CITY OF PHILADELPHIA
Office of Innovation and Technology
on behalf of the
Philadelphia Police Department and
Philadelphia Fire Department
REQUEST FOR INFORMATION
FOR
COMPUTER-AIDED DISPATCH (CAD), MOBILE DATA SOLUTION (MDS), AND RECORDS MANAGEMENT SYSTEM (RMS) SOLUTION
October 16, 2017

Mandatory Information Session
November 14, 2017 at 1:00 PM
(Local Philadelphia Time)
1234 Market Street, Suite 1800
Philadelphia, PA 19102

Deadline for questions, requests for clarification, or requests for additional information
December 4, 2017 before 5:00 PM
(Local Philadelphia Time)

City Responds to Questions
December 18, 2017

Responses to RFI Due
January 12, 2018 before 5:00 PM
(Local Philadelphia Time)

JAMES F. KENNEY, Mayor
CHARLES J. BRENNAN, CIO, Office of Innovation and Technology
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COMPUTER-AIDED DISPATCH (CAD), MOBILE DATA SOLUTION (MDS), AND RECORDS MANAGEMENT SYSTEM (RMS) SOLUTION
REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

Mandatory Information Session

November 14, 2017 at 1:00 PM
(Local Philadelphia Time)
1234 Market Street, Suite 1800
Philadelphia, PA 19102

Deadline for questions, requests for clarification, or requests for additional information
(email nadine.dodge@phila.gov & gayle.ruggeri@phila.gov)

December 4, 2017 before 5:00 PM
(Local Philadelphia Time)

City Responds to Questions
(http://www.phila.gov/rfp/Pages/default.aspx (“Additional Opportunities”))

December 18, 2017

Responses to RFI Due
(email nadine.dodge@phila.gov & gayle.ruggeri@phila.gov)

January 12, 2018 before 5:00 PM
(Local Philadelphia Time)

II. PURPOSE OF REQUEST FOR INFORMATION RFI

The City of Philadelphia (City) is embarking on a significant initiative to modernize its administrative business processes and related legacy technology systems that currently support its business operations. As part of this initiative, the City intends to implement a new multidisciplinary, citywide Computer-Aided Dispatch (CAD), Mobile Data Solution (MDS), and Records Management System (RMS) Solution.

The City, through its Office of Innovation and Technology (OIT) on behalf of the Philadelphia Police Department (PPD) and Philadelphia Fire Department (PFD), has issued this Request for Information (RFI) in order to solicit statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing commercial off-the-shelf (COTS) software as part of the City’s solution.

The City has been operating two disparate CAD/RMS platforms for law enforcement and fire services for many years and is seeking a Respondent that can provide an integrated solution that provides CAD, MDS and a Law Enforcement Records Management System (LRMS) software with an integrated or interfaced Fire Records Management System (FRMS) solution.
Respondents are asked to provide OIT/PPD/PFD with information regarding their available COTS products and solutions, subject to the following guidelines:

- Identify only COTS products that are modifiable or configurable to meet specific City requirements, and that focus on interoperability, reliability, usability, availability, capacity, and scalability
- Present the software solution’s interoperability and operational requirements in accordance with the International Organization for Standardization Open Systems Interconnection (OSI) model
- Include an architectural diagram of the solution with description of the solution’s scalability; responses may include one or more models or solutions
- Describe the configurability of the software to meet specific user needs.

Respondents should not include the vendor’s implementation, integration, or configuration services. The City intends to procure such services, if and to the extent required, by a separate RFP procurement after a COTS software solution is identified. If, however, the software can be installed and configured only by the Respondent, that must be clearly stated in the Response to this RFI, including the reasons why that is the case.

Respondents may, at the City’s discretion, be invited to engage in discussions with the City’s project team and/or demonstrate their products, services, and solutions.

No contract will be awarded pursuant to this RFI. Any entity that does not respond to this RFI is not precluded from responding to any future solicitation issued by the City. The City intends to procure software for this project within the next 12 to 18 months, in accordance with the City’s procurement laws and practices for software purchases, which may include, but are not limited to, the use of existing City contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement.

III. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR ADDITIONAL INFORMATION

All questions and requests for clarification concerning this Request for Information (RFI) must be in writing submitted via email no later than 5:00 pm, Local Philadelphia Time, on October 23, 2017 to:

Nadine Dodge  Gayle Ruggeri
Senior Program Manager  Office of Innovation and Technology
Office of Innovation and Technology
Nadine.dodge@phila.gov gayle.ruggeri@phila.gov
Responses to questions and requests for additional information shall be at the sole discretion of the City. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, at its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda, if any, will be posted on the City’s website at http://www.phila.gov/rfp/Pages/default.aspx (“Additional Opportunities”). It is the Respondent’s responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new terms.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.

