PART 1 – PROJECT SCOPE OF WORK

3.1 PURPOSE

The City of Denton (City), Texas is seeking proposals from qualified Vendors for a comprehensive public safety software solution that includes a computer-aided dispatch (CAD) system, mobile data system (MDS), law enforcement records management system (LERMS), and fire records management system (FRMS). The selected Vendor must be capable of providing a fully integrated, configurable, turnkey system and related services including installation, interfaces, testing, documentation, training, transitioning, and cutover support. The proposed solution must be accompanied by a warranty and maintenance package that includes update services.

The City has retained Mission Critical Partners, Inc. (MCP) to provide support to City staff throughout the software procurement and implementation process.

3.2 BACKGROUND

The City of Denton is located approximately 40 miles north of Dallas/Fort Worth. The City currently encompasses 87.95 square miles and has an estimated population of 130,000. Regional planners forecast that by 2030 Denton will experience an 82 percent increase in population and will be home to more than 207,000 residents. The City has the capacity to expand its boundaries through the annexation of unincorporated areas.

Annual increases in population will be accompanied by greater demands for public safety services. The City expects the proposed CAD/MDS/LERMS/FRMS solution to meet the needs of a growing municipality throughout the life of the solution.

3.3 THE PSAP ENVIRONMENT

The City’s public safety answering point (PSAP) is situated within the Denton Police Department (DPD) facility at 601 E. Hickory Street Denton, Texas. The PSAP provides 9-1-1 call-taking and dispatch services to the DPD and Denton Fire Department (DFD). The Public Safety Communication Center staff includes 19 telecommunicators, four (4) lead operators, one (1) trainer, and a senior manager.
The PSAP has operated a TriTech VisionAir CAD system since July of 2001. The CAD system was last updated in June 2013 and is operating version 3.7.3.10. The police and fire department currently use the TriTech VisionAir records management system that was implemented in 2003. Table 3-1 presents the CAD events for 2015, 2016, and 2017.

<table>
<thead>
<tr>
<th>Year</th>
<th>Police Department Entered</th>
<th>Fire Department Entered</th>
<th>Total Annual CAD Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>109,417</td>
<td>12,870</td>
<td>122,287</td>
</tr>
<tr>
<td>2016</td>
<td>109,400</td>
<td>13,817</td>
<td>123,217</td>
</tr>
<tr>
<td>2017</td>
<td>110,998</td>
<td>14,441</td>
<td>125,439</td>
</tr>
</tbody>
</table>

The DPD has a total of 246 personnel, of which 170 are commissioned police officers. The DPD reports crime statistics to the Texas Department of Public Safety. The DPD utilizes 86 vehicle-based mobile data computers (MDCs).

The DFD is responsible for the delivery of fire protection and emergency medical services (EMS) within the city. DFD also provides EMS response and transport services to designated areas of Denton County that are outside of the city boundaries. DFD employs 186 career personnel operating eight (8) fire/rescue companies and eight (8) ambulances responding from eight (8) stations. The DFD utilizes 22 MDCs operating from fire apparatus, ambulances, and other department vehicles.

The CAD system and records management systems must interface with a variety of applications. Table 3-2 presents the required application interfaces for CAD, LERMS, and FRMS.

The DFD participates in the National Fire Incident Reporting System (NFIRS). The selected FRMS must provide an interface with the Texas Fire Incident Reporting System (TEXFIRS) system that is administered by the Texas State Fire Marshal’s Office.

The City is currently negotiating with a Vendor to provide an electronic patient care reporting (ePCR) system to manage EMS patient records and billing. The DFD is required to submit patient data to the National EMS Information System (NEMSIS) through the Texas Department of State Health Services. The selected FRMS must provide interfaces to the ePCR and create reports in the required NEMSIS format.
### Table 3-2: System Interface Requirements

<table>
<thead>
<tr>
<th>CAD Interfaces</th>
<th>Law and Fire RMS Interfaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas Law Enforcement Telecommunications System (TLETS) Omnixx/OpenFox® Desktop*</td>
<td>Texas Department of Public Safety, Uniform Crime Report and NIBRS(^1) submission (Law)</td>
</tr>
<tr>
<td>DENCO 9-1-1 District – Vesta(^a) 9-1-1 version R7.1, Console UI 14.0.406.6071</td>
<td>Texas Department of Transportation (DoT) Crash Records Information System (CRIS) and the Crash Reporting and Analysis for Safer Highways (CRASH) system (Law)</td>
</tr>
<tr>
<td>U.S. Digital Designs Phoenix G2 fire station alerting system</td>
<td>AFIX Tracker (Law)</td>
</tr>
<tr>
<td>Netmotion (mobile data connectivity)</td>
<td>MorphoTrust LiveScan (Law)</td>
</tr>
<tr>
<td>HigherGround CAPTURE911 data logging recorder</td>
<td>Vigilant Solutions facial recognition software (Law)</td>
</tr>
<tr>
<td>Priority Dispatch ProQA Paramount for EMS and Fire</td>
<td>Texas Commission on Law Enforcement (TCOLE), TCLEDDS(^2) (Law)</td>
</tr>
<tr>
<td>Spectracom NetClock master clock</td>
<td>Lexis/Nexis CopLogic public portal (Law)</td>
</tr>
<tr>
<td>AXON FLEET in-car camera system</td>
<td>LexisNexis Virtual Crime Center (Law)</td>
</tr>
<tr>
<td>Esri ArcGIS</td>
<td>Texas Department of Public Safety, Texas Data Exchange (TDEX)</td>
</tr>
<tr>
<td>Automated Secure Alarm Protocol (ASAP) alarm company interface</td>
<td>Tyler Technologies: Brazos electronic citation software (Law)</td>
</tr>
<tr>
<td>ACCURINT Virtual Crime Center (CAD and LERMS)</td>
<td>Tyler Technologies: INCODE municipal court software (Law)</td>
</tr>
<tr>
<td>Proposed Law MDS, RMS, and Fire RMS solutions</td>
<td>Forensic Logic LEAP Network (Law)</td>
</tr>
<tr>
<td></td>
<td>Texas Fire Incident Reporting system (TEXFIRS) (Fire)</td>
</tr>
<tr>
<td></td>
<td>ePCR system (TBD) (^*) (Fire)</td>
</tr>
<tr>
<td></td>
<td>NorthStar alarm billing systems (Law)</td>
</tr>
</tbody>
</table>

\(^*\) The Texas DPS is transitioning TLETS from Omnixx to OpenFox® Desktop

\(^*\) The City of Denton is currently in contract negotiations with an ePCR Vendor

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\(^1\) National Incident-Based Reporting System (NIBRS)

\(^2\) Texas Commission on Law Enforcement Data Distribution System.
3.4 PROJECT EXPECTATIONS

A. The City expects to utilize commercially available CAD, MDS, LERMS, and FRMS systems that have been implemented successfully by other public safety communication centers. The City does not intend to procure software or systems that have not been fully tested and deployed in live operational PSAP environments of similar size and activity level.

B. The City has implemented a virtual environment for all system servers, data storage, and interface servers. The City requires that the selected Vendor has installed, active client sites configured in a virtual environment. Respondents shall include a comprehensive list of clients that have active virtual CAD system environments and have used an industry-standard virtualization software (e.g., VMware).

C. The software license shall not have a termination date. All software licenses shall be perpetual, surviving bankruptcy, sale, merger, or dissolution of any of the entities providing software to the City. The City seeks a full site license, with operations and server infrastructure housed in multiple municipal facilities.

D. The software source code shall be delivered to the City upon system acceptance or placed into an escrow account by the selected Vendor. The City will be named as the account holder. This requirement is intended to safeguard the City should the Vendor, or subcontractors, cease to exist as a viable business entity. Expenses incurred to establish and maintain the escrow account shall be incurred by the Vendor and shall not be passed on to the City.

