

Request for Proposal

Fire Station Alerting System

RFP NO.: 2021-01



East Central Dispatch Center
7447 Dale Ave.
Richmond Heights, MO 63117

SCOPE OF PROJECT

The East Central Dispatch Center (ECDC) is in the process of upgrading their current CAD system. In conjunction with this upgrade, ECDC wishes to consider; a lease purchasing option and an outright purchase option for a new Fire Station Alerting System to interface with the new CAD System. The potential vendor for the new CAD System is Motorola and negotiations are currently under way.

ECDC wishes to align the Fire Station Alerting System project to follow the project timeline of the new CAD System. ECDC requires a turnkey, Internet Protocol (IP) based Fire Station Alerting System that, through the CAD interface, should be able to activate the alerting without Dispatcher intervention. The system should be capable of expanding services to a minimum of eight (8) municipal fire department that dispatch through ECDC. All hardware and installation shall be the responsibility of the Proposer. In addition, the Proposer shall attend a mandatory Pre-Bid Meeting and be required to attend station visits.

CONTACT PERSON

All questions regarding these specifications are to be directed to ECDC Executive Director Paul Jokerst at pjokerst@east-central.org.

MANDATORY PRE-BID MEETING

A mandatory pre-bid meeting will be held, February 18, 2021 at 10:00 a.m. at the City of Richmond Heights City Hall, 1330 S. Big Blend Blvd., Richmond Heights, MO 63117. After an oral review there will be opportunity to visit each site listed below. Each Proposer intending to submit a bid for this work must have a representative of the firm in attendance at the meeting or the bid will not be read. Due to COVID-19 restrictions in the St. Louis area, the pre-bid meeting may have to be split over a two-day period depending on the number of responses. If needed, the second pre-bid meeting will be held on February 19, 2021 at 10:00 a.m.

RETURN PROPOSALS TO

East Central Dispatch Center
Attention: Executive Director Paul Jokerst
7447 Dale Ave.
Richmond Heights, MO 63117

All proposals must be received by 4:00 PM, Thursday, March 18, 2021.

Proposals will be accepted until the specified time and date. Any Proposer attempting to deliver after the advertised time and date will be refused.

LOCATION SITES

East Central Dispatch Center

7447 Dale Ave.
Richmond Heights, MO 63117

Brentwood Fire Department

8756 Eulalie Ave.
Brentwood, MO 63144

Clayton Fire Department

10 N. Bemiston Ave.
Clayton, MO 63105

Maplewood Fire Department

7601 Manchester Rd.
Maplewood, MO 63143

Olivette Fire Department

1140 Dielman Rd.
Olivette, MO 63132

Richmond Heights Fire Department

7447 Dale Ave.
Richmond Heights, MO 63117

Rock Hill Fire Department

827 N. Rock Hill Rd.
Rock Hill, MO 63119

Shrewsbury Fire Department

4400 Shrewsbury Avenue
Shrewsbury, MO 63119

Webster Groves Fire Department – Station 1

6 S. Elm Ave.
Webster Groves, MO 63119

Webster Groves Fire Department – Station 2

1302 S. Elm Ave.
Webster Groves, MO 63119

GENERAL REQUIREMENTS

1. The Proposer should provide a turnkey, Internet Protocol (IP) based Fire Alerting System that includes all hardware, materials, and labor for the Communication Center and nine (9) fire stations. This will be included in the total cost proposal. The Proposer shall add the additional costs associated with adding the other optional fire stations.
2. The Proposer will follow all national, state, and local applicable electrical and/or building codes.

3. The Proposer will provide on-site training to the approximately 30 dispatchers and administrative staff, as well as provide train-the-trainer training. This will be included in the total cost proposal.
4. The Proposer will provide a one-page statement of interest and qualifications for this proposal, including the firm name, address, and telephone number, including the name, title, email address, and telephone numbers of each contact person for the duration of the proposal evaluation.
5. The Proposer will provide a brief (maximum three-page) proposal summary that describes the firm's understanding of the RFP and how it intends to meet the stated requirements. Include any concerns regarding scheduling, concept, or expectations.
6. The Proposer will identify the firm's specific abilities and expertise to provide the required professional services and qualifications related to the proposal requirements.
7. The Proposer shall provide 10 references for which a Fire Station Alerting System has been successfully implemented. References should be from Fire Departments of similar size (more than 5 stations and/or more than 15,000 annual calls for service). Each Reference shall include:
 - a. Client/Agency Name
 - b. Client Project Manager contact information including name, email address, and phone number
 - c. Project Start date and Go Live Date
 - d. Number of Fire Stations
 - e. Annual Calls for Service
8. The Proposer will provide an outline of the warranty or warranty options provided.
9. The Proposer will provide the firm's technical support capabilities or additional support options provided.
10. The Proposer will provide both 1st year implementation cost as well as ongoing yearly maintenance costs.
11. The Proposer will provide a detailed description of the system's failover and backup method (VHF or P25 radio system – SLATER) to include notification and reporting of such failures.
12. The Proposer will describe any services provided by the firm that are not covered by the RFP, but would assist the Department in enhancing its system.

