consolidation Partners also includes 8 Primary PSAPs and 1 Secondary PSAP (dispatch only).

Please see table below for a high-level overview of each PSAP.

CenCom	CenCom 9-1-1 is a consolidated 9-1-1 communications center that serves seven communities and eleven public safety agencies. Those communities include: Antioch, Barrington, Hainesville, Round Lake, Round Lake Beach, Round Lake Heights and Round Lake Park.
FoxComm	FoxComm 911 is a consolidated dispatch center located in Fox Lake and serves 7 public safety agencies in Lake County and parts of McHenry County.
Mundelein	Mundelein is a village in Lake County. As of the 2010 census, the village population was 31,064.
Gurnee	Gurnee is a village in Lake County. Its population was 31,295 as of the 2010 census.
Vernon Hills	Vernon Hills is a village in Lake County. The population was 25,113 in 2010.
Waukegan	Waukegan is the largest city in and the county seat of Lake County, Illinois, United States. As of the 2010 census, the population of Waukegan was 89,078, which makes it the ninth most populous city in Illinois.
Lake County Sheriff's Office	The Lake County Sheriff's Office protects and services residents and visitors of Lake County, Illinois. Lake County has an intergovernmental agreement to provide dispatch services for the Lake County Forest Preserve and the Coroner's office.
Lake County ETSB	Since 2013, the Lake County ETSB has studied whether consolidating more than a dozen independent primary and secondary PSAPs in Lake County could enhance 9-1-1 service (see "Regional 9-1-1 Consolidation" above).

The 8 PSAPs above also include (1) 8 Law Enforcement dispatch agencies, (2) 8 Fire / EMS dispatch agencies, and (3) 7 ETSBs.

As of 2017, the Consolidation Partners serve the following populations in Lake County:

- Approximately 590,000 community members / visitors (primary PSAP / 9-1-1 Call Answering)
- Approximately 560,000 community members / visitors (Law Enforcement Dispatch)
- Approximately 580,000 community members / visitors (Fire / EMS Dispatch)

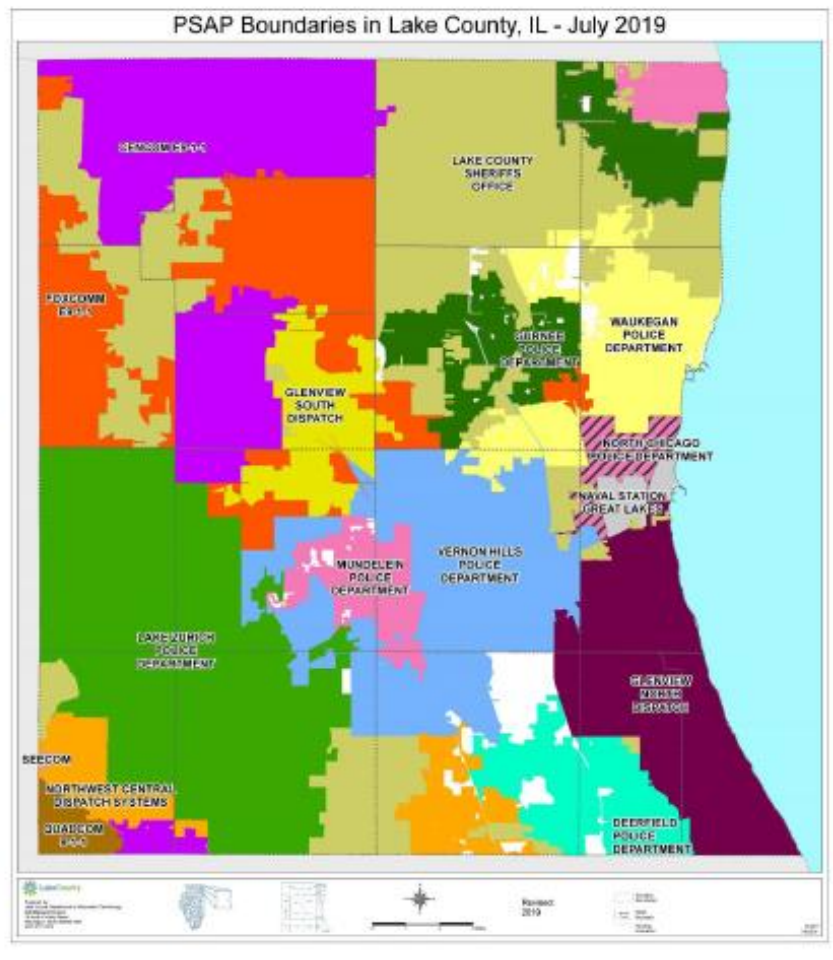
Current Environment

The following call volume statistics are averages from 2016 and 2017 across the current environment for all partner PSAPs. This should provide Proposers detail around CAD and RMS annual activity.