E. The selected Vendor shall provide a site license or equivalent licensing option that includes options for licensing up to an unlimited number of workstations, mobile devices, and web-based devices for all software applications deployed as part of this procurement. Respondents shall describe licensing options included with this procurement.

F. The selected Vendor shall provide a complete Data Dictionary for all data tables as a deliverable prior to go-live.

G. The proposed CAD system shall at minimum operate to the applicable standards that are described in the most recent edition of APCO ANS 1.110.1-2015, Multi-Functional Multi-Discipline Computer Aided Dispatch (CAD) Minimum Functional Requirements published by the Association of Public-Safety Communications Officials (APCO) International.

H. The proposed LERMS and MDS shall meet, at minimum, the specifications described in the publication Standard Functional Specification for Law Enforcement Records Management Systems Version II, published by the National Institute of Justice.
3.5 SYSTEM CONFIGURATION

Figure 3-1 depicts the current configuration of the City’s public safety network.

3.6 RESPONDENT CHARACTERISTICS

Respondents, including any subcontractors, must demonstrate that they possess the qualifications, capability, and resources necessary to provide the services requested, and shall meet the minimum qualifications described in this Exhibit.

The City will make such reasonable investigations as deemed proper and necessary to determine the ability of respondents to perform the work. Respondents shall promptly furnish the City all such information and data for this purpose when requested.
Final contract negotiations and award (Notice to Proceed) only will be made with the Vendor that meets the requirements at a price and schedule considered to be acceptable to the City.

The selected Vendor shall:

- Be responsible for the complete definition, delivery, integration, testing, implementation, support, and maintenance of the system.
- Possess a proven track record of successful implementations of similar systems in similarly sized agencies.
- Demonstrate a long-term commitment to the development and support of software in the public safety market.
- Possess a history of involvement in the public safety market, demonstrating proactive improvements to its product line.
- Possess a proven track record of providing 24 x 7 customer support and immediate response to critical software failures.
- Propose and provide skilled, knowledgeable staff throughout the proposal, implementation and maintenance phase of this procurement. Respondent shall submit a resume for each team member selected for the project team with their proposal.
- Possess a process that facilitates receiving, logging, and escalating software trouble reports. Respondent shall submit sample reports with their proposal.
- Provide documentation suitable to demonstrate financial stability to the City.

Consideration will also be given to such matters as software quality, contractor integrity, record of past performance, respondent financial resources, and the ability to deliver the proposed software and functionality in a timeframe not to exceed 12 months after contract signing. Each Respondent must have proven experience and an established reputation (and document same within the proposal to the City) at the state, county and/or national level for their ability to plan, supply, install, integrate, train (end users), support, and maintain their systems. Respondents shall provide information detailing their credentials and provide a list of references of other clients for which they have provided similar services.

Respondents shall provide resumes and a project team organization chart that describes the proposed roles of the project staff. Respondents must have sufficient, competent and skilled staff, with experience in performing the services described in this RFP and be able to pass a mandatory criminal background check before they are allowed entry onto the premises. The City reserves the right to approve each individual that has been proposed to serve on Vendor’s implementation team. All components of the proposed FRMS system must be compliant with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 Privacy and Security Rules, and any subsequent amendments, where applicable.

3.6.1 Respondent Required Experience

Respondents shall demonstrate a minimum of ten (10) years of experience in providing the level of services required to successfully implement operational CAD, MDS, LERMS and FRMS solutions.
Respondents must have a minimum of ten (10) recently installed and operational CAD, MDS, LERMS, and FRMS solutions with at least one (1) integrated system that currently is operating on the same versions and platform as the solution being proposed. That system must be operational within a PSAP that serves multiple public safety disciplines and is of comparable size and activity level, or greater, to the proposed system.

Respondents shall include with their proposal, at minimum, **five (5) recent** comparable implementation projects and locations where the system, including the software elements being solicited in this RFP, has been in use, the number of years in use, the software and various modules in use, and any other pertinent data to demonstrate that the deployment serves as an acceptable comparable reference location. The list shall include agency name, contact person, address, telephone number, email address, description of work performed, total value of the contract, the implementation timeframe and whether the system was delivered on schedule.

Respondents shall include a copy of their organization’s most recent financial statement with their proposal.

3.7 COMMITMENT TO USE-CASE DEMONSTRATION EVALUATION

The City will utilize the use-case methodology as the basis of demonstrations that will be conducted during the evaluation process. Respondents that are selected to advance to the demonstration phase of the selection process will be required to present solutions that have been implemented within a live environment. Participants in the demonstration will include members of the City’s evaluation team. Use cases will include CAD, MDS, LERMS, and FRMS scenarios that must demonstrate a high level of integration across the Respondent’s solution.

3.8 MANDATORY TECHNICAL REQUIREMENTS

Respondent’s proposals must be made on the basis of the requirements contained herein. All Respondents should document their ability to provide the functionality detailed in the Functional Specifications.

3.8.1 RFP Exhibit 3 Attachments

Respondents must complete the attachments to Exhibit 3 that are identified as Exhibit 3-1 through Exhibit 3-7 is optional and intended to allow Respondents to provide additional information. The Attachments are intended to ensure that Respondents understand the technical requirements and specifications that have been defined by the City. The City expects Respondents to address each specification in the manner described in Section 3.9.2. Completed attachments must be included in the Respondent’s proposal submission. Proposals submitted in hard copy form must include submission of the Attachments in digital format on a Universal Serial Bus (USB) drive.
Exhibit 3 attachments:
- Exhibit 3-1: Respondent Compliance Matrix (Excel spreadsheet)
- Exhibit 3-2: CAD System Specifications (Excel spreadsheet)
- Exhibit 3-3: Mobile Data System Specifications (Excel workbook)
- Exhibit 3-4: Law Enforcement Records Management System Specifications (Excel workbook)
- Exhibit 3-5: Fire Records Management System Specifications (Excel workbook)
- Exhibit 3-6: Use Cases (Word documents)
- Exhibit 3-7: Supplemental Response Form (Excel spreadsheet)

### 3.8.2 Explanation of Clarifications and Exceptions

This section describes the elements of the Functional Requirements Spreadsheets and Workbooks.

Each spreadsheet contains columns that are entitled:

1. **Spec ID** – The unique identifier associated with each requirement.

2. **Importance** – The City has ranked the importance of each specification. The importance rankings in the CAD and LERMS are Mandatory or Important. The rankings for FRMS and MDS are categorized as Advantageous or Highly Advantageous. It is assumed that most, if not all, of the specifications are commonly included in most Respondent’s product offerings. The ranking of Important and Advantageous represent the minimal acceptable level of capabilities that Respondents solutions must meet. Those ranked as Mandatory or Highly Advantageous represent core capabilities or functions common to a CAD, MDS, LERMS, and FRMS solution(s) that the City may or may not choose to implement.

3. **Description of Capability** – The statements in this column describe specifications desired in the CAD, MDS, LERMS, and FRMS solutions.

4. **Vendor Response** – Entry of responses to an individual specification is accomplished through the selection of an item from a dropdown list. The responses only can be:
   - Comply – The Respondent’s proposed system includes the specification or function as part of a current version and is available for shipment and installation. Comply also indicates that the specification is included as part of the baseline cost of the system.
   - Partially Comply or Alternative – The Respondent’s proposed system does not fully meet the described specification but addresses it through an alternative methodology other than that described in the specification. Or, the solution meets the specification at an additional cost. Respondents are encouraged to provide additional comments or supporting documentation using the provided Supplemental Response Form.
   - Does Not Comply – The Respondent’s proposed system does not meet the specification.
   - Not Answered – The Respondent did not select a response to the specification. The City recommends that Respondents select a response for each specification. An omitted response will be scored the same as a response of Does Not Comply.
5. **Respondent Comment** – Respondents may provide a brief and concise explanation or information in the section adjacent to the specification. Please do not lengthy responses or simply insert text that appears in other sections of the proposal.

