REQUEST FOR INFORMATION

2022-RFI-185

DPS Computer Aided Dispatch Project

Notice to Vendors
Responses Due: NOVEMBER, 15, 2022, 3:00PM CST

NOTE: This Request for Information is managed by the State of Iowa Office of the Chief Information Officer on behalf of the Department of Public Safety.

SECTION 1 -- OVERVIEW

1.1   Purpose

The objective of this Request for Information ("RFI") is to solicit responses from potential providers/vendors of a computer aided dispatch system ("Respondents").

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any Respondent. The Department of Public Safety ("DPS") is seeking vendor community insight and information prior to developing business, functional, operational, and technical requirements for a Request for Proposal (RFP). There is no definitive plan to purchase any business services, equipment and/or software at this time as a result of responses to this RFI.

This solicitation for information does not commit the State to publish a RFP or award a contract. The issuance of a RFP, as a result of information gathered from these responses, is solely at the discretion of the State. Should a RFP be issued, it will be open to all qualified vendors. Responding to this RFI is not a pre-qualification process.

After information from this RFI is fully evaluated, and depending on funding and other factors, a Request for Proposal (RFP) may be published by the DPS to select a vendor for specific work to be done which would result in a contract.

1.2   Background Information

A Computer Aided Dispatch (CAD) system is the principal application used by public safety agencies to manage law enforcement, fire, and EMS incidents from the initial time an incident is reported to the conclusion of the incident. CAD is also used to track the status and location of resources, and for post-incident analysis of the response.

A CAD system consists of either a single software application or a suite of integrated software packages used to initiate a public safety call for service (CFS) record, to dispatch, to maintain the status of responding units and resources in the field, and to generally manage the incident. It is typically used by emergency communications dispatchers, call takers, and telecommunicators in public-safety communications centers. Modern CAD systems are usually extended out to field personnel (responders)

Current System

An example from an ABD RFI -
The current tobacco retail permit and compliance management system is approximately

20 years old, and is accessed by the following user groups:

- ***Tobacco Retailers:*** *Can apply for and receive a new/renewal tobacco retail permit, complete I-PLEDGE training and receive certificate, access a restricted view of compliance check results, and pay all their fees and fines.*
- ***Local Authorities:*** *Can review and approve new/renewal tobacco retail permits, view I-PLEDGE training certificates, view compliance check results, and pursue enforcement action against non-compliant retailers.*
- ***ABD Staff:*** *Can access all tobacco retail permit, I-PLEDGE training, certificate, and compliance check information.*
- ***Law Enforcement:*** *Can view restricted tobacco retail permit information, complete compliance checks, and view previous compliance results.*
- ***State Attorney General:*** *Can view new/renewal tobacco retail permits, view I-PLEDGE certificates, view compliance check results, and pursue enforcement action against a non-compliant retailer when local authorities decline to pursue the matter.*

The ABD seeks to implement a tobacco compliance system that would improve its compliance and fraud prevention efforts. It has been determined that an automated process of sharing tobacco retailers' license information and triaged compliance check information among ABD, the Iowa Department of Revenue (IDR), the Iowa Department of Public Health (IDPH), local authorities (city and county), and the Iowa Attorney General (AG) would result in improved compliance and better resource utilization.

The project's objectives are to:

- *Provide an online format to standardize the underage buy inspection process*
- *Provide external inspectors with the ability to access and enter inspection results*
- *Allow retailers the ability to see the inspection results and make payments for fines online*
- *Improve overall compliance efficiencies by making licensing and compliance information widely available*

1.3   Response Instructions

The DPS requests that responses adhere to the following instructions:

1.3.1   RFI responses should address the questions listed in Section 2 of this RFI. Respondents may reference user manuals or web pages as long as an electronic copy or weblink is provided and no sign-on or registration is required to access the referenced materials.

1.3.2   Communication and responses shall be submitted to the Issuing Officer listed in Section 1.4 below.

1.3.3   Respondents shall provide a signed transmittal letter on company letterhead that includes the company and the main contact's information such as name, title, telephone, and email.

1.3.4 Responses that include budgetary cost shall be submitted by general price ranges with their cost information, where applicable, to be used for reference only. No formal quotations shall be received or awarded in the RFI process.

Any references to cost in the attachments or following sections are intended to be requests for an informal estimate of costs.