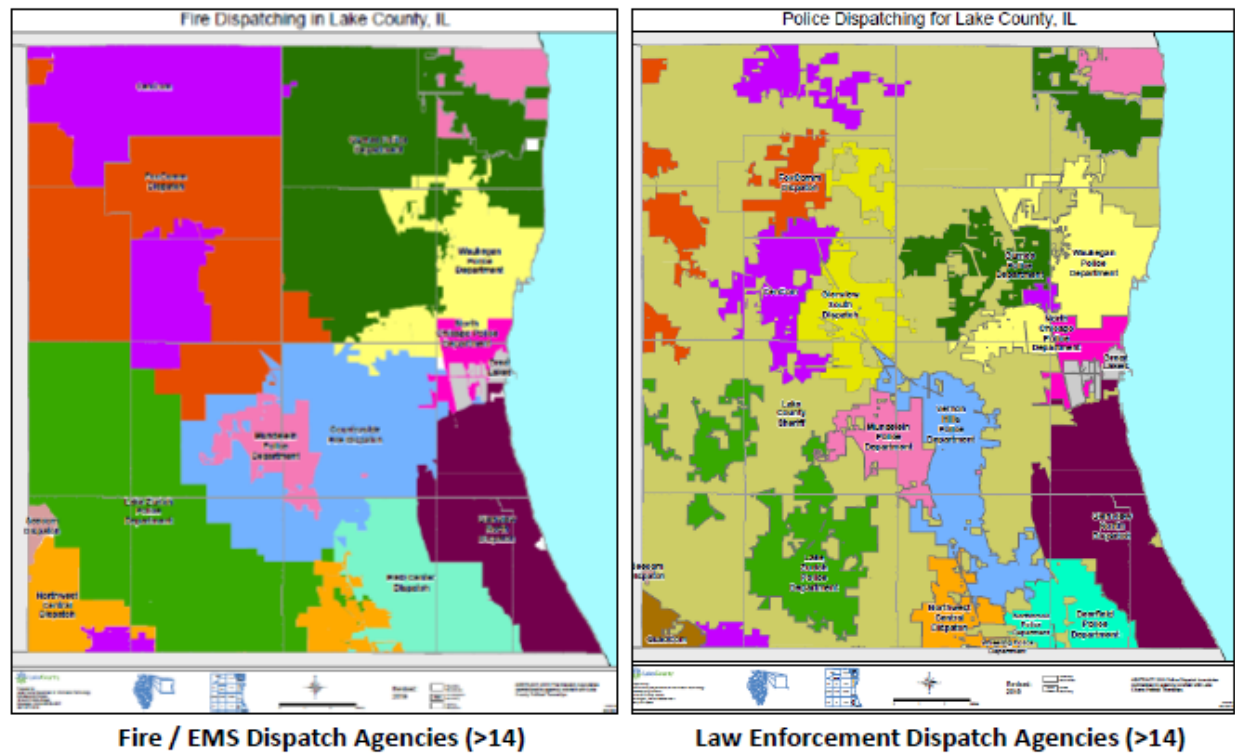
- **Total calls at Partner PSAPs = 1,330,000**
- **Total 9-1-1 calls = 260,000**
 - 45,900 wire line 9-1-1 calls
 - 202,100 wireless 9-1-1 calls
 - 8,800 VoIP 9-1-1 calls
 - 4,900 abandoned 9-1-1 calls
- **Total 10-digit calls = 1,070,000**
 - 779,000 inbound 10-digit calls
 - 293,400 outbound 10-digit calls
- **Total computer aided dispatch (CAD) incidents = 953,000**
 - 847,900 Law Enforcement incidents
 - 67,000 Fire / EMS incidents
 - 38,300 others

Current Environment PSAP Boundaries

- **More than 14 Primary PSAPs**
 - Answer 9-1-1 calls
- **Wireline 9-1-1 calls follow boundaries to the right**
- **Cellular (voice or text message) and VoIP 9-1-1 calls may not follow established boundaries**
 - A cellular 9-1-1 call may go to the closest available cell tower
 - Text message to 9-1-1 is very limited in Lake County
 - A VoIP 9-1-1 call may show the physical location of the internet server and not the caller's actual location
- **Next Generation 9-1-1 initiative will improve location from cell phones**



Dispatch Boundaries



Additional GIS map layers displaying this data may be available upon request.

Current Technology

The participating agencies currently utilize a variety of arrangements for their CAD, RMS, JMS, and Mobile solutions. Please see the table below outlining current system(s) in use by agency.

	CAD	LE – RMS	Fire – RMS	JMS	Mobile
CenCom	Infor EnRoute	Various	Various	Various	Infor EnRoute
FoxComm	Infor EnRoute SQL CAD	Various	Various	Various	Infor Enroute Mobile CAD
Mundelein	Infor EnRoute	Capers	Firehouse	ID Networks	Infor EnRoute
Gurnee	PSSI/Central Square	PSSI/Central Square	Image Trend	PSSI/Central Square	PSSI/Central Square
Vernon Hills	Tyler 2019.1	Tyler 2019.1	Firehouse	Tyler - LERMS 2019.1	Tyler 2019.1
Waukegan	Tyler – Enterprise 2018.4	Tyler – LERMS 2018.4	ESO	Tyler – LERMS 2018.4	Tyler – AEGIS Mobile 2018.4

Lake County Sherriff's Office	Vision Inform	Vision Inform	None	Vision Inform	Vision Inform
Lake County ETSB	Infor EnRoute SQL CAD	None	None	None	Infor EnRoute Mobile

The Consortium partners desire an integrated, consolidated system to address gaps in their current technologies, such as duplicate data entry, unnecessary workload demands (across agencies), and problematic integration with modules provided by third party vendors. Please see Appendix A for system(s) requirements.

RFP Timeline

To ensure that that Lake County can implement the proposed solution in a timely manner, the Proposers should be aware of the selection timeline below.

Please note RFP timeline dates are subject to change. Lake County is monitoring the COVID19 situation and will comply with Federal, State, and Local guidelines. Timeline changes could be necessary to accommodate travel restrictions for onsite activities such as vendor demonstrations. The County will issue Addenda as appropriate.