Additional information, additional explanations, illustrative materials, etc., can be provided using Exhibit 3-7. Please clearly reference the related Spec ID. Respondents should specifically identify any limitations of their capability to meet the specification.

### 3.9 PROJECT MANAGEMENT METHODOLOGY

The Respondent selected by the City to provide the CAD, MDS, LERMS, and FRMS solution will be known as the Vendor.

The City will assign an individual to serve as implementation Project Manager (PM). The City’s PM will be the primary point of contact for the Vendor. The Vendor shall assign an individual to serve as the Vendor’s PM. The Vendor’s PM should possess the professional qualifications and experience that are necessary to successfully manage a CAD, MDS, LERMS, and FRMS software implementation project. The Vendor’s PM will be the primary point of contact for the City. The Vendor will provide the necessary staff to assure the successful completion of the project tasks, and to ensure that project milestones are accomplished in conformance with the schedule.

The Vendor’s PM will work closely with the City’s PM to coordinate all project-related activities. The Vendor’s PM must have successfully managed and completed projects of comparable size and scope to the City’s project. The Vendor’s PM shall be identified by name in the Respondent’s proposal. Respondents must submit resumes or biographies for the individuals assigned to the Respondent’s proposed project team.

The City expects the Vendor’s PM to be present onsite at the City during significant steps in the implementation process. This will include, but not be limited to, the installation of core system components, intervals during system testing, system go-live, and cutover.

The Vendor’s PM shall be responsible for managing the timely execution of all tasks based upon a defined scope of work (SOW), detailed project plan, and project schedule, to ensure the successful completion of the design, integration, testing, cutover, and acceptance of the proposed solution and related services, as defined in this RFP and resulting contract.

The responsibilities of the Vendor’s PM shall include at a minimum:

- Coordinating all aspects of the project with the City’s PM
- Preparation and maintenance of project plans
- Task oversight and milestone completion
- Tracking and resolving issues
Mitigating risks
Facilitating project meetings
Preparing and submitting scheduled progress reports

The Vendor’s PM shall work with the City’s PM to define the roles and responsibilities of the Vendor’s personnel and City staff. The Vendor’s PM will be responsible for organizing, scheduling, and conducting technical and/or management meetings required for the successful completion of the tasks defined in the scope of work. At a minimum, one (1) project management (progress) meeting shall be held every two (2) weeks or as otherwise agreed. Status reports will include, at a minimum, tasks completed to date, outstanding tasks/items with estimated completion date, and items requiring resolution with estimated completion dates.

The Vendor will schedule and facilitate a project kickoff meeting within 15 business days after contract execution. The Vendor’s PM will meet with the City’s PM prior to the kickoff meeting to review the agenda and content of the kickoff meeting. The Vendor’s PM shall submit a detailed project plan and schedule that defines the project phases, tasks, and milestones within ten (10) business days following the project kickoff meeting.

Respondent proposals should include an example of a typical project schedule. The project schedule should include, at a minimum, the following milestones:

1. Project kickoff
2. Hardware readiness testing
3. Software installation and configuration
4. Delivery of the acceptance test plan (ATP)
5. System administrator training
6. Functional testing
7. Interface testing
8. Integration testing
9. Delivery of documentation
10. Training schedules
11. Completion of 45-day reliability testing
12. System final acceptance

3.10 PROJECT COMMUNICATIONS

The Vendor’s PM, project team members, personnel and other agents, agree to use the City’s PM as a single point of contact for all official communications. This does not preclude the Respondent’s project team from interacting and collaborating with City personnel. The Vendor will agree to respond to written inquiries and communications from the City’s PM within two (2) business days.
3.11 IMPLEMENTATION STAFF

The Vendor’s project team staff shall be current on the manufacturers’ training and certification. All key project team staff shall be experienced in completing similar installations. To confirm the City’s satisfaction regarding equivalency of skills and experience, the City reserves the right to reject members of the Respondent’s proposed project team based upon resumes. Proposed substitutions shall be approved by the City prior to the commencement of project activities.

Certain members of the Vendor’s project team will have access to City computer equipment, network, and the NCIC/TLETS\(^3\) system. The Vendor agrees to comply with Federal Criminal Justice Information Services (CJIS) and Texas CJIS security requirements. In addition, the Vendor shall complete the Texas Department of Public Safety (DPS) Security Addendum.

The Vendor’s personnel assigned to this project are expected to remain on the project team for the duration of the project. This includes through go-live and a reasonable time thereafter. If for any reason a member of the Vendor’s project team is no longer available, the Vendor will be responsible for ensuring that replacement personnel possess comparable skills and experience. The Vendor must submit resumes for proposed replacement personnel to the City. The City reserves the right to interview replacement personnel prior to their involvement in the project.

Though unlikely, a concern may arise with a member of the Vendor’s project team. Should this occur, the City will provide written notice to the Vendor’s PM that describes the nature of the concern and proposed corrective actions. The Vendor will have seven (7) days to resolve the issue to the satisfaction of the City. If the issue cannot be resolved, the Vendor shall remove the individual in question from the project team. Replacement personnel must be approved by the City as previously described. The City will be liable for payment of services only up to the time of removal. If the removal occurs within a two (2)-week period after project commencement, there will be no cost incurred by the City.

The City shall be entitled to require the removal of individuals working on the project for any of the following reasons:

1. Unsatisfactory performance that causes negative operational impact at the City, or causes the City to commit additional resources to avoid operational impact
2. Incompatibility with the City staff
3. Dishonesty
4. Disruptive conduct
5. Criminal activity
6. Violation of City rules and/or policies

\(^3\) National Crime Information Center/Texas Law Enforcement Telecommunications System.
Upon submitting written notification, the City’s PM and the Vendor’s PM shall decide on a course of action to resolve issue that fall within categories (1) and (2). There shall be no opportunity to resolve problems involving categories (3) through (6).

3.12 TRAINING

The Vendor shall provide the necessary training for CAD system administrators, telecommunicator staff, managers, information technology (IT) staff, as well as MDS, LERMS, and FRMS trainers. Training for CAD system administrators, dispatch staff, and management personnel must be delivered directly by the Vendor’s training staff to these target audiences. A train-the-trainer approach is acceptable for MDS, LERMS, FRMS, and web-based CAD training for members of the police and fire departments.

Sufficient training is defined as that level of training that enables the end user to proficiently perform the duties associated with the utilization of the system or, for system administrators, maintenance of the system. End-user training and corresponding training materials must be designed for the intended target audience, i.e., call-takers, dispatchers, management personnel, and system administrators, as well as CAD, MDS, LERMS, and FRMS end users, if applicable. This will include training end users and trainers on the functions and features of each module applicable to their positions, to assure that they effectively can utilize the system, or train other personnel on the use of the system.

The Vendor will prepare a training manual and classroom materials for each training session. The Vendor will provide the City’s PM with one (1) printed copy and one (1) editable electronic copy 21 working days prior to the scheduled training. The City reserves the right to reproduce training materials for internal purposes only.

Respondent’s proposals shall include costs related to the preparation of training materials, (e.g., reference guides, tutorials, and USB flash drives).

The Vendor will provide the following onsite training:

- System administrator training
- IT/Technical staff training (e.g., disaster recovery procedures)
- Geographic information system (GIS) technician training
- Telecommunicator training
- PSAP supervisor training
- Training for department management staff (e.g., dashboards, report generation, analytics)
- LERMS train-the-trainer course
- FRMS train-the-trainer course
- MDS train-the-trainer course
- Web-based CAD system train-the-trainer course (for non-dispatch personnel)
The City’s PM will work in conjunction with the Vendor’s PM to determine the number of students that will participate in each training class.

