

INVITATION TO SUBMIT

P R O P O S A L

REQUEST FOR PROPOSALS - RFP NO. 20-0046-1

FIRE/EMS RECORDS MANAGEMENT SYSTEM

PROPOSALS RECEIVED BY: NOVEMBER 20, 2020

THE COMMISSIONERS OF CHATHAM COUNTY, GEORGIA

ALBERT J. SCOTT, CHAIRMAN

COMMISSIONER HELEN L. STONE

COMMISSIONER TABITHA ODELL

COMMISSIONER JAMES J. HOLMES

COMMISSIONER JAMES "JAY" JONES

COMMISSIONER BOBBY LOCKETT

COMMISSIONER DEAN KICKLIGHTER

COMMISSIONER PATRICK K. FARRELL

COMMISSIONER CHESTER A. ELLIS

R. JONATHAN HART, COUNTY ATTORNEY

CHATHAM COUNTY, GEORGIA

DOCUMENT CHECK LIST

The following documents, when marked, are contained in and made a part of this Package or are required to be submitted with the qualification proposal. It is the responsibility of the Proposer to read, complete and sign, where indicated, and return these documents with his/her qualification proposal. FAILURE TO DO SO MAY BE CAUSE FOR DISQUALIFICATION.

- GENERAL INFORMATION
- PROPOSAL
- SCOPE OF SERVICES
- LEGAL NOTICE
- ATTACHMENTS: A. DRUG FREE WORKPLACE; B. NONDISCRIMINATION STATEMENT; C. DISCLOSURE OF RESPONSIBILITY STATEMENT; D. CONTRACTOR & SUBCONTRACTOR AFFIDAVIT AND AGREEMENT E. BIDDER'S CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION; F. M/WBE COMPLIANCE REPORT; G. SAVE AFFIDAVIT; H. LOBBYING AFFIDAVIT; INFORMATION TECHNOLOGY VENDOR POLICY; CHATHAM COUNTY SAAS AGREEMENT

The undersigned bidder certifies that he/she has received the above listed and marked documents and acknowledges that his/her failure to return each, completed and signed as required, may be cause for disqualifying his/her bid.

BY: _____

SIGNATURE:

DATE:

TITLE:

COMPANY:

ACKNOWLEDGE RECIEPT OF ADDENDUM(S) _____

Chatham County has established goals to increase participation of minority and woman owned businesses. In order to accurately document participation, businesses submitting bids or proposals are encouraged to report ownership status. A minority or woman owned business is defined as a business with 51% or greater minority or female ownership. Please check ownership status as applicable:

African-American_____ Asian American_____ Hispanic_____

Native American or Alaskan Indian_____ Female_____

CHATHAM COUNTY, GEORGIA
OFFICE OF THE PURCHASING DIRECTOR
1117 EISENHOWER DRIVE, SUITE C
SAVANNAH, GEORGIA 31406
(912) 790-1626

DATE: October 8, 2019

RFP NO.: 20-0046-1

GENERAL INFORMATION FOR REQUEST FOR PROPOSALS

This is an invitation to submit a proposal to supply Chatham County with services as indicated herein. Sealed proposals will be received at the Office of the Purchasing Director, **1117 EISENHOWER DRIVE, SUITE C, and SAVANNAH, GEORGIA** up to **November 20, 2020 at 5:00 pm EST**. The Purchasing Director reserves the right to reject any and all proposals and to waive formalities.

Instructions for preparation and submission of a proposal are contained in the Request for Proposal package. Please note that specific forms for submission of a proposal are required. Proposals must be typed or printed in ink.

There will be no pre-proposal conference for this RFP. Proposers shall use the question and answer period for all RFP related questions.

Any changes to the conditions and specifications must be in the form of a written addendum to be valid; therefore, the Purchasing Director will issue a written addendum to document approved changes.

Chatham County has an equal opportunity procurement policy. Chatham County seeks to ensure that all segments of the business community have access to providing services needed by County programs. The County affirmatively works to encourage utilization of disadvantaged and minority business enterprises in our procurement activities. The County provides equal opportunity for all businesses and does not discriminate against any persons or businesses regardless of race, color, religion, age, sex, national origin or handicap. The County expects its contractors to make maximum feasible use of minority businesses and qualified minority

employees. The terms "disadvantaged business", "minority business enterprise", and "minority person" are more specifically defined and explained in the Chatham County Purchasing Ordinance.

All firms requesting to do business with Chatham County **must register** on-line at <http://purchasing.chathamcounty.org>. The County's Purchasing Division is interested in fostering participation by all qualified businesspersons offering commodities and services. For additional information, please contact Purchasing and Contracting at 912-790-1620.

SECTION I

INSTRUCTIONS TO PROPOSERS

1.1 PURPOSE: The purpose of this document is to provide general and specific information for use in submitting a qualification proposal to supply Chatham County with services as described herein. All proposals are governed by the Code of Chatham County, Chapter 4, Article IV, and the laws of the State of Georgia.

1.2 HOW TO PREPARE PROPOSALS: All proposals shall be:

A. Typewritten or completed with pen and ink, signed by the business owner or authorized representative, with all erasures or corrections initialed and dated by the official signing the proposal. ALL SIGNATURE SPACES MUST BE SIGNED.

Proposers are encouraged to review carefully all provisions and attachments of this document prior to submission. Each proposal constitutes an offer and may not be withdrawn except as provided herein.

1.3 HOW TO SUBMIT PROPOSALS: All proposals shall be:

A. Submitted in sealed opaque envelopes, plainly marked with the proposal number and title, date and time for submission, and company name.

B. Mailed or delivered as follows in sufficient time to ensure receipt by the Purchasing Director on or before the time and date specified above.

a. **Mailing Address: Purchasing Director, 1117 Eisenhower Drive, Suite C, Savannah, Georgia 31406.**

- b. **Hand Delivery: Purchasing Director, 1117 Eisenhower Drive, Suite C, Savannah, Georgia.**

PROPOSALS NOT RECEIVED BY THE TIME AND DATE SPECIFIED WILL NOT BE OPENED OR CONSIDERED.

1.4 HOW TO SUBMIT AN OBJECTION: Objections from Offerers to this Request for Proposals and/or these specifications should be brought to the attention of the County Purchasing Director in the following manner:

- A. When a pre-proposal conference is scheduled, the Proposer may object in writing any time prior to or at the pre-proposal conference.
- B. When a pre-proposal conference is not scheduled, the Proposer shall object in writing not less than five (5) days prior to the Date for submission.
- C. The objections contemplated must pertain bot to form and substance of the Request for Proposal documents. Failure to object in accordance with the above procedure will constitute a waiver on the part of the business to protest this Request for Proposal.

1.5 ERRORS IN PROPOSALS: Proposers or their authorized representatives should fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at the Proposer's own risk.

1.6 STANDARDS FOR ACCEPTANCE OF PROPOSERS FOR CONTRACT AWARD: The County reserves the right to reject any or all Proposals and to waive any irregularities or technicalities in Proposals received whenever such rejection or waiver is in the best interest of the County. The County reserves the right to reject the Offer of a Proposer who has previously failed to perform properly or complete on time contracts of a similar nature, whom investigation shows is not in a position to perform the contract.

1.7 PROPOSER: Whenever the term "Proposer" is used it shall encompass the "person", "business", "firm", or other party submitting a proposal to Chatham County in such capacity before a contract has been entered into between such party and the County.

1.8 COMPLIANCE WITH LAWS: The Proposer shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by Federal, State or County statute, ordinances and rules during the performance of any contract between the Proposer and the County.

Any such requirement specifically set forth in any contract document between the Proposer and the County shall be supplementary to this section and not in substitution thereof.

1.9 CONTRACTOR: Contractor or subcontractor means any person, firm, or business having a contract with Chatham County. The Contractor of goods, material, equipment or services certifies that the firm will follow equal employment opportunity practices in connection with the awarded contract as more fully specified in the contract documents.

1.10 LOCAL PREFERENCE: The Contractor agrees to follow the local preference guidelines as specified in the contract documents, which state “The CONTRACTOR hereby agrees, as part of the consideration to Chatham County for making this Contract, that the CONTRACTOR in the carrying out of this contract will give the citizens of Chatham County preference for employment to perform all labor required by this contract; that the rate of wages to be paid shall not be less than legally required; and that in the purchase of materials to be used in the Work of the Project, preference shall be given to sources from within Chatham County to the maximum extent possible. The CONTRACTOR will cause the forgoing provisions to be inserted in all subcontracts so that provisions will be binding upon each subcontractor.”

1.11 DEBARRED FIRMS AND PENDING LITIGATION: Any potential proposer/firm listed on the Federal or State of Georgia Excluded Parties Listing (Barred from doing business) **will not** be considered for contract award. It is the proposer’s responsibility to notify the County if they become debarred during the RFP process. Proposers **shall disclose** any record of pending criminal violations (Indictment) and/or convictions, pending lawsuits, etc., and any actions that may be a conflict of interest occurring within the past five (5) years. Any proposer/firm previously defaulting or terminating a contract with the County will not be considered. Successful proposers with whom the County enters into a contract with for goods or services will notify the County if they become debarred during the course of the contract.

** All bidders or proposers are to read and complete the Disclosure of Responsibility Statement enclosed as an Attachment to be returned with response. Failure to do so may result in your solicitation response being rejected as non-responsive.

Bidder acknowledges that in performing contract work for the Board, bidder shall not utilize any firms that have been a party to any of the above actions. If bidder has engaged any firm to work on this contract or project that is later debarred, Bidder shall sever its relationship with that firm with respect to Board contract.

- 1.12 PERFORMANCE EVALUATION:** On April 11, 2008, the Chatham County Board of Commissioners approved a change to the County Purchasing Ordinance requiring Contractor/Consultant Performance Evaluations, at a minimum, annually, prior to contract anniversary date.

Should Contractor/Consultant performance be unsatisfactory, the appointed County Project Manager for the contract may prepare a Contractor/Consultant Complaint Form or a Performance Evaluation to the County Purchasing Director.

SECTION II

PROPOSAL CONDITIONS

- 2.1 SPECIFICATIONS:** Any obvious error or omission in specifications shall not inure to the benefit of the bidder but shall put the Proposer on notice to inquire of or identify the same to the County.
- 2.2 MULTIPLE PROPOSALS:** No Proposer will be allowed to submit more than one offer. Any alternate proposals must be brought to the Purchasing Director's attention writing at least five (5) days preceding the date for submission of proposals.
- 2.3 OFFERS TO BE FIRM:** The Proposer warrants that terms and conditions quoted in his offer will be firm for acceptance for a period of two years from bid date submitted, unless otherwise stated in the proposal. When requested to provide a fee proposal, fees quoted must also be firm for a two-year period.
- 2.4 COMPLETENESS:** All information required by the Request for Proposals must be completed and submitted to constitute a proper proposal.
- 2.5 LIABILITY PROVISIONS:** Where Proposers are required to enter or go into Chatham County property to take measurements or gather other information in order to prepare the proposal as requested by the County, the Proposer shall be liable for any injury, damage or loss occasioned by negligence of the Proposer, his agent, or any person the Proposer has designated to prepare the Offer and shall indemnify and hold harmless Chatham County from any liability arising therefrom. The contract document specifies the liability provisions required of the successful Proposer in order to be awarded a contract with Chatham County.

2.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION: By submission of this Offer, the Proposer certifies, and in the case of a joint offer each party thereto certifies as to its own organization, that in connection with this procurement:

- (1) The prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other competitor;
- (2) Unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly to any other competitor; and
- (3) No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not submit an offer for the purpose of restricting competition.

2.7 AWARD OF CONTRACT: The contract, if awarded, will be awarded to that responsible Proposer whose proposal will be most advantageous to Chatham County, price and other factors considered. The Board of Commissioners will make the determination as to which proposal best serves the interest of Chatham County.

2.8 PROCUREMENT PROTESTS: Objections and protests to any portion of the procurement process or actions of the County staff may be filed with the Purchasing Director for review and resolution. The Chatham County Purchasing Ordinance – Part 9 – Vendor Disputes shall govern the review and resolution of all protests.

2.9 QUALIFICATION OF BUSINESS (RESPONSIBLE PROPOSER): A responsible Proposer is defined as one who meets, or by the date of the acceptance can meet, all requirements for licensing, insurance, and service contained within this Request for Proposals. Chatham County has the right to require any or all Proposers to submit documentation of the ability to perform the service requested.

Chatham County has the right to disqualify the proposal of any Proposer as being non-responsive or non-responsible whenever such Proposer cannot document the ability to deliver the requested service.