Milestone	Date
Release RFP	March 24, 2020
Optional Virtual Pre-Bid Conference	April 9, 2020 9 AM – 10 AM CDT (Zoom / Remote Option Only) Join via: https://crowe.zoom.us/j/257655707
Q&A Due	April 28, 2020 5 PM CDT
Proposals Due	May 5, 2020 11 AM CDT
Vendor Demos	June 1 – 26, 2020

Additionally, Proposers should be aware of the following:

- The County on behalf of the Consortium will provide demo scripts to shortlisted vendors for use during vendor demonstrations to highlight key processes.
- The County on behalf of the Consortium desires to contact any known vendor customer, including those outside of listed references.
- The County on behalf of the Consortium desires to possibly conduct a customer site visit and may contact vendor customers for this purpose.
- Cost proposals will be reviewed at the time of short-list and invitation for vendor demonstration.
- Short-listed vendors may be asked to provide BAFO pricing following vendor demonstrations.

IV. Scope of Work

Overview

The scope of this Request for Proposals (RFP) is to establish a fully integrated public safety software system for the 9-1-1 Regional Consolidation Partners, as procured through Lake County Purchasing. This section outlines what is considered in scope for Proposers.

As previously stated earlier in the RFP, the County's and Regional Consolidation Partners' priority is to implement a comprehensive public safety solution that includes the following systems within a solution suite:

- A. Computer Aided Dispatch (CAD)
- B. Law Enforcement Records Management System (LE RMS)
- C. Fire Records Management System (Fire RMS)
- D. Jail Management System (JMS)
- E. Mobile Data

Solution Summary

The Proposer should use this narrative response as an opportunity to convey their understanding of the requirements and how their proposed solution meets the Consortium's needs, including the benefits it seeks in a regional 9-1-1 consolidation model, and how the proposed solution contributes to this goal.

Proposer must present the specific products and versions that it is proposing. The response to this section must also outline the features and capabilities of the proposed software and indicate whether the proposed functionality is native to the product, requires a customization, or requires integration with a third-party software product to deliver the desired functionality. This section is intended to accompany the detailed Requirements Matrix, found in Appendix A.

Proposer shall provide in narrative form, a description of the following capabilities and approach within its proposed solution:

- i. Modules included with a description of each module proposed
- ii. Software licensing and deployment model
- iii. Web-based technology and access
- iv. Mobile technology
- v. Reporting and analysis tools, including business intelligence and analytics
- vi. Interface development and integration tool sets
- vii. Configuration tool set and management console
- viii. Level of client-configurable features
- ix. New version, upgrade, patching, and other enhancement release schedule and process
- x. Audit trail and security capabilities
- xi. Application architecture summary
- xii. Hosting arrangement
- xiii. Data migration approach
- xiv. Software and hardware requirements for Consortium partners
- xv. How the solution addresses compliance with Federal Section 508 and Illinois Information Technology Accessibility Act (IITAA) standards for accessibility

The sub-sections below provide brief summaries of each module desired in the integrated system suite. The detailed requirements are contained within the Requirements Matrix.

A. Computer Aided Dispatch (CAD)

The Proposer must address the Consortium's stated need for a multi-agency CAD system that can be utilized by multiple dispatchers, call-takers, and 911 operators across agencies to prioritize and record incident calls, identify the status and location of responders in the field, and dispatch responder personnel. The Consortium desires a uniform CAD system, configured once for use across all partnering agencies; all other relevant systems in this solicitation may require unique configuration for each respective agency. The ideal system will include resource management, call taking, location verification, dispatching, unit status management, and call disposition in addition to other modern CAD system elements. Please see Appendix A for additional detail related to CAD requirement needs.

B. Law Enforcement Records Management Systems (LE RMS)

The Proposer must address the Consortium's stated need for a multi-agency system that provides for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations. An effective RMS allows single entry of data while supporting multiple reporting mechanisms. Such records include but are not limited to incident and accident reports, arrests, citations, warrants, civil processing, case management, field contacts, and other operations-oriented records. The RMS need not address the general business functions of a law enforcement agency, such as budget, finance, payroll, purchasing, and human resources functions. Please see Appendix A for additional detail related to LE RMS requirement needs.

C. Fire Records Management System (Fire RMS)

The Proposer must address the Consortium's need for Fire records management functionality that integrates with CAD and Mobile and manages daily fire department activity and operations. This includes call handling and requests for assistance from other agencies, robust mapping, and additional functionality for personnel management, scheduling, asset management, incident management, and easy reporting to meet hospital requirements. Please see Appendix A for additional detail related to Fire RMS requirement needs.

D. Jail Management System (JMS)

The Proposer must address the Consortium's need for an integrated, comprehensive JMS. The JMS should integrate with other systems referenced in this procurement and seek to reduce inaccuracies and inconsistencies in data. At the time of this RFP release, the Lake County Jail holds approximately 600 inmates, with additional tracking of individuals released on electronic monitoring surveillance in work release situations, and other small holding facilities within police agency holdings. The Consortium is seeking JMS functionality including but not limited to daily inmate management, tracking inmate locations throughout multiple facilities, retaining individuals' booking and release dates, organize cell distribution, and provide updated information and reporting on jail populations. Please see Appendix A for additional detail related to JMS requirement needs.

E. Mobile Data

The Proposer must address the Consortium's stated need for an integrated, comprehensive Mobile Data system that works with CAD and RMS systems within the suite. Mobile Data should integrate seamlessly with the proposed CAD solution and provide users with modern GIS and mapping functionality, verbal and visual direction cues, in addition to other contemporary system functionalities to be used by officers in the field. Please see Appendix A for additional detail related to Mobile Data requirement needs.