### 3.12.1 Training Guidelines

The general training approach prescribed by the City includes:

1. The Vendor will deliver training for specialized functions (e.g., system administrators and technical support personnel for general systems administration and operations), and to select staff for application operations, data entry and data maintenance.
2. The Vendor will deliver user training for all City telecommunicators, supervisory staff, and management personnel.
3. The City’s PM will provide a list of staff who will participate in train-the-trainer courses.

The Vendor shall provide classroom instruction for all telecommunicators and PSAP supervisors, as well as various support staff and managers, to ensure their complete understanding of the functional and operational use of the CAD, MDS, LERMS, FRMS, and other systems, such as GIS mapping. The Vendor shall provide an assessment tool that is appropriate for each course of instruction. The tool will be completed by each student to demonstrate proficiency in operating the system to perform their duties.

Respondents should submit proposed hourly or per-unit rates for training courses. These courses would be provided in addition to the training that will be delivered during the implementation period. The per-unit pricing should remain firm for one (1) year following the completion of all contract-delivered implementation training. Rates for subsequent years of refresher training are subject to negotiation.

The City will provide the appropriate venue in which all training courses will be conducted. The Vendor shall provide a copy of all training materials to the City’s PM 21 working days prior to the delivery of training. The Vendor’s training plan shall identify any training requirements that would be applicable after completion of system implementation and acceptance.

In addition to the implementation plan, the Vendor’s PM shall submit a schedule of all proposed training modules in Microsoft Project or other scheduling tool. The City’s PM and senior public safety staff will review and approve the proposed training plan. The training plan should include the following information:

- Course syllabus
- Learning objectives
- Duration of training for each module
- Target audience
- Class size maximum (train the trainer, end user and system administrator)
- Delivery method (e.g., lecture, PowerPoint presentation, hands-on)
- Classroom equipment needed
- Network connection requirements
3.12.2 Test and Training Environments

The Vendor shall provide permanent end-to-end test and training environments within the systems that will allow users to access all system applications, associated databases, and the geo-file/mapping system, for ongoing use by public safety agencies. Users logged into the test and training environments must be able to utilize the same commands, forms, and system features as users who are logged into the live system. Data entered, and commands invoked while logged into the test or training environments, must not impede the performance of the live system or corrupt the live system data.

3.13 SYSTEM DOCUMENTATION

The Vendor will provide technical documentation for each functional component and subcomponent that comprises the system configuration. The Vendor also shall provide documentation in print and digital formats for: all software applications; system administrator, system maintenance, and end-user guides; interfaces; and training. Training documentation provided would include those presentations used to train end users and trainers apart from the manuals these groups would receive during training. Examples of technical documentation includes:

- Operating system software
- Server manual(s)
- Mapping/GIS software
- Application software reference(s)
- Application software tutorial
- Hardware operations
- Hardware manual(s)
- User manual(s)
- System administrator(s) manual(s)
- System interface administration
- Functional system description
- As-built drawings for hardware and network engineering
- File (database) setup and maintenance (file maintenance manual)
- Hardware and system configuration (system configuration manual)
- Data dictionary used in query-building
- Backup and system disaster recovery

Complete user documentation must be provided for each system workstation that hosts system features or may be accessed through the City’s network. The system documentation shall be consistent with the instructions supplied by the online help systems for the application. The system documentation shall include a digital version that describes the use of the system and its administration.

The Vendor shall provide database schematic and data dictionaries in print and digital formats. The system shall be fully documented prior to final system acceptance by the City. The City will have the
right to maintain copies of all documentation for internal use. Examples of this documentation shall include:

- System overview
- Hardware and system software documentation
- System functional specifications
- System interface specifications
- System administrator documentation
- End-user documentation (CAD, MDS, LERMS, and FRMS) including abbreviated quick-reference guides for each system

### 3.14 DATA MIGRATION

The City intends to migrate and/or possibly convert data that resides within the current TriTech CAD system. A minimum of ten (10) years of data is expected to undergo migration to the new CAD system. Data conversion requirements may be amended based upon the costs.

The City requires that data migration be completed prior to system go-live. Data migration shall not affect the implementation timeline of the project. Setting up a process where legacy premises, alert, hazard, event and unit data are not available directly from the new CAD system application will not be acceptable. Operating a parallel system to maintain access the legacy data is not desired.

### 3.15 GENERAL MAINTENANCE PROVISIONS

The following requirements are applicable to all maintenance and repair services supplied by the Vendor or the Vendor’s subcontractor(s), while under the initial warranty period and service agreements.

Respondents shall provide a description of services and costs for a five (5)-year system maintenance plan that would commence upon the expiration of the initial one (1)-year warranty period. Respondent’s cost proposal should reflect both the purchase price when purchased with the initial contract and when purchased at the conclusion of the initial warranty period. This maintenance plan shall cover all labor and travel related to all software, and hardware if supplied by the Vendor, supplied under the contract, and provide financial rebates to the City if the terms of the maintenance agreement are not met.

The Vendor shall provide support services on a 24 x 7 x 365 basis during the maintenance plan period. Such services shall be available any hour of the day through a toll-free telephone number and an online trouble-ticket system. The Vendor shall install an application within the system to provide authorized users remote access to troubleshoot issues and perform system diagnostics. All Vendor personnel who are granted access to the system shall comply with all Federal CJIS and Texas CJIS requirements.

The Vendor shall provide an **immediate** response to all Severity Level 1 or 2 (defined in Section 3.38) issues reported by the City. The Vendor shall initiate corrective action within 30 minutes from time of notification. If the problem has not been corrected within two (2) hours of a Severity Level 1 or 2 report,
Vendor personnel shall access the system remotely or arrive onsite to analyze the cause of the problem and to initiate corrective action.

The Vendor shall implement a solution or workaround within four (4) hours of receiving a report of a Severity Level 1 or 2 issue. If the problem cannot be resolved within four (4) hours, the Vendor shall escalate the problem to the next-higher tier of support for immediate resolution. This will be accomplished at no added cost to the City. This applies whether the issue is related to software or involves hardware that was provided by the Vendor.

The Vendor, and its subcontractors, will be responsible for providing all labor, service equipment, materials, and expenses that are necessary to ensure that the system is maintained in good operating condition for any period covered under warranty or a maintenance agreement. All services provided by the Vendor or its subcontractors shall conform with the manufacturer's specifications.

The Vendor shall provide software, service equipment and other materials, and incur expenses, necessary to maintain the system software in good operating condition, including upgrades, as part of the price for maintenance for those years in which the City has purchased maintenance support from the Vendor.

Operating software updates for corrections, enhancements, and refinements to additional purchased capabilities shall be provided by the Vendor as part of the price for maintenance for those years in which the City has purchased maintenance support from the Vendor.

The Vendor shall warrant that all software supplied under the contract will be operational and available 99.99 percent of the time during the maintenance period. The maintenance period will be extended on a day-for-day basis for each day the system performance falls below this level. The cost of the maintenance plan shall be itemized on the pricing sheets provided with the RFP. The City may purchase one (1) or more additional years of support and maintenance, and other specified ongoing services, on a year-by-year basis, or purchase a multiyear support agreement.

The City reserves the right to accept or reject any proposed services, Vendors or providers, and/or the use of any proposed service facilities, at the sole discretion of the City.

3.16 SYSTEM MAINTENANCE AND SUPPORT

The Vendor shall provide a minimum one (1)-year warranty period from the date of final system acceptance. The Vendor shall warrant that all components supplied will be free from defects in material, design and workmanship for the warranty period and any extended warranty or maintenance period purchased. This warranty shall cover all parts, labor and travel necessary to complete a repair related to all components supplied under this contract. The first-year warranty shall be provided to the City at no cost.
Respondents shall provide a detailed description of the offered warranty and any available extended warranty. This description must include a description of support services and system upgrades to be provided. The names, addresses, telephone numbers and contact person for all service facilities must be identified in the proposal.

