

**SOUTH BAY
PUBLIC SAFETY CONSORTIUM
REQUEST FOR QUALIFICATIONS (RFQ)
COMPUTER AIDED DISPATCH (CAD)
SYSTEM AND SERVICES**

OCTOBER 17, 2023

SOQ DUE DATE/TIME: Monday, November 20, 2023, 3:00pm

Hardcopy Submissions Only

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1.0 INTRODUCTION

The South Bay Regional Public Communications Authority (SBRPCA, also referred to as "RCC" for Regional Communications Center) invites companies to submit a written response to this Request for Qualifications (RFQ), detailing their experience and ability to provide:

- A Proven Police/Fire Computer Aided Dispatch (CAD) Solution
- Associated Hardware, Software, Interfaces, and Services
- Demonstrated Experience Successfully Implementing Police/Fire CAD in a Multidisciplinary, Multijurisdictional Environment
- Ongoing Support and Maintenance Following Implementation

This is an RFQ ONLY, not a solicitation. The Authority plans on releasing a Request for Proposals (RFP) soon. Responses to this RFQ will be reviewed to verify the Respondent's qualifications to respond to a forthcoming RFP. Only those Respondents who have successfully proven that they meet the Minimum Mandatory Requirements (MMRs) will be invited to compete in the future procurement. The determination of which companies meet the qualifications lies solely and exclusively with the Authority.

2.0 RESPONDENT'S MINIMUM MANDATORY REQUIREMENTS

Respondents must complete and submit Exhibit 1 (Prospective Contractor's References) of this RFQ to verify information provided in response to the following MMR.

- 2.1 Respondent must be an established provider of Police and Fire CAD solutions which are currently in production use and being serviced by Respondent's maintenance program.
 - 2.2 Respondent must have successfully implemented its Police and Fire CAD solution, within the last five (5) years, in at least three (3) Multidisciplinary, multijurisdictional dispatch environments, with a service population of 200,000 or greater. *(A successful implementation is defined as one that has achieved final acceptance from the customer and is now in production use and is being serviced by Respondent's subscription or maintenance program)*
 - 2.3 Respondent must provide references for all current customers using Respondent's CAD Solution with appropriate contact information.
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3.0 **INFORMATION REQUESTED**

Respondents are required to submit relevant information about their company, including the following:

3.1 **Background and Experience**

Provide a summary of relevant background information to demonstrate that Respondent meets the MMRs stated in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of this RFQ and has the capability to perform the required services as a corporation, limited liability company, or other registered business entity.

3.2 **Respondent's References and Contracts**

1. Each Respondent must complete and include Exhibits 1, 2, and 3 of this RFQ, as defined below. It is the Respondent's sole responsibility to ensure that each reference contains an accurate point of contact, title, phone number, and email address. *The same references may be listed on both Exhibits 1 (Prospective Contractor References) and 2 (Prospective Contractor List of Contracts).*

a. Exhibit 1 (Prospective Contractor References)

Respondent must provide references from at least three (3) current customers where the Respondent provided the same or substantially similar work as set forth in this RFQ with solutions similar in size and complexity to that of the Authority, within the past five (5) years.

b. Exhibit 2 (Prospective Contractor List of Contracts)

Respondent must provide a listing of all contracts with public safety agencies in the past five (5) years.

The information should identify each contract, agency name, term of the contract, contact person and their telephone number, annual contract dollar amount and a description of the work provided.

c. Exhibit 3 (Prospective Contractor List of Terminated Contracts)

Respondent must include a listing of all contracts terminated within the past three (3) years with any and all reasons for termination.

2. The Authority may disqualify a Respondent as non-responsive and/or non-responsible (refer to Paragraph 4.0 (Determination of Respondent's Responsibility) if:
 - a. References fail to substantiate Respondent's description of the services provided, or;
 - b. References fail to support that Respondent has a continuing ability to provide qualified, productive, and skilled personnel, or;
 - c. The Authority is unable to reach the point of contact with reasonable effort.

4.0 DETERMINATION OF RESPONDENT'S RESPONSIBILITY

- 4.1 A responsible Respondent is one who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the contract.
- 4.2 Respondents are hereby notified that the Authority may determine whether Respondent is responsible based on a review of Respondent's performance on any contracts.
- 4.3 The Authority may declare a Respondent to be non-responsible if, in its discretion, finds that Respondent has done any of the following: (1) violated a term of a contract with the Authority, (2) committed an act or omission which negatively reflects on Respondent's quality, fitness or capacity to perform a contract with the Authority, or engaged in a pattern or practice which negatively reflects on same, or (3) committed an act or omission which indicates a lack of business integrity or business honesty.

5.0 RFQ TIMETABLE

The timetable for this RFQ is as follows:

- Release of RFQ..... 10/17/23
- Request for a Requirements Review Due..... 10/25/23
- Written Questions Due 10/27/23
- Questions and Answers Released..... 11/03/23
- **SOQs due by (date and time) 3:00 P.M. (Pacific Time)..... 11/20/23**

The foregoing dates may be changed at any time at the sole discretion of the Authority. Such changes will be made through an addendum and posted on the Authority's website at [South Bay Regional Public Communications Authority – Dispatching First Responders to Our Community \(rcc911.org/rfps\)](http://South Bay Regional Public Communications Authority – Dispatching First Responders to Our Community (rcc911.org/rfps)). All potential Respondents are encouraged to monitor the above solicitation website for updates, as they are posted, during the entire RFQ process.

6.0 REQUIREMENTS REVIEW

Any person or entity may seek a Requirements Review by submitting Exhibit 4 (Request For a Requirements Review) to this RFQ, to the Authority contact listed in Paragraph 8.1. A request for a Requirements Review may be denied, in the Authority's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request is made within the time frame identified in Paragraph 5.0 (RFQ Timetable),
- b. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a SOQ,
- c. The request itemizes in appropriate detail, each matter contested, and factual reasons for the requested review, and
- d. The request asserts either that:
 - i. application of the MMRs and/or RFQ review process unfairly disadvantages the entity; or,
 - ii. due to unclear instructions, the process may result in the Authority not receiving the best possible responses from prospective Respondents.

The Requirements Review must be completed, and the Authority's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the RFQ due date. The Authority's determination is final.

7.0 RESPONDENT QUESTIONS

Respondents may submit written questions regarding this RFQ by e-mail to the individual identified in Paragraph 8.0. All questions must be received by close of business (3:00 p.m., PSD), on Friday, October 27, 2023. All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFQ.

When submitting questions, please specify this RFQ section number, Paragraph number, and page number, and quote the language that prompted the question. This will facilitate the Authority's response. The Authority reserves the right to group similar questions when providing answers.

Please note the Authority will not respond to questions regarding any future RFP.

8.0 RESPONSE METHOD

8.1 SOQs and questions regarding this RFQ should be addressed and delivered to:

South Bay Regional Public Communications Authority
4440 Broadway, Hawthorne, CA 90250
Attention: Mr. Ross Klun, Executive Director
E-mail address: rklun@rcc911.org

8.2 SOQs must be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of Respondent and reference this RFQ as follows:

“SOQ for Computer Aided Dispatch (CAD) System and Services”

8.3 It is the sole responsibility of the submitting Respondent to ensure that its response to this RFQ is received before the submission deadline. Respondents will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. SOQs received after the scheduled closing date and time for receipt of SOQs, as listed in Paragraph 5.0 (RFQ Timetable), will not be accepted, and will be returned to the sender unopened. Timely hand-delivered SOQs are acceptable. **No facsimile (fax) or electronic mail (e-mail) copies will be accepted.**

- 8.4 If your firm does not respond to this RFQ on or before 3:00 P.M. P.S.T, Monday, November 20, 2023, the Authority will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to a future RFP.
- 8.5 Notwithstanding, the Authority reserves the exclusive right to not accept any SOQs from any organization that fails to respond timely to this RFQ. Additionally, the Authority reserves the right to reject proposals for any future RFP from any entity who fails to respond to this RFQ, and/or any Respondent who fails to demonstrate that they have met all the qualifications (MMRs) to respond, pursuant to this RFQ.
- 8.6 Until the SOQ submission deadline, errors in SOQs may be corrected by a written request to withdraw the SOQ and to submit another SOQ with mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.
- 8.7 Notwithstanding, the Authority in its sole discretion may waive any informality in a SOQ and/or request additional information, provided the substance of the SOQ has been met.

9.0 DISQUALIFICATION REVIEW

- 9.1 Respondents may be disqualified from consideration if the Authority, at any time during this RFQ review process, determines that the Respondent's SOQ is non-responsive, including if it fails to meet the MMRs. If the Authority determines that a SOQ is disqualified due to Respondent's failure to meet the MMRs or that its response is otherwise non-responsive, the Authority will provide Respondent with a written notification, which will include the deadline for requesting a Disqualification Review.
- 9.2 Upon receipt of the written determination of disqualification, Respondent may submit a written request for a Disqualification Review within the timeframe specified in the written determination.
- 9.3 A request for a Disqualification Review may, in the Authority's sole discretion, be denied if the request does not satisfy all the following criteria:
 - a. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination), and
 - b. The request for a Disqualification Review asserts that the Authority's determination of disqualification due to non-responsiveness was erroneous (e.g., factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.
- 9.4 The Disqualification Review will be completed, and the determination will be provided to the Respondent, in writing, prior to the conclusion of this RFQ review process. The Authority's findings are final.

EXHIBIT 1

PROSPECTIVE CONTRACTOR REFERENCES

Respondent's Name: _____

List at least three (3) references where the same or similar scope of services were provided successfully within the past five (5) years.

Police/Fire CAD References			
Reference #1			
Agency Name		Agency's IT Support Provider	
Agency Primary Address			
Secondary Dispatch Location (if applicable)			
Agency Contact Name		Contact's Role in Project	
E-mail Address		Phone Number	
Duration Respondent Was Engaged in Project		Project Start and End Dates (Month/Year)	
MM/YYYY TO MM/YYYY			
Number of Calltakers	Number of Dispatchers	Number of Sworn Officers	Number of Firefighters
2022 Calls for Service	2021 Calls for Service	2020 Calls for Service	
Project Description			
Project's Contract Value			
Applications Installed (with version number)		Installed Interfaces	

Police/Fire CAD References			
Reference #2			
Agency Name		Agency's IT Support Provider	
Agency Primary Address			
Secondary Dispatch Location (if applicable)			
Agency Contact Name		Contact's Role in Project	
E-mail Address		Phone Number	
Duration Respondent Was Engaged in Project		Project Start and End Dates (Month/Year)	
		MM/YYYY TO MM/YYYY	
Number of Calltakers	Number of Dispatchers	Number of Sworn Officers	Number of Firefighters
2022 Calls for Service	2021 Calls for Service	2020 Calls for Service	
Project Description			
Project's Contract Value			
Applications Installed (with version number)		Installed Interfaces	

Police/Fire CAD References			
Reference #3			
Agency Name		Agency's IT Support Provider	
Agency Primary Address			
Secondary Dispatch Location (if applicable)			
Agency Contact Name		Contact's Role in Project	
E-mail Address		Phone Number	
Duration Respondent Was Engaged in Project		Project Start and End Dates (Month/Year)	
		MM/YYYY TO MM/YYYY	
Number of Calltakers	Number of Dispatchers	Number of Sworn Officers	Number of Firefighters
2022 Calls for Service	2021 Calls for Service	2020 Calls for Service	
Project Description			
Project's Contract Value			
Applications Installed (with version number)		Installed Interfaces	

EXHIBIT 2

PROSPECTIVE CONTRACTOR LIST OF CONTRACTS

Contractor's Name: _____

List of all entities for which the Contractor has provided service within the last three years. Use additional sheets as required.

Agency Name	Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address
Contract Term	Contract Dollar Amount	
Contract Scope Synopsis		

Agency Name	Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address
Contract Term	Contract Dollar Amount	
Contract Scope Synopsis		

Agency Name	Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address
Contract Term	Contract Dollar Amount	
Contract Scope Synopsis		

Agency Name	Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address
Contract Term	Contract Dollar Amount	
Contract Scope Synopsis		

Agency Name	Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address
Contract Term	Contract Dollar Amount	
Contract Scope Synopsis		

EXHIBIT 3

**PROSPECTIVE CONTRACTOR LIST OF TERMINATED
CONTRACTS**

Contractor's Name: _____

List of all contracts that have been terminated within the past three years.

Agency Name		Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address	
Name of Contract Number	Reason for Termination		

Agency Name		Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address	
Name of Contract Number	Reason for Termination		

Agency Name		Agency's Address	
Agency Contact Name	Contact's Phone Number	Contact's E-mail Address	
Name of Contract Number	Reason for Termination		

EXHIBIT 4

REQUEST FOR A REQUIREMENTS REVIEW

Proposer requesting a Requirements Review must submit this form to the Authority within the timeframe identified in the RFQ document.

Respondent Name:	Date of Request:
RFQ Title:	

A **Requirements Review** is being requested because the Respondent asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- Application of **Minimum Requirements**
- Application of **Review Criteria**
- Due to **unclear instructions**, the process may result in the Authority not receiving the best possible responses

For each area contested, Respondent must explain in detail the factual reasons for the requested review.

(Attach supporting documentation.)

Request submitted by:

(Name)

(Title)