2.10 COUNTY TAX CERTIFICATE REQUIREMENT: A current Chatham County or municipal business license (within the State of Georgia) is required unless otherwise specified. A firm need not have a Chatham County Business License prior to submitting

a proposal. However, a license must be obtained by the successful vendor prior to award of contract.

Please contact the Chatham County Department of Building Safety and Regulatory Services at (912) 201-4300 for additional information.

NOTE: No contract shall be awarded unless all real and personal property taxes have been paid by the successful contractor and/or subcontractors as adopted by the Board of Commissioners on April 8, 1994.

- 2.11 INSURANCE PROVISIONS, GENERAL:** The selected CONTRACTOR shall be required to procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Bid.

It is every Contractor's responsibility to provide the County Purchasing and Contracting Division current and up-to-date Certificates of Insurance and Declaration Sheets for multiple year contracts before the end of each term. Failure to do so may be cause for termination of contract.

2.11.1 General Information that shall appear on a Certificate of Insurance:

- I. Name of the Producer (Contractor's insurance Broker/Agent).
- II. Companies affording coverage (there may be several).
- III. Name and Address of the Insured (this should be the Company or Parent of the firm Chatham County is contracting with).
- IV. Summary of all current insurance for the insured (includes effective dates of coverage).
- V. A brief description of the operations to be performed, the specific job to be performed, or contract number.
- VI. Certificate Holder (This is to always include Chatham County).

Chatham County as an "Additional Insured": Chatham County invokes the defense of "sovereign immunity." In order not to jeopardize the use of this defense, the County **is not** to be included as an "Additional Insured" on insurance contracts.

2.11.2 Minimum Limits of Insurance to be maintained for the duration of the contract:

- A. **Commercial General Liability:** Provides protection against bodily injury and property damage claims arising from operations of a Contractor or Tenant. This policy coverage includes: premises and operations, use of independent contractors, products/completed operations, personal injury, contractual, broad form property damage, and underground, explosion and collapse hazards. Minimum limits: \$1,000,000 bodily injury and property damage per occurrence and annual aggregate.
- B. **Worker's Compensation and Employer's Liability:** Provides statutory protection against bodily injury, sickness or disease sustained by employees of the Contractor while performing within the scope of their duties. Employer's Liability coverage is usually included in Worker's Compensation policies, and insures common law claims of injured employees made in lieu of or in addition to a Worker's Compensation claim. Minimum limits: \$500,000 for each accident, disease policy limit, each employee and Statutory Worker's Compensation limit.
- C. **Business Automobile Liability:** Coverage insures against liability claims arising out of the Contractor's use of automobiles. Minimum limit: \$1,000,000 combined single limit per accident for bodily injury and property damage. Coverage should be written on an "Any Auto" basis.

2.11.3 **Special Requirements:**

- A. **Claims-Made Coverage:** The limits of liability shall remain the same as the occurrence basis, however, the Retroactive date shall be prior to the coincident with the date of any contract, and the Certificate of Insurance shall state the coverage is claims-made. The Retroactive date shall also be specifically stated on the Certificate of Insurance.
- B. **Extended Reporting Periods:** The Contractor shall provide the County with a notice of the election to initiate any Supplemental Extended Reporting Period and the reason(s) for invoking this option.
- C. **Reporting Provisions:** Any failure to comply with reporting provisions of the policies shall not affect coverage provided in relation to this request.
- D. **Cancellation:** Each insurance policy that applies to this request shall be

endorsed to state that it shall not be suspended, voided, or canceled, except after thirty (30) days prior to written notice by certified mail, return receipt requested, has been given to the County.

- E. **Proof of Insurance:** Chatham County shall be furnished with certificates of insurance and with original endorsements affecting coverage required by this request. The certificates and endorsements are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates of insurance are to be submitted prior to, and approved by, the County before services are rendered. The Contractor must ensure Certificate of Insurance are updated for the entire term of the County.

- F. **Insurer Acceptability:** Insurance is to be placed with an insurer having an A.M. Best's rating of A and a five (5) year average financial rating of not less than V. If an insurer does not qualify for averaging on a five year basis, the current total Best's rating will be used to evaluate insurer acceptability.

- G. **Lapse in Coverage:** A lapse in coverage shall constitute grounds for contract termination by the Chatham County Board of Commissioners.

- H. **Deductibles and Self-Insured Retention:** Any deductibles or self-insured retention must be declared to, and approved by, the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retention as related to the County, its officials, officers, employees, and volunteers; or the Contractor shall procure a bond guaranteeing payment of related suits, losses, claims, and related investigation, claim administration and defense expenses.

2.11.4 Additional Coverage for Specific Procurement Projects:

Professional Liability: Insure errors or omission on behalf of architects, engineers, attorneys, medical professionals, and consultants.

Minimum Limits: \$1 million per claim/occurrence.

Coverage Requirement: If “claims-made,” retroactive date must precede or coincide with the contract effective date or the date of the Notice to Proceed. The professional must state if “tail” coverage has been purchased and the duration of the coverage.

2.12 INDEMNIFICATION: The PROPOSER agrees to protect, defend, indemnify, and hold harmless Chatham County, Georgia, its commissioners, officers, agents, and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons caused by the PROPOSER or its subproposers. The PROPOSER’s obligation to protect, defend, indemnify, and hold harmless, as set forth herein above shall include, but not be limited to, any matter arising out of any actual or alleged infringement of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition, disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations. PROPOSER further agrees to investigate, handle, respond to, provide defense for, and to protect, defend, indemnify, and hold harmless Chatham County, Georgia, at his sole expense, and agrees to bear all other costs and expenses related thereto, even if such claims, suits, etc., are groundless, false, or fraudulent, including any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the PROPOSER or his subcontractors or anyone directly or indirectly employed by any of them.

The PROPOSER’s obligation to indemnify Chatham County under this Section shall not be limited in any way by the agreed-upon contract price, or to the scope and amount of coverage provided by any insurance maintained by the PROPOSER.

2.13 COMPLIANCE WITH SPECIFICATION - TERMS AND CONDITIONS: The Request for Proposals, Legal Advertisement, General Conditions and Instructions to Proposers, Specifications, Special Conditions, Proposers Offer, Addendum, and/or any other pertinent documents form a part of the Offeror's proposal and by reference are made a part hereof.

2.14 SIGNED RESPONSE CONSIDERED AN OFFER: The signed Response shall be considered an offer on the part of the Proposer, which offer shall be deemed accepted upon approval by the Chatham County Board of Commissioners, Purchasing Director or his designee. In case of a default on the part of the Proponent after such acceptance, Chatham

County may take such action as it deems appropriate, including legal action for damages or lack of required performance.

2.15 NOTICE TO PROCEED: The successful proposer shall not commence work under this Request for Proposal until a written contract is awarded and a Notice to Proceed is issued by the Purchasing Director or his designee. If the successful Proposer does commence any work or deliver items prior to receiving official notification, he does so at his own risk.

2.16 PAYMENT TO CONTRACTORS: Instructions for invoicing the County for service delivered to the County are specified in the contract document.

- A. Questions regarding payment may be directed to the Finance Department at (912) 652-7905 or the County's Project Manager as specified in the contract documents.
- B. Contractors will be paid the agreed upon compensation upon satisfactory progress or completion of the work as more fully described in the contract document.
- C. Upon completion of the work, the Contractor will provide the County with an affidavit certifying all suppliers, persons or businesses employed by the Contractor for the work performed for the County have been paid in full.
- D. Chatham County is a tax exempt entity. Every contractor, vendor, business or person under contract with Chatham County is required by Georgia law to pay State sales or use taxes for products purchased in Georgia or transported into Georgia and sold to Chatham County by contract. Please consult the State of Georgia, Department of Revenue, Sales and Use Tax Unit in Atlanta (404) 656-4065 for additional information.

2.17 LICENSES, PERMITS, AND TAXES: The price or prices for the service shall include full compensation for all fees that the proponent is or may be required to pay. Chatham County is Tax Exempt. A Tax Exemption Certificate will be provided by the Purchasing & Contracting Office upon request (912) 790-1623.

2.18 MINORITY – WOMEN BUSINESS ENTERPRISE PARTICIPATION: It is the desire of the County Board of Commissioners to increase the participation of minority (MBE) and women-owned (WBE) business in its contracting and procurement programs. The County is committed to a policy of equitable participation for these firms by setting goals for each contract. Bidder/proposers are requested to include in their proposals a narrative describing their past accomplishment and intended actions in this area. If bidder/proposers are considering minority or women owned enterprise participation in their proposal, those firms, and their specific duties must be identified in their proposal along with the percentage(s) and dollar amount awarded to the M/WBE firm. Proposers may also

provide demographic information regarding their employees to show their commitment to equal opportunity. If a bidder/proposer is considered for award, he/she will be asked to meet with the County Staff so that the intended MBE/WBE participation goals can be formalized and included in the subsequent contact.

If the awarded contractor/vendor is claiming minority status, the contractor/vendor shall apply for certification by Chatham County, Georgia to the Office of Minority Business Coordinator. The Minority Business Coordinator will provide documentation of application status once approved or disapproved by Chatham County. Certification by any other government entity is acceptable if current copy of the certification is provided with this solicitation. For additional information concerning Chatham County's M/WBE Coordinator, please contact Connell Heyward, at (912) 652-7828 or cheyward@chathamcounty.org.

The undersigned proposer certifies that he/she has carefully read the preceding list of instructions and all other data applicable hereto and made a part of this invitation; and, further certifies that the prices shown in his/her proposal are in accordance with all documents contained in this Request for Proposals package, and that any exception taken thereto may disqualify his/her proposal.

This is to certify that I, the undersigned Proposer, have read the instructions to Proposer and agree to be bound by the provisions of the same.

This _____ day of _____, 2020.

BY

SIGNATURE

DATE

COMPANY

TITLE

TELEPHONE NUMBER

REQUEST FOR PROPOSALS

GENERAL CONDITIONS

SECTION III

DESCRIPTION AND OBJECTIVES

This Request for Proposal (RFP) seeks a qualified provider to design, configure, train, implement, and maintain a fully-functional, turn-key, scalable, integrated, Commercial Off the Shelf (COTS), Fire/EMS Records Management System in accordance with the terms and conditions of this RFP.

The County issued an RFP that included both a Law Enforcement RMS (LRMS) and Fire/EMS (FRMS). Since only one response was received for a Fire/EMS RMS, Chatham County is resoliciting for a standalone FRMS which can be integrated with the selected CAD/RMS system. EMS in Chatham County includes medical first response, emergency (911) ambulance service, non-emergent (interfacility) ambulance transports, Mobile Neonatal Intensive Care, Community Paramedicine, and Mobile Integrated Health.

Proposers responding to the FRMS must follow the following instructions and must complete the sections identified for the FRMS proposal.

Please note the following data related to individual agencies:

Agencies intending to use the selected Fire/EMS RMS:

Agency	# of Users
Pooler	85
Savannah	350
Thunderbolt	15
Garden City	29
Port Wentworth	28
Isle of Hope	5
Bloomingtondale	30
Chatham	353

Number of anticipated Mobile Data Computers by Department

Agency	# of Users
Pooler	18
Savannah	35
Thunderbolt	5
Garden City	10
Port Wentworth	8
Isle of Hope	6
Bloomingtondale	10
Chatham	30

The current FRMS system used by each department.

Agency	Current system
Pooler	Emergency Reporting
Savannah	ESO's Firehouse (Cloud Based)
Thunderbolt	Image Trend Elite
Garden City	Image Trend Elite
Port Wentworth	Fire Programs (Wildfire)
Isle of Hope	Firehouse
Bloomingtondale	Image Trend
Chatham	Image Trend

Please note that there may be some redundant questions since these specifications were excerpted from the original RFP for CAD/RMS. Please cut and paste or refer to other answers as needed.

Responding Proposers are required to have:

- Experience in the Fire/EMS RMS industry for a minimum of five (5) years
- A proven Fire/EMS RMS solution that is successfully employed by jurisdictions of similar size or larger than Chatham County
- Highly-experienced Project Manager, Subject Matter Experts, and Technicians supporting the implementation of all software.
- Proven positive relationships with current customers. Chatham County wants to establish a relationship with a partner going forward

3.1 ACCEPTANCE AND EVALUATION OF PROPOSALS: All technical requirements, unless otherwise specified, must be met by the proponent or such proposal will be disqualified as being non-responsive. Proposals that are deemed to be incomplete as to substance and content will be considered non-responsive. A shortlist of qualified firms may be developed and ranked.