During the warranty period, the Vendor must provide support services 24 x 7 x 365. This service must be available any hour of the day via a toll-free dial-up number. A web-based trouble reporting system shall be available for non-critical issues. The Vendor and its subcontractors must have the ability to access the system remotely using the City’s secure virtual private network (VPN) facility for troubleshooting and to perform system diagnostics.

For all critical system problems that are reported (defined below), the Vendor shall provide an immediate response to the incident and shall initiate corrective action no longer than 30 minutes from time of notification. Within two (2) hours of any major failure, reporting personnel must be either onsite or logged into the system to analyze the cause of the problem and to effect corrective action. Equipment or components required onsite for emergency maintenance must be specified and provided by the Vendor for all items provided under the contract.

In all instances of a critical system failure, the Vendor must initiate corrective action within one (1) hour of problem reporting or escalate the problem to its senior support staff for their immediate resolution, at no added cost to the City.

Respondents also shall provide a detailed statement of warranty exclusions. The City reserves the right to reject any proposal based upon stated exclusion of warranties.

The Vendor shall provide the City with a fixed cost for support and maintenance fees for years two (2) through six (6) (five [5] years) as provided in the pricing proposal herein. Thereafter, pricing may not increase by more than five (5) percent over the previous year’s cost.

Support/maintenance will be available 24 x 7 x 365, inclusive of remote diagnostics, all upgrades, and enhancements aimed at achieving efficient operation of the system. Vendor support services shall include a toll-free number for service issues and an online trouble-ticket system, a support email address and remote diagnostic capability. The Vendor shall maintain compliance with all state and federal mandates, updates, and modifications related to the system as part of the support it provides.

All operating system and third-party application upgrades and patches must be maintained to manufacturer recommendations. The Vendor must notify the City of critical upgrades and patches that are commercially available, and the plan for the application of those upgrades and patches.

At a minimum, the proposed CAD, MDS, LERMS and FRMS must be maintained within two (2) major upgrade versions. The Vendor will notify the City when versions and upgrades become commercially available.
3.17 FAILOVER SOLUTION AND FILE BACKUP/FILE RECOVERY

The City seeks a solution that provides optimum redundancy and resiliency in the event of a disruptive event that affects the locations housing servers and other critical equipment. The Vendor shall provide a system design that provides for geo-diverse server and storage area equipment at the City’s backup location. The Vendor’s system architecture should provide near real-time synchronization of data to the offsite servers and storage area network. This will allow the City to continue to conduct operations at a backup site utilizing the redundant equipment. The Vendor should specify the primary and secondary network connectivity needed to ensure that the backup environment synchronizes with the core production system at optimum performance levels.

The Vendor system shall utilize standard practices for Windows file operations and standard Microsoft Structured Query Language (SQL) Server operation such that the backup utilities within Windows and SQL Server (or commercial third-party backup software) will provide effective, complete, and recoverable backup copies of the system. If this is not the case, the Respondent shall explain why in its response.

The Vendor shall provide documented processes that assure, to a reasonable degree, that upon system failure, disk failure, or other system component failure, that system databases are restored to their pre-failure status and that data integrity is maintained. Unless the failure also involves a software issue, recovery from failure shall be provided such that operation may be continued immediately following replacement of the failing component.

Respondents shall propose an optional file backup/recovery solution to supplement its proposed system. The backup/recovery solution should provide real-time, or as close to real-time as possible, synchronization of data so that CAD, MDS, LERMS, and FRMS server data are replicated in a secure location. The location potentially may be at a remote site if a sufficient fiber network connection exists. All recovery options must adhere to Federal CJIS requirements and the Texas CJIS Security Policy.

The software license agreement shall not restrict the number of copies of the Vendor’s software that are made by the City in the normal course of backing up or replicating the system to an offsite storage location. The City will stipulate that such copies are for backup and recovery purposes only, are for the City’s internal use, are not for the benefit of third parties, and will not be used for operating multiple copies of the production system in a manner inconsistent with the rights granted to the City in the software license agreement.

3.18 HARDWARE REQUIREMENTS

The City intends to purchase hardware from an alternate source. Respondents shall provide the City with the recommended hardware specifications, to include exact equipment, configuration and operating system requirements.
It is the City’s preference to implement systems utilizing server virtualization to increase system uptime and availability, reduce the amount of time it takes to recover from a disruptive event or disaster, and to make IT operations more efficient and cost-effective.

Respondents shall propose a hardware configuration with adequate storage capacity to accommodate a minimum of 20 years of CAD event data. The system shall be configured so that it can operate with the identified anticipated maximum concurrent user count without any system degradation.

3.19 GENERAL SYSTEM REQUIREMENTS

3.19.1 System Design
Respondents must provide an overall design description that includes a system diagram and an overview explanation that describes the proposed hardware and software configurations. The design should identify the major functional components of the software, including how the components are related and communicate with each other, and how the server-based components will be implemented on one (1) or more virtual machines.

Respondents must describe planned future system enhancements to demonstrate the long-term viability of the system architecture, hardware, and software.

3.19.2 Virtualized Server Environment
The City intends to implement the proposed CAD, MDS, LERMS, and FRMS solution in a virtualized environment. Respondents must describe in their system diagrams and overview explanations all specifications related to the virtualized environment, including the estimated number of hosts, cores, rack space, disk requirements, power requirements—such as central processing unit (CPU) power—memory, and disk storage in the context of a virtualized environment. The proposed solution must run in a VMware vSphere virtualized environment.

If there are components of a Respondent’s system that cannot function in a virtualized environment as described above, then the Respondent shall identify such components, explain why they cannot be operated on a virtual machine, and offer specifications for an alternate hardware solution.

If a Respondent proposes specific virtualization software as part of the solution, the proposal must include the brand and type of software, along with any specific licensing options.

3.19.3 Services Related to Software Installation
The Vendor must provide all services, equipment, and supplies necessary to install, operate, and maintain the software specified in its proposal, and to deliver on the functional specifications being proposed. The Vendor shall be responsible for the hardware specifications and configuration proposed. The City will be
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responsible for providing the server environment and operating systems per the Vendor’s recommended specifications.

3.19.4 Standard Operating Systems and Other Software

The specified operating systems must be the highest version commercially available with the capability of version upgrade. All third-party licenses acquired through the Vendor must be in the name of, and be the property of, the City. The Vendor must provide all licenses (e.g., software, support) purchased in the name of the City prior to payment for the software. Respondents must provide the name and version number of the proposed operating system in its proposal.

The City requires that the proposed CAD, MDS, LERMS, and FRMS solution utilize Microsoft SQL Server for all active and historical data storage. The Respondent must describe the version of Microsoft SQL Server currently commercially available in an installed and tested solution.

In addition to the operating system, the following software packages, complete with any necessary licenses, must be specified within the proposal. Respondents must state the application that is being used for each of the following:

- Operating system
- Mapping software (and associated version information)
- Any other language processor or utility required to maintain the application software
- Development environment for updating programs
- Utility programs for file handling
- Language compiler in which the system is written

Respondents shall stipulate the number and kind of each software license (operating system and third-party application) required for the system.

3.19.5 Networking

Wherever possible, physically separated or interfaced system components shall utilize a Transmission Control Protocol (TCP)/Internet Protocol (IP)-based Ethernet network connection at speeds of 1 gigabit per second (Gbps). Serial interfaces or proprietary interface cards and equipment are less desirable. Currently the City utilizes a Virtual Private Network (VPN) over a private 4G broadband connection to provide connectivity to the Public Safety’s mobile environment.

