

# REQUEST FOR PROPOSALS

## Northwest Central Dispatch System



October 3, 2023

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## **Introduction**

**The Northwest Central Dispatch System** (hereinafter referred to as “NWCDS”), 1975 E. Davis Street, Arlington Heights, Illinois, is seeking proposals for a 9-1-1 communications recording system. The NWCDS backup site is located at the Schaumburg Police Station located at 1000 W. Schaumburg Rd., Schaumburg, IL. 60194.

## **Background**

NWCDS is a consolidated emergency dispatch system providing 9-1-1 services for twelve (12) communities in the northwest suburbs of Chicago, Illinois. The combined population of the communities is approximately 510,000 people covering over one hundred seventy (170) square miles. The state of the art center handles an average of 1,700 telephone calls per day and dispatches nearly 315,000 incidents a year to police, fire, and EMS.

## **Proposers Background, Qualifications, and Experience**

Proposers should use this section to explain why their firm is the best choice for *NWCDS*. This section must contain the following:

**Compliance:** What requirements and safeguards does your organization employ to establish and maintain full compliance with regulations such as OSHA, NEC, and State and local codes?

**References:** Provide a list of references of similar work completed that you will be proposing for NWCDS.

**Risk Management:** What kind of business insurance coverage do you have to protect against error and omissions, bodily injury, property damage, and theft or disclosure of confidential information? Does your policy provide true worldwide coverage to protect your company?

**Qualifications:** What qualifies your company to provide a 9-1-1 communications recording system to NWCDS?

In addition, the proposer should demonstrate:

- Knowledge of emergency services/public safety operations and 9-1-1 dispatch center procedures
- How the recording system will meet the needs of the center in a NextGen911 Environment.
- Be prepared to demonstrate the product and all its functions at a mutually selected date and time.

## **Scope/Specifications**

This project should include a 9-1-1 communications recording system at NWCDS’ main site, as well as complete redundancy at our backup site at the Schaumburg Police Department.

- i3 Compliant- rack mounted server
- Dual power supplies

- DVD-RAM drive
- At least 2TB storage
- 80 Channels: 64 IP – 16 analog, including encryption
- Solacom I3 data handling integration to include: voice, text, and i3 meta data
- Geo-search license
- RapidSOS integration
- Custom API CAD Interface for Motorola Premier 1
- Motorola ASTRO 25 Integration
- Motorola License Fees for Initial SDK on AIS
- 16 simultaneous connections to the recorder for replay
- Remote technical support and preparation
- On-site support, remote alarm monitoring, remote diagnostics and preventative maintenance cleanings and software upgrades
- Screen recording (capture) for 120 screens
- The ability to redact audio from any recording
- Simple one-click emailing of recordings
- User (9-1-1 Telecommunicator) access to quick “call checks”/playback for radio traffic and phone calls
- Real-time monitoring of radio traffic and phone calls
- Display in recording system of call information such as originating address and phone number
- On-site training prior to go-live with NWCDS staff members

### **Proposal Submission**

Interested vendors are invited to submit their proposals, which should include:

1. Company profile and relevant experience.
2. Proposed methodology and approach for product installation and implementation.
3. Estimated timeline for the project.
4. Cost breakdown including initial startup costs, ongoing costs, and maintenance
5. References from similar projects.

### **General Requirements**

Proposals, bids, or responses will be accepted by NWCDS **no later than 5:00 p.m. (local time), on November 6, 2023**. Every proposal must be enclosed in an envelope clearly marked **NWCDS 9-1-1 Communications Recording System**, and delivered (personally, by US Mail, FedEx, etc.) and shall include three hard copies, as well as an electronic copy saved to a flash drive.

All questions, requests, bids, responses, and proposals shall be submitted to the following address:

John Ferraro, ENP – Executive Director  
1975 E. Davis Street  
Arlington Heights, IL 60005  
847-590-3407 (office)  
708-446-1037 (cell)  
[jferraro@nwcds.org](mailto:jferraro@nwcds.org)

All timely responses shall be reviewed by NWCDs prior to acceptance/contract award. Any response, bid, or proposal received after the above deadline shall be considered late, and will not be opened or considered. When the contract is awarded, all proposals will be subject to the Illinois Freedom of Information Act and the proposals will be available to the public. Provider shall acknowledge compliance with the Illinois Prevailing Wage Act, 820 ILCS 130/0.01-12.

### **Timeframe**

The timeframe for all responses must be complete and in possession of NWCDs by 5:00 p.m. (local time) on November 6, 2023. Proposals will be opened at an unspecified time after the deadline. Each submission/proposal must be complete. Any incomplete responses will be rejected. All respondents will comply with this RFP as a basis for the award of a contract.

### **Approval**

All proposal responses must remain valid for a period of no less than six (6) months.

### **Insurance Requirements and Liability**

The PROVIDER shall maintain commercial general liability, automobile liability, worker's compensation and employer's liability insurance in full force and effect to protect the NWCDs from claims under Worker's Compensation Acts, claims for damages for personal injury or death, and for damages to property arising from the negligent acts, errors, or omissions of the PROVIDER and its employees, agents, and subcontractors in the performance of the services covered by this Agreement, including, without limitation, risks insured against commercial general liability policies.

The PROVIDER shall also maintain professional liability insurance to protect NWCDs against the negligent acts, errors, or omissions of the PROVIDER and those for whom it is legally responsible, arising out of the performance of the services under this Agreement.

The PROVIDER's insurance coverage shall be for not less than the following limits of liability:

1. *Commercial General Liability: \$500,000.00 per claim up to \$2,000,000.00 per occurrence;*
2. *Automobile Liability: \$100,000.00 per claim up to \$2,000,000.00 per occurrence;*
3. *Worker's Compensation in accordance with the statutory limits; and Employer's Liability: \$1,000,000.00; and*

4. *Professional Liability (Errors and Omissions): \$1,000,000.00, each claim and in the annual aggregate.*

The PROVIDER shall, upon request at any time, provide NWCDS with certificates of insurance evidencing such policies and confirming that they are all in full force and effect as required by this Agreement. All such policies shall name NWCDS as an “additional insured”.

Any insurance policy required hereunder shall be written by a company which is incorporated in the United States of America or is based in the United States of America. Each insurance policy must be issued by a company authorized to issue such insurance in the State of Illinois.

As between PROVIDER and NWCDS, the parties waive any and all rights against each other, including their rights of subrogation, for damages covered by property insurance during and after the completion of Services under this Agreement. **There will be no exceptions to the insurance requirement.**

#### **Contract Nullification**

NWCDS may, at any time, nullify the agreement if, in the judgment of NWCDS, the provider has failed to comply with the terms of the agreement. In the event of nullification, any payment due in arrears will be made to the provider(s), but no further sums shall be owed to the provider(s). The agreement between NWCDS and the PROVIDER is contingent upon approved annual budget allotments, and is subject, within fifteen (15) days notification, to restrictions, or cancellation if budget adjustments are deemed necessary by NWCDS.

#### **Payments/Invoicing**

Invoices that are submitted by the awarded provider are required to provide accurate and current addresses. Payment terms shall be specified in the proposal response, including any discounts for early payment. NWCDS discourages the practice of picking up checks in person, unless there is an emergency situation.

The provider must provide an invoice upon completion of the specified requested services, and acceptance by NWCDS and indicate payment terms and any prepayment discounts.

Invoices are to be submitted to:

Terri Svec, HR/Finance Manager  
Northwest Central Dispatch System  
1975 E. Davis Street  
Arlington Heights, Illinois 60005  
[tsvec@nwcds.org](mailto:tsvec@nwcds.org)

### **Selection Procedure**

NWCDS will evaluate the responses based on experience with government public safety entities, qualifications, product specifications, and pricing structure. Vendors may be required to interview with NWCDS before signing an agreement to provide services. NWCDS reserves the right to negotiate a contract, including a scope of work, and contract price, with any proposers or other qualified party.

This Request for Proposal does not commit NWCDS to award a contract, to pay any costs incurred in preparation of a response to this request, or to procure or contract for services or supplies. NWCDS reserves the right to accept or reject any and all responses received as a result of this request, or cancel this request in part or in its entirety if it is in the best interests of NWCDS to do so. Proposers shall not offer any gratuities, favors, or anything of monetary value to any officer, employee, agent or director of NWCDS for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted as a result of the Request for Proposal.

Respondents shall be capable of providing the highest quality level of service, performed by trained personnel.

### **Questions and Inquiries**

It is the policy of NWCDS to accept questions and inquiries in writing (and/or e-mail) from proposers. Answers will be given in the form of a written addendum to the RFP and shall be binding unless modified in subsequent written addenda. Oral explanations or instructions given over the phone prior to the proposal submission date shall not be binding.

All written questions must be directed to the individual designated below:

**John Ferraro, ENP**  
Executive Director  
Northwest Central Dispatch System  
1975 E. Davis Street  
Arlington Heights, IL 60005  
PHONE: 847-590-3407  
E-MAIL: [jferraro@nwcds.org](mailto:jferraro@nwcds.org)

### **Proposal Requirements**

NWCDS is not liable for any costs incurred by the Proposer in the preparation, presentation or in any other aspect of the Proposal. Provider is required to provide evidence that you meet the NWCDS insurance requirements. Provider may be required to provide a reference list of clients that have a current contract for services with their company. The entity responsible for fulfilling this agreement shall be identified in the proposal response.

### **Right to Seek a New Proposal**

NWCDS reserves the right to receive, accept, or reject any and all proposals for any, or all, reasons.

Proposals will be awarded to the best overall respondent as determined by that which is in the best interests of NWCDS.

In comparing the responses to this RFP when making awards, NWCDS may consider such factors as quality and thoroughness of a proposal, the record of experience, the references of the respondents, and the integrity, performance, and assurances in the proposal in addition to that of the proposal price.

### **Terms and Conditions**

Any contract or agreement resulting from the acceptance of this proposal by NWCDS shall be approved by NWCDS Attorney, and shall contain, as a minimum, applicable provisions of this Request for Proposal. NWCDS reserves the right to reject any agreement that does not conform to the Request for Proposal and any NWCDS' requirements for agreements and contracts.

Providers should include any standard contract documents with their proposal.

NWCDS reserves the right to request clarification of information submitted and request additional information as needed.

The Provider shall indemnify and hold harmless NWCDS, its agents, and its employees from and against all claims for personal injury, property damage or stolen goods, including claims against NWCDS, its agents, or servants arising out of the Illinois Structural Work Act (Illinois Revised Statutes Chapter 48, Section 60 through 69 inclusive), and all losses and expenses, including attorney's fees that may be incurred by NWCDS, defending such claims, arising out of or resulting from the performance of the work and caused in whole or in part by any negligent act or omission of the Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by the party indemnified hereunder. In any and all claims against NWCDS or any of its agents, or servants by an employee of a Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation of benefits payable by or for the Provider or subcontractor under Workers' Compensation Acts, Disability Acts, or other Employee Benefit Acts.

- The provider will be responsible for any damages, injuries, accidents, and claims resulting from, and or occurring during completion of specified services
- The provider will be responsible for transportation of all materials to the job site (FOB Destination) and be responsible for insurance on all materials after initiation of job until the point where NWCDS accepts the completed project



**Applicable Law**

NWCDS is an equal opportunity employer. NWCDS does not discriminate against anyone on the basis of race, sex, color, age, religion, ancestry, national origin, qualified disability, marital status, sexual orientation, genetic information or military status.

The successful Provider agrees that they shall comply with all local, state, and federal laws, statutes, rules, and regulations. In the event that any claims should arise with regards to this contract, for a violation of any such local, state, or federal law, statues, rules, or regulations, the provider will indemnify and hold NWCDS harmless for any damages, including court costs or attorney fees which might be incurred.

Any contract will be interpreted under the laws and statutes of the State of Illinois.

NWCDS does not enter into contracts which provide for mediation or arbitration. Therefore, any action arising from any contract made from these specifications shall be brought in the state courts in Cook County, Illinois or the United States Federal District Court for Illinois.