1.4   Communication
For information regarding this notice and throughout this process, interested vendors shall contact only the issuing officer below.

> Mike Nolan
> OCIO
> 200 E. Grand Ave., Ste. 200
> Des Moines, IA 50309
> 515-954-5458
> mike.nolan@iowa.gov

1.5   Requests for Information Responses
Responses to this RFI must be received no later than 11:00 a.m., Central Standard Time, on [MONTH, DATE], 2022 by the issuing officer at the address or email account listed in Section 1.3 above.

1.6   Right to Duplicate
Respondent agrees that the State may duplicate its response information for the purpose of facilitating the review or to respond to requests for public records. The Respondent consents to such duplication by submitting a response and warrants that such duplication will not violate the rights of any third party. The State will have the right to use ideas (or adaptations of ideas) presented in the response in development of a future procurement.

1.7   Review of RFI Responses
Responses to this RFI will be reviewed by DPS staff.

1.8   Gratuities
The laws of Iowa provide that it is a felony to offer, promise, or give anything of value or benefit to a state employee with the intent to influence that employee's acts, opinion, judgment or exercise of discretion with respect to that employee's duties. Evidence of violation of this statute will be turned over to the proper prosecuting attorney.

1.9   Costs to Vendors
The costs of preparation and delivery of the response to this RFI are the Respondent's sole responsibility.

1.10   Response Property of the State
All responses become the property of the State of Iowa and shall not be returned to the Respondent. At the conclusion of the project, the content of the responses will be placed in the public domain and open to inspection by interested parties. Do not include

confidential or proprietary information as part of your RFI submission.

1.11   Source of Information Used in Addition to Responses
The State reserves the right to contact vendors after the submission of responses for the purpose of clarification and to ensure mutual understanding. Such contact does not obligate

1.12   States Obligations
Issuance of this RFI in no way constitutes a commitment by the State to award any contract(s) or conduct business with any Respondent.

1.13   Public Records and Requests for Confidentiality
The release of information by OCIO to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the possession of a State agency. Respondents are encouraged to familiarize themselves with these provisions prior to submitting a response. All information submitted by a Respondent may be treated as public information by the Purchasing Division unless the Respondent properly requests that information be treated as confidential at the time of submitting. If a request is received by the state to view information identified as confidential by a Respondent, the state shall notify the Respondent of the request. It shall be the Respondent's sole responsibility to defend the claim of confidentiality in an appropriate legal venue. The State will withhold release of the subject information until the matter is settled.

Any requests for confidential treatment of information must be included in a cover letter with the Respondent's submittal and must enumerate the specific grounds in Iowa Code Chapter 22 or other legal reasons which support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. The request must also include the name, address and telephone number of the person authorized by the Respondent to respond to any inquiries concerning the confidential status of the materials.

Any documents submitted which contain confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears.

All copies of the submission, as well as the original, must be marked in this manner. In addition to marking the material as confidential material where it appears, the Respondent must submit one copy of the RFI information from which the confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the document as possible. These pages must be submitted with the cover letter and will be made available for public inspection.

The Respondent's failure to request in the RFI confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by the State

as a waiver of any right to confidentiality which the Respondent may have had.

SECTION 2 -- RFI RESPONSES

2.1   Vendor Information
   2.1.1   Provide the name and principal place of your business.

   2.1.2   Provide the name, address, email address, and telephone number of the vendor representative to contact regarding all matters concerning this RFI.

2.2   System Requirements

2.2.1 CALL HANDLING / CAD EVENT CREATION
The CAD handling and event creation process consists of the PSAP being notified through a variety of sources of the need for assistance. Does the solution provide the following capabilities? -
   • Receiving a telephone call, electronic notification, radio request;
   • Obtaining sufficient and accurate information from a reporting party or electronic device to determine the location and event classification;
   • Determining if the incident being reported is a duplicate of an incident in progress; and,
   • Creating or updating the CFS in the CAD system.

Does the system provide users an automated process to verify, analyze, classify, and prioritize CFS before electronically routing them to dispatcher(s) or to other appropriate destinations, such as a telephone reporting unit? CFS may also be generated by units in the field via their MDC or generated by a monitoring device such as an accident detection unit, intrusion alarm, or personal health monitor and transmitted to the appropriate communications center via a data interface.