The City currently operates Cisco Ethernet switches. Respondents shall indicate whether the City’s current network switches are sufficient for the new system to operate at optimum performance levels or should be upgraded.
3.20 HOST SERVER REQUIREMENTS

3.20.1 Hardware Requirements
The City will give preference to a hardware solution that utilizes a Microsoft Windows operating system capable of supporting real-time applications. All proposed solutions should meet a system uptime requirement of 99.99 percent.

The City currently utilizes the Dell EMC VxRail Appliance architecture which is a distributed system consisting of common modular building blocks that scale linearly from 3 to 64 nodes in a cluster. With the power of a whole Storage Area Network (SAN), it provides a simple, cost-effective hyper-converged solution that delivers multiple compute, memory, storage, network and graphics options to match any use case and cover a wide variety of applications and workloads. Based on industry-leading VMware vSAN and vSphere software and built with 5th generation Intel™ Xeon™ processors.

3.20.2 Concurrent System Operations
All application systems must operate concurrently. The equipment specified must be able to function in a multitasking capability for simultaneous processing of application systems that are required. If several applications utilize the same data server, the system must be configured to assure priority workstation response for the CAD system.

3.21 APPLICATION VIRTUAL SERVER DEFINITION AND REQUIREMENTS
Respondents shall identify each application server that will become a distinct virtual host. For each virtual machine, Respondent shall stipulate:

- Function/purpose
- Operating system (such as Windows Server 2012 R2 or Windows Server 2016)
- Number of virtual CPU cores required
- Amount of random access memory (RAM) required
- Amount of disk space required
- Any unique requirements for virtual hardware emulation/pass-through from the host

3.22 END-USER WORKSTATION REQUIREMENTS

3.22.1 Desktop Hardware and Software
Respondents shall provide specifications for the following aspects of the desktop workstations:
- Windows operating system (such as Windows 10)
- MS Office 365
- Number of monitors recommended, along with physical size and pixel resolution
• Type of multi-monitor video card(s) required (brand, acceptable models)
• Type of Intel processor required
• Amount of RAM required
• Amount of disk space required

3.22.2 Mobile Computer Hardware and Software

The City has installed mobile computer equipment in police vehicles and fire apparatus. Respondents shall provide minimum specifications for the mobile computers that will ensure compatibility with the proposed software.

Respondents shall provide specifications for the following aspects of the mobile workstations:
• Operating systems supported
• Processor speed and number of cores required
• Amount of RAM required
• Amount of disk space required
• Compliant Global Positioning System (GPS) electrical/data protocol that the mobile software utilizes to render automatic vehicle location (AVL) coordinates, e.g., National Marine Electronics Association (NMEA)
• Any additional specialized peripherals supported/required

Each Respondent also shall describe any minimum requirements for network communication and whether its mobile system software operates effectively on cellular 3G data service or requires a 4G Long-Term Evolution (LTE) connection. The public safety agencies currently utilize local cellular carriers (4G LTE) for their wireless service, along with NetMotion VPN software.

3.22.3 Tablet/Smartphone Devices

Respondents shall provide minimum specifications for any supported mobile tablet and/or smartphone devices. Specifications should include Android and Apple iOS operating systems, hardware brand, and models, if possible, of all supported devices.

3.23 PERFORMANCE REQUIREMENTS

This specification section contains general and specific requirements related to the performance of the proposed system, both at the point of system acceptance and throughout the life of any warranty and maintenance contracts between the City and the Vendor.

The Vendor shall work closely with the City, and its agents and consultant, to develop a solution implementation plan that clearly defines the hardware and software deliverables, tasks, or other criteria associated with each milestone. The Vendor’s phased implementation plan shall specify how performance testing for each phase will be completed. System acceptance will occur in phases as various milestones identified in the implementation plan and agreed to by the City are achieved.
3.24 TESTING

The Vendor shall, as one of the early milestones, submit test plans for the City to review and approve. The test plans shall document how each functional specification is to be tested and how integration testing of all functional elements outside of the CAD, MDS, LERMS, and FRMS, as well as other procured applications, will be accomplished. A performance test plan that considers the performance criteria specified in this section of the RFP also shall be submitted for review and approval by the City. In these plans, the Vendor shall include reasonable remedies for the City to exercise if failures are not corrected as agreed by the City’s PM.

The test plans shall include scenarios that demonstrate to City personnel that each system will operate as a fully integrated system (hardware/software/interfaces) under operational conditions.

The performance requirements specified in this RFP as part of the 45-day reliability test shall be met before the system is accepted and final payment is made by the City to the Vendor.

3.25 FUNCTIONAL ACCEPTANCE TESTING

Functional acceptance testing (FAT) will commence when the Vendor, in accordance with the implementation schedule, delivers to the City the completed CAD, MDS, LERMS, and FRMS. During FAT, the Vendor will exercise each system to demonstrate that every function defined as “Comply” has been delivered and is operational prior to going live on the system. The Vendor must demonstrate that data exchanges or data inquiries within its software suite (e.g., CAD to MDS, MDS to LERMS, CAD to LERMS) function seamlessly as proposed. The Vendor must demonstrate that each function included as part of the system deliverable operates as defined in the contract, the Vendor’s proposal, the RFP, or the system documentation and/or user manuals (in that order of precedence).

3.26 INTEGRATION TESTING

During integration testing, the Vendor shall demonstrate that each system interface operates in concert with the CAD, MDS, LERMS, and FRMS to provide information and details related to an event or inquiry. For example, as part of Phase I and Phase II wireless testing, the test shall demonstrate that the information received from a wireless phone can be properly displayed by the appropriate call-entry function and that the system will handle rebid information from a wireless carrier properly when provided. Further, as part of integration testing, NCIC/TLETS/TCIC\(^4\) inquiries will be performed to ensure that returns received are populated within the system as proposed, and that a functional interface exists between CAD, MDS, LERMS, and FRMS software that allows for seamless data exchange.

\(^4\) Texas Crime Information Center
3.27 INITIAL SYSTEM ACCEPTANCE

At the successful conclusion of FAT and integration testing of each system, the City and the Vendor will mutually agree that initial system acceptance (ISA) has been achieved and that the system is ready for go-live.

3.28 GO-LIVE AND 45-DAY RELIABILITY TEST

At the successful completion of the ISA and the Vendor’s certification that the system is ready for live operational use, the City will initiate go-live on all or part of the tested systems, as agreed to in the implementation plan. The time and date of go-live will mark the commencement of the 45-day reliability test period (45 consecutive 24-hour intervals of system performance).

The purpose of this test is to demonstrate that the system, as delivered, can perform under live operational conditions without the occurrence of Severity Level 1 or 2 software errors, as defined in this RFP. If the system experiences a Severity Level 1 or 2 software error during the reliability test, a new 45-day period will begin once the problem has been corrected.

Upon notification from the City of a critical priority software error, the Vendor shall work continuously to resolve the problem. If the Vendor determines that a resolution or workaround cannot reasonably be provided within 24 hours of notification, the Vendor shall, within the 24-hour period, provide the City with a resolution plan that includes status updates and an estimated time of resolution.

In the event of a Severity Level 1 or 2 software error notification from the City, the Vendor shall work continuously to resolve the problem. If the Vendor determines that a resolution or workaround cannot reasonably be provided within 24 hours of notification, the Vendor shall, within the 24-hour period, provide the City with a resolution plan that includes status updates and an estimated time of resolution.

The 45-day reliability test not only is intended to demonstrate the operational capability and reliability of the system in production use. To successfully complete the test, the Vendor also shall demonstrate in live operations that all software supplied under the contract will be operational and available 99.99 percent of the time during the 45-day period. If the system fails to meet this level of performance during the 45-day period, the 45-day reliability test will be extended on a day-for-day basis for each day system performance falls below this level.

Vendors are advised that the City may elect to review and modify the acceptance criteria for the 45-day reliability test during contract negotiations, based upon specific elements of the Vendor’s proposal.