The evaluation committee will make the selection of the firm which it believes is best qualified to provide the software, cost proposal and other qualitative factors considered. It is emphasized that the firm which offers the lowest cost proposal will not necessarily be the firm selected. The selection will be made of that firm which provided the best proposal. “Best” is defined as the best combination of qualitative factors and cost proposal.

An evaluation committee will review all proposals received by the due date and time as part of a documented evaluation process. The committee will evaluate proposals according to but not limited to the following criteria:

- Responses to functional requirements.
- Cost and quality of the proposed software solution, training, and implementation services plan. Cost and quality of the proposed ongoing system maintenance/support services.
- Experience, demonstrated performance and financial viability of the software firm, including experience with County and local government.
- Compatibility with County’s technical architecture, standards, and strategy and responses to technical requirements.
- Minority and Woman Owned Business Participation
- Acceptance of and exceptions to the terms and conditions preferred by the County.

- Quality, clarity and responsiveness of the proposal in conformance with instructions.

The Evaluation Committee reserves the right to determine the suitability of proposals on the basis of all of these criteria.

RFP Scoring Categories

Functionality & Features	30 points
Technical/IT	25 points
Company	10 points
Project Management	10 points
References	5 points
MWBE	5 points
<u>Cost</u>	<u>15 points</u>
Sub-total	100 points

Phase 1 – Evaluation and Scoring

The criteria used as a guideline in the evaluation will include, but not be limited to, the following:

Functionality & Features (30 Points)

- All applications and proposed system functionality, features and capabilities requested in the functionality spreadsheet.

Technical/IT Proposal Content (25 Points)

- Technical design, specifications and architecture
- System resilience, dependability and performance
- Failover and redundancy

- Back-up process
- Data conversion/legacy data
- Interfaces
- Other technical areas

Company Information (10 Points)

- The Evaluation Committee will evaluate Proposer Company stability and commitment to its product line via responses to the company profile requirements. This evaluation process will also include the Proposer's project understanding, where in the Proposer shall summarize their understanding of the purpose, scope and objectives for this project.

Project Management and Implementation Plan Proposal Content (10 Points)

- Project Plan
- Knowledge, skills and abilities of proposed staff
- Training Plan
- Maintenance, service and technical support
- Other areas

Company References (5 Points)

- Respondents shall provide Chatham County reference contact information. Chatham County may also contact other personnel at reference agencies including:
 - Executive management
 - Project management
 - IT
 - Fire
 - EMS (ambulance)
 - Records Management
 - Other areas

MWBE Participation (5 points)

MWBE narrative instructions:

- Disadvantaged Firm Involvement.

- Commitment in the level of local MWBE firms, subcontractors, consultants and employees.
- Approach to meeting and exceeding the MWBE requirements.
- History of Minority-owned, Women-owned business utilization.
- Narrative describing past accomplishment in this area.
- Proposers may also provide their company's employee demographic information regarding their company's commitment to equal opportunity.

Cost Proposal (15 Points)

- Clarity of Price Proposal information
- Initial and annual recurring
- Hardware
- Software
- Other
- Support/maintenance and warranty

Phase II – Demonstration Process

Phase II participants will be notified and provided adequate time to prepare for their demonstration and presentations. All Proposers selected for Phase II will have the same amount of time to prepare. All Proposers will be provided the same information including:

- Schedule and agenda
- Scripted scenarios
- Chatham County data that will be used in the scenarios:
 - FRMS data for Fire/EMS reports

- Participants shall demonstrate the system they proposed in their RFP response
- Participants shall advise Chatham County if there is any difference between the proposed system and what is being demonstrated

Best and Final Offer

Chatham County may choose to provide the selected Phase II companies a Best and Final Offer (BAFO) time period. There is no mandatory requirement that a company must respond to the BAFO. A company may choose to not respond with an updated offer. If a company does not respond to a BAFO opportunity, the original Phase I Cost Proposal score will be utilized in the final calculation.

Final Scoring and Ranking

The Functionality & Features, Technical/IT and Pricing/BAFO categories may be re-scored utilizing the information learned in Phase II.

A final scoring process will be completed resulting in a final ranking. The most qualified individual or firm will be recommended by the RFP Evaluation Committee based on the overall strength of each proposal.

Chatham County will notify the #1 ranked Proposer and begin contract negotiations. If contract negotiations fail with the #1 ranked Proposer, the County reserves the right to negotiate with the #2 ranked Proposer. All Proposers will be notified of the final scores and ranking once a final contract has been approved.

3.3 PROPOSAL DEADLINE: The response to this ‘Request for Proposal’ must be received by the Purchasing Department no later than **November 20, 2020 at 5:00 pm EST.** Any proposal received after the time stipulated may be rejected.

For good and sufficient reason, up to 24 hours before the advertised deadline, the County may extend the response schedule. An addendum will be issued setting forth the new date and time.

- 3.4 WITHDRAWAL OF PROPOSAL:** Any proposal submitted before the deadline may be withdrawn by written request received by the County before the time fixed for receipt of proposals. Withdrawal of any proposal will not prejudice the right of a proponent to submit a new or amended proposal as long as Chatham County receives it by the deadline as provided herein.
- 3.5 CONFIDENTIALITY OF DOCUMENTS:** Upon receipt of a proposal by the County, the proposal shall become the property of the County without compensation to the proponent, for disposition or usage by the County at its discretion (except for as provided by Georgia law for proprietary information). The details of the proposal documents will remain confidential until final award or rejection of proposals and/or protected under the restraints of law. Only final points and ranking of proposals will be openly disclosed prior to approval by the Board of Commissioners. Proponent shall have no contact with any Department Representative or Evaluation Committee Member during and after the evaluation process. Any information contained in the proposal that is considered by the Proponent as “proprietary” to remain confidential shall be clearly identified and justified.
- 3.6 CONE OF SILENCE:** Lobbying of Procurement Evaluation Committee members, County Government employees, and elected officials regarding this product or service solicitation, Invitation to Bid (ITB) or Request for Proposal (RFP) or contract by any member of a proposer’s staff, or those people employed by any legal entity affiliated with an organization that is responding to the solicitation is strictly prohibited. Negative campaigning through the mass media about the current service delivery is strictly prohibited. Such actions may cause your proposal to be rejected.
- 3.7 FORMAT OF RESPONSES:** To be considered, each Proposer must submit a complete response to the Request for Proposal. The format provided in this Section is not negotiable. Proposers may request a *Word* and *Excel* version of the documents.

To assure a uniform review process and obtain the maximum degree of comparability, each proposal shall be completed using the exact same RFP format (e.g., Section, chapter and question/criteria number/sub-number). Each new section and chapter should have its own unique tab.

There is no page limitation. Proposer’s are encouraged to provide detailed information including graphics, screen shots and pictures to assist the Evaluation Committee and Project Team understand the information in the proposal.

Response Structure

1. The cover letter shall include:
 - a. Brief summary demonstrating an understanding of the project
 - b. The name and address of the proposing organization including physical and mailing addresses of the company's main office
 - c. Name, address, phone number, e-mail address and title of the RFP process contact person
 - d. Name, address, phone number, e-mail address of the company executive signing the cover letter
2. The Table of Contents should identify the material by section, the beginning page number of each section, and any appendices
3. MWBE narrative response
4. The response shall follow the exact same sequence as the RFP (e.g., Chapter 1, Chapter 2, etc.)
5. Each section and chapter shall have a separate tab
6. Each chapter response shall include the exact same numbering sequence
7. Each question shall be answered. Proposers may copy and paste from previous answers if applicable and/or reference a response to a different question/response
8. The Cost Proposal must be submitted separate from the proposal using the Cost Proposal Form and all relevant information. Refer to the instructions on the Cost Proposal form
9. The Functional and Technical Matrix response should be the last tab of the proposal.
 - a. Response Codes - Include one of the following Response Codes for each listed requirement in the column captioned RC – (Proposer Response Code) on Functionality Worksheet. An omitted response will be scored as an “NA” response. Any deviation from the response codes will be interpreted at the discretion of the County
 - **"EF"** - Existing Functionality: Item will be met by proposed existing software that is installed and operational at other sites. An “EF” response to any item signifies that the proposed system provides the actual capability to meet the criteria as a Core feature, and without extensive user intervention. Indirect or implied solutions to meet the criteria shall not be coded “EF”
 - **"UD"** - Under Development: Item will be met by software that is currently under development, in beta test, or not yet released. Provide target date for future release
 - **"TP"** - Third Party: Item will be provided through a third-party solution partner, utilizing a solution or interface that has been implemented successfully elsewhere. As the Public Safety System Integrator Prime, identify all Partnerships for the systems that are not a Core integrated product. The response shall include a detailed

description of Partnerships with supporting information detailing contacts and references for projects that are similar in nature and size

- **“OT”** – Other. Does not meet any of the above definitions and is not N/A. Requires explanation
- **"NA"** - Not Available: Requirement cannot be provided

Fire/EMS RMS Instruction

Proposers shall respond to the following:

Chapter 1 – Company information

1.1 Company History

Provide comprehensive company history and years of experience concerning Fire/EMS RMS systems.

1.2 Company Organization

Provide a company functional organizational overview. Include where primary activities are performed (e.g., administration, software development, support). Include the city and state where major company activities occur.

1.3 Customers of Similar Jurisdiction Size

Proposer should have successfully implemented a similar solution in a jurisdiction of similar size to the Chatham County. List all relevant locations. Include any jurisdictions where EMS is a separate, stand alone, non-municipal entity.

1.4 Proposer Multi-Agency History

Proposer must have successfully implemented a similar solution in a multiple agency environment.

1.5 State of Georgia Experience

List all similar projects completed in the State of Georgia and designate whether the customer is still utilizing the system.

1.6 Proposer References

Provide a minimum of five references including:

- Jurisdiction name
- Jurisdiction description (e.g., multi-agency)
- Jurisdiction size (e.g., population,)

- Point of Contact information
 - Name
 - Position
 - Telephone number
 - Email address

1.7 Canceled or Default Contracts

List all customers that have cancelled or defaulted on an existing contract for any reason during the past five years.

1.8 Litigation

Summarize all litigation (regardless of disposition/status) involving the Proposer as a plaintiff or defendant within the past five years. If the Proposer has been ordered by a Court not to disclose a summary of the case, list this fact.

1.9 Company Partnerships

List all partnerships of any products or services in the proposed system that are not being provided by the Prime Vendor. The information shall contain at a minimum:

- History of partnership
- Number and type of successful partnership projects completed

1.10 Proposer Financials

Provide the following information:

- Information demonstrating financial stability
- Affidavit by a licensed bonding agent of its willingness to furnish Proposer's firm with a performance bond equal to the contract amount
- A recent Dun & Bradstreet report

Chapter 2– Mobile Application

- Provide information concerning all mobile functionality, features and capabilities.

Chapter 3 –Fire and/or EMS Records Management

Respondents shall provide comprehensive information about their Fire/EMS RMS application. The information shall include a detailed list of functionalities, features and modules of the proposed core FRMS. Proposers are encouraged to use mock screen shots throughout the response.

3.1 Fire/EMS RMS Capability

Chatham County is seeking the below capabilities from the proposed Fire/EMS RMS. Identify whether an item is included in the proposed core Fire /EMS RMS. If any item is not included in the FRMS, show it as an optional line item Section 6.3.

3.2 Core Fire /EMS RMS Requirements

1. System shall support multiple agencies for all functions and reporting.
2. Fully integrated RMS with CAD and providing one entry of data and subsequent sharing and validation of the data across all modules.
3. Field Based Report/Patient Care Report
4. Federal/State NIFRS
5. Case Management
6. Master Indexes (Name, Location, Vehicle, Property)
7. GIS integration for address validation/mapping
8. Emergency Medical Dispatch

3.3 Comprehensive Information of Optional Items

Provide comprehensive information regarding all optional items to the proposed core Fire/EMS RMS solution. Provide as much detail as required to ensure Chatham County personnel obtain a comprehensive understanding of each optional item. For all optional items, include a corresponding line item in the Price Proposal.

3.4 System Administration

Describe the workflow of data management for these key data sources:

1. Describe how the following data sources are imported, exported, and updated. Provide screen captures where applicable:
 - a. CAD event and incident
 - b. Mobile Data
 - c. Field Reporting
 - d. FRMS Core System
2. Describe what is required to propagate changes to the Fire/EMS RMS (updated applications) or made to a data source, (State, County and City Ordinances, etc.).
 - a. Describe if changes are “staged” before they are implemented in the production system.
 - b. Describe how changes are tested before they are implemented in the production system.
 - c. Describe how changes that were recently implemented in the production system are rolled back (e.g., errors found in data entry and want to revert to the previous version).
 - d. Describe how changes are propagated to Mobile and Field Reporting units.
 - e. Describe system auditing and the ability to track all transaction within the system.
 - f. Describe the ability for authorized users to easily query and produce reports on the audited data.
 - g. Describe the overall reporting capabilities.
 - h. Describe the messaging process and the ability for the system to utilize “triggers” to initiate messages and linked data to users.
 - i. Describe how messaging is tracked and how positive confirmations are communicated back to the creator and logged by the audit process.