2.2.2 DISPATCH SUPPORT
The dispatcher is responsible for using the CAD system in multiple ways to manage an incident. Does the solution provide features to assist the dispatcher in the dispatch decision and incident management process such as run cards, response plans, adjustable dispatch levels, mutual aid function, automatic aid function, and unit rotation.

2.2.3 RESOURCE / UNIT MANAGEMENT
Does the solution provide the ability to assign and track resources? Resources include not only the traditional responders—law enforcement, fire, and EMS—but may also include units like animal control, tow trucks, and utility services. Does the solution provide the ability for the dispatcher to know what units are available to send to a particular CFS and what their status is at any given time?

2.2.4 CALL / INCIDENT / EVENT MANAGEMENT
Does the solution provide incident management by continually updating the CFS event with any additional information reported by callers or officers on scene. Describe how resource recommendations may be revised based on additional information and may be added to or reassigned.

2.2.5 SUPPLEMENTAL RESOURCE REQUEST AND TRACKING
Does the solution provide supplemental resource requests and tracking to assign external resources to an incident?

2.2.6 INCIDENT DISPOSITION
Does the solution provide features to close an incident including: assigning case numbers, entering an incident disposition, and transferring the call data to one or more RMS?

2.2.7 BUSINESS FUNCTION: CAD SYSTEM ADMINISTRATION
The solution should provide administrative functions and capabilities to keep the CAD system current and operational. Does the solution include the following administrative functions? –
- Install and monitor the operating system (OS) for CAD Servers
- Install server OS upgrades and reinstall OS in event of server failure
- Review system logs and security logs
- Maintain server scripts
- Test disaster recovery
- Develop, maintain and provide workstations and MDCs with approved system images
- Ensure appropriate security and user permissions by agency and sub-group are identified and applied to the CAD system environment
- Perform patch management and service patch updates
- Conduct OS patch and service pack testing and deployment for servers
- Test, install and upgrade CAD antivirus releases and patches
- Develop, maintain and document CAD software configuration files
- Test and certify changes to baseline CAD configurations
- Authorize codes change migration to production via change management process
- Notify end users and migrate CAD updates to production environment
- Reference interface details workbook
- Monitor operational state of CAD Interfaces
- Manage and maintain CAD databases to include upgrades and patches
- Manage and maintain CAD databases and scripts
- Provide data for the CAD system ensuring currency, accuracy, integrity, and consistency

2.2.8 SYSTEM FUNCTIONS
The solution should provide robust system functions and capabilities. Does the solution include any of the following functions and capabilities? –
- Notifications
- Contact List
- Premise Information / Hazards
- Communications Center / Public Safety Answering Point Standard Operating Procedures
- Agency-Specific Incident / Location / Unit Standard Operating Procedures
- Relevant Technical Standards / Guidelines
- Remote Access
- CAD Workstation-to-CAD Workstation Messaging
- Incident Command Support

- Narrative Field "Shorthand" / Auto Text
- Command Line / GUI
- Date / Time Stamps
- Unit Status Transitions Matrix
- Single Sign-On for CAD and CAD Sub-systems
- Multi-Agency / Multi-Jurisdictional Capability

2.2.9 REPORTING & MONITORING

The solution should provide reporting functions and should include the ability for the command staff to generate statistics, detail event and log reports, and snapshot/incident replay as well. The solution should have the capability to manage the workflow of the call takers and dispatchers to include training and testing functions.

2.2.10 INTERFACES

Does the solution contain interfaces in which the CAD system communicates information with other systems within the PSAP, including E9-1-1 systems, or with external systems, such as federal databases, fire toning systems, or emergency operations centers (EOC)? Does the solution have the ability to interface with a broad range of internal and external systems? Do these systems include traditional subsystems, such as E9-1-1, federal, state, and local data warehouses, and RMS? Or do they include emerging technologies, such as video management systems, text messaging, and other multi-media systems?

2.3   Security Breaches

2.5.1   Describe your system's security.

2.5.2   Describe your incident response procedure in the event of a security breach.

2.4   Customer Support

Describe customer support services available for the system.

2.5   Costs

Describe costs for services and payment structure, including any up-front, one-time costs, implementation costs, and recurring maintenance and support costs. If there are additional modules/functions available from Respondent's solution that Respondent believes would be beneficial to DPS please provide them in your submission.