13. The Proposer will attend a mandatory pre-bid meeting and be required to attend station visits. The meeting will start at the City of Richmond Heights City Hall (1330 S. Big Bend Blvd. Richmond Heights, MO 63117) and transportation to the 9 fire stations.
14. The Proposer will conduct an on-site demo that should include an overview of the firm, the technical specifications of the system, and should demonstrate all task scenarios listed in this RFP.
15. The Proposer shall provide a list of available alerting options beyond what is asked for in this RFP that may be incorporated into this project for individual fire departments to consider including in their budgets.

TECHNICAL REQUIREMENTS

1. The System is designed specifically for use as a fire station alerting system.
Does your bid comply with this requirement? Yes No
2. The System will be controlled directly from ECDC.
Does your bid comply with this requirement? Yes No
3. The System operates over Internet Protocol (IP).
Does your bid comply with this requirement? Yes No
4. The System includes a radio interface for redundant dispatching and on-air dispatching. Each dispatched run is broadcast over both the alerting network and over the dispatch radio channel.
Does your bid comply with this requirement? Yes No
5. The radio interface can detect channel traffic and wait until the channel is clear to begin automated dispatch.
Does your bid comply with this requirement? Yes No
6. The System has a failover method to radio in instances where the IP network is down or undergoing planned maintenance.
Does your bid comply with this requirement? Yes No
7. Uninterruptable power supply (UPS) systems shall be provided for critical components of the system to provide electrical supply during outages.
Does your bid comply with this requirement? Yes No

8. The System has a means of visually notifying dispatchers that all components are properly operating; self-diagnosis, system health check, etc.
- Does your bid comply with this requirement? Yes No
9. The System has a method of notification (via system alerts and email) in the event the System goes offline or experiences a failure.
- Does your bid comply with this requirement? Yes No
10. The System will send a response to the dispatcher indicating the success or failure of each dispatch alert given for each station, unit, or group.
- Does your bid comply with this requirement? Yes No
11. The System can provide error logs or reports of system outages.
- Does your bid comply with this requirement? Yes No
12. The System can interface with the CAD vendor listed in this RFP.
- Does your bid comply with this requirement? Yes No
13. The System provides an administration console or module that allows for easy configuration (of alert tones, lighting, stations, units, incident types, etc.) by the System Administrator.
- Does your bid comply with this requirement? Yes No
14. The System is centrally managed at ECDC. Both the Vendor and the ECDC System Administrator shall have full control access. Updates to station software shall be sent from ECDC.
- Does your bid comply with this requirement? Yes No
15. The Proposer offers 24 hours a day, seven days a week software support.
- Does your bid comply with this requirement? Yes No
16. The System is designed to automatically send alerts without dispatcher intervention.
- Does your bid comply with this requirement? Yes No
17. The System allows for manual activation or manual override by the dispatcher.
- Does your bid comply with this requirement? Yes No

18. The System is able to receive and transmit incident data from the CAD system to include call type description, address location, commonplace name, directions, location comments, cross streets, map page, and units dispatched.

Does your bid comply with this requirement? Yes No

19. The System is capable of alerting by group, station, unit, etc.

Does your bid comply with this requirement? Yes No

20. The System has its own internal audio amplifiers with full remote volume control capability.

Does your bid comply with this requirement? Yes No

21. The System is capable of automatically notifying units in the field as well as in the fire stations.

Does your bid comply with this requirement? Yes No

22. The System is capable of handling multiple alerts for multiple stations and units at one time.

Does your bid comply with this requirement? Yes No

23. The System has voice automated dispatching.

Does your bid comply with this requirement? Yes No

24. The automated voice dispatch will include all incident and dispatch data that is transmitted from the CAD (call type description, address location, commonplace name, directions, location comments, cross streets, map page, and units dispatched).

Does your bid comply with this requirement? Yes No

25. The System allows for live dispatcher voice in lieu of the automated voice if necessary.

Does your bid comply with this requirement? Yes No

26. The System supports automated voice announcement such as move-ups, monthly reminders, and other non-emergency messages.

Does your bid comply with this requirement? Yes No

27. The System provides a method in which to configure phonetic pronunciations of street names or places for the automated voice.

Does your bid comply with this requirement? Yes No

28. The System shall support the manual sending of non-emergency messages/alerts to units, stations, or groups of stations.

Does your bid comply with this requirement? Yes No

29. Alerts at stations and to the units in the field shall not start more than one second after the alerting system receives the data from the CAD system.

Does your bid comply with this requirement? Yes No

30. The System has a printer interface to allow for “rip and run” tickets which include all incident and dispatch data that is transmitted from the CAD (call type description, address location, commonplace name, directions, location comments, cross streets, map page, and units dispatched).

