11/8/23

# Request For Proposal 24-911

## Addendum #2

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #2 on the** ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS FORM of the bid package as verification that you have received and are aware of the information contained herein.

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QUESTIONS/CLARIFICATION/CHANGES:

**QUESTIONS:**

8: System can route Rip and Run printer information to other device.
Can you clarify what "System can route Rip and Run printer information to other device." means? Is that the ability to print to other printers? Display the Rip & Run information on a monitor? etc.
Yes, instead of having to rely on a rip and run printer to display the information that would be printed off, another mechanism to display that same data is the target we are seeking as those printers are becoming antiquated in their use.

14: For multiple different emergencies, each station alert must require Dispatcher approval and verbal or voice-to-text announcement. What is dispatcher approval? Does the system need to queue up alerts and then hold them until a dispatcher presses go?
Yes, in its current state our Fire dispatchers receive a recommendation of resources to assign to an event but those resources are often adjusted before approved and dispatched. We would like our dispatchers to have this same oversight capability within this new station alerting system.

36 & 37: Dispatch will have the ability to conduct two-way audible messaging or communication with stations or fire companies without radio or assignment.
Dispatch will have the ability to conduct two-way visual & audible messaging or communication with stations or fire companies without radio or assignment.
Do these mean the system needs to act as a voice communication platform between the station and dispatch, like Skype or other communication system?
At this time, we have a telephone at each station that operates as a non-emergency communication avenue for our dispatchers to get the attention of specified firehouses. We are seeking a system that has the capability to allow dispatchers to communicate directly with said firehouses without radio or an assigned emergency. A skype call would be similar to our existing struct of calling the firehouse directly over telephone. Your comment is on-point, we would like it if the system could act as a voice communication platform between the station and dispatch.

11/1/23

# Request For Proposal 24-911

## Addendum #1

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #1 on the** ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS FORM of the bid package as verification that you have received and are aware of the information contained herein.

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QUESTIONS/CLARIFICATION/CHANGES:

**QUESTIONS:**

"I noticed that the plans for this project do not call for any access control. However, I suspect that access control, building automation, and possibly CCTV may be required for this project due to the nature of the facility. To the question at hand, I think it would be IT providing the oversight and the management to ensure appropriate interaction with the City Security credentialled access program(s) into the stations and facilities. Facilities Maintenance as it may relate to HVAC, future generator, and transfer switch monitoring with controls to inform dispatchers of potential power issues, future monitoring and controls of natural gas for grills and stoves, future control of overhead doors and possible interaction of apparatus room heaters in relation to door operation. IT with doorbell communication in the station with interaction with dispatchers. IT with software such as First Arriving and then the possibility of something similar to facetime to support the Fire Chief's IO meetings and possible all hands broadcast. In short, I don't think we would have a separate provider, but may need some form of bridge like software for the station alert to appropriately interact with the various programs much like that of the CAD to the FSAS."

1. Is this RFP for CAD and the alerting system or just the alerting system?
   Just the alerting system, we already use Central Square Technologies(CST) Enterprise CAD system for reporting. This tool will need to integrate into that existing system.
2. Is Central Square the current CAD in use? If not, who is the current CAD Vendor?
   Yes, Central Square(CST) is the company we use for CAD.
3. Does the RFP include cost for CAD upgrades to latest version and for compatibility and customizations that may be needed?
   We pay CST for an integration application annually to utilize our existing Station Alerting System. If additional Station Alerting System costs are needed to maintain functionality between these tools, then we will plan to pay those charges.

4. How is the backup system intended to operate and integrate with the primary system. Is it a hot, warm, or cold backup?

Having a backup system available for cutover to at all times would be ideal if possible, assuming catastrophe strikes. We have a separate CAD server that hosts the entire CAD DB in a location that we can run 3rd party apps against that will not cause functional delays to the primary CAD servers. I anticipate that backup would be run against this server infrastructure, which is either Hot or Warm, but not Cold. We also have 800MHz radio alternative for dispatch when network is down.

a. If a hot backup, will it be in use simultaneously?