If the Vendor fails to successfully complete the test in the 45-day period or the City’s approved extension thereof, the City may, at its sole option:

A. Terminate the contract between the City and the Vendor
B. Have the Vendor upgrade the system and augment the implementation team with whatever resources are necessary to bring the system into full compliance, at no cost to the City.

3.29 FINAL SYSTEM ACCEPTANCE

Upon successful completion of the 45-day reliability test, the parties jointly will acknowledge final system acceptance (FSA) in writing with the City’s issuance of an FSA letter of certification.

Commencement of the warranty and system maintenance will begin upon the issuance of FSA certification to the Vendor, and at no time before the FSA certification letter is formally issued.

3.30 ONGOING SYSTEM PERFORMANCE

The following specifications describe the performance requirements for the system following the City’s formal acceptance of the system and throughout the life of the contract between the City and the Vendor.

For any consecutive 30-day period during the life of the contract and/or maintenance, the software and hardware (if provided by Vendor) components of the system shall remain fully operational, available and free of Severity Level 1 and 2 errors at a 99.99 percent uptime rate as documented in the system logs. Thirty (30)-day performance periods are incremental from final system acceptance. If an issue is experienced that reduces the uptime below the 99.99 percent standard, a new 30-day period will begin once the problem has been corrected and the system maintenance contract will be extended for 30 days. The City will decide and notify the Vendor when issues have been resolved satisfactorily.

3.31 SYSTEM PERFORMANCE PROFILE

The following performance criteria are provided as a guide in designing the system, and form the basis for acceptance testing of the implemented system:

A. The system shall conform to the requirements specified in this RFP

B. The system shall provide all functional operational capabilities described as “Comply” by the Respondent in its RFP proposal response

C. All inquiry and file maintenance functions shall be performed without adversely affecting system performance and system operations

D. The system shall provide problem-free interoperability for all hardware and software components that comprise the delivered system
E. Users shall not be required to halt CAD system dispatch operations during backups or other system administration tasks.

F. The proposed CAD system and MDS design shall support all clients on the PSAP operations floor, in offices, and a minimum of 100 active mobile data computers (MDCs).

3.31.1 System Response Times

The system response times shall not exceed an average of the seconds defined below when operating at three (3) times the expected initial volumes. Vendors will not be responsible for the processing time of external systems (e.g., TLETS) when such systems are involved in a transaction. It is understood that factors such as network latency, external system responsiveness, and external system load may negatively affect such times, and may need to be analyzed as part of the response-time determination should an issue occur with these response times.

3.31.1.1 Transaction Maximum Response Time for CAD and Mapping

The system shall provide response times of less than one (1) second 95 percent of the time for the following transactions:

1. Display of blank event entry screen
2. Assigning a single unit to an event
3. Display unit recommendation based on uniquely verified address
4. Changing a single unit’s status
5. Clearing a single unit from an event
6. Display of a verified address on the mapping screen
7. Verification of a unique address

The system shall provide response times of less than two (2) seconds 99 percent of the time for the following transactions:

1. Return of a list of possible address matches when an address cannot be uniquely verified with the information entered
2. Assignment of up to ten (10) units to an event from a single command
3. Call up of premises/hazard file data

3.31.1.2 Transaction Time for CAD and MDS

The system shall provide response times of less than five (5) seconds 99 percent of the time, not attributable to NetMotion or network delays, for the following transactions:

1. MDC-to-MDC message, 80 characters
2. CAD-to-MDC dispatch message
3. Display of a list of events queried by unit identification (ID) for a single shift

3.31.2 Transaction Maximum Response Time for LERMS and FRMS

The system shall provide response times of less than five (5) seconds 99 percent of the time, not attributable to NetMotion or network delays, for the following transactions:

1. Response from inquiries to the RMS
2. Display of the proper entry form during data entry

3.31.3 Computer System Availability

The following specification defines both system availability and the method by which it is calculated, as it is used in other sections of this RFP.

The system will be considered available for use only when all the following conditions are met:

- Installed hardware/software components have power applied and are operating correctly
- All functions and interfaces are installed and all functional features necessary for the following items are operating correctly:
  - The receipt (processing) and dispatching of calls for service and emergency resources are operating correctly
  - MDCs are online
- The system shall be available 99.99 percent of the time
- Scheduled downtime, as defined by the Vendor and accepted by the City, will not be construed as time when the system is unavailable

System availability will be expressed as a percentage of the maximum expected availability over a given period. The percentage availability for any period will be calculated as follows:

\[(\text{Total Minutes in Period} - \text{Minutes System Unavailable}) ÷ \text{Total Minutes in Period}\]

For example:

- In a 30-day period, maximum availability is considered 1,440 minutes (one day) x 30 days = 43,200 minutes.
- If the system is unavailable for eight minutes during that 30-day period, then the availability of the system during the period is \((43,200 - 8) ÷ 43,200\), or \(43,192 ÷ 43,200\), which equals 99.981 percent.

3.32 SUPPORT AND MAINTENANCE REQUIREMENTS

Subject to the terms and conditions set forth elsewhere in a contract, the Vendor shall provide, at a minimum, the following support for the covered applications (“Basic Support”). The Vendor shall maintain the software and each component thereof so that such software and components operate in conformity with the documentation, and with all specifications, performance standards, and functional requirements in the software licensing agreement. The Vendor shall promptly transmit, by the most
expeditious means available, corrective software patches/bug fixes and related instructions for correcting malfunctions.

3.33 SOFTWARE ERRORS

Upon notification, the Vendor promptly will correct malfunctions in any of the covered software discovered by the City during the term of the software licensing agreement, provided:

1. The City provides all information regarding such malfunction that may be requested by the Vendor and reasonably available to the City as defined in the following error reporting section.
2. The City has provided the Vendor with remote access to the system as required by a contract.

3.34 ERROR REPORTING

City personnel making a software error report will describe to support staff the malfunction in reasonable detail and the circumstances under which the malfunction occurred or is occurring. With the assistance of support personnel, the software error will be classified as a Severity Level 1, 2, 3, or 4. The City shall provide all reasonably available information requested by the Vendor that is necessary to complete the request for technical services. Upon detection of any malfunction in any of the covered software, the City shall provide the Vendor with a listing of command inputs, resulting output, and any other data the Vendor may reasonably request, and which is available to reproduce operating conditions similar to those present when the malfunction occurred.

3.35 TECHNICAL SUPPORT CENTER

The Vendor will provide toll-free telephone support for operational and technical assistance, as well as a computerized trouble-ticket reporting system. Support for Severity Level 1 and 2 calls relating to the Vendor’s CAD, MDS, LERMS, and FRMS software applications, including any message switch software applications and any critical interfaces to those systems, shall be available 24 x 7 x 365. Support for all other calls and other applications, as well as Vendor-provided third-party software applications, will be available during normal support hours of 8:00 a.m. to 5:00 p.m. local time in the central time zone (not including weekends and Vendor-defined holidays). The Vendor shall have the opportunity to charge reasonable call-out fees for any call received outside the above times, via an adjustment to the following year’s annual maintenance fee.