3.5 Address/Geo-file Validation

Describe the ability to validate location data utilizing the same process and data as the CAD.

3.6 Security Levels and Permissions

1. Describe in detail the ability to provide different security levels and permissions to multiple personnel within the agency regarding the administration and operations of the Fire/EMS RMS (e.g., case management, approval of incidents, access permission and group memberships, etc.). Provide examples of hierarchy, group permissions and granular permissions.
2. Describe the ability to restrict access to individual incidents or any other reports and modules within Fire/EMS RMS.
3. Describe the ability to separate data storage for public information versus private information that is not subject to the same level of public disclosure.

3.7 General RMS Utilization

1. Describe the ability to switch users on shared devices.
2. Describe the ability to ensure security and segregation of unapproved and approved incidents and data.
3. Describe the ability to send RMS messages and what data can be included in those messages.
4. Describe the messaging capabilities between the CAD/RMS and mobile application.
5. Describe the ability to integrate email, printing letters, messaging and FAX or other communications into daily operations.
6. Describe the ability to support electronic signature capability and the modules/process where it can be used.
7. Describe how reports are created in any order once a case number is available, (e.g., supplements may be completed before the original report is completed.).
8. Describe how multiple people can work in the same report at the same time.

3.8 Master Indexes

1. Describe the utilization of Master Indexes for Names, Vehicles, Property and Locations.
2. Describe the data elements provided for Master Index data.
3. Describe any other Master Index data available or utilized.
4. Describe how module data is entered once and then utilized by other modules.

5. Describe how new Master Index items can be entered directly from a module if the items are not in a Master Index.
6. Describe how Master Index items can be updated within another module while entering data within the module.
7. Describe how changes to Master Index data can be tracked and utilized for queries.
8. Describe how Master Index data can be utilized to produce “point in time” reporting.
9. Describe how duplicate names/vehicles/locations/property items are managed.
10. Describe how automatic “duplicate item” notifications are sent.
11. Describe the ability to create the criteria and process to automatically merge data and how the process is validated by an authorized user before it is executed.

3.9 Calls for Service

Describe how CAD Call for Service data is transferred and added to the Fire/EMS RMS.

3.10 Incidents

1. Describe how an incident is created from CAD/RMS or other authorized devices.
2. Describe how a case number is requested and assigned from CAD.
3. Describe how a case number is requested and assigned from Mobile/Field Reporting/FRMS.
4. Describe how the address validation process is consistent and uses the same data sources for the whole CAD/RMS.
5. Describe how incidents created in Field Reporting/Patient Care Reporting or directly within FRMS are approved and routed to supervisors for approval.
6. Describe how exposures are tracked.
7. Describe how data is validated upon entry for NIFRS
8. Describe any workflow/guided data entry/checklists tools used to help create an incident and ensure all required items are included.
9. Describe how authorized users create and update workflow/guided data entry/checklists without the assistance of the system provider or requiring system programming.
10. Describe how reports are routed to Records and Investigations.
11. Describe how reports are routed to clinical Continual Quality Assurance (CQI)

12. Describe how reports that are applicable for medical billing are routed to a third party billing service.
11. Describe how reports are approved or rejected at each level and how the originating user is notified of a rejected report.
12. Describe any tools available to approvers to ensure all data elements and validations are completed.
13. Describe how users can view reports and statuses using a dashboard or other interactive process.
14. Describe how users export queried data in multiple formats to include PDF.

3.11 Case Management

1. Describe the case management abilities.
2. Describe how incidents are automatically routed upon approval.
3. Describe how new cases are received and displayed to a defined screen position.
4. Describe how distribution rules are created and managed.
5. Describe the ability to display current case assignment loads before assigning new cases for investigation.
6. Describe how cases are distributed to different supervisors/positions based on event type or other user-defined criteria.
7. Describe how due dates and assignment notes are added and managed.
8. Describe how assigned users are notified of new or updated cases.
2. Describe how additional report data is routed to an assigned user after the original case is assigned.
3. Describe how case activities are collected and managed.
4. Describe how tasks are assigned for a case or cases.
5. Describe any dashboards or other displays utilized to help users visualize their caseloads, due dates and other defined data.
6. Describe how case status is updated.

7. Describe how approval/rejection of a case is managed.
8. Describe how case investigations are associated.
9. Describe how groups, teams or other consolidated teams are assigned.
10. Describe the task management tools available to individual investigators or supervisors managing a specific area or team.
11. Describe how multiple case management processes for different operational areas is supported.
12. Describe any other case management capabilities.

3.12 Field Reporting

1. Describe how Field Reporting/Patient Care Reporting is integrated into the CAD/RMS.
2. Describe how location, subject, or vehicle history is accessed through CAD call history for past incident/offense reports and how they are imported and added to FRMS.
3. Describe how Field Reporting is utilized to create/modify reports.
4. Describe how data is validated against the Master Indexes within FRMS.
5. Describe how queried data with the Mobile application is transferred to Field Reporting/Patient Care Reporting without having to re-enter data.
6. Describe how incidents are approved by the report creator and sent to the supervisor.
7. Describe the ability to define routing and rules of approved reports.
8. Describe distribution of field reports to appropriate supervisors.
9. Describe dashboards or other methods to organize and notify users and/or supervisors of approved reports.
10. Describe the process to assure reports are validated to assure all proper fields are completed.
11. Describe the process of approving or rejecting reports.
12. Describe how the Fire/EMS RMS is integrated into receiving hospital's EMR systems.

3.13 Queries and Reporting on Incidents

1. Describe how authorized users query Fire /EMS RMS data.
2. Describe how authorized users produce summary and operational reports from the Fire/EMS RMS.

3. Describe how users export queried data in multiple formats to include PDF.
4. Describe how an audit trail is generated on report creation and dissemination for NIFRS and any other generated report.
5. Describe how user data is tracked on the user creating and disseminating a report.
6. Describe automatic redaction of reports based on authorized user-defined fields, or from a pre-defined list.
7. Describe the ability for the Fire/EMS RMS system to create and export permanently redacted electronic documents.
8. Describe how reports may be amend and amendments are tracked.

3.14 Sealing/Expunging/Redactions

1. Describe the ability to seal/expunge/redact personal data within all modules and attachments.
2. Describe the above ability using a single process accessing all modules in Fire/EMS RMS.
3. Describe the ability to redact data in narratives and comment fields using a single function.
4. Describe how workflows assist the user during this process.
5. Describe how authorized users restore sealed/expunged/redacted data.
6. Describe how a version history of data/incidents or module data, to include the date a function was completed and who executed the function, is maintained or tracked.
7. Describe the ability for the system to create and export permanently redacted electronic documents

3.15 Document Management

Chatham County would like a Fire/EMS RMS that facilitates both paper documents and digital media storage integrated with the associated case report numbers to create a more efficient workflow. This provides a single point to access a case file and all associated attachments. The goal is to make it easier for the various Records Units to disseminate records to the district attorney, courts, news media and public. Having all the documents centrally located with associated case files will allow the process to be more efficient.

1. Describe the ability to provide document/digital media storage.

2. Describe how to scan and attach paper documents to case files.
3. Describe how to attach audio/video/photos and other digital media to case files.
4. Describe how to print the attached documents from case files.
5. Describe the ability to export audio/video/photo and other digital media.
6. Describe the ability to identify the user attaching the paper documents/digital media to case files.
7. Describe the ability to identify the time/date the paper documents/digital media were attached to the case files.
8. Describe the ability to interface to a central document management system.
9. Describe the ability for the user to seamlessly store/access documents in the central document management system.
10. Describe the ability to assign designated records retention schedule to different case files.
11. Describe the ability to transfer document information into NIMS Forms.

3.16 Equipment Tracking - Optional

1. Describe the ability to acquire, track, distribute and maintain issued equipment.
2. Describe the ability to assign asset numbers for the equipment and maintain records for the equipment if assigned to multiple officers over the life of the equipment.

3.17 Regional Data Sharing

1. Describe the ability to participate in regional data sharing.
2. Describe the application interfaces that allow participation with data sharing without requiring programming.
3. Describe how users can access shared data from within the FRMS application.
4. Describe how shared data is seamlessly imported into the FRMS without requiring users to re-enter data.

3.18 Watch Subscriptions

1. Describe the ability to provide alerting throughout all modules and master indexes in the system.
2. Describe how watch subscriptions are created, delivered, acknowledged, completed and deleted.
3. Describe how watch subscriptions are delivered to CAD, Mobile, and/or RMS and other devices like tablets, smartphone utilizing systems applications or through email, text or other methods.

Chapter 4– Project Management Plan

4.1 Provide information how the FRMS company will work with the selected CAD/LRMS company.

4.2 **Project Schedule** - Provide a proposed project schedule in MS Project format including resources and milestones. The intent is to develop and maintain a shared project schedule that includes all Proposer and Chatham County project stakeholders' tasks and activities.

4.3 **Project Staffing Plan** - Chatham County will only accept Proposer personnel who have significant and relevant experience with the proposed system and can demonstrate a successful record at locations of similar size and complexity as the Chatham County project. Describe Proposer's project management qualifications.

Provide resumes of all key Proposer personnel that will be assigned to the project.

4.4 Provide the status of PMP and/or equivalent certification for key Proposer personnel.

4.5 Project Reporting

1. Describe the ability of the Proposer to participate in regularly scheduled project meetings to report progress toward contract deliverables, update status from the previous reporting period, and advise current objectives, problems or delay issues, proposed corrections and other relevant information. The meeting can occur onsite or via conference call.
2. Describe the ability of the project manager to provide bi-weekly and monthly written project status reports detailing relevant information to Chatham County project manager.

4.6 Project Management Process

Describe the proposed approach to complete the project providing a breakdown of each major phase (i.e., Install, Testing, Training, CAD, Mapping, Mobile, RMS, BI, etc.)

4.7 Deployment Plan

Describe the proposed Deployment Plan of all phases of the project and why this methodology is being proposed.

4.8 Risk Management Plan

Describe the proposed Risk Management Plan that will be used to ensure successful implementation of all phases. Explain how risks will be identified and communicated to the Chatham County Project Team.

4.9 Change Management

Chatham County understands the implementation of the proposed system will require new business processes and changes in some policies, procedures and training protocols. Describe any change management solutions provided by the Proposer that are a component of the proposal.

Chapter 5 – Training Plan

5.1 Training Plan

Chatham County will provide space for conducting training and for housing and securing the training equipment. Chatham County prefers the Proposer to utilize flexible and robust training for employees for the FRMS applications, close to cutover and an on-site training coach for a negotiated time, such as a few days post-cutover touching all shifts.

1. Chatham County prefers the Train the Trainer (TTT) approach for the RMS application training unless designated otherwise by the Proposer and agreed upon with Chatham County.
2. Describe the proposed Training Plan.

3. List all training courses.
4. Provide all facility and logistical requirements of Chatham County regarding the Training Plan.
5. Describe the ability to meet the following criteria:
 - a. The Proposer shall be responsible for providing enough training materials and take-away documents such as:
 - i. Instructor Manual(s)
 - ii. Student Training Manual(s)
 - b. All manuals should be in Microsoft Word format
 - c. Manuals can be in other media format (HTML and Adobe Acrobat .PDF) when applicable
 - d. Provide master videos or DVDs of pre-recorded training
 - e. Provide keyboard templates
 - f. Provide on-line and computer-based training
2. All training materials must be edited to reflect the Chatham County specific environment, technology, post-configured screen shots. Chatham County will work with the Proposer to document and edit the training materials to match Chatham County business processes. Chatham County expects to receive final versions of training materials in hardcopy and electronic formats, using the Microsoft Office suite of applications.