Not simultaneously, but available for use if the primary fails to reduce if not eliminate the need for our 911 staff to go to cards, our phrasing for when 911 must physically capture phone incidents on paper to dispatch over radio.

b. What network connections are available between the two sites?

ISP hosted access connects our backup 911 site where we replicate many of our production CAD servers - different from the backup Station Alerting System addressed in previous responses.

c. Is it backing up for complete failure at the primary site? That is, backroom and console positions, or will it just be console positions?

Our backup 911 system is backing up our primary CAD servers to regain most of our CAD system functionality to maintain console positions on the floor. MobileCAD and some other tertiary support tools will have to fail-over to radio to receive dispatch, potentially.

5. What is the minimum viable requirement for the backup in terms of functionality, radio support, console positions, redundancy?

We can operate from cards matched to the radio system but it is not ideal.

6. **4** – Hardware Integration – "System must be able to transmit over Cellular for mobile applications only for Third Signal Transmission."

a. What mobile application? Is there a specific app they are using or want/need to use

We use CST's Inform MobileCAD application.

b. What is the "Third Signal Transmission?"

Cellular.

c. Is this a hard requirement?

We prefer to see all requirements as targets for our next Station Alerting System.

7. **5** – Hardware Integration – "System must be able to transmit over Direct line (Fire Phone) for Fourth Signal Transmission."

a. "Direct Line" what is this? Is it a leased copper wire pair?

Yes, or potentially Fiber as we have recently gone through some connectivity upgrades.

b. What is the "Fourth Signal Transmission?"

This is the direct line communication to each individual fire house either through copper or fiber.

c. Is this a hard requirement?

We prefer to see all requirements as targets for our next Station Alerting System.

8. **9** – Hardware Integration – "System shall support simultaneous printing and audible alerting."

a. Would the overhead readerboard display be adequate as the printing device?

Yes, the primary function here is to visually notify the firehouse.

b. Is rip-n-run a hard requirement?

This technology can be seen as tertiary in regard to hard requirements. One of the few that we concede meets this criteria.

c. Would an MDT in the apparatus qualify for this requirement?

That is the most primary and ideal scenario, giving the firecall recipients constant access to the

dispatched data minimizes their confusion and promotes quicker response times.

9. **17** – Software Integration – "System must be compatible with Everbridge or an equivalent substitute - to make notifications via email and cell phones (which requires additional dispatcher interaction)."
   a. Could this be done via CAD integration?
   This technology can be seen as tertiary in regard to hard requirements. One of the few that we concede meets this criteria.
10. **18-20** – Software Integration – Mapping is typically a CAD function. The term "system must…" suggest that CAD and the alerting system are both being replaced. Is this so? Is mapping expected in the alerting system in addition to the mapping provided by CAD?
    No, CAD can host all the mapping functionality.
11. **21-22** – Software Integration – This is backwards, Central Square must be compatible with the alerting system.
    Compatibility between these systems is key.
12. **25-28** – These are CAD functions. If the RFP does not include CAD, then they don't apply. Can these be removed if the RFP does not include the CAD?
    There are several competitive vendors that host these capabilities stand-alone from the standard CAD dispatch. So no, these cannot be removed.
13. **49** – Text-to-Speech – Text-to-Speech must support choices in automated announcements.
    a. Is this referring to selecting canned messages that the operator will edit for the particular incident?
    Yes, Tulsa has several street names that phonetically must be massaged to properly articulate at the firehouses.
    b. Isn't this a CAD function?
    It is not for our CAD system of use.
14. **50** – Text-to-Speech – Text-to-Speech must support choices in announcement format.
    a. Clarification on what is meant by "format." Is this voice gender, regional pronunciation, what?
    We prefer to have alternatives to help us choose a voice that is clear and understandable on first delivery.
15. **52** – Text-to-Speech – Text-to-Speech supports choices in announcement components for a specific dispatch.
    a. Is this referring to selecting the resources (Fire Station and/or radios) for a particular incident?
    No, this is a requirement addressing the specified contents in the ultimate text-to-speech delivery sent to the dispatched firehouses on incident.
    b. Isn't this normally a CAD function?
    CAD does determine which pieces of information are delivered, but there may be additional components that the text-to-voice system can append to dispatches that we would like to utilize.
16. **66** – Firehouse Alerting – System will have the flexibility to modify arrangements of fixtures or components.
    a. What is meant by "modify arrangements" and what specific "fixtures or components" are being referred to? These are not terms that I've heard in reference to fire station alerting.
    We are seeking a modular system that allows the configuration of components post-install based on TFD preference. Components could include night lights, speakers and other firehouse-installed hardware.
17. **78** – Error Handling – Primary dispatch circuits shall be monitored with immediate warning issued in an event that will impact reliability occurs

