



West Suburban Consolidated Dispatch Center

400 Park Avenue
River Forest, IL 60305

Brian Staunton
Executive Director
708.771.9110 Office
708.771.9119 Facsimile

FIRE STATION ALERTING SYSTEM REQUEST FOR PROPOSAL (RFP)

SECTION I - INTRODUCTION

West Suburban Consolidated Dispatch Center (WSCDC) is a government agency formed in 2002 to provide 9-1-1 public safety communications services to Police and Fire agencies. WSCDC serves four (5) communities: Elmwood Park, Oak Park, Park Ridge, River Forest, and Forest Park.

WSCDC is a joint venture, as defined in Article VII, Section 1, of the Constitution of the State of Illinois, 1970, and is a "public agency" as defined in the Intergovernmental Cooperation Act, 5 ILCS 220/2(1), that is voluntarily established by its members pursuant to Article VII, Section 10, of the Constitution of the State of Illinois (1970) and the Intergovernmental Cooperation Act, 5ILCS 220/1 et seq.

WSCDC was created to provide public safety communications for our member agencies and their citizens. WSCDC receives requests for service on 9-1-1 and other emergency lines, and dispatches the appropriate Police, Fire, and EMS services. WSCDC performs this service while operating on a variety of critical systems and infrastructures.

WSCDC governance includes a Board of Directors, an Operations Committee, and the position of Executive Director. Members share the authorized development cost, capital equipment, capital assets, and operating cost of WSCDC's common systems. Each member's annual contribution is established by WSCDC's budget according to the method stated in WSCDC's bylaws and policies and procedures. The fiscal year for WSCDC is January 1st – December 31st.

WSCDC's annual operating budget is about \$4.4 million dollars.

WSCDC is located at: 400 Park Avenue, River Forest, Illinois, 60305.

SECTION II - SCOPE OF WORK

PROJECT BACKGROUND AND DESCRIPTION

WSCDC Consolidated Dispatch ("Agency") is seeking bids for the purchase and installation of hardware, software and implementation services for a turnkey fire station alerting system (the "System").

There are currently 7 fire stations in the Agency system. The desired System shall interface with the Agency's existing CAD and radio systems, and will communicate using TCP/IP over the Fire Department's LAN/WAN. The desired System allows the stacking and simultaneous alerting of response units, speeding up deployment of the first responders.

This project shall be completed in a manner commensurate with the intended application.

APPLICABLE STANDARDS AND PUBLICATIONS

The contractor shall provide all equipment, materials, station installation and supervision to provide a turnkey fire station alerting system. All applicable national, state and local electrical and/or building codes shall be followed.

The System shall be compliant with the 2016 edition of the National Fire Protection Association (NFPA) Standard 1221 and 1710, as applicable.

REQUIREMENTS

General

The System shall be designed specifically for use as a station alerting system.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall use a single point of power/Power over Ethernet (POE) infrastructure that optimizes the most common and inexpensive CAT5e/CAT6 cabling, allowing repurposing of the Agency's existing cable structure where available, and minimizing labor costs by using low-voltage contractors for installation.

Will Fully Comply_____ Will Not Fully Comply_____

The contractor shall ensure that all components of the System are supported by an uninterruptible power supply.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall be designed to be network friendly by distributing quick alerting messages using low-bandwidth (typically 30-50 kb).

Will Fully Comply_____ Will Not Fully Comply_____

The System shall be able to handle a minimum of 15 individual fire stations and facilities, and is modular in design to allow for future expansion and upgrades.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall have "heart-friendly" features such as escalating audio and subdued lighting at night. Contractor shall highlight the "heart-friendly" features of the System.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall be "Made in USA" compliant.
Will Fully Comply_____ Will Not Fully Comply_____

CAD Interface and Manual Alerting

The Contractor shall be responsible for fully implementing a CAD Interface to **Superion OSSI** CAD system.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall be controlled directly from the Agency's CAD system via a **TCP/IP** connection. The CAD system presently exists at WSCDC.

Will Fully Comply_____ Will Not Fully Comply_____

The System interface to the CAD system shall support dispatch alerts and non-emergency alerts.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall capable of alerting by Group, Station or Unit.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall provide a means of notifying dispatchers that all components are operating properly; self-diagnosis, system health check (per NFPA 1221).

Will Fully Comply_____ Will Not Fully Comply_____

For each dispatch alert message received from CAD, the System shall send a response over the CAD TCP/IP connection indicating the success or failure of each dispatched station, unit or group for the given alert.

Will Fully Comply_____ Will Not Fully Comply_____

This System shall be capable of providing manual non-emergency messages to units, stations or groups of stations.

Will Fully Comply_____ Will Not Fully Comply_____

Alerts at stations shall start not more than one second after the alerting system receives a dispatch alert from the CAD system.

Will Fully Comply_____ Will Not Fully Comply_____

A visual indication shall be provided to dispatchers to indicate if the system is and its components are properly operating.

Will Fully Comply_____ Will Not Fully Comply_____

A manual alerting application shall be provided for dispatcher use to alert stations, units or groups in the event the CAD system is not available.

Will Fully Comply_____ Will Not Fully Comply_____

Every dispatch position designated for fire dispatch (assume 10 positions) must be equipped with a screen to manually dispatch fire stations independent of CAD.

Will Fully Comply_____ Will Not Fully Comply_____

Alerting Circuits

The primary dispatch circuits shall be monitored and a prompt warning shall be provided in the event that a situation that will impact reliability occurs, as per NFPA 1221.

Will Fully Comply_____ Will Not Fully Comply_____

The primary alerting circuit shall be over the Agency's Wide Area Network.

Will Fully Comply_____ Will Not Fully Comply_____

The proposed system shall be capable of multiple secondary redundant alerting using Two-tone sequential or DTMF paging, contact closure input, audible sound detection, telephone line ring detection, VoIP/SIP, and cellular data connection.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch Alerting - General

The System shall provide, at each station, capability to control functions for each of the following: audible tones, lighting, and relay activation.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall provide a zoning capability such that portions of a station can be alerted without alerting the entire station. The System shall provide a minimum of 4 separate alerting zones per station. Describe how zoning is managed in the System both centrally and at the station. Indicate if the System will allow certain rooms or areas to be able to be alerted individually and if there is an option to select the notifications that will be received for that area.

Will Fully Comply_____ Will Not Fully Comply_____

The System shall have the ability to provide a means to silence all station speakers manually, with the System allowing the silenced speakers to be overridden by the receipt of a call for service.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch Alerting – Audible

The fire station alerting system shall provide an audible escalating alert tone that clearly identifies to the units and the type of call that is being dispatched. The alert tone shall immediately precede the dispatch announcement (per NFPA 1221). The System must support the use of at least four customized tones so that different tones can be used to indicate the type of call during the alert notification.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall provide an audible alert over the speaker system of the station.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall have its own internal audio amplifiers with full remote volume control capability.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall be compatible with commercially available P.A. amplifiers supporting consumer audio line level (-10dbm) 600 ohm differential inputs.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall provide the ability to play building overhead paging through a connection to the station telephone system, both legacy and VOIP.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall have the capability to register VOIP extensions with SIP-based PBX systems, and then configured to alert on ring and/or auto answer to play call audio over the station's speaker network.

Will Fully Comply_____ Will Not Fully Comply_____

The fire alerting system shall provide the ability to mute in building paging during dispatch alerts.

Will Fully Comply_____ Will Not Fully Comply_____

This fire station alerting system shall include a radio interface for redundant dispatching and on-air dispatching. Each dispatched run shall be broadcast over both the alerting network and over the dispatch radio channel.

Will Fully Comply_____ Will Not Fully Comply_____

The radio interface shall be equipped to detect channel traffic and wait until the channel is free to begin automated dispatching.

Will Fully Comply_____ Will Not Fully Comply_____

The system speakers must have the ability to have separate automatic and configurable daytime and nighttime volume settings.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch Alerting - Automated Voice

The fire station alerting system shall have the capability, for any incident, to create voice dispatch alerts that announce simultaneously in multiple stations.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch information shall allow live dispatcher voice in addition to the automated voice announcement.

Will Fully Comply_____ Will Not Fully Comply_____

Automated voice announcements supported shall include: dispatch announcements and non-emergency messages.

Will Fully Comply_____ Will Not Fully Comply_____

The automated voice dispatch announcement will include, as a minimum, detailed dispatch information, including apparatus to respond, incident type, street address, and common place name. [Modify to suit local needs]

Will Fully Comply_____ Will Not Fully Comply_____

Automated voice dispatch announcements shall immediately follow the audible alert tone as per NFPA 1221.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall provide local system administrators a “DIY” ability to edit the pronunciation of street names, unit types, and other names and words without manufacturer involvement.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall have the ability to produce automated voice alerts on servers located at the dispatch center, and at fire stations through the station controllers in case of a slow network.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch Alerting - Relay Controls and Inputs

The fire station alerting system shall provide multiple relay contacts at each station for the purpose of controlling external switched functions. At a minimum, the contacts shall be able to be energized for a configurable period of time upon receipt of a CAD dispatch message. The outputs shall be configurable as normally open or normally closed contact closures. Additionally, the system shall easily expand the number of relay contacts. The vendor should explain how their system works with contacts, including quantity and expandability.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall provide multiple isolated DC inputs for the purpose of monitoring status of external actions and functions.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch Alerting - Visuals

The fire station alerting system should include provisions to display the dispatch information at the station. Devices to be used for display should include LED message signs, color indicator with at least eight color options that can be assigned to units to indicate units assigned to a dispatch, strobe lights for high volume areas, and CEC (consumer electronic control) and HDMI connections to allow displays on TVs, monitors, projectors and video walls.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system should have the ability to display alerting information such as assigned units, incident nature, street address, and unit status. Vendors should describe display capabilities and discuss what information is typically displayed, as well as what information might possibly be displayed. Discuss any limits on numbers, types or sizes of displays.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system should include multiple turnout timer capability, which will count up in one-second increments upon the receipt of a call. Vendor may propose to have this as a separate timer, or as an integral part of the display. Please indicate in the proposal the number of turnout timers that are supported.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall include lighting that is designed to have little impact on the building occupant's night vision when a call is received. This will include red LED lights in the ceiling in the bunkroom area that are bright enough to light the area around the member's bed and provide a safe amount of light to make their way to the apparatus bay.

Will Fully Comply_____ Will Not Fully Comply_____

A red strobe light located in the apparatus bays, fire station exterior work areas and rooms where there is loud ambient noise or where headphones are used must be activated by the FSA system upon event dispatch and upon the ringing of the fire station phone. Examples of these rooms can include, but are not limited to, physical training rooms, compressor rooms and apparatus bays.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatch Alerting – Remote/Redundant

The fire station alerting system shall have the capability to alert authorized personnel using a mobile application that interfaces with customer's CAD system, enabling simultaneous alerts to smartphones or tablets. Alerts should include dispatch announcements using the same tones played in stations, administrative alerts, IT support notifications and application update notifications. The mobile application should also have the ability to show incident

locations using the smartphone's built-in mapping capabilities, and enable users to save and search prior notifications.

Will Fully Comply_____ Will Not Fully Comply_____

The fire station alerting system shall have the capability to remotely alert personnel by generating an alert that can send an email to server via SMTP or ESMTP. This email can be directed to a paging or cell phone system to deliver pages or SMS messages. Messages can be sent when specific Groups, Stations or Units are alerted, or when configured key words are found in the dispatch message. Event messages are delivered when the event occurs and when the event clears.

Will Fully Comply_____ Will Not Fully Comply_____

Dispatcher must be able to turn off automated voice dispatch for training and similar purposes.

Will Fully Comply_____ Will Not Fully Comply_____

Configuration and Software Updates

The fire station alerting system shall be centrally managed. Both the Vendor and the Customer's system specialists shall have full control access. Updates to station software shall be sent from the communications center.

Will Fully Comply_____ Will Not Fully Comply_____

Authorized administrators shall be able to control, configure and update the fire station alerting system on a browser from any web-enable device. In addition, manual alerting shall be available from a browser from any web-enabled device.

Will Fully Comply_____ Will Not Fully Comply_____

System must be able to push all software updates from a central location to all or selected fire stations and PSAPs without requiring visits to install the updates

Will Fully Comply_____ Will Not Fully Comply_____

System Monitoring

Each component in this fire station alerting system shall be monitored for online and offline status. This includes all computers, network connections, audio amplifiers and message display units.

Will Fully Comply_____ Will Not Fully Comply_____

This fire station alerting system shall be capable of remotely alerting support staff of critical events that occur within the alerting system via visual, email/pager, SMS text or a smartphone app. Each method shall be individually enabled or disabled via a configuration application.

Will Fully Comply_____ Will Not Fully Comply_____

Error and status logs shall be generated for all traffic between the CAD system and any controllers, between any controllers and the fire stations, and between all network components in the fire stations.

Will Fully Comply_____ Will Not Fully Comply_____

Error and status logs shall be available to the customer's system specialists via a log viewer application.

Will Fully Comply_____ Will Not Fully Comply_____

Remote system monitoring from a client application residing on the network (and having appropriate permissions) shall be supported.

Will Fully Comply_____ Will Not Fully Comply_____

System status information shall be displayed in the fire communication center on a dedicated workstation.

Will Fully Comply_____ Will Not Fully Comply_____

Installation

WSCDC Consolidated Dispatch shall be permitted to participate and assist in the installation of this system. Customer technical personnel will be in the presence of each installation, system activation and cutover. Selected members from each fire department will also be allowed to participate and assist in the installation of the station alerting equipment.

Will Fully Comply_____ Will Not Fully Comply_____

Warranties and Support Agreements

Describe warranty provided as well as length of warranty.

Will Fully Comply_____ Will Not Fully Comply_____

Describe extended yearly warranties available and their cost.

Will Fully Comply_____ Will Not Fully Comply_____

Specify your twenty-four hour a day, seven days a week software support capabilities.

Will Fully Comply_____ Will Not Fully Comply_____

Specify your eight hours a day, five days a week software support capabilities. Specify in pricing sheet, pricing for single year support and for five-year support.

Will Fully Comply_____ Will Not Fully Comply_____

Training

Operator training shall be provided to the dispatchers and their supervisors. The training schedule shall be completed on site as coordinated with the Director/Deputy Director. Vendors should describe their approach to provide the most effective training method/process that would allow dispatchers and supervisors to successfully operate the system.

Will Fully Comply_____ Will Not Fully Comply_____

System maintenance, programming and trouble-shooting training shall be provided for the customer's technical staff.

Will Fully Comply_____ Will Not Fully Comply_____

The contractor shall provide a site visit by one of their engineers or system implementers prior to placing any equipment orders to ensure an understanding of what the customer is seeking to accomplish.

Will Fully Comply_____ Will Not Fully Comply_____

Miscellaneous

The FSA system must be a turnkey system. If any piece of equipment is needed to make this a fully functional operating system and it is not listed in these RFP specifications, then it is up to the Proposer to note the item needed and list the price of the equipment in writing. If the Proposer fails to add any additional equipment requirements and additional equipment is required to make this a fully functional operating system, then it is up to the Proposer to supply the needed equipment to the agency at no additional cost. This requirement does not preclude the WSCDC from purchasing, from its own sources, any COTS product that is part of the turnkey FSA system.

Will Fully Comply_____ Will Not Fully Comply_____

The server provided as part of this fire station alerting system shall be provisioned with auto fail-over, in the event that the primary server fails.

Will Fully Comply_____ Will Not Fully Comply_____

The FSA system must automatically failover from the primary network path to the secondary network path when the primary fails and automatically failback from the second network path to the primary network path after the primary has returned to a state of being up and running for a specified period of time

Will Fully Comply_____ Will Not Fully Comply_____

The Vendor must provide a means to activate the FSA system, inside the fire station, within close proximity of the public entrance door.

Will Fully Comply_____ Will Not Fully Comply_____

The Vendor must provide an independent testing environment with one or more servers and equipment at one fire station for the purpose of testing new FSA system hardware and software throughout the life of the FSA system.

Will Fully Comply_____ Will Not Fully Comply_____

SECTION III – SUBMITTAL REQUIREMENTS

EXPERIENCE

At a minimum, the firm and staff provided must possess the following qualifications and knowledge of:

Provide the number of years that the Vendor has been in existence; describe the services the Vendor specialize in, and the primary markets served.

Describe the functions to be performed by each key personnel, and identify the Vendor's Project Manager.

Provide resumes describing the relevant experience on previous similar projects, qualifications, and other vital information of all key personnel and subcontractors who will be assigned to this project.

Provide detailed descriptions of three (3) contracts which the Vendor has either ongoing or completed within the past five (5) years that best demonstrate the Vendor's experience with services similar in scope to those requested herein. Where possible, list and describe those projects performed for government clients or similar size private entities (excluding any work performed for the Customer).

The description should, at a minimum, identify for each contract:

- a. client,
- b. contract number and/or title,
- c. total dollar value of the contract,
- d. dates covering the term of the contract,
- e. client contact person, title, email, and phone number,
- f. statement of whether Proposer was the prime contractor or subcontractor,
- g. description of technology/System Implementation,
- h. description of work, and
- i. results of the project.

PRICING

Provide pricing per station and for the complete project. Separate software and equipment costs, installation, training, and maintenance

The responses to be provided by the bidder shall include:

- Breakdown of all fees and costs
- Length of financing terms available
- Breakdown of financing process timeline, application through dispersal of funds
- Penalties or clauses regarding early pay off and/or pre-payment penalties
- Any collateral requirements
- Assets that can be financed
- Current and estimated interest rates
- Minimum finance amount
- First payment due date
- Required down payment
- Certification of applicable insurance, licensing requirements, regulations, compliance and/or credentials necessary for Bidder to provide services in the State of Illinois.

SECTION IV – RIGHTS

WSCDC reserves the right, in its sole discretion, to modify, suspend, or cancel this project. WSCDC reserves the right to obtain further information from any respondent, to waive any defects as to form or content in the RFP or any other step in the selection process, to reject any and all responses submitted, and to accept or reject any developer for entry into exclusive negotiations, a personal services contract and/or agreement.

SECTION V - TIME REQUIREMENTS

Release of RFP to Vendors:	October 2, 2017
Proposal Due Date:	November 10, 2017
Interviews with Selected Bidders (if necessary):	Week of December 4, 2017
Estimated of Contract by WSCDC Board of Directors:	February 1, 2018

SECTION VI - RESPONSE TO REQUEST FOR PROPOSAL (RFP)

To secure information that facilitates systematic application of evaluation criteria, vendors are required to submit proposals with the information requested including the items below:

- State the name, address, and contact information of the firm submitting the proposal
- Include three (3) printed copies of proposal
- Include one (1) electronic copy on USB drive

SECTION VII - SUBMISSION OF PROPOSAL

All questions should be sent to Brian Staunton, Executive Director via email at bstanton@wscdc.org. All questions will be forwarded around with answers to all known interested firms submitting proposals.

Proposals shall be submitted no later than 3:00 pm, November 10, 2017.

Submit via mail to:

Brian Staunton, Executive Director
West Suburban Consolidated Dispatch Center
400 Park Avenue
River Forest, IL. 60305

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