Chapter 6– Migration & Acceptance Test Plan

- 6.1 Describe the proposed approach to test the system throughout the life cycle of the project to ensure confidence prior to a formal “Go/No Go” cutover decision.
- 6.2 Describe the approach to migrate to the new CAD/RMS system including two (2) test Phases
- 6.3 The Proposer shall provide a response for managing all system testing activities including but not limited to:
 1. Product Performance Test
 2. Factory Acceptance Test of hardware
 3. Onsite Installation Test (e.g., immediately following initial install)

4. Reliability, Redundancy/Failover Tests
5. Peak Workload and Capacity Tests
6. Configuration Tests (e.g., through the course of the configuration process)
7. Interface Tests
8. Data Conversion Tests
9. System Integration Tests (e.g., all applications and interfaces of the proposed system)
10. Security Tests
11. Pre-Cutover Test
12. User Acceptance Test

6.4 Final Acceptance

At the successful completion of the Reliability Test Period (30 days or more of successful post-live performance), and the ability to access all data that has been converted or warehoused, Chatham County shall issue the final acceptance certificate:

1. Describe the process for migration from one environment to another (e.g., test environment to production).

Chapter 7 – Technical Requirements

7.1 Technical Requirements Questions

1. Describe the overall architecture (client/server, host/web application, native mobile application, hybrid mobile application, etc.).
2. Describe the hosting platform (SaaS, PaaS, cloud hosted, on premise, hybrid, etc.). Include all hosting and related services provided by contractors or vendors other than the Proposer.
3. Describe all technology requirements for server(s) that will host the proposed system or application, including details on the following items:
 - a. Operating System/Version (Windows, Linux, iOS etc.)
 - b. Physical storage (HDD/SSD drives)
 - c. Virtual resources (RAM, caching, etc.)

- d. Application servers (IIS, Apache, WebSphere, Java, etc.)
4. Describe all technology requirements for each type of client device that will be used to access the proposed system or application, including details on the following items:
 - a. Device type (desktop PC, laptop, tablet, smartphone)
 - b. Operating System/Version (Windows, Android, Mac OS, iOS, etc.)
 - c. Physical storage (HDD/SSD drives)
 - d. Virtual resources (RAM, caching, etc.)
 - e. Software (browsers, emulators, plug-ins, etc.)
 5. Describe all known technology compatibility issues that may exist and highlight those that may specifically conflict with the Chatham County server, client, and network environments as described in this RFP.
 6. Provide detailed information concerning how the proposed system meets or exceeds industry technical standards, guidelines and best practices
 7. Provide detailed technical information concerning the design, benefits of the design and the recommended architecture (e.g., infrastructure, networks, etc.) that Chatham County should employ to achieve optimum operational performance and reliability.
 8. Provide all relevant minimum mandatory specifications and if different, specifications for optimum performance.
 9. Provide the detailed information regarding the scalability for future growth.
 10. Verify that any Chatham County hardware and software specifications listed in the RFP meet the proposed system's minimum mandatory specifications and if applicable, optimum performance specifications. Clearly identify any items that do not meet Proposer recommended specifications.
 11. Chatham County strives for a 99.99% uptime performance standard for the RMS system. Describe how the proposed system is designed to meet the 99.99% preference.
 12. Describe all circumstances where a FRMS software configuration change would require downtime (e.g., system upgrade, adding a new jurisdiction, etc.).

13. What published performance benchmarks does the system have for any or all the following?
(Provide citations for published benchmarks including benchmark organization and date, and other assumptions.)
 - a. Application response times (separate by module if appropriate)
 - b. Speed of individual transactions
 - c. Speed of mass transactions
 - d. Speed of mass data imports and data exports
 - e. Data storage limits
 - f. Other
14. Describe all built-in options and tools for managing and enhancing performance (administrator dashboards, configuration options, reporting tools, etc.).
15. Prior to cutover to the production environment, describe the ability of the Proposer to conduct comprehensive performance testing that:
16. Accurately simulates the expected number of users
17. Tests system performance in terms of response time under expected maximum peak load and resiliency in terms of component failures
18. Tests system performance under extreme workloads (e.g., a disaster occurs, and a large amount of public safety resources are working 24/7)
19. Describe the ability to ensure that an unforeseen system outage does not result in data loss beyond what may have been 'in-transit' or not yet committed at the time of the outage.
20. Describe the ability to allow system maintenance, training, development, configuration and testing without interruption to the production systems.
21. Describe ability of endpoints to handle local /cached data during intermittent connectivity
22. Describe the authentication mechanism of the proposed system.
23. Describe any specific hardware/software requirements in order for the system to function properly (physical, virtual, OS, database platform, etc.).
24. Describe any circumstances or situations that would require the use of administrative accounts within the system, underlying infrastructure, or database systems.
25. Describe your installation options including levels of on-premise, SAAS.

26. Provide a system map that illustrates and describes in detail functions and the servers providing those functions (e.g., functionality lost during a server reboot).

7.2 System Security

1. Are the security controls certified through a SAS 70 audit or similar methodology? If so, provide a copy of the latest audit findings in the Exhibits section of the RFP response.
2. Identify any compliance frameworks for which the proposed system has been certified, such as HIPAA, FISMA, FERPA, PCI, CJIS, ADA, and so on. For each, provide the date of the last certification if applicable.
3. Describe all authentication platforms and technologies that are supported “out-of-the-box” within the proposed system or application (SSO, 2FA, OAuth, LDAP, Google+, Facebook, etc.). Include details on how those platforms are integrated in the solution.
4. Describe the mechanisms, policies and procedures used to safeguard data managed, transported, and stored by the proposed system. Be sure to cite the use or non-use of intrusion detection, anti-virus, firewalls, vulnerability scanning, penetration testing, encryption (include description of protocols/algorithms), authentication and authorization protections, injection attack prevention, and policies including those involving passwords, removal of unnecessary network services, limiting of administrative access, code review, logging, employee training, and other relevant safeguards.
5. Describe how data is managed and safeguarded in client-side components of the proposed system (mobile or desktop application, browser, offline storage, cache, etc.)? Include how data is persisted, secured, and deprecated and the controls used (encryption, authentication, etc.).
6. Describe all controls in place for the proposed system designed to prevent potential data breaches. The response should include detailed information regarding:
 7. Prevention of accidental disclosure (screen lockouts, role-based access, storage encryption, policies, training, etc.)
 8. Prevention of malicious use (firewalls, intrusion detection, behavioral/content monitoring, malware detection, physical and peripheral isolation, authentication)

9. Analysis and prevention of system vulnerabilities (penetration testing, industry alert response, system hardening procedures, validation/testing for third party components, etc.)
10. Describe controls and processes in place to respond to a breach of the proposed system. The response should include detailed information regarding:
 11. Incident management (procedures, documentation, policies)
 12. Investigation and forensics (isolation, logging analysis, system recovery, procedures)
 13. Incident reporting (notifications, disclosures, policies, documentation, etc.)
 14. Validation and testing
 15. Data recovery
16. Does the Proposer (or an experienced third-party partner) perform external penetration tests at least quarterly, and internal network security audits at least annually? Are these audits structured per the International Organization for Standardization (ISO) 17799 (transitioning to ISO 27001) standard, and are audit procedures in compliance with Statement on Auditing Standards No. 70, Service Organizations (SAS 70 Type II)?
17. Describe controls used to address community concerns regarding privacy practices. Responses should refer, where applicable, to privacy statements, opt-in or opt-out consents, compliance with applicable privacy rules, and other relevant safeguards.
18. Identify any subcontracted parties or partners involved in handling, transporting, and storing data for the proposed system or application. Response should include contact information and relevant web addresses for each.
19. Describe controls in place to manage the access, usage and protection of data by subcontractors and partners. Responses should state any relevant relationships that may induce additional risk to the safe storage of sensitive data (such as outsourcing of key services, use of sub-contractors or cloud services for hosting, etc.) and refer, where applicable, to sanctions policy and practice, background checks, role-based access to information, oversight of data authorization by supervisor, terminating access to data for terminated employees and employees changing job functions, prohibition on sharing passwords, and other relevant safeguards.

20. For credit card based and other e-commerce transactions executed through the proposed system, what measures are in place to assure transaction security? What third-party partners are relied on for execution of such transactions?
21. Describe the ability to provide protection (or receive protection from a third party) for denial-of-service attacks against the hosted solutions?
22. If there is a multi-tenant architecture that extends to the database level, provide a documented set of controls for ensuring the separation of data and the security of information between different customers' SaaS instances.
23. How many staff are dedicated to application and infrastructure security? List the average years' experience and security certifications they possess.
24. Provide documented identity management and help-desk procedures for authenticating callers and resetting access controls, as well as establishing and deleting accounts when help-desk service is provided.
25. Describe how Proposer's support staff will access the proposed system for troubleshooting, maintenance, etc. Is the above connection encrypted and FIPS 140-2 certified?
26. Describe how the Proposer's solution encrypts data between servers and clients.
 - a. Is the above FIPS 140-2 certified?
 - b. What network traffic is un-encrypted?
27. Describe the ability to protect data 'at rest' and 'in transit' so that unauthorized users cannot access it. Describe how the Proposer will accomplish this task.
28. Describe any certifications that the system maintains.

7.3 Data Management

1. Describe all database technologies and versions used or supported by the proposed system.
Note: Chatham County only supports SQL Server (2012 or newer) or Oracle (11g or newer) databases for systems and applications hosted on premise.
2. Describe the type of data stored and where that data is stored (cloud, on-premise, etc.) including credit card data if applicable. If any data is stored outside of the US, it must also be disclosed.

3. Describe all parties that may have access to data, the methods of access, and the purpose each party would have with that data.
4. Describe the frequency, methods, and formats available to the Chatham County to access the data. Include how the County will access the data if the proposed system is deprecated or otherwise replaced.
5. Describe how the data is backed up. Include the following information:
 - a. Automated or real-time redundancy provided
 - b. Type of data included in backups
 - c. Methods and technologies used to perform data backups
 - d. Frequency, format, and storage location of data backups
 - e. Location of backup storage
 - f. Frequency, methods, and validation used to perform periodic backup testing
6. Describe how data is recovered in the event of regional or local disaster, or system data corruption or loss. Include the following information:
 - a. Automated or real-time recovery provided
 - b. Methods and estimated timeframes to recover data to the production environment
 - c. Frequency, methods, and validation used to perform periodic recovery testing

7.4 Integration

1. Describe any integration with on-premise systems (Active Directory, ERP, file systems, etc.) or cloud services (Amazon, Google, Azure, etc.) required by the proposed system.
2. Describe all “out-of-the-box” integration services provided. Include information on the following:
 - a. System resources (open data structures, views, stored procedures, etc.).
 - b. Built-in services (Rest APIs, web services, SOAP services)
 - c. Development platforms (SDKs, scripting hosts)
 - d. Community resources (NuGet, GitHub, third-party development tools, open source, etc.).
 - e. Marketplace integrations (Outlook/Exchange, Word, Excel, Facebook, Google, etc.)
 - f. Data exchange services (FTP, XML, import/export, etc.).

- g. Specific data, functionalities, and documentation available
3. Describe any links between Chatham County websites and the proposed system that must be maintained or provided. Include URLs, domain names, and who is responsible for procuring and maintaining the link(s).

7.5 Implementation

1. Can the proposed system be hosted in a VMware server virtualized environment?
2. How many server instances will be required to host the proposed system?
3. How many IP addresses and network connections will each server instance require?
4. Will the proposed system sit inside the network or in the DMZ?
5. Describe any connections to or from systems outside the Chatham County network that are required.
6. Will access be restricted to certain IP addresses or subnets?
7. Describe any communication or integration with Active Directory that will be needed. Include the following:
 - a. Purpose of directory integration (user authentication, etc.)
 - b. Scope of access to the directory (full access, specific groups, etc.)
8. Describe any administrative access needed by the Proposer's administrative or support staff. Include the following:
 - a. Staff that will have access
 - b. Permission levels required
 - c. Frequency and method of access
 - d. Activities performed during access
9. Describe permission levels needed to install any software or components on client devices that will access the proposed system or application.
10. Can the installation be run silently so we can remotely push the required desktop components?
(The County uses LANDesk Desktop Management Suite)
11. Describe the overall process for installing and deploying the proposed system. Include the following:

- a. Deployment Planning
- b. Required tasks for installation and deployment
- c. Required tasks for installation and deployment of the proposed system's native mobile applications to smartphones and tablets if applicable
- d. Resource recommendations and roles for County and Proposer personnel
- e. Technical requirements for test, training and production environments, including equipment, as appropriate
- f. Estimated timeline for implementation
- g. Implementation/Onboarding: Document/form template creation, development of use case roadmaps, advice on best practices, administering solution, creation of custom workflows, API scripts, etc.

7.6 Hardware Specifications and Installation Plan

Chatham County reserves the option to purchase all hardware and operating system (OS) software separate from the vendor's proposal. Hardware specifications shall contain the requisite detailed information.