a. Please define “circuits.” Network, power, something else?
   All of the above.
b. Please define “immediate.” Minutes, seconds, milliseconds? What is a reasonable range?
   Under 1 second.
c. Can this be done via an NMS (Network Monitoring System)? If so, must it be onsite, or is external access possible for an NMS vendor?
   The functionality is the need, if additional systems must be deployed to accommodate this then we will plan to include those tools in our initial purchase.

18. **88** – Uptime Maintenance – Please provide Recovery Point Objective (RPO).
    a. Is this referring to the point at which the system is fully recovered, or the point at which the system is minimally viable (working, but perhaps with some redundancy not fully functional, etc.), or is it something else?
       With this question, we are looking to confirm that the Station Alerting System downtime when recovered from Backup is minimized as much as possible - from minimal to full-functionality should be very short in duration as this is life-saving technology.
19. Can all requirements be removed if they are functions of the CAD?
    Please consider all of our requirements listed as key, outside of the few highlighted above that are addressed as preferred.

# Request for Proposal

24-911

**Professional Services for**: Station Alerting System

**Department:** Fire

**NIGP Commodity Code(s):** 340-15, 340-16, 208-27

## RFP Schedule

| EVENT | DATE |
|---|---|
| RFP Issue Date | 10/20/2023 |
| Pre-Proposal Conference | No Pre-Proposal Conference |
| Deadline for Questions<br>*Submit to assigned buyer via email.* | 11/06/2023<br>*10 Days prior to RFP due date* |
| Proposal Due Date<br>*Mail or deliver to City Clerk address. Proposals are open the day after the due date.* | 11/15/2023 |

If You have any questions or need additional information, contact the Assigned Buyer:

Donny Tiemann, Project Buyer | dtiemann@cityoftulsa.org
*All questions should be emailed with the* **RFP** **24-911** *in the subject line.*

**Submit proposals (sealed) to:**

Office of the City Clerk
City of Tulsa
175 E. 2ND St.
Suite 260
Tulsa, OK 74103

CITY OF Tulsa
A New Kind of Energy

## I. OVERVIEW AND GOALS:

With this Request for Proposal (RFP), the City is soliciting proposals to secure professional services to provide a Station Alerting System for the City of Tulsa's Fire Department.

We enthusiastically look forward to receiving your proposal.

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## II. BACKGROUND:

The process of alerting Tulsa fire stations to an emergency currently employs the use of an older analog system. The system instructs the selected fire stations to be notified by a digital Computer Aided Dispatch (CAD) provided by a company originally known as TriTech that is most recently known by the name of Central Square. The two systems, both critical to the successful notification of fire stations of an emergency, are from distinctly different technologies and are not inherently compatible. It is only through a few electronic patches or bridges that the system operates. Modification of either of the two systems, or introduction of upgrades to even the radio system that may include slight modifications to either system, has repeatedly resulted in system failure.