Current User Counts

At the time of this RFP release, the Consortium estimates that the new public safety system(s) suite will need to accommodate the following minimum user counts. This is a rough estimate as of the time of this solicitation, and intended to provide the Proposer with an order of magnitude when proposing a solution. Each user count represents a user from the agency requiring some level of access and does not necessarily represent concurrent users.

Please note: numbers outlined below reflect user counts only and do not represent software license counts of any kind. CAD numbers across PSAP groups may also be double-counted and should not be summed, as all entities listed utilize the Lake County ETSB CAD solution at present.

	Lake County Sheriff's Office	Fox Comm	Vernon Hills	Gurnee	CenCom	Mundelein	Waukegan	Lake County ETSB
a) CAD	27	0	10	22	20	19	30	90
b) LE RMS	475	98	38	250	127	165	190	0
c) Fire RMS	0	109	0	210	158	119	130	0
d) JMS	225	87	0	130	127	137	190	0
e) Mobile Data (includes FBR)	278	0	75	95	0	258	160	990

Functional and Technical Requirements

The Consortium's detailed functional and technical requirements for the CAD, LE RMS, Fire RMS, JMS, and Mobile solutions are listed in Appendix A. The functional and technical requirements outline proposed functionality that the Consortium desires and are not to be considered as the basis for elimination if a single requirement is not met. The matrices have been included with this solicitation as a Microsoft Excel workbook for Proposers to complete as part of the proposal.

Please complete the Vendor Response section of each relevant tab of the Requirements Matrix (i.e. for those systems which the vendor is proposing upon as part of their submission). For the purposes of this RFP, items not answered or marked as an exception on the Matrix will be interpreted as "Does Not Meet," and will be factored accordingly for scoring purposes. For exceptions, please provide comment in the Vendor Response section for each exception. If the Proposer is not sure if their system provides total functionality as detailed in the functional requirement description or if that functionality may be available in a future release, the Proposer should take an exception to that functionality.

Integration Requirements

The public safety system(s) solution may require some level of interface, data exchange, and/or integration with a variety of 3rd party systems. Please refer to Appendix A for the Requirements Matrix which lists any possible anticipated integrations. When appropriate, the requirements list where the solution should either contain functionality within the software or integrate to an existing solution already in place for that functionality. The Consortium desires a solution with a strong and proven mechanism for interfacing to other systems but is also interested in certain functionality areas if the solution may accommodate it within its base solution already. The Consortium invites Proposers to describe how their solution meets the desired functional need as stated within the requirements, including an interface, data exchange, interface, and/or bring functionality into the Proposer's own solution using software functionality it already has.

Existing Records Management Systems

In the desired future state, the Consortium will require potential integration with multiple existing RMS systems across various 9-1-1 Consortium stakeholder agencies. The full listing of required RMS integrations is not known at the time of this solicitation, but Proposers should be prepared to integrate with multiple RMS systems, including but not limited to: CAPERS, PSSI/Central Square, Tyler 2019.1, Tyler

– LERMS 2018.4, and Vision Inform. Proposers should be aware that the Consortium and Lake County will expect future collaboration and future scoping of interfaces.

Lake County Court Case Management

Lake County criminal justice stakeholders; including the Court, Clerk, Prosecutor, Public Defender; as well as County IT are currently undergoing an implementation of the integrated court case management system (ICMS), which began around Fall 2019. The ICMS includes the eCourt, eProsecutor and eDefender solutions from Journal Technologies. At the time of this solicitation, the ICMS implementation is in an analysis phase, with planned go-live in mid-2022.

In the desired future state, both the Consortium and the County ICMS stakeholders desire data sharing and integration to support operations between the ICMS and the integrated public safety solution. Proposers should be aware that the Consortium and Lake County expect collaboration and scoping of interfaces in the future. In some limited cases, requirements for some interfaces have been listed within the Requirements Matrix where known mandatory interfaces will be necessary. Otherwise, Proposers will not be asked to provide pricing for interfaces with the ICMS, but should expect future work in this area, and should describe their ability to interface with systems such as the Journal Technologies ICMS.

Implementation Methodology

Vendors must describe their approach to implementing the proposed solution. The plan should detail how the services will be administered and your policies and procedures addressing the specific components. Where applicable, Proposer is encouraged to provide examples of how and where similar requirements are being met (or have been met previously) on other projects. Proposer is invited to include illustrations, diagrams, and/or attach sample material in an appendix to provide additional clarity. The Implementation Methodology should include but is not limited to the following sections:

Implementation Approach

Explain the implementation methodology and procedures of the proposed solution. This includes the steps required to implement the software, including tasks, deliverables, and dependencies. Identify activities that involve the vendor, the Consortium partners, and any other stakeholders. The Consortium is open to approaches that the Proposer believes are most successful and invites a variety of software development approaches (waterfall, agile, etc.) if the Proposer can demonstrate success. If possible, the Consortium desires all modules to launch together, rather than phased go-live of each module (CAD/RMS etc).

Environments: The Consortium all prefers that the implementation will include environments for, at a minimum, Development, Testing / QA, Training, and Production. The Proposer may propose additional environments, if necessary, but plan to include these at a minimum. The Proposer should describe the approach for managing environments – including with developing / testing / managing data, integrations, and configurations. The Proposer should describe any tools for restoring Production data back to other environment(s), and tools for transferring configurations (independent of data).

Training

The Consortium understands a variety of training methods will be needed. Please explain the proposed training approach that is most effective for vendor's proposed solution suite. Explain the structure, delivery method, and training material that will be provided. The proposed training approach should specifically include planning for (1) System Admin Training, (2) User Admin Training, and (3) End User Training by each specific module. The Consortium is open to approaches that the Proposer believes are most successful and invites a variety of innovative and creative delivery methods, from classroom style to computer-based training. Additionally, please include any potential opportunities for ongoing training, including user groups, etc.