7.7 Hardware Tasks

1. The Proposer shall submit detailed specifications of all hardware (e.g., servers, desktop computers, mobile data computers, tablets and smartphones) and operating systems required to achieve optimum performance specifications for each system.
2. Within the detailed specifications, the Proposer will address the use of a virtual VMware vSphere environment detailing any portion of the configuration that must run outside of a virtual environment.
3. The Proposer shall submit a detailed explanation of the ability or inability to leverage current server computers. Note: Information is listed in the agency sections.
4. The Proposer shall submit a detailed explanation of the ability or inability to leverage current desktop computers. Note: Information is listed in the agency sections.

5. The Proposer shall submit a detailed explanation of the ability or inability to leverage current mobile data computers, tablets and smartphones. Note: Information is listed in each agency section.
6. The Proposer shall provide the minimum mandatory specifications for printing documents from the proposed FRMS.
7. Describe the Proposer methodology to prepare servers onsite at Chatham County's location.
8. Describe the ability of Chatham County IT personnel to be involved with the installation of hardware and software in Chatham County to document the installation and configuration process.
9. Provide a hardware and software installation plan.

7.8 Wireless Specifications

1. Provide the minimum mandatory wireless bandwidth specifications for the proposed mobile system to operate in an optimum manner.
2. Describe the ability of the mobile system to send/receive data via a commercial cellular 4G broadband network.

7.9 Mobile GPS

1. Describe the ability to leverage a GPS signal and sentences used.
2. Describe the ability to leverage GPS sentences provided by Chatham County's current InMotion connectivity hardware.

7.10 Software Maintenance

1. Describe how the proposed system is periodically updated. Include information on how each of the following are managed:
 - a. Regularly scheduled maintenance (frequency, services impacted, expected downtimes, notifications, etc.)
 - b. Unscheduled patches or "hot fixes" (notifications, release notes, installation, validation/testing)

- c. Version upgrades (notifications, release notes, breaking changes, installation, validation/testing, data conversions, mandatory vs. optional) for all system components including native mobile application, if applicable
2. Describe logging and system management reporting options for the proposed system. Include the following:
 - a. Types of events logged
 - b. User interface and configuration options Log management (retention, exporting, formatting, purging, etc.)
 - c. Reporting and analysis
3. If the proposed system is hosted, indicate the following for the hosting facilities:
 - a. Locations and hours
 - b. Availability for on-site inspection of hosting facility and data center

Chapter 8 – Data Conversion/Data Warehouse Plan

8.1 Warehousing and Archiving Legacy Data Plan

Proposers are encouraged to use their expertise in this area to provide Chatham County applicable options. Chatham County understands there may be many methodologies available to manage legacy data in a cost effective and user-friendly manner. Chatham County wants to understand options to convert legacy data.

8.2 Data Conversion Options

Chatham County requests that Proposers provide options to access the legacy data including complexity, risk, level of effort, price, and value. For example:

1. Is converting all legacy data in its entirety into the new FRMS system a viable option or is it price/level of effort prohibitive?
2. Convert only a partial amount of legacy data. Store all other legacy information in a data warehouse type solution. Queries made from the proposed system will include the data warehouse.

3. Convert no legacy data. Queries made from the proposed system will include the legacy data warehouse.
4. Other options.

8.3 Data Conversion Plan

Provide a detailed Data Conversion and Archiving Legacy Data Plan that describes all Proposer and Chatham County processes and activities required to successfully migrate relevant Chatham County legacy data into the proposed solution. The plan should include the following:

1. The proposed solution for data conversion and data warehousing process.
2. Specific functionality and features. For example, precise information how Chatham County personnel would access the historical converted or warehoused data.
3. Specific roles and responsibilities for proposed Chatham County resources, as well as recommended required skills of personnel to perform associated conversion or warehousing tasks.
4. Specific roles and responsibilities of Proposer resources, as well as recommended skills required of personnel to perform current tasks.
5. Qualification, experience and resumes of Proposer staff proposed for the data conversion task.
6. A description of the proposed automated data conversion tools.
7. Recommended solutions for end-users to access non-migrated legacy data via integrated system or separate queries.
8. Recommended storage location for non-migrated legacy data.
9. Any prior data conversion experience with Chatham County's legacy system.
10. List the relevant projects, the versions involved, and provide contact information for the clients.
11. Describe the data conversion process.
12. Describe the historical data archival retrieval average elapsed time to query resolution.
13. Describe the ability to import existing ancillary data (e.g., special situations, caution notes, business information, etc.).

Chapter 9 – Interfaces

Provide detailed information regarding the ability to interface to each listed application. Include all pertinent information such as:

1. Describe the structure of your application program interface (API) and provide documentation. Please note specific data transmission as required by the State of Georgia.
2. Describe the options for interfacing with system and include documentation for each option.
3. Experience and history developing an interface to the application.
4. Relationship of the interface to the proposed system (e.g., functionality, features and system capabilities).
5. Process to develop, test and implement the interface.
6. Level of effort required by the Proposer and Chatham County.
7. Reliability and performance of the interface.
8. Ability to monitor interfaces 24/7.
9. All prices for each interface listed in the Price Proposal.
10. Describe the ability to interface to the following CAD/RMS systems
 - i. CentralSquare
 - ii. Motorola
 - iii. Tyler Technologies

9.6 EMD Dispatching

The County is currently in the process of researching EMD systems and will transition to a new EMD system by 2020. Respondents should provide information concerning their ability to interface to EMD systems.

1. Describe the ability to integrate with any EMD application
2. EMD systems will need to have a robust determinant code system to support at tiered EMS system that includes first responders and ambulances of all types.

Describe the ability to access the Georgia GCIC/NCIC data from CAD, Mobile and RMS. This is a two-way interface between the State Message Switch and the CAD, Mobile and RMS systems.

Chapter 10– Software Licensing & Paid Services

1. Provide contact information for pre-sales technical support.
2. Describe the licensing model (named users, concurrent users, enterprise, volume, transaction-based, etc.) for the proposed system. Include itemized, accurate pricing for licensing levels and all services or features that are included in the base licensing model.
3. Describe all features, circumstances, support services, or thresholds in service levels under which the County may incur charges beyond the base licensing models (e.g., exceeding bandwidth, storage, transactions, volume of data in bytes, number of files, number of characters etc.).
4. Provide pricing and descriptions for all available subscription and support offerings, options, and coverage levels (technical support 8/5 versus technical support 24/7, for example). Describe pricing methodology for each of these options.
5. Is maintenance pricing based on a percentage of net license fees? Describe how this is calculated.
6. Describe the extent to which a non-production test, staging or “sandbox” environment is offered as part of the proposed system. Include how long this separate environment is available, whether it will incur additional charges, and for what purpose – configuration, testing or mirroring of production for disaster recovery/redundancy.
7. Provide a total cost of ownership by year for the solution for a 10-year period, including annual maintenance costs.
8. Describe the extent of price caps offered on additional years licensing and/or support. The County requires a minimum 10-year price cap with maximum annual escalators for licensing and support.
9. Describe the extent of price caps offered on products post-contract term.
10. Describe at what point payment for the solution is expected (on contract signature, staged delivery, etc.)
11. Describe any additional services (custom development, integration, etc.) available that are not included in base licensing and support. Include the following if applicable:
 - a. Services provided as fixed price and/or time and materials (T&M) options

- b. Roles (project manager, developer and engineer, etc.), estimated number of hours, and hourly rate for each role.
12. The "cost not to exceed" pricing (hourly rate, daily rate and any other options).
13. Training options and pricing associated with each type of training (on-site, remote, online, etc.).
14. Explain in detail the proposed licensing structure.
15. In the Price Proposal section, explain why the proposed license structure is the best value for Chatham County.
16. If the proposed license structure is not an enterprise license, provide a detailed comparison of both. In the Price Proposal section show the differences in prices between the proposed license structure and an enterprise license solution.
17. The Proposer shall clearly include in the Price Proposal all items that would need to be purchased on a quantity basis. This includes items provided by the Proposer or any third-party license.

Chapter 11 – Software Warranty and Maintenance

1. Describe in detail the proposed software warranty, maintenance/support plans and options for all proposed systems.
2. Describe when the software warranty starts post “go-live.”
3. Describe all benefits for maintaining a maintenance/warranty agreement.
4. Describe how Chatham County will be informed and educated about upgrades including examples of documentation that will be provided.
5. Describe all maintenance services included in each major level of maintenance support tiers provided (i.e., software patches to major enhancements).
6. Proposer response includes first 5 years of maintenance in quote.

Chapter 12 – Proposer Product Service and Support

12.1 Support Plan

1. Describe the process for initiating and completing a support incident. Include information for the following:
 - a. Initiating a support incident
 - b. Information collected for a support incident
 - c. Estimated time for initial response to a new support incident
 - d. Process for reporting status of an open support incident
 - e. Process for validating that the problem has been corrected and acceptance by the initiator of the support incident and closing the support incident
2. Chatham County requires product service and support for the implemented systems. Such support includes all the following:
 - a. On-site Technical Support
 - b. Telephone Help Desk Support – 24/7/365 via a toll-free number
 - c. Remote Help Desk Support for the system 24/7/365. Note that remote network connectivity will be provided for system support as required. However, access must be initiated by Chatham County personnel
 - d. In the event of system failure and/or catastrophic event, state how long it will take for onsite response when required.

12.2 Product Lifecycle Support

1. Describe the ability to support the proposed system through product lifecycle, which includes initial planning, project development, implementation, post-implementation and annual support.
2. Describe the ability to support the proposed system through product upgrades.

Chapter 13 – Roadmap/Enhancements

1. Describe the roadmap for each application and how the roadmap is developed.
2. Describe the software enhancement process for each application.

3. Describe the role and processes of user groups, to include using user groups in the design of future product roadmaps.
4. Describe the upgrade process, including the process and optional price for moving upgrades from the test to production environment.
5. Describe the process for refreshing test data with production data to test updates and upgrades.
6. Describe any other support services the Proposer may offer.
7. Provide all applicable prices to these services in the separate Price Proposal Worksheet.

Chapter 14 – Open Section for Additional Information

Functional and Technical Matrix

- Complete all categories

Proposal Submission

- One (1) original and five (5) hard copies of the proposal without the Cost Proposal
- One (1) original and five (4) hard copies of the Cost Proposal (separate from the main proposal)
- One electronic version (PDF) of the proposal that does not include the Cost Proposal
- One electronic version (PDF) of the Cost Proposal and any relevant attachments

Each proposal must be submitted to:

Chatham County Purchasing Department
Ms. Margaret Joyner, Purchasing Director
1117 Eisenhower Drive - Suite C
Savannah, GA 31406
(912) 790-1626 Email: pjoyner@chathamcounty.org

The County has attempted in to provide as much relevant information about the project as possible to enable firms to structure their offer.

- 3.8 REJECTING PROPOSALS:** The County reserves the right to reject any or all proposals and is not bound to accept any proposal if that proposal is contrary to the best interest of Chatham County. Similarly, the County is not bound to accept the lowest dollar proposal if the offer is not considered in the County's best interest.

3.9 COST TO PREPARE RESPONSES: The County assumes no responsibility or obligation to the respondents and will make no payment for any costs associated with the preparation or submission of the proposal.

3.10 INQUIRIES: Direct any questions related to this RFP to the County Purchasing Director Margaret Joyner and submit all questions in writing. Include the RFP number, page, and paragraph number as a reference to each question. If you choose to mail your questions, do not place the RFP number on the outside of the envelope. *DEADLINE FOR ALL QUESTIONS IS November 6, 2020 5:00pm EST.* All questions shall be delivered by hand, mail, fax or e-mailed as follows:

Chatham County Purchasing Department
Ms. Margaret Joyner, Purchasing Director
1117 Eisenhower Drive, Suite C
Savannah, GA 31406
(912) 790-1627 (FAX)
Email: pjoyner@chathamcounty.org

THE ONLY OFFICIAL ANSWER OR POSITION OF CHATHAM COUNTY WILL BE THE ONE STATED IN WRITING.

3.11 METHOD OF SOURCE SELECTION: Chatham County is using the Competitive Sealed Proposal method of source selection, as authorized by Part 3 of the Chatham County Purchasing Ordinance for this procurement.

An award, if made, will be made to the responsible offeror whose proposal is most advantageous to Chatham County, taking into consideration price and other factors set forth in this Request for Proposal (RFP). The County will not use any other factors or criteria in the evaluation of the proposals received.

3.12 EQUAL EMPLOYMENT OPPORTUNITY: During the performance of this contract, the COMPANY agrees as follows:

The COMPANY will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, national origin, place of birth, physical handicap, or marital status.