As an analog system, the current process is exceptionally slow in its delivery of notification to multiple fire stations. With final approval from the dispatcher to send the alert, the current system sends notification sequentially to each of the fire stations. The process is sent to the first, awaits confirmation of receipt to the first station and will repeatedly send it to it until it is confirmed. Once confirmed, it sends it to the second with the same protocol. This process continues throughout the dispatched assignment. Though electronic controls have been injected to improve the time and process, there have been documented events where notification of all stations had exceeded three minutes.

With the stations alerted, the current system then requires the dispatcher to verbally announce the nature, location, and details of the emergency. The process requires additional time and is subject to confusion and operational delays when there is an inordinate amount of radio traffic such that during storms, low speech volume, poor pronunciation, distant microphone positioning, stress, and several other related variables. There are distinct differences between marginal, acceptable, and ideal dispatcher voice, inflection, and operational control.

At the fire station, the received dispatch signal engages two relays that turn on white lights, raises the front overhead doors, and allows speakers throughout the station to enable the verbal announcement of the dispatched emergency. Through experience and extensive research, it has been determined that the sudden introduction of loud sounds and bright lights produces an inordinate amount of adrenaline which contributes to added psychological stress upon first responders and physiological stress upon the cardio-vascular system. During the dark hours of the shift, the sudden onset of bright white light also produces night

blindness that is less than ideal for first responders, especially for that of the firefighter assigned to driving the response vehicle.

## III. TIMELINE:

The schedule below provides estimated dates for the RFP and contracting process. The City of Tulsa may adjust this schedule as needed.

| EVENT | DATE |
|---|---|
| RFP Issue Date | 10/25/2023 |
| Deadline for Questions | 11/06/2023 |
| PROPOSAL DUE DATE | 11/15/2023 |
| Proposal Opening | 11/16/2023 |
| Begin proposal evaluations | 11/17/2023 |
| Interviews with proposers (if needed) | 11/27/2023 |
| Negotiations with apparent successful Respondent begin (anticipated) | 11/30/2023 |
| Execute contract (anticipated) | 12/13/2023 |
| Begin service delivery (anticipated) | 01/02/2024 |

## IV. SCOPE OF WORK:

Ideally, the selected fire station alert system will reduce the time between receipt of the call to time of dispatch. It will include multiple paths of communication between the dispatch center and the fire stations with simultaneous notification of all stations within milli-seconds of each other. Its performance will be monitored to immediately notify dispatchers of potential problems. At the fire station, it will include new station alert lighting that will be red in color and will gradually increase in brightness over a few seconds. Similarly, the volume of the announced emergency will begin at a lower volume and increase in time to improve clarity while reducing invoked stress.

Initial target is for 35 separate Fire Stations and with the primary system to be operated from our 911 center near Fire dispatch with a backup system available and prepared for failover, as required.

As this project closes, the City of Tulsa expects to have a functional state-of-the-art Station Alerting System with relevant capabilities to meet the specified requirements as outlined in Section 8 (VIII).

Key assessment criteria are grouped as follows:

- Compliance
- Hardware Integration
- Software Integration
- Dispatch
- Training
- Text-to-Speech
- Firehouse Alerting
- Error Handling
- Security
- Uptime Maintenance

The Respondent shall:

**1.** Assure that a designated project team is used for this project. Departure or reassignment of, or substitution for any member of the designated project team shall not be made without the prior written approval of the City.

**2.** Provide any technical requirements that must be met by the City of Tulsa to implement the Station Alerting System. This includes network (speed, ports, settings), client (OS, RAM, and Processor), Server (OS, RAM, Processor and storage), database (name, version, and storage), and software (browsers, .NET version, and 3rd party applications). Identify and explain any areas in which the proposed system does not meet the City's minimum technical requirements explained in Section 8 (VIII). Additionally, provide information about any necessary hardware and peripherals required for the Station Alerting System to operate effectively meeting these listed requirements. Include pricing for additional hardware and peripherals as part of the Cost Proposal.