IV. ABOUT THE CITY OF PHILADELPHIA, OIT, PPD AND PFD

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the sixth-most populous city in the United States with over 1.5 million residents. Additionally, due to its rich historical and cultural heritage, the region is visited by more than 40 million people each year.

Philadelphia is located in the southeastern section of Pennsylvania and the coterminous city/county covers 143 square miles. The City is bordered by the following counties: Bucks, Montgomery and Delaware in Pennsylvania, and Burlington, Camden, and Gloucester in New Jersey.

As an operating department of the City, OIT provides technology and telecommunication services to the City, its employees, and the community. There are more than 35,000 city employees, 7,000 police department employees and 2,400 fire department employees in Philadelphia.

The PPD operates the primary public safety answering point (PSAP) for the City. In 2016, this PSAP handled 2,874,971 incoming 9-1-1 calls, of which 365,057 were transferred to the secondary PSAP, the Philadelphia Fire Department (PFD) communications center. In 2016, the primary PSAP dispatched 3,521,952 calls for service, while the secondary PSAP dispatched 331,649 calls for service. It is expected that any Respondent submitting a proposal to the City would have several installations similar in size and scope to those operated by the City, with equal or greater call volumes.
V. INFORMATION SESSION

A mandatory Information Session to review the requirements of this RFI will be held in Philadelphia, Pennsylvania at the time and location indicated below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>November 14, 2017 at 1:00 PM (Local Philadelphia Time)</td>
<td>1234 Market Street, Suite 1800 Philadelphia, PA 19102</td>
</tr>
</tbody>
</table>

Attendance at the Information Session is strongly encouraged. The City may reject without consideration any response from a Respondent who does not attend the Information Session.

VI. ANTICIPATED PROJECT REQUIREMENTS

A. Records Management System (RMS) (Priced Separately)

The proposed RMS solution should include, at a minimum, the following functionality:

- Fully NIBRS-compliant Law Enforcement RMS that also supports PA IBR and UCR Summary (SRS) reporting
  - NIBRS Reporting and State of PA UCR Reporting Capabilities
  - General RMS – CAD events
  - Case management
  - Configurable workflow
  - Investigations
  - eDiscovery
  - Field reporting
  - Master name index
  - Master location index
  - Master property index
  - Master entity index
  - Master search
  - District/Unit event tracking
  - Personnel
  - Training tracking and reporting
  - Tickets/electronic citations (e-citations)
  - Property Receipts
  - NCIC/PCIC messaging
  - Evidence
  - Gangs
  - Narcotics
  - CompStat crime reporting at district, division and city levels
  - Crime analytics
• Fire RMS
  o General RMS – CAD events
  o National Fire Incident Reporting System (NFIRS)
  o Investigations
  o Inspections
  o Training
  o Station activity log
  o GPS/AVL data capture and intelligent, location-based recommendations
  o Automated fire station alerting solution (audible/visual/voice)

• EMS General
  o General RMS – CAD events
  o CAD will integrate with Priority Dispatch ProQA Paramount product

B. Computer-Aided Dispatch CAD

OIT intends to replace the current CAD system with an integrated Public Safety System that provides, at a minimum, complete functionality for processing calls for service, delivery of dispatched calls to a mobile data application on in-vehicle computers, and subsequent event transfer to RMS.

Part of the CAD requirement for dispatching is the functionality of dual dispatching. PPD has two (2) dispatchers on every console; each dispatcher has the same capabilities.

Currently, there are 275 CAD workstations between the police and fire dispatch centers. It is expected that the selected CAD system would be capable of supporting 330 workstations. While this is a substantial increase from the current system, the increase is based on an expanded dispatch floor, new backup center, training system, test system and remote police district or fire station sites. There can also be up to 900 connected mobile data computers during a peak busy hour.

OIT has begun working on a large and comprehensive initiative to replace their existing systems to implement a new CAD / RMS solution. The overarching goal of this initiative is to have PPD and PFD working on the same CAD software platform, same software versions.

C. Geographic Information System (GIS)/Mapping

Respondents shall provide a system with integrated mapping for both CAD and MDS environments. The mapping system should be Esri compliant and allow for multiple layers of GIS data. The mapping application should reside on a centrally located server that provides for easy updates. The maps for the CAD and mobile environments must be configurable and available for both police and fire without the need for multiple systems.
D. Mobile Data Solution (MDS)/Connectivity/Automatic Vehicle Location (AVL)

The City may implement AVL capabilities to some units as a component of this CAD system procurement. AVL data for each unit with a mobile data client shall be available system wide so that every unit can be viewed in both CAD and in-vehicle, as controlled by system administrators. In addition to being used with the CAD system, AVL data may be shared with other applications. Each Respondent shall provide details on how AVL data is depicted in its CAD and mobile mapping solutions, how this data is utilized by the CAD system to determine nearest available units, what other capabilities exist within the solution to make use of AVL data (e.g., routing), and how AVL data is archived and retrieved for playback.