SECTION IV

SPECIAL CONDITIONS

4.1 PENDING LITIGATION: Proposals will not be accepted from any company, firm, person, or party, parent subsidiary, against which Chatham County has an outstanding claim, or a financial dispute relating to prior contract performance. If the County, at any time, discovers such a dispute during any point of evaluation, the proposal will not be considered further.

4.2 EVALUATION FACTORS: Factors such as proponent's overall capability, specialized experience, reputation, past performance on similar projects, technical competence, ability to meet program goals, delivery under the contract terms, and cost will be considered in the award recommendation. Commitment in the level of MBE/WBE firms, consultants and employees will also be considered in the evaluation of proposals.

4.3 SELECTION PROCESS: *Proposals will be evaluated initially on the basis of the written document. Thus, the proposal must be complete, concise and clear as to the intent of the respondent.* Further evaluation may include an oral presentation/demonstration will be scheduled after receipt of the written proposal and approval of the shortlist.

4.4 EXCEPTIONS TO THE RFP:

All requested information in this RFP must be supplied with the proposal. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and the written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of such exceptions. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

4.5 REQUIRED COUNTY DOCUMENTS:

Proposer shall submit the required County documents in the RFP Response. These forms include:

- Proposal Form
- Functional and Technical Matrix

- Cost Proposal – Separate sealed envelope
- Drug Free Workplace
- Non-Discrimination Statement
- Disclosure of Responsibility Statement
- Contractor Affidavit
- Subcontractor Affidavit
- Debarment Certification
- MWBE Certification
- SAVE Affidavit
- Lobbying Affidavit
- Evidence the proposer will provide payment and performance bonds
- Information Technology Vendor Policy
- Software as a Service Agreement

- 4.6 **CONTRACT:** The successful respondent will be expected to execute a contract within 30 days of notice of award.
- 4.7 **ASSIGNMENT:** The PROPOSER shall not assign or transfer any interest of the contract without prior written consent of the County.
- 4.8 **PAYMENT AND PERFORMANCE BONDS:** County will require payment and performance bonds or other forms of surety satisfactory, which will cover the life of the project. The County Attorney will provide approval of the payment and performance bond.

SECTION V

TECHNICAL SPECIFICATIONS

5.1 **BACKGROUND AND OBJECTIVES:**

Chatham County Strategic Objectives

Chatham County solicited proposals for a CAD/RMS/BI system. Four responses were received from the following proponents and are under review:

Central Square
 Motorola Solutions
 Tyler Technology

Only one response was received for the Fire/EMS RMS and was therefore rejected. That proposer may resubmit in response to this RFP and will then be considered.

The County objectives of the Fire/EMS RMS Project include:

- Commercial Off the Shelf (COTS) solution for Chatham County Fire/EMS departments which can integrate with the selected CAD/RMS/BI solution.
- The County seeks a cost effective solution that will provide the best Return on Investment (ROI)

5.2 CURRENT USERS:

- Chatham County Communications Services
- Chatham County Emergency Services - EMS
- Chatham County Emergency Services - Fire
- Bloomingdale Fire
- Garden City Fire
- Isle of Hope Fire
- Savannah Fire
- Pooler Fire
- Port Wentworth Fire
- Thunderbolt Fire
- Tybee Fire

DEPARTMENT BACKGROUND & WORKLOAD INFORMATION

Chatham County Residential and Service Population

Agency Name	Residential	Service	Other
Chatham County (entire county)	300,000	14 million	N/A
Bloomingtondale	3,300	N/A	N/A
Garden City	8,970	680	GPA
Isle of Hope	3,400	500	N/A
Savannah	146,000	347,611	14 million
Pooler	26,500	55,000	N/A
Port Wentworth	8,642	65,000	N/A
Thunderbolt	3200	100	N/A
Tybee	N/A	N/A	N/A
Vernonburg	N/A	N/A	N/A

Chatham County 9-1-1 System Workload

9-1-1 calls received by year

PSAP	2017	2018	2019
Chatham County Communications Services	299,882	292,100	279,893
Tybee Island	N/A	N/A	N/A

Chatham County CAD System Workload

Number of CAD Incidents by agency and year

Agency Name	2017	2018	2019
Chatham County Communications Services	704,090	658,554	739,158
Chatham Emergency Services - EMS	N/A	73,172	75,829
Chatham Emergency Services - Fire	N/A	3,552	4,599
Chatham County Police	0	91,287	161,294
Chatham County Sheriff	N/A	N/A	N/A
Bloomingtondale Police	9509	7572	5538
Bloomingtondale Fire	6,732	5,719	4,803
BOE Campus Police	787	866	1013
Garden City Police	23,452	24,955	29,321
Garden City Fire	2,122	3,144	2,570
Isle of Hope Fire	174	194	178
Savannah Police	541,276	410,276	404,412

Savannah Fire	8,524	8,320	8,414
Pooler Police	27,019	29,303	30,370
Pooler Fire	20,812	24,533	27,098
Port Wentworth Police	35,834	36,029	43,083
Port Wentworth Fire	1,460	1,603	1,676
Thunderbolt Police	N/A	3,638	3,791
Thunderbolt Fire	N/A	N/A	N/A
Tybee Police	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A

Chatham County FRMS System Workload

Fire/EMS RMS Information 2019

Agency Name	Fire Incidents	EMS Incidents	Other
Chatham Emergency Services - EMS	N/A	75,829	N/A
Chatham Emergency Services - Fire	2,757	956	N/A
Bloomington Fire	0	0	N/A
BOE Campus Police	0	0	N/A
Garden City Fire	80	1,733	757
Isle of Hope Fire (2019)	60	118	N/A
Savannah Fire (2019)	7,800	N/A	N/A
Pooler Fire	1,563	2,796	N/A
Port Wentworth Fire	604	916	N/A
Thunderbolt Fire	145	302	N/A
Tybee Fire	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A

Public Safety Staffing

Agency Name	Total Staff	Command Staff	Management	Line/Field	Admin/Office	IT Support
Chatham Emergency Services – EMS	242	5	2	229	5	1
Chatham Emergency Services – Fire	101	4	2	84	10	1
Chatham County Police	152	8	9	116	19	0
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A
Bloomington Police	16	3	5	5	5	0
Bloomington Fire	31	3	1	31	3	1
BOE Campus Police	182	5	5	166	5	1
Garden City Police	47	5	1	26	15	1
Garden City Fire	18	2	3	12	1	1
Isle of Hope Fire	30	10	0	0	0	0
Savannah Police	629	36	75	469	64	22
Savannah Fire	326	3	9	4	18	5
Pooler Police	68	5	0	49	14	0
Pooler Fire	60	3	0	55	2	0
Port Wentworth Police	42	4	3	30	4	1
Port Wentworth Fire	19	3	2	15	1	1
Thunderbolt Police	12	1	1	8	3	1
Thunderbolt Fire	16	1	0	14	0	1
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A

Chatham County Licenses

Core License Requirements

Agency Name	CAD Desk PC	LRMS Desk PC	FRMS Desk PC	MDC Total #	LRMS MDC	Fire/EMS MDC	Bus Int.
Chatham County Communications Services	466	0	0	338	0	0	TBD
Chatham Emergency Services - EMS	3	0	TBD	TBD	0	49	TBD
Chatham Emergency Services - Fire	3	0	TBD	TBD	0	24	TBD
Chatham County Police	0	80	0	100	100	0	20
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bloomington Police	2	TBD	0	12	TBD	0	TBD
Bloomington Fire	0	0	0	0	0	0	TBD
BOE Campus Police	15	0	0	15	0	0	TBD
Garden City Police	0	0	0	0	0	0	TBD
Garden City Fire	4	0	0	7	0	7	TBD
Isle of Hope Fire	1	1	1	1	1	1	TBD
Savannah Police	650	650	650	40	325	325	40
Savannah Fire	20	20	20	20	30	20	20
Pooler Police	3	25	0	50	50	0	0
Pooler Fire	9	0	9	TBD	13	0	13
Port Wentworth Police	2	0	0	0	0	0	0
Port Wentworth Fire	2	0	0	0	0	0	0
Thunderbolt Police	1	0	0	8	8	0	0
Thunderbolt Fire	2	0	0	5	0	0	0
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

MobileCom Licenses (Currently Installed)

AGENCY	MOBILECOM LICENSES (currently installed)	NOTES
Chatham 911 Communications Services	2	Server: 1 / Testing: 1
Chatham County Animal Services	7	8 open licenses for Chatham County
Chatham County Police Department	78	
Savannah Fire Rescue	32	12 open licenses for City of Savannah
Savannah Police Department	198	
TOTAL LICENSES IN USE	317	
TOTAL LICENSES AUTHORIZED	338	

Chatham County CAD/RMS Workstations

City	Desktops		Mobile		Minimum Specs				Other Applications
	PD	FD	PD	FD	Proc	RAM	SSD	HDD	
Port Wentworth	20	7	42	6	I5	8GB	128GB	1TB	Google Earth MS Office, SSI for reporting Fire Programs
Thunderbolt	4	-	2	-	I3	4GB	-	250GB	Microsoft Office, Webroot AV, Atera RMM client, Chrome, Firefox
Savannah	240	80	80 LT, 520 MDTs	20	-	8GB	-	250GB	MS Office Adobe Lotus Notes Palo Alto Traps Roxio Creator Crystal Reports Snagit CutePDF Writer VLC See email for full list

Bloomingtondale	53	-	11	-	I5	8GB	-	250GB	MS Office Adobe
Tybee Island									
Garden City	21	-	36	-	I5	8GB	-	512 GB	MS Office
Pooler	40	-	60	-	I5	16GB	128 /256	-	MS Office Anti-Virus

ATTACHMENT A

DRUG - FREE WORKPLACE CERTIFICATION

THE UNDERSIGNED CERTIFIES THAT THE PROVISIONS OF CODE SECTIONS 50-24-1 THROUGH 50-24-6 OF THE OFFICIAL CODE TO GEORGIA ANNOTATED, RELATED TO THE ****DRUG-FREE WORKPLACE****, HAVE BEEN COMPLIED WITH IN FULL. THE UNDERSIGNED FURTHER CERTIFIES THAT:

1. A Drug-Free Workplace will be provided for the employees during the performance of the contract; and
2. Each sub-contractor under the direction of the Contractor shall secure the following written certification:

_____ (CONTRACTOR)
certifies to Chatham County that a Drug-Free Workplace will be provided for the employees during the performance of this contract known as **FRMS SYSTEM** (PROJECT) pursuant to paragraph (7) of subsection (B) of Code Section 50-24-3. Also, the undersigned further certifies that he/she will not engage in the unlawful manufacture, sale, distribution, possession, or use of a controlled substance or marijuana during the performance of the contract.

CONTRACTOR

DATE

NOTARY

DATE

ATTACHMENT B

PROMISE OF NON-DISCRIMINATION STATEMENT

Know All Men by These Presence, that I (We), _____

Name

_____, _____

Title

Name of Bidder

(herein after Company) in consideration of the privilege to bid/or propose on the following Chatham County project for **FIRE/EMS RMS SYSTEM** hereby consent, covenant and agree as follows:

- (1) No person shall be excluded from participation in, denied the benefit of or otherwise discriminated against on the basis of race, color, national origin or gender in connection with the bid submitted to Chatham County or the performance of the contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested with the Company, including those companies owned and controlled by racial minorities, and women;
- (3) In connection herewith, I (We) acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide minority and women owned companies with the maximum practicable opportunities to do business with this Company on this contract;
- (4) That the promises of non-discrimination as made and set forth herein shall be continuing throughout the duration of this contract with Chatham County;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made a part of and incorporated by reference in the contract which this Company may be awarded;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth above may constitute a material breach of contract entitling the County to declare the contract in default and to exercise appropriate remedies including but not limited to termination of the contract.

Signature

Date

ATTACHMENT C

DISCLOSURE OF RESPONSIBILITY STATEMENT

Failure to complete and return this information will result in your bid/offer/proposal being disqualified from further competition as non-responsive.

1. List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.

2. List any indictments or convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty which affects the responsibility of the contractor.

3. List any convictions or civil judgments under states or federal antitrust statutes.

4. List any violations of contract provisions such as knowingly (without good cause) to perform, or unsatisfactory performance, in accordance with the specifications of a contract.

5. List any prior suspensions or debarments by any governmental agency.

6. List any contracts not completed on time.

7. List any penalties imposed for time delays and/or quality of materials and workmanship.

8. List any documented violations of federal or any state labor laws, regulations, or

standards, occupational safety and health rules.

I, _____, as _____

Name of individual

Title & Authority

of _____, declare under oath that

Company Name _____

the above statements, including any supplemental responses attached hereto, are true.

Signature

State of _____

County of _____

Subscribed and sworn to before me on this _____ day of _____, 2020

by _____ representing him/herself to be

_____ of the company named herein.

Notary Public

My Commission expires: _____

Resident State: _____

DPC Form #45

ATTACHMENT D

CONTRACTOR AFFIDAVIT under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of CHATHAM COUNTY has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 2020, in _____(city), _____(state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _____ DAY OF _____, 2020.

NOTARY PUBLIC

My Commission Expires:

SUBCONTRACTOR AFFIDAVIT under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ (name of contractor) on behalf of CHATHAM COUNTY has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91 (b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. If the undersigned subcontractor receives notice of receipt of an affidavit from any sub-subcontractor that has contracted with a sub-subcontractor to forward, within five (5) business days of receipt, a copy of such notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Subcontractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 2020 in _____(city), _____(state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _____ DAY OF _____, 20__.

NOTARY PUBLIC

My Commission Expires:

ATTACHMENT E

**BIDDER'S CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY AND VOLUNTARY EXCLUSION**

The undersigned certifies, by submission of this proposal or acceptance of this contract, that neither Contractor nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntary excluded from participation in this transaction by any Federal department or agency, State of Georgia, City of Savannah, Board of Education of local municipality. Bidder agrees that by submitting this proposal that Bidder will include this clause without modification in all lower tier transactions, solicitations, proposals, contracts, and subcontracts. Where the Bidder or any lower tier participant is unable to certify to this statement, that participant shall attach an explanation to this document.

Certification - the above information is true and complete to the best of my knowledge and belief.

(Printed or typed Name of Signatory)

(Signature)

(Date)

NOTE: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001

END OF DOCUMENT Mod. CC P & C 6/2005

ATTACHMENT F

Chatham County

Minority and Women Business Enterprise Program

M/WBE Participation Report

Name of Bidder:_____

Name of Project:_____

Bid No:_____

M/WBE Firm	Type of Work	Contact Person/ Phone #	City, State	%	MBE or WBE

MBE Total_____

WBE Total_____%

M/WBE Combined_____%

The undersigned should enter into a formal agreement with M/WBE Contractor identified herein for work listed in this schedule conditioned upon execution of contract with the Chatham County Board of Commissioners.

Signature _____ Print _____

Phone () _____

Fax () _____

ATTACHMENT G

Systematic Alien Verification for Entitlements (SAVE)

Affidavit Verifying Status for Chatham County Benefit Application

By executing this affidavit under oath, as an applicant for a Chatham County, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my bid for a Chatham County contract for _____. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1.) _____ I am a citizen of the United States.

OR

2.) _____ I am a legal permanent resident 18 years of age or older.

OR

3.) _____ I am an otherwise qualified alien (8 § USC 1641) or non-immigrant under the Federal Immigration and Nationality Act (8 USC 1101 et seq.) 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant:

Date

Printed Name:

SUBSCRIBED AND SWORN

* _____

BEFORE ME ON THIS THE

Alien Registration number for non-citizens.

____ DAY OF _____, 2020

Notary Public

My Commission Expires:

Information Technology Vendor Agreement

Definitions

Vendor – any vendor providing, or offering to provide, services to any Chatham County agency.

Vendor solution – any technology solution provided by a vendor and in use, or under consideration for use, at any Chatham County agency.

System – all related technology in the context of the vendor solution, or the use of the vendor solution within any agency of Chatham County.

ICS – the Information and Communication Services department of Chatham County, responsible for all information technology functions throughout the County government.

Third party components – any component required in the minimum system requirements of the vendor solution which is not manufactured and/or controlled by the vendor. These may include plugins, libraries, software, drivers, scripts, dongles, or other similar types of components.

Introduction

These policies are intended to inform vendors of our expectations and obtain agreement from vendors to meet those expectations. A demonstration on how the proposed solution will meet each of the controls listed here must be demonstrated to the ICS during the proposal process.

Chatham County Information Technology Vendor Policy

All vendors providing or proposing a vendor solution to Chatham County **must** adhere to the following requirements:

- 1.) Chatham County owns all data relative to Chatham County, or any subpart thereof, the vendor solution, including, but not limited to, data entered or stored in the system, metadata, and all derivative data generated by any means.
- 2.) Only the Chatham County Information and Communications Services (ICS) Director, the County Manager, or designee are authorized regarding the copying/replicating/modifying of data through explicit written permission.
- 3.) ICS must approve and supervise/log all modifications to production systems, including, but not limited to, log files.

- 4.) Provisions must exist which provide Chatham County continued use of the software or hardware in the event the vendor or manufacturer should cease operations. This includes access to the production data or solution source code.
- 5.) The vendor solution must provide all necessary components to use the proposed system on the end user PC, including, but not limited to, an automated packaged installation method, minimum requirements, and third-party software.
- 6.) The vendor must provide documented industry best practices for using the vendor solution and demonstrate how these best practices are being followed, both operational and security related.
- 7.) Chatham County prohibits the use of end-of-life components and the vendor solution must operate on ICS supported platforms.
 - a. In the event third party components are utilized, the System software provided by vendor must continually use current, supported components and the support for those components fully covered by the vendor's support agreement.
 - b. Vendor must provide an inventory of software used to install and support vendor solution. ICS must approve all support software.
- 8.) Vendor must get ICS approval to utilize remote access system to access any Chatham County equipment.
- 9.) Vendor Solution must operate within Chatham County's current environment with minimal configuration.
- 10.) If any credit card transactions will be facilitated, in any way, the system must be PCI Compliant, and the vendor must provide a PCI DSS certificate.
- 11.) The Chatham County IT Director may consider exceptions on a case-by-case basis.

Items Specific to On-Premise Solutions

The following items are specific to solutions deployed on Chatham County infrastructure

- 1.) The vendor must request remote access to on-premise systems in advance and be limited to only the systems related to the environment of the vendor solution.
- 2.) Core functions of the vendor solution must operate without internet access or remote services.
- 3.) The vendor must document, in detail, all functionality requiring remote access, remote services, or other external dependencies.
- 4.) Vendor solution must function within reasonable security controls, in alignment with NIST standards and associated security models, including, but not limited to, industry standard firewalls.

5.) All infrastructure is the property of Chatham County.

Items Specific To software as a service (SaaS) Solutions

The following items are specific to solutions deployed on vendor hosted infrastructure

- 1.) Communication between the Chatham County network and remote server(s) must be encrypted using current industry standards, in alignment with NIST standards and associated security models. This functionality must be either provided by the vendor or the vendor must comply with and support the methodologies employed by the ICS.
- 2.) Vendor will provide backups, including documentation for backup and retention schedules for all data. Alternatively, a means for Chatham County to perform backups will be provided as part of the vendor solution.
- 3.) All Chatham County data, or derivatives of, will remain within the continental United States and will not be replicated, stored, or otherwise located, in any way, in a foreign nation.
- 4.) Data storage and servers must be CJIS compliant.
- 5.) Vendor must be able to limit user accesses to only ICS approved sources, such as an IP address or network.
- 6.) The vendor must coordinate with Chatham County to plan and schedule downtime at least 48 hours in advance. Any other instances will be considered emergency maintenance and a full report of the incident must be submitted to ICS within 48 hours of occurrence.

By signing below, the vendor or vendor representative is accepting these policies. As well, the vendor agrees to correct any conflicts with these policies or pay for the associated damages or consequential costs to Chatham County to take reasonable corrective action.

Vendor _____

SIGNATURE

DATE

Chatham County SaaS Agreement

Data Ownership

- The contract must clearly state that the data is the sole property of Chatham County (“the County”) at all times. No data, or meta-data, either in whole, part, summarized or aggregated will be given to any other party without the express permission of the county.
- The format of data return format must be agreed on before signing.
- The cloud services provider (Vendor) is never be allowed to withhold the county data for any reason. The contract should mandate that the County be able to access and retrieve its data stored in the cloud at its sole discretion.

Data Security

- Data Backup, Security, Integrity is the Responsibility of the Vendor. The County reserves the right to conduct 3rd party Audits.
- The contract should specify contingencies for Legal Data Holds, and E-discovery.
- The contract should specify the vendor’s obligations in the event of data breach and/or unauthorized access.
- The contract should specify minimum disaster recovery and business continuity requirements and ensure that the vendor meets these minimums.
- The contract should provide a mechanism for the County to require the vendor destroy specified records as requested.
- The County needs to ensure that the data is fully segregated from another customer’s data.
- The vender must specify if the data will be stored in the United States. Including backups, replication, and technical support access.

Application and Security

- For web applications, the application must work within supported County browsers – currently only Internet Explorer. If not a web app, the software must be compatible with existing hardware. The vendor is responsible to support all updates and patches.
- Federated security that integrates with Microsoft Active Directory is preferred.
- SSL should be used to protect Point to Point data transmittals.
- The vendor needs to verify has external audits and security certifications and if their infrastructure complies with some regulatory security requirements.
- Chatham County data will not be used for sale, by either aggregated data collection or any other variant. The vendor agrees to remove all content from their servers once we finalize contract termination.

Pricing

- There will be zero cost to the County for data return/data extraction due to termination of contract with the time of return being at the sole discretion of Chatham County.

Contract Management

- The Contract is between the County and the Vendor, not the employee who is assigned to use the service. Contract modifications must be conducted only by specified personnel and in writing. No “Click-Wrap Agreements” or “On-Screen” user agreements are enforceable under this contract.

Termination

- The contract should state that the County can terminate the contract “at any time without having to show cause and without additional fees or penalties.” The contract should require the vendor to provide advance notice of 60 days before service discontinuation. As previously noted, the contract should specify how data will be retrieved/returned upon termination by either party.
- Contract Termination clause should clearly state that, regardless for the reasons of termination (including customer breach), the Vendor must promptly return all of the County’s data in a pre-arranged format.
- In the event of the Vendor bankruptcy, all data must to be returned to the County and all traces eliminated from system and backup.

Contingencies

- Vendor must provide a complete Service Level Agreement in the proposal, and as part of the final contract, outline the service levels for:
 - Uptime
 - Response time
 - Data backup restore
 - Customer and technical support

Outsourcing

- The cloud vendor is directly responsible for all terms of the contract, regardless of outsourced functions.
- The contract should require the vendor to inform the County of any outsourced functionality and its provider.
- No assignment of the contract or components of the contract can occur without explicit, written agreement from the County.
- All legal or regulatory requirements that apply to the County data must be supplied by the Vendor. (Example HIPPA)

- In the Event of the vendor being merges or is sold, all contract obligations and conditions must be transferred.

* Chatham County Information and Communications Services may choose to selectively ignore any one of these requirements as needed.

By signing below, the vendor or vendor representative is accepting these policies. As well, the vendor agrees to correct any conflicts with these policies or pay for the associated damages or consequential costs to Chatham County to take reasonable corrective action.

Vendor _____ Date _____

LEGAL NOTICE

CC NO. 168070

REQUEST FOR PROPOSALS

Sealed proposals will be received until **NOVEMBER 20, 2020 5:00PM EST** in **Chatham County Purchasing and Contracting Department, 1117 EISENHOWER DRIVE, SUITE C, SAVANNAH, GA. RFP NO. 20-0046-1 FIRE/EMS/RMS SYSTEM for Chatham County.**

Invitation to Submit Proposal Packages are available at 1117 Eisenhower Drive, Suite C, Savannah, Georgia, and on the Chatham County Purchasing Web Site <http://purchasing.chathamcounty.org>, or by calling the County Purchasing Director, at (912) 790-1626. All firms requesting to do business with Chatham County must also register on-line at <http://purchasing.chathamcounty.org>

County will require payment and performance bonds or other forms of surety satisfactory to the County Attorney.

CHATHAM COUNTY RESERVES THE RIGHT TO REJECT ANY/AND OR ALL PROPOSALS AND TO WAIVE ALL FORMALITIES. THIS WILL BE THE ONLY SOLICITATION FOR THIS PROJECT. ONLY THOSE FIRMS RESPONDING TO THE RFP WILL BE ALLOWED TO PARTICIPATE IN THE PROJECT.

"CHATHAM COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER, M/F/H, ALL PROPOSERS ARE TO BE EQUAL OPPORTUNITY EMPLOYERS"

MARGARET JOYNER, PURCHASING DIRECTOR

SAVANNAH N/P INSERT: October 16, 2020