3.36 SOFTWARE MALFUNCTION SEVERITY LEVEL DEFINITIONS

3.36.1 Severity Level 1

Severity Level 1 is an issue that renders the software or a major component of the software inoperative, causes a significant and ongoing interruption to the end user’s activities, or causes an unrecoverable loss or corruption of data.
Severity Level 1 for the CAD, MDS, LERMS, and FRMS is defined as a call requesting technical support for a malfunction in any covered software, or a failure of the system server on which such covered software is installed, that affects functions or results in system-related failures, as follows:

1. Users are unable to enter new requests for service via the new-event call-taking screen, or LERMS is unable to complete a new case entry
2. Users are unable to assign or exchange a unit or apparatus on an event
3. Users are unable to change status or increase the priority of an event
4. Users are unable to close an event
5. Users are unable to view information needed to dispatch the event
6. Users are unable to assign or exchange a unit or apparatus on an event
7. Users are unable to view premise history related to the location of an event
8. Users are unable to update unit status or location related to an event
9. Users are unable to change call type or the priority of an event
10. Users are unable to transmit a CAD event from dispatch to field units, or transfer event data to LERMS and FRMS
11. Users are unable to log units on or off the system
12. Users are unable to view the status of all units
13. The CAD, MDS, LERMS, and/or FRMS side of any interface is down
14. Users are unable to perform address verification because of an application problem
15. More than 25 percent of the workstations in the primary dispatch facility are affected
16. Ten (10) percent of mobile data clients, or 10 percent of the LERMS or FRMS workstations, are affected
17. Major hardware issues prevent continued use or operation of the system; impact all operators using the system; halt or severely impact critical system operations; endanger the integrity of any database on any defined system server; or impacts at least 25 percent of the operators using the system (applies to hardware provided by the Vendor)
18. The map cannot be displayed, or cannot display any validated location, and control cannot be transferred to another workstation

Severity Level 1 shall not include calls requesting technical support relating to a problem encountered that substantially falls outside the list of functions or system-related failures noted above, or a failure related to individual components of the network communications equipment, communication lines, terminals, a single workstation, printers, or terminal servers that does not impact or impede operations of the system, unless otherwise described in other areas of the contract. The City shall have exclusive authority for initially determining whether a service request constitutes a Severity Level 1 event. If, after review, the Vendor determines the service request is not Severity Level 1, the Vendor reserves the right to charge a reasonable call-out fee as defined in the contract.
3.36.2 Severity Level 2

Severity Level 2 is defined as a problem that causes the software to be inoperative, disrupted, or malfunction, and which interferes with the City’s use of the software.

If a reliable and suitable workaround, which supports the intended work or process flow, is delivered to the City to temporarily fix or patch a Severity Level 1 issue, the service request can be downgraded to a Severity Level 2 event. The workaround must be temporary, and the feature restored to the intended functionality as defined in the contract within 30 days. If the workaround is in place for more than 30 days, the issue will be raised to Severity Level 1, unless otherwise agreed to by the City.

3.36.3 Severity Level 3

Severity Level 3 is any problem in the software that causes the software to malfunction in accordance with applicable specifications, but which causes only a minor impact on the City’s use of the software, and for which an acceptable workaround is available.

3.36.4 Severity Level 4

Severity Level 4 is defined as (i) any general question or request pertaining to the software, or (ii) all malfunctions in the software that are not included in the other malfunction classifications outlined above.

3.36.5 Workaround

Workaround shall mean a temporary procedure that restores operational capability, without substantially compromising the performance of the software or integrity of the operating system or data. A workaround will not require recurring system or workstation downtime. A workaround gives the City the ability to substantially achieve the same functionality as defined in the agreed-upon system documentation.

Workarounds may include changes to configuration parameters or operational processes. To be acceptable, it must be an action, or series of actions, that can be accomplished reasonably by an average user without excessive impact.

3.37 ESCALATION

In all instances of a critical system failure, the Vendor must initiate corrective action within one (1) hour of problem reporting or escalate the problem to its senior support staff for their immediate resolution, at no added cost to the City.

Respondents must provide documentation of their escalation policies and procedures to be followed if a problem is not responded to or resolved within the timeframes referenced above. The advancement through the escalation levels will be based on the critical nature of the incident.
3.38  RESPONSE TIME CREDITS

All trouble tickets or service requests that the Vendor and the City classify as a Severity Level 1 event must be resolved within 24 hours from the time the Severity Level 1 call is reported to the Vendor.

All trouble tickets or service requests that the Vendor and the City classify as a Severity Level 2 event must be resolved within five (5) business days from the time the Severity Level 2 call is reported to the Vendor.

In the event these timeframes are not met, the City shall receive compensation in the form of maintenance and support credits for the following year’s maintenance/support fees. This compensation plan will be addressed during contract negotiations, with compensation rates to be determined at that time.

3.39  CONFIDENTIALITY AND SECURITY

The Vendor shall not copy, display to other parties, or distribute City data without the express written permission of an authorized representative of the City (i.e., Director of IT).

The Vendor shall not copy, display to other parties, or distribute City-owned programs, or proprietary data or information, without the express written permission of the City.

The Vendor shall use only City-approved access technologies for remote access to City networks, servers, and applications.

The Vendor shall access City networks, servers, and applications only for business reasons associated with the provisioning of services to the City.

The Vendor shall implement passcodes that comply with the Texas CJIS Security Policy for all access related to City networks, servers, and applications. Such passcodes shall contain at least eight (8) unique characters that identify the Vendor’s assigned staff and shall contain at least one (1) of the following: alpha character, numeric character, and special character. The City will determine the length of time that a passcode will remain active.

The initial hardware operating system software and application software to be provided through this contract shall be delivered with all known security vulnerability patches applied.

The Vendor acknowledges and understands that its employees may have access to proprietary business information, or other confidential information belonging to the City or acquired by the City during its operations. Therefore, except as required by law, the Vendor agrees that its employees shall not:

A. Access or attempt to access data that is unrelated to their job duties or authorizations as related to the contract for this project.
B. Access or attempt to access information beyond their stated authorization.

C. Disclose to any other person or allow any other person access to any information related to the City, data collected by the City, information regarding City facilities, or any other part of the contract that is proprietary or confidential. Disclosure of information includes, but is not limited to, verbal discussions, fax transmissions, electronic mail messages, text messages, photos or videos, voice mail communication, written documentation, “loaning” computer access codes, and/or any other transmission or sharing of data.

The Vendor understands that the City or others may suffer irreparable harm by disclosure of proprietary or confidential information, and that the City may seek legal remedies should such disclosure occur. Further, the Vendor understands that violations of this provision can result in contract termination. Certain violations of CJIS security policies can result in criminal prosecution.

The Vendor understands that information and data obtained during the performance of the contract for this project shall be considered confidential, during and following the term of the contract, and will not be divulged without the City’s written consent, and then only in strict accordance with prevailing laws. The Vendor shall hold all information provided by the City as proprietary and confidential and shall make no unauthorized reproduction or distribution of such material.

The Vendor shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or obtained from the City or from others in carrying out its functions under the contract, shall be used or disclosed by it. The City reserves the right to review such procedures to ensure acceptability to the City. If information and/or records are requested of the Vendor by anyone other than City personnel, the City’s PM or their designated alternate shall be notified immediately. The City will promptly address all requests for information.

3.40 DELAYS

Time is of the essence in the performance of this scope of work. If an unavoidable delay is foreseen, the Vendor shall give immediate written notice to the City. The Vendor shall keep the City advised at all times of the status of system delivery. Default in meeting a major milestone, without mutually agreed and accepted reasons, or failure to deliver agreed-upon functionality, shall be considered a default in the terms and conditions of the contract and may result in the City authorizing the purchase of supplies and/or services from other sources, and charging the full increase in cost and handling to the defaulting Vendor or, in the alternative, the City may seek relief through the contract performance bond as set forth below.

3.41 DELIVERY FAILURES

Should the Vendor fail to deliver the proper services or item(s) contracted for at the time and place(s) specified, or within a reasonable period thereafter as determined by the contract, or should the Vendor fail
to make a timely replacement of rejected items when so requested, the City may purchase services or
items of comparable quality in the open market to replace the rejected or undelivered services or items.
The Vendor shall reimburse the City for all costs in excess of the contract price when purchases are made
in the open market; or, if there is a balance the City owes to the Vendor from prior transactions, an
amount equal to the additional expense incurred by the City as a result of the Vendor’s nonperformance
shall be deducted from the balance as payment.