Testing

Explain the testing approach and methodology for the proposed solution suite. Explain the steps involved, and any assumptions for Consortium Partners to test. The Consortium expects, at a minimum, the vendor will provide layers of testing that include unit testing, user acceptance testing, integration testing (end to end), data migration testing, and performance testing. Also describe the testing approach for documentation, tracking of issues and resolution, test reporting, and any systems utilized to support testing processes.

Data Migration

Some data migration will be necessary from legacy agency systems into the new proposed solution. The Consortium expects the vendor to propose a data migration strategy that clearly identifies the data migration process, roles and responsibilities of each stakeholder (e.g., please list out Consortium responsibilities vs vendor responsibilities), and appropriate timing in the project when data migration activities take place. For instance, please explain the proposed process, responsibility owner, and cost impact for:

- Development of data import templates
- Populating import templates
- Mapping fields
- Scripting the fields for import
- Executing import
- Testing

Proposer should also identify any recommended third party tools or subcontracted parties for data migration activities in its approach.

The Consortium and successful vendor will work together during the planning stage to establish the exact volume of data to be migrated, which depends partly on the vendor's solution and on compliance with applicable reporting requirements and statutes. It is possible that individual partner agencies will have different desired data migration needs.

Support

Explain the support process post go-live, including various support models and what is recommended for the Consortium based on Proposer's understanding of the Consortium's needs. Explain if the Consortium is able to transition between support models, and what considerations may be inputs into a support model decision, for the Consortium to consider. Vendors should provide the Service Level Agreements (SLAs) to which Proposer will commit as part of the solution – across the entire suite. Describe any software utilized to track support tickets, including performance, SLAs, and resolution comments. Note also that some specific SLA requirements are included also in the Requirements Matrix. Vendors should include all possible options for support, as individual agencies may require different support structures.

Maintenance

Explain the ongoing maintenance process model for post go-live, including how software is upgraded, patched, and how user input is received and considered. Explain the future software roadmap, product end of life and sunset considerations for your solution, including how the Consortium would receive enhancements, and any documentation received as part of the release. Also explain the model recommended for the Consortium based on Proposer's understanding of the Consortium's needs. Explain if the Consortium is able to transition between maintenance models, and what options the Consortium may consider.

Project Management & Project Plan

The comprehensive project effort for an integrated, scalable public safety solution should include effective project management throughout the project, from planning and kickoff through go-live. Proposers shall submit a Project Plan and Project Management templates that demonstrate how project

management will be utilized to keep the project on track and be successfully implemented. As part of the project plan, Proposers should identify when vendor project teams are expected onsite; regular onsite time with relevant vendor project team members is expected.

Change Management (Optional)

The Consortium recognizes that proactive change management will be an integral part of implementing an successful public safety solution and as such, the County intends to utilize Change Management services of some kind as part of this project effort. If this is a capability of the Proposer's firm, please explain and provide an approach for change management activity to occur throughout the implementation. This is an optional activity for the Proposer to include in its proposal and is also optional for the Consortium to award.

Business Process Reengineering (Optional)

The Consortium does plan to engage in a business process mapping effort and redesign of workflows and business processes as part of the implementation of an successful public safety solution. This work is intended to optimize efficiency and effectiveness, so that the software will support effective business process rather than matching outdated processes. If Business Process Reengineering (BPR) is a capability of the Proposer's firm, please explain and provide an approach for BPR activity to occur within the implementation. This is an optional activity for the Proposer to include in its proposal and is also optional for the Consortium to award.

V. Submittal Requirements

Proposals should provide a straightforward, concise description of the proposed solution and services that satisfies the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following sections:

A. Introduction Material and Executive Summary

The introductory material must include a title page with the RFP number, subject, name of the Proposer's firm, address, telephone number, e-mail address, the date, a letter of transmittal and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

In addition, the executive summary should clearly state which module(s) are included in the proposed solution.

B. Company Background

In this section provide information about the company so that the Consortium can evaluate the Proposer's stability and ability to support the commitments set forth in the response to this RFP. Information in this section should contain the following information in addition to the General Information Sheet that is also included as an exhibit to this RFP:

- i. Company name and location of the corporate headquarters and of the nearest office to Lake County.
- ii. The number of years the company has been in business and the number of years the company has been providing services to the public sector and with public safety agencies.
- iii. Include information on the company's customer base, such as the number of public sector clients the company serves, the number of local government clients, and the number of public sector clients in the state.
- iv. Identify if the company serves other industries.
- v. Include a summary of the company's organizational characteristics such as the number of employees, their backgrounds, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.
- vi. Describe any other business affiliations (e.g., subsidiaries, joint ventures, "soft dollar" arrangements with brokers).
- vii. Demonstrate financial stability and corporate longevity. Please provide the most recent Financial Statement and a history of any bankruptcies and restructuring and/or acquisitions. Also identify if acquisitions are in process.
- viii. Identify and disclose the maturity of proposed solution suite.

C. Qualifications

In this section provide information about the company and team so that the Consortium can evaluate the Proposer's experience relevant to the solution and services requested in this RFP. The Consortium strongly prefers Proposers with a proven track record of implementing integrated solutions enterprise-wide and invites Proposers to emphasize this experience.