**3.** Provide four (4) client references on our Client References Form (pg. 15) for projects that your firm has completed similar to the City's current RFP.

**4.** Provide a Cost Proposal as follows:

A. Provide a total cost proposal for all products and services to be delivered. Fixed fee is preferred. Provide details of a based fee schedule.

B. Define any reimbursable expenses requested to be paid by the City. If you provided both hosted and non-hosted service models, please provide quotes for each model. Please provide costs and pricing including annual maintenance/support for the next five (5) years.

C. Indicate if any ongoing or annual costs for software licensing, support or maintenance are required or recommended. If licensing is required, please indicate if it is based on site, name, concurrent or machine.

D. Outline any hard or peripheral requirements of your system and include itemized pricing if you provide this equipment. Please also attach pricing of relevant peripherals that would be needed to meet out requirements outlined in Section 8 (VIII).

E. Indicate whether the proposed system requires the use of specific payment processing or if it can be configured. For instance, are credit cards processed through a specific vendor? How often and via what method are receipts transmitted to the City? If any costs are associated with payment processing, include the associated fee schedule.

## V. DELIVERABLES:

The products, reports, and plans to be delivered to the City of Tulsa will include:

1) The designated project team will be expected to meet regularly with the City employees and/or other representatives to discuss the transition and provide progress reports. Detailed project timelines with Gantt charts are expected to illustrate phases of installation of related hardware and software, training, testing, go-live, etc. The implementation goal of the City is to carry out a new solution that includes extensive training and support throughout the project's lifecycle and continuously after go-live. Ideally, the project team will offer both in-person training and web-based training, for new hires, after the initial deployment.

2) In-person training as part of the implementation, using a "train-the trainer" model with electronic resources available moving forward. The ability to conduct additional training in-house, segmented by specific user groups (i.e., administrators, project managers, contractors, etc.) is key. Ongoing support throughout the deployment phases is also critical, as designated City staff will require help desk support in order to escalate technical issues.

## VI. PERFORMANCE METRICS AND CONTRACT MANAGEMENT:

**Performance Metrics**

The following performance metrics highlight key priorities that will be analyzed with the awarded Respondent collaboratively during the life of the contract. This is not an exhaustive list, but rather an indication of significant performance metrics of interest to City of Tulsa. The City looks forward to working with awarded Respondent to define additional important performance metrics during contract negotiations. The final set of performance metrics and frequency of collection will be negotiated by the successful Respondent and the City prior to the finalization of an agreement between parties and may be adjusted over time as needed.

| Performance Metric | Data Source | Data Collection Frequency | Data Collection Responsibility |
|---|---|---|---|
| Status Meetings | Vendor | Monthly | Vendor |
| Training | Vendor | As Needed | Vendor |
| (Potential to be expanded on upon Agreement) | | | |

**Contract Performance Monitoring**
As part of the City of Tulsa's commitment to becoming more outcomes-oriented, we seek to actively and regularly collaborate with awarded Respondent to enhance contract management, improve results, and adjust service delivery based on learning what works. Reliable and relevant data is necessary to drive service improvements, ensure compliance, inform trends to be monitored, and evaluate results and performance. During the regular meetings that occur throughout the term of the contract, it is anticipated that the following topics will be regularly discussed:

- Current status of performance metrics
- Topics of interest or concern to the Respondent
- Discussion and troubleshooting of challenges
- Review of activities on the horizon
- Review of budget and spending this year-to-date

## VII. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:

**A.** Proposals must be received by **5:00 p.m. on Wednesday, November 15, 2023, Central Daylight Time.** Please place proposals in a sealed envelope or box clearly labeled "**RFP 24-911, Station Alerting System".**

**Proposals received late will be returned unopened.**

**B.** Interested Respondents should submit:
One (1) unbound original and seven (7) bound copies of the proposal plus one (1) digital copy (compact disc or USB drive).

**C.** Proposals shall be delivered and sealed to:

Deputy City Clerk
City of Tulsa
175 E. 2nd St.
Suite 260
Tulsa, OK 74103

**D.** All interested Respondents (Sellers) are required to register with the Buyer in order to receive updates, addenda or any additional information required. You can learn more about the registration process on the following website:
https://www.cityoftulsa.org/government/departments/finance/selling-to-the-city/register-as-a-vendor/.

The City is not responsible for any failure to register.

**E.** Inquiries or questions to the Buyer requesting clarification regarding the Request for Proposal must be made via e-mail and must be received prior to the end of the business day on **Monday, November 6, 2023.**

**Donny Tiemann, Project Buyer**
**dtiemann@cityoftulsa.org**

Any questions regarding this RFP will be handled as promptly and as directly as possible. If a question requires only minor clarification of instructions or specifications, it will be handled via e-mail. If any question results in a substantive change or addition to the RFP, the change or addition will be forwarded to all registered Respondents as quickly as possible by addendum.

**F.** Proposals will be opened on the morning after the due date, at 8:30am, at the:

**Standards, Specifications, and Awards Committee Meeting**
**175 East 2nd Street, 2nd Floor**
**City Council Chamber**

## VIII. RESPONSE QUESTIONS AND PROPOSAL REQUIREMENTS

To be considered, interested Respondents should address the following requirements, questions or information requests in their proposal:

| # | Type | Feature |
|---|---|---|
| 1 | Compliance | System must be NFPA 1221 Compliant. |
| 2 | Hardware Integration | System must be able to transmit over Network IP (radio conventional (channel 29) analog) for First Signal Transmission. |
| 3 | Hardware Integration | System must be able to transmit over Data Radio (800 MHz [data] control channels [digital]) for Second Signal Transmission. |
| 4 | Hardware Integration | System must be able to transmit over Cellular for mobile applications only for Third Signal Transmission. |
| 5 | Hardware Integration | System must be able to transmit over Direct line (Fire Phone) for Fourth Signal Transmission. |
| 6 | Hardware Integration | System shall be modular in design to allow for future expansion capabilities. |
| 7 | Hardware Integration | System must be compatible with Rip and Run printer. |
| 8 | Hardware Integration | System can route Rip and Run printer information to other device. |
| 9 | Hardware Integration | System shall support simultaneous printing and audible alerting. |
| 10 | Hardware Integration | System shall transfer rapid low-bandwidth (<50kb) alerting commands through the internet. |
| 11 | Hardware Integration | The vendor 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. |
| 12 | Multidrop Functionality | System must have capacity to dispatch multiple different emergencies using multi-drop functionality. |

| | | |
|---|---|---|
| 13 | Multidrop Functionality | System must be able to alert multiple stations simultaneously (all in less than 1 second.) |
| 14 | Multidrop Functionality | For multiple different emergencies, each station alert must require Dispatcher approval and verbal or voice-to-text announcement. |
| 15 | Multidrop Functionality | For multiple different emergencies, each station alert must NOT have to wait for available break in radio traffic. |
| 16 | Multidrop Functionality | For multiple different emergencies, each station alert must NOT be stacked to await being dispatched. |
| 17 | Software Integration | System must be compatible with Everbridge or an equivalent substitute - to make notifications via email and cell phones (which requires additional dispatcher interaction). |
| 18 | Software Integration | System must be compatible with accepting mapping acquired from GIS files (created by INCOG) generated by the City. |
| 19 | Software Integration | System must allow loading of mapping information. |
| 20 | Software Integration | System must allow loading of mapping information into Mobile CAD. |
| 21 | Software Integration | System must be compatible with Central Square CAD (formerly TriTech). |
| 22 | Software Integration | System must be compatible with Central Square Mobile CAD (formerly TriTech). |
| 23 | Software Integration | System must accept resource recommendations from CAD. |
| 24 | Software Integration | System must support Automated pