



**REQUEST FOR PROPOSALS # 34901-01140
 AMENDMENT # 5
 FOR COMPUTER AIDED DISPATCH/NEXT
 GENERATION 9-1-1 SYSTEM**

DATE: 7/30/2020

RFP # 34901-01140 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		May 14, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	May 19, 2020
3. Pre-response Conference	9:00 a.m.	May 20, 2020
4. Notice of Intent to Respond Deadline	2:00 p.m.	May 27, 2020
5. Written "Questions & Comments" Deadline	2:00 p.m.	June 3, 2020
6. State Response to Written "Questions & Comments"		June 29, 2020
7. Written "Questions & Comments" Deadline, Second Round	2:00PM	July 9, 2020
8. State Response to Written "Questions & Comments" Second Round		July 20, 2020
9. Response Deadline	2:00 p.m.	August 6, 2020
10. State Completion of Technical Response Evaluations		August 17, 2020
11. State Schedules Respondent Oral Presentation		August 19, 2020
12. Respondent Oral Presentation	8 a.m. – NOON	August 26-28, 2020
13. State Opening & Scoring of Cost Proposals	2:00 p.m.	September 1, 2020
14. Negotiations (Optional)		September 2-4, 2020

15. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	September 10, 2020
16. End of Open File Period		September 17, 2020
17. State sends contract to Contractor for signature		September 18, 2020
18. Contractor Signature Deadline	2:00 p.m.	September 23, 2020

2. Delete RFP section 5.2.1.5. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

5.2.1.5. The Solicitation Coordinator will invite the top THREE (3) ranked Respondents to make an oral presentation. The ranking will be determined after the Technical Response score is totaled and ranked (e.g., 1 – the best evaluated ranking, etc.).

5.2.1.5.1. The oral presentations are mandatory. The Solicitation Coordinator will schedule Respondent presentations during the period indicated by the RFP Section 2, Schedule of Events. The Solicitation Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent presentation schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFP Section 2, Schedule of Events.

5.2.1.5.2. Oral Presentations will be conducted via WebEx. Each Respondent invited to Oral Presentations will receive a unique link from the Solicitation Coordinator.

5.2.1.5.3. Respondent presentations are only open to the invited Respondent, Proposal Evaluation Team members, the Solicitation Coordinator, and any technical consultants who are selected by the State to provide assistance to the Proposal Evaluation Team.

5.2.1.5.4. Oral presentations provide an opportunity for Respondents to explain and clarify their responses. Respondents must not materially alter their responses and presentations will be limited to addressing the items detailed in RFP Attachment 6.2., Technical Response & Evaluation Guide. Respondent pricing shall not be discussed during oral presentations.

5.2.1.5.5. The State will maintain an accurate record of each Respondent's oral presentation session. The record of the Respondent's oral presentation shall be available for review when the State opens the procurement files for public inspection.

5.2.1.5.6. Proposal Evaluation Team members will independently evaluate each oral presentation in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide, Section D.

5.2.1.5.7. The Solicitation Coordinator will calculate and document the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Response & Evaluation Guide, Section

D, and record that number as the score for Respondent's Technical Response section.

3. Delete RFP Attachment 6.2-Section D in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION D: ORAL PRESENTATION. The Respondent must address ALL Oral Presentation Items (below).

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the presentation response to each item. Each evaluator will use the following whole-number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:				
Oral Presentation Items		Item Score	Evaluation Factor	Raw Weighted Score
D.1.	Bring a sample Provide details and accurate artwork, photos, and dimensions of all proposed equipment to show proposed placement within a Telecommunicator's Workspace (see Pro Forma Section A.6.a.(3)), to include all four (4) of the required twenty-four (24") monitors. Additionally, bring a sample provide details and accurate artwork, photos and dimensions of all proposed hardware associated with the System's functionality within the ECC.		2	
D.2.	Demonstrate the following within the proposed System: (1) web-based application; (2) defined role-based configurations; (3) logging and tracking process; and (4) role-based access privileges.		2	
D.3.	Demonstrate incoming call types (i.e., administrative, 9-1-1, etc.) (see Pro Forma Section A.7.a.)		2	
D.4.	Demonstrate instant call playback—utilizing a reasonable work-flow throughout the entire demonstration process—(see Pro Forma Section A.7.a.)		2	
D.5.	Demonstrate the call queue, utilizing automatic call distribution, showing Telecommunicator status options (i.e., ready, break, training)—utilizing a reasonable work-flow throughout the entire demonstration process—(see Pro Forma Section A.7.a.)		3	

RESPONDENT LEGAL ENTITY NAME:			
D.6. Demonstrate MMS, SMS and TTY/TDD conversations—utilizing a reasonable work-flow throughout the entire demonstration process—(see <i>Pro Forma</i> Section A.7.a.)		2	
D.7. Demonstrate the generation of an outbound text to retrieve caller advanced location data—utilizing a reasonable work-flow throughout the entire demonstration process—(see <i>Pro Forma</i> Section A.7.a.)		4	
D.8. Demonstrate basic telephony functions such as answer, hold, park, transfer, conference, disconnect, etc.—utilizing a reasonable work-flow throughout the entire demonstration process—(see <i>Pro Forma</i> Section A.7.a.)		2	
D.9. Demonstrate rolodex and speed dial capabilities, including, one-button transfers—utilizing a reasonable work-flow throughout the entire demonstration process—(see <i>Pro Forma</i> Section A.7.a.)		2	
D.10. Demonstrate importing of caller data (i.e., ANI/ALI) into a call intake form for the creation of a CAD event—utilizing a reasonable work-flow throughout the entire demonstration process—(see <i>Pro Forma</i> Section A.7.b)		2	
D.11. Demonstrate entry of a verified and unverified address into a CAD event—utilizing a reasonable work-flow throughout the entire demonstration process—(see <i>Pro Forma</i> Section A.7.b)		2	
D.12. Demonstrate various ways to perform CAD functions (i.e., command line, drag and drop, point and click, etc.)		3	
D.13. Demonstrate basic data fields of a CAD event, to include narrative, supplemental data, CAD event type, etc., as part of the creation of a CAD event (see <i>Pro Forma</i> Section A.7.b.)		4	
D.14. Demonstrate the supplemental resource rotation functionalities, to include requesting and tracking of statuses (i.e., en route, cancel, skip, next-up, etc.) (see <i>Pro Forma</i> Section A.7.b.).		2	
D.15. Demonstrate mapping functionalities to include zoom, pinch, pan, measure, etc., as well as, the ability to view CAD events and Field Responders on the map.		2	

RESPONDENT LEGAL ENTITY NAME:			
D.16. Demonstrate assignment of Field Responder(s) to a CAD event, to include recommend, dispatch, swap, stack, etc. (see <i>Pro Forma</i> Section A.7.b.)		2	
D.17. Demonstrate workflow for a Telecommunicator to create a traffic stop for a Field Responder (see <i>Pro Forma</i> Section A.7.b.)		3	
D.18. Demonstrate workflow for closing out a CAD event to include selecting primary units, returning Field Responders to service, adding disposition codes, and adding comments, supplemental data, etc. after close out (see <i>Pro Forma</i> Section A.7.b.)		2	
D.19. Demonstrate CAD for Field Responder's screen views to include maps, light and dark modes, function and/or short-cut keys, and ability to resize (see <i>Pro Forma</i> Section A.7.c.)		3	
D.20. Demonstrate the ability for Field Responders to self-initiate CAD events, to include traffic stops, as well as, the ability to add a disposition and close out the CAD event (see <i>Pro Forma</i> Section A.7.c.)		3	
D.21. Demonstrate the view for Field Responder when a Telecommunicator assigns the Field Responder to an event, to include any visual and audible alerts, other CAD events and/or Field Responders in proximity, as well as, the Field Responder's ability to enter their status for the CAD event (see <i>Pro Forma</i> Section A.7.c.)		4	
D.22. Demonstrate routing functionality to include audible and visual turn-by-turn instructions, as well as, different views in the map (i.e., route overview, center view, etc.) (see <i>Pro Forma</i> Section A.7.c.)		2	
D.23. Demonstrate query results from a NCIC inquiry (see <i>Pro Forma</i> Section A.3.c.), as well as, show where the inquiry can be initiated.		3	
D.24. Demonstrate search capabilities to include CAD event narrative, supplemental data fields, premise history, Field Responder history, etc.		2	
D.25. Demonstrate functionalities of CAD for mobile applications on both an IOS and Android operating system (see <i>Pro Forma</i> Section A.7.d.)		3	
Total Raw Weighted Score (<i>sum of Raw Weighted Scores above</i>): The Solicitation Coordinator will use this sum and the formula below to calculate the score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			

RESPONDENT LEGAL ENTITY NAME:			
$\frac{\text{total raw weighted score}}{\text{maximum possible raw weighted score}}$ <i>(i.e., 5 x the sum of item weights above)</i>		X 30 <i>(maximum section score)</i>	= SCORE:
<i>State Use – Evaluator Identification:</i>			
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.