Does your bid comply with this requirement? Yes No

31. The System allows for timer countdown clocks (one second increments) to be installed at the fire stations..

Does your bid comply with this requirement? Yes No

32. The System can display all incident and dispatch information (call type description, address location, commonplace name, directions, location comments, cross streets, map page, and units dispatched) on a monitor display installed at the fire stations.

Does your bid comply with this requirement? Yes No

33. The System allows for varied alerts based on zone locations within the station (i.e. Chief, Battalion Chief, Bunk Room, etc.).

Does your bid comply with this requirement? Yes No

34. The System allows for sensitive or subdued lighting at night.

Does your bid comply with this requirement? Yes No

35. The audible alerts generated by the System shall be escalating to increase the volume for low to high over a specified amount of time.

Does your bid comply with this requirement? Yes No

36. The System provides for future expansion to include additional fire stations as needed.

Does your bid comply with this requirement? Yes No

ON-SITE LIVE DEMONSTRATION TASK SCENARIOS

EXAMPLE 1

Incident Type Description:	(EMS-9-B) Cardiac Arrest
Address:	6318 Fauquier Dr.
Commonplace Name:	N/A
Units Dispatched:	3217, 3214
Voice Announcement:	Cardiac Arrest, 6318 Fauquier Dr., 3217 3214 respond.

EXAMPLE 2

Incident Type Description:	Assist Invalid
Address:	418 Foote Ave.
Commonplace Name:	N/A
Units Dispatched:	2017
Voice Announcement:	Assist Invalid, 418 Foote Ave., 2017 respond.

EXAMPLE 3

Incident Type Description:	(EMS-29) Vehicle Accident with Rescue
Address:	West I44 and Elm
Commonplace Name:	(Mile Marker) MM 280.0
Units Dispatched:	2005, 2015, 2017, 2024, 1514
Voice Announcement:	Vehicle rescue, west bout I44 and Elm, 2005, 2015, 2017, 2024, 1514 respond.

EXAMPLE 4

Incident Type Description:	Structure Fire - Commercial
Address:	1155 St. Louis Galleria
Commonplace Name:	St. Louis Galleria Mall
Units Dispatched:	2012, 2114, 2117, 3914, 3214, 3212, 2514, 3114, 3116
Voice Announcement:	Structure fire – commercial, 1155 St. Louis Galleria, 2012, 2114, 2117, 3914, 3214, 3212, 2514, 3114, 3116 resond.

EXAMPLE 5

Incident Type Description:	Residential Fire Alarm
Address:	2829 Raritan Dr.
Commonplace Name:	N/A
Units Dispatched:	2514, 3114, 3914, 3114, 2015, 3116, Abbot1, 2517
Voice Announcement:	Residential Fire Alarm, 2829 Raritan Dr., 2514, 3114, 3914, 3114, 2015, 3116, Abbot1, 2517 respond.

EXAMPLE 6

Incident Type Description:	Move Up
Address:	6140 N. Hanley
Commonplace Name:	Berkley Fire House 1
Units Dispatched:	2514
Voice Announcement:	The following equipment will move, 2514 to Berkley Fire House 1, 6140 N. Hanley Rd.

EXAMPLE 7

Non-Emergency Message:	Attention all units, training today is cancelled due to inclement weather.
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EXAMPLE 8

Severe Weather Message:	Demonstrate where information is obtained or if this can be an automatic announcement.
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ADDITIONAL EXAMPLES

Vendor Examples:	Vendor must include at least two additional examples of the proposed system and the capabilities of the software that has not already been shown above.
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SECTION CRITERIA

1. Evaluation of Vendors: The ECDC evaluation team will assess the qualifications of vendors based on their proposals and the quality of services the vendor has provided to other clients.
2. Evaluation Team: An evaluation team will be used to evaluate the vendors' submitting proposals. The evaluation team shall consist of the ECDC Executive Director, the ECDC Deputy Director, and one staff person from each fire agency dispatched by ECDC.

3. **Basis of Award:** Each member of the evaluation team will independently evaluate each proposal based on the following criteria to determine the vendor's ability to provide the specified services to ECDC.
 - a. 30% Experience and expertise with Station Alerting Systems
 - b. 30% The ability of the firm to meet the technical requirements of the RFP
 - c. 15% Proposed cost of hardware, software and implementation services
 - d. 10% Overall quality, completeness and format of the proposal
 - e. 15% Customer References

ADDITIONAL REQUIREMENTS

1. **Questions:** All questions must be received by 4:00 p.m. CST, March 14, 2021. Questions received after this deadline will not be accepted and/or answered. Questions can be emailed to pjokerst@east-central.org.
2. **Copies:** One (1) original, Nine (9) printed copies, and one (1) electronic copy on CD/Memory Stick of your proposal must be received by the bid due date/time.