E. Unit Recommendation

The City requires that the proposed CAD system offers a hybrid method for dispatching that allows for both AVL-based recommendations along with the standard unit recommendations consistent with a static station response. Specifically, the system should be able to use a standard run card method and should allow dispatching by AVL location—or a mix of both.

F. Web-Based CAD

The City requires a Web-based version of the CAD system for remote access and status monitoring. This Web-based system must utilize commonly available Web browsers and be accessible via the Internet, local-area network (LAN) and wide-area network (WAN) connections. The system must be capable of restricting access by login, role and Internet Protocol (IP) address range, only allowing users access to view data authorized by their assigned role. For most City Web-based users, a read-only version of the CAD data is required; however, in certain instances (e.g., Police District Headquarters), a data-entry, Web-based solution is desired that reduces the overall number of CAD client licenses that must be procured and deployed.

VII. SUBMISSION REQUIREMENTS

Each Respondent must include in its response to this RFI the following items in the order listed:

Company Overview:
The Respondent shall provide the company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company’s operations including the number of years the company has been supporting this solution; location of the office from which this effort will be managed and all other office locations; and three years of financial data to ensure company stability.
Clients:
Identify your experience with clients of similar size and scope to the City of Philadelphia, including client name, engagement title, description of engagement, cost, and start and completion dates as well as the name, address and telephone number of a contact person.

Software:
Identify one or more COTS software products that meet the City’s requirements. Responses that describe solutions that are completely custom software may, at the City’s discretion, be rejected without review.

Provide a description of the solution’s database platform and interface capabilities.

A major goal of this RFI is to provide Respondent with an opportunity to inform OIT/PPD/PFD about its respective software solution’s interoperability and operational requirements in reference to the OSI model. Respondents are encouraged to include in their response an architectural diagram of the solution with a description of the solution’s scalability. Respondents are welcome to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set. The City understands that to deliver an integrated best-of-breed CAD/LRMS/FRMS and mobile solutions COTS product, Respondents may have to team or partner with other vendors in that marketplace.

Service model:
Identify your service model provided and supported, whether on premise or off-premise including Software-as-a-Service models.

Identify any tiered level of service and what each tier offers.

Supplement the response to this request with an interoperable architectural diagram outlining each (OSI) layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight the number of anticipated upgrades over an annual period.

Key Features:
Identify best of breed features included in the proposed COTS solution(s), including, at a minimum, the Key Features identified in Section VI. Anticipated Project Requirements.

Maintenance:
Provide anticipated ongoing software maintenance and support services required to sustain the solution including estimated timeframes to complete. Identify whether software upgrades are included in the maintenance offering.

Describe whether local support or onsite support is needed by your firm to maintain the Public Safety System during its first year of operation and thereafter. It is the City’s expectation that no maintenance activities will impact system uptime or disrupt the production environment.
Reporting and Key Performance Indicators (KPIs):
Provide the standard and custom reporting KPIs available from your solution.

Pricing/Licensing Model:
Include a general pricing model and cost for software based on the information provided in this RFI. This pricing should also indicate the licensing model, (i.e. licensing by individual users, by core, by seat etc.) and descriptions of the hosting models available and estimates of associated costs. Respondents will not be bound by any cost estimates included in responses to this RFI.

Note: Please provide separate pricing for the CAD solution.

VIII. USE OF RESPONSES

Responses to this RFI may be used by OIT/CTO to select a software product for the CAD/MDS/RMS solution. Responses may also be used to assist OIT/PPD/PFD in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.

IX. HOW TO SUBMIT RESPONSES

Respondents should submit their responses electronically in MS Word or Adobe PDF format, as a single document, to:

Nadine Dodge
Senior Program Manager
Office of Innovation and Technology
Nadine.dodge@phila.gov

Gayle Ruggeri
Office of Innovation and Technology
gayle.ruggeri@phila.gov

Responses are due January 12, 2018 before 5:00 pm, Local Philadelphia Time.

X. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City that is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder.

XI. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:
1. Decline to consider any response to this RFI (“response”); to cancel the RFI at any time; to elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; or to reissue the RFI or to issue a new RFI (with the same, similar or different terms);

2. Select a COTS package from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;

3. Waive, for any response, any defect, deficiency or failure to comply with the RFI if, in the City’s sole judgment, such defect is not material to the response;

4. Extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted;

5. Require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;

6. Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether it was described in the response to this RFI;

7. Discontinue, at any time determined by the City, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;

8. To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the City, in its sole discretion, deems necessary or appropriate;

9. Do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for the exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

XII. PUBLIC DISCLOSURE

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a “local agency” under and subject to the Pennsylvania Right-to-Know Law (the “Act”), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for
information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City’s rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.