- i. Describe Proposer experience and qualifications in the following areas:
 - o Public safety systems – CAD, LE RMS, Fire RMS, JMS, Mobile Data
 - o Large-scale, enterprise-wide, complex integrated solution implementations
 - o Working with public sector agencies, including counties and regional consolidated dispatch groups
 - o Integrations of public safety solutions with third parties
 - o Other experience that the Proposer deems relevant to this procurement.
- ii. Identify other clients of similar structure to the 9-1-1 Consortium (regardless of solution implemented or service provided)
- iii. Identify if vendor has experience doing business in Illinois
- iv. Identify other clients currently live with public safety systems of the same solution type (software

- application and hosting arrangement) as proposed to the Consortium.
- v. Describe the proposed staffing plan, including an organizational chart of the project team, including both vendor and Consortium roles. At a minimum, the Consortium expects to provide team members committed to the effort, including: (1) Executive Steering Committee, (2) Project Management / Stakeholder Committee, and (3) IT / Functional / Business Team, which includes subject matter specialists.
- Also include a table of key personnel that lists name, role, experience, responsibility, and expected % involvement over the implementation period.
 - Provide resumes in an Appendix.
 - Describe staffing turnover approach and resource management function to address turnover and scheduling of resources.
 - Identify the single point of contact responsible for the engagement.
 - Identify any 3rd party partners or subcontractors who may support the engagement.

D. Proposed Solution to Scope of Services

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project and the scope of work. For each task that is identified in the scope of services outlined in the specifications, please identify your firm's approach to address the requirements. Your response should include the following sections:

- i. **Identify proposed solution**, including the following areas. These may be reordered and discussed as the Proposer desires. The Consortium seeks clear, simple, concise responses.
- Clearly describe which modules are included in your solution, with a description of each module proposed. Describe if they are integrated or standalone.
 - Identify the key advantages to the proposed solution.
 - Describe options for software licensing, including proposed model based on the requirements of the RFP. Describe renewals and process to adjust license counts post go-live.
 - Identify if the solution leverages web-based technology, and how users access the application(s). Identify if there are module exceptions to the web access.
 - Describe the mobile technology approach and mobile experience, including compatible or recommended devices optimized for the proposed solution.
 - Describe any Reporting / Analytics / Visualization / Business Intelligence tools included in the solution and identify if these are included in the cost.
 - Describe overall interface development approach and assumptions regarding integration tool sets.
 - Describe configuration tool set and management console
 - Describe, if applicable, the level of client-configurable features, or if the solution must be entirely configured and maintained by the vendor.
 - Describe the process, release schedule, policies, and roadmap for live clients to obtain new software versions, upgrades, patching / hot fixes, and/or other enhancements. Describe the roles expected of the vendor and the client.
 - Identify Audit Trail capability within the solution.
 - Describe security capabilities and approach, including secure features, encryption approach, and recommended security practices the client should adopt.
 - Provide a high-level summary of Application Architecture for the proposed solution
 - Provide a high-level environment diagram for the proposed solution within the Consortium's environment, based on what is known in this RFP.
 - Describe the proposed Hosting arrangement, including underlying assumptions upon which the proposed hosting arrangement is based. The Consortium will not consider hosted CAD system proposals. For the remaining system (JMS, LE RMS, Fire RMS, and Mobile), the Consortium invites a variety of hosting arrangements and seeks a solution that best meets its overall stated requirements.

This could include SaaS cloud, and/or on-premise, or a hybrid. Proposers should describe why it has selected and proposed the hosting arrangement. Any proposed cloud solutions must be hosted on the government cloud.

- Provide a list of required infrastructure, networking, software, and hardware to optimize the proposed solution. Provide a summary of what the Consortium partners will need to have in place or procure prior to implementation. This should include third-party devices, tools, and plug-ins also.
- ii. **Describe Implementation Plan**, which includes the detailed step-by-step approach to implementation of the solution. Describe the implementation methodology, including project phases and activities, deliverables, assumptions, and timeframes.

Within the Implementation Plan, describe the Proposer's approach to each of the following areas, as described in more detail in the earlier [Scope of Work](#) section:

- Integrations
 - Training
 - Testing
 - Data Migration
 - Support
 - Maintenance
- iii. **Describe Project Management Approach**, which includes the Proposer's project management methodology, project management team structure, and describes how the project management team will keep the project on time, on budget, with high quality. Describe risk mitigation approaches and what metrics will be utilized to measure success and effectiveness. Also provide a sample of a project management template and describe the reporting approach for project management collateral.
 - iv. **Describe Change Management Approach (optional)**. Please note the County intends to utilize Change Management services of some kind as part of this project effort; however, the Consortium may or may not decide to include change management within this contract. If qualified to provide change management services, please provide a recommended approach, including how change management activities will be integrated into the project throughout the implementation. If not qualified, Proposer may choose to not respond to this section.
 - v. **Describe Business Process Reengineering Approach (optional)**. Please note the County intends to utilize BPR services of some kind as part of this project effort; however, the Consortium may or may not decide to include business process reengineering and process improvement services within this contract. If qualified to provide BPR services, please provide a recommended approach, including a description of what activities the Proposer recommends, and when in the project they should take place. If not qualified, Proposer may choose to not respond to this section.

E. Module Screenshots / User Experience

For each proposed system module, please provide the following screenshots of your proposed solution. A single, simple screenshot will suffice for each line item request below.

The Consortium understands that configuration and possible customization will be necessary as part of the implementation; it is not seeking any configuration or data to be entered in this pre-solicitation exercise. Requesting this information in the proposal is desired so the Consortium may experience limited but important out of the box features and experience the look and feel of the solution's graphical interface.

Please also provide accompanying narrative that outlines the graphical user interface of the proposed solution and identifies how often updates are applied to upgrade the GUI. Provide a simple overview of the user experience.

CAD

- a. Standard CFS (Call for Service) entry screen
- b. Unit assignment
- c. Messaging through CAD with units
- d. Query screen (e.g. Name, DOB check)
- e. CAD map

RMS

- a. Master person record
- b. Incident entry
- c. Supplemental report
- d. Warrant entry
- e. Lookup person, vehicle, or location - and then see the response
- f. Arrest report – integrate to Jail
- g. Sheriff – order servicing (order of protection)

JMS

- h. Booking sheet / booking process
- i. Arrest report – received from RMS
- j. Headcount
- k. Classification reports
- l. Activity reporting
- m. Movement tracking
- n. Incident / disciplinary reporting
- o. Medical / mental health
- p. Holding reimbursement
- q. Court appearance notification

Mobile

- r. Call for service
- s. Mapping to route a unit to the incident
- t. Status update for unit
- u. Query screen (name, DOB check)
- v. Field Reporting Case (if available)

F. Client References

The Consortium considers references to be an important factor in its decision to award a contract. Proposers should supply the following:

i. References

- Vendors should be prepared to provide three (3) references that will be available to speak with the Consortium. The Consortium prefers these references reflect an integrated, enterprise public safety implementation similar to this RFP's scope of work and that was completed (live) in the past five years. A reference sheet is included as a submittal as part of this RFP document.

ii. Client Listing

- Vendors should provide a separate current client listing. The Consortium may contact these clients to set-up an onsite visit following vendor demonstrations.

G. Completed Requirements Matrix

Proposers must complete the provided Excel Workbook of requirements, within each corresponding tab(s) of Appendix A for all proposed upon systems. Please submit the Excel version of the Requirements Matrix as part of

your proposal. Further instructions are provided within the Matrix.

H. Exceptions to the RFP

Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the Consortium and the descriptions of the advantages or disadvantages to the Consortium because of the exception. The Consortium, at its sole discretion, may reject any exceptions or specifications within the proposal.

I. Price Proposal

The price proposal cost sheeting included as part of this proposal (**Appendix B**) shall be completed and returned with your response in a separate sealed envelope. **Proposers should submit individual price proposals for each proposed upon module (i.e., if a Proposer is proposing on all five (5) systems in this solicitation, the Proposer should submit 5 copies of this Excel file - one for CAD, LE RMS, Fire RMS, JMS, and Mobile Data respectively.**

The price proposal shall include a total price as a fixed fee for all services and product costs as stated in the Scope of Services and within the Requirements Matrix. The Proposer will consider all costs (labor, overhead, administration, profit, travel, etc.) associated with providing the services listed in this RFP. If applicable to the vendor's pricing model, please include any fixed unit license fees. The vendor may also recommend optional services such as change management and business process reengineering.

VI. Evaluation Criteria

The Consortium will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this procurement effort. All proposals will be evaluated by how well the proposal satisfies the described/stated needs. Newly emerging technologies, additional features, and the ability of the proposed solutions to adapt will be a consideration.

Evaluation Organization

An Evaluation Committee will be established to score and evaluate the submitted proposals. The Evaluation Committee may include members from various 9-1-1 Regional Consolidation partners, Lake County Purchasing, and other relevant agencies. The Committee will be responsible for the proposal evaluation.

Evaluation of the Proposals

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. Lake County is monitoring the COVID19 situation and will comply with Federal, State, and Local guidelines. Timeline changes could be necessary to accommodate travel restrictions for onsite activities such as vendor demonstrations. The County will issue Addenda as appropriate.

All proposals submitted in response to this RFP will be scored based on the evaluation factors identified:

- Proposer experience and qualifications, including staffing plan and experience of key personnel
- Stability of the Proposer, including its financials and corporate structure
- Proven track record of implementation success, including of similar size, scope, and complexity with like agencies
- Proposed solution and its ability to meet requirements
- Proposed approach and its ability to accomplish the scope of work
- Project Plan and Schedule
- Approach for Support and Ongoing Maintenance
- Ability to integrate and provide a seamless experience
- Cost Proposal

Short List / Demonstration

The evaluation factors will be used to assist the Evaluation Committee in determining a short list. Proposers will be notified by the Consortium if they have been selected for the short list. Short listed candidates will be invited to deliver a demonstration their product(s) onsite at the Consortium. Please note, the Consortium reserves the right to not short list any and all Proposers if it is not in the best interest of the Consortium. The Consortium expects to provide a list of functionality and process scripts to be shown in the demonstration.

Interview / Site Visit

The Consortium reserves the right, as part of the evaluation process, to ask for additional materials, interview, or schedule site visits to any locations serviced by Proposers. Site visits may be scheduled or unscheduled as determined by the Consortium, either to the site of the Proposer or to one of its existing customers.

Additional Investigations

The Consortium reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any firm submitting a proposal including contacting other clients, whether listed as a reference or not, to assess the performance of the vendor and the level of satisfaction of other entities with the comprehensive solution proposed to the Consortium.

Best and Final Offer

The Consortium reserves the right to initiate a Best and Final Offer (BAFO) if additional information or modified terms are necessary for the Evaluation Committee to complete its evaluation and ranking of all qualified vendors. A BAFO will not be used solely to reduce pricing. If a BAFO is requested, all short-listed Proposers, or if the short list process is not used, all qualified Proposers will be provided an opportunity to submit a modified Response. Only one BAFO request will be issued by the Consortium. The information received from the BAFO will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.

Intent to Negotiate

The County reserves the right to invite the most qualified Proposer to negotiate final terms and conditions, finalize scope clarification and confirm final pricing and payment terms. The information received from the negotiation shall be found in the final contract document. If the parties are unable to negotiate a satisfactory contract the negotiations will be terminated. The County reserves the right to either begin negotiations with the qualified Proposer that is next preferred or non-award the request for proposal.



Addendum Acknowledgement RFP # 20027

The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE

I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.

Submittal Number:
Company Name:
Authorized Representative:
Signature:
Authorized Representative:
Print Name:
Date:

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to purchasing@lakecountyil.gov prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.

General Information Sheet

Authorized Negotiators:

Name:

Phone #:

Email Address:

Name:

Phone #:

Email Address:

Business Organization: (check one only)

Sole Proprietor: An individual whose signature is affixed to this proposal.	
Partnership [State full names, titles, and addresses of all responsible principals and/or partners on attached sheet.]	
Corporation [Please note State of incorporation]	
Non-profit Corporation: 501c3-- U.S. Internal Revenue Code	

By signing this proposal document, the Proposer hereby certifies that it is not barred from responding on this contract because of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Business Name

Signature

Print or Type Name

Date

References

List below three other similar size clients for who you have provided similar services in the last five years. The Consortium has a strong preference that references provided be for public sector entities of comparable size and complexity and that the systems are already live and operational.

Agency Name:	_____	
Address	_____	,
State, Zip Code	_____	
Telephone Number	_____	
E-Mail	_____	
Contact Person	_____	
Dates of Service	_____	
Project Scope Description	_____	
Modules Implemented	_____	

Agency Name:	_____	
Address	_____	,
State, Zip Code	_____	
Telephone Number	_____	
E-Mail	_____	
Contact Person	_____	
Dates of Service	_____	
Project Scope Description	_____	
Modules Implemented	_____	

Agency Name:	_____	
Address	_____	,
State, Zip Code	_____	
Telephone Number	_____	
E-Mail	_____	
Contact Person	_____	
Dates of Service	_____	
Project Scope Description	_____	
Modules Implemented	_____	

Additional Client Listing

Agency Name

Address

State, Zip Code

Telephone Number

E-Mail

Contact Person

Dates of Service

Agency Name

Address

State, Zip Code

Telephone Number

E-Mail

Contact Person

Dates of Service

Agency Name

Address

State, Zip Code

Telephone Number

E-Mail

Contact Person

Dates of Service

Agency Name

Address

State, Zip Code

Telephone Number

E-Mail

Contact Person

Dates of Service

Agency Name

Address

State, Zip Code

Telephone Number

E-Mail

Contact Person

Dates of Service

Agency Name

Address

State, Zip Code

Telephone Number

E-Mail

Contact Person

Dates of Service

Agency Name

Address

State, Zip Code

Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____

Agency Name _____
Address _____
State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____

Agency Name _____
Address _____
State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____

Agency Name _____
Address _____
State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____

Agency Name _____
Address _____
State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____

Sustainability Statement

The County of Lake is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking Proposers to provide a Statement of Sustainability to ensure our Proposers are also incorporating sustainability into their firms' practices.

Instructions

On the following Sustainability Statement form, provide a clear description of your firm's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or firm, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or firm, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your firm through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal "green team."

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your firm has achieved.

Sustainability Statement Form

Please attach additional sheets if necessary.

Waste Minimization

Energy Efficiency

Water Efficiency

Staff

Education



VENDOR DISCLOSURE STATEMENT

Vendor Name:			
Address:			
Contact Person:		Contact Phone #:	
Bid/RFP/SOI/Contract/Renewal:			

Vendors wishing to contract with Lake County for goods and services in an amount greater than \$30,000 shall submit this form in advance of award. This disclosure statement is not required for utility companies regulated by the Illinois Commerce Commission or local units of government. Vendors shall disclose:

- A familial relationship between a Lake County elected official, department director, deputy director and manager and owners, principals, executives, officers, account managers or other similar managerial positions of the vendor's company. Familial relationship is defined as a spouse (including civil partner), child, stepchild, parent, stepparent, grandparent, in-laws (including parent, grandparent, sibling, or child), relatives and non-relatives living in the same residence, and offspring born to any aforementioned person.
- All political campaign contributions made by the vendor or an owner, principal, executive, officer, account manager, or other similar managerial position of the vendor to any county board member, county board chair, or countywide elected official within the last five years.

If there is nothing to report in a section, please state none in the appropriate space.

FAMILIAL RELATIONSHIPS

List names and departments/agencies of Lake County employees or public officials with whom owners, principals, or officers of the vendor's company have a familial relationship and the nature of the relationship. Attach additional pages as necessary. (Provide all names or state none in the space below. Do not leave blank.)

Name and Department/Agency of Lake County Employee/Public Official		Familial Relationship

CAMPAIGN CONTRIBUTIONS

List campaign contributions that have been made within the last five years that exceed \$150 annually. Attach additional pages as necessary. (Provide all names or state none in the space below. Do not leave blank.)

Recipient	Donor	Description (e.g., cash, type of item, in-kind service, etc.)	Amount/Value	Date Made

Continuing disclosure is required if information changes. This Vendor Disclosure Statement form is available at www.lakecountyil.gov.

The full text of the County's Ethics and Procurement policies and ordinances are available at www.lakecountyil.gov.

I hereby acknowledge that the information above is accurate and complete, that I am an authorized signer on behalf of the vendor, that I have read and understand these disclosure requirements, and that I agree to update this information if there are any related changes by submitting a new Vendor Disclosure Statement.

Authorized Signature:		Title:	
Printed Name:		Date:	

Vendors must insert "x" in the following box indicating exception and provide a brief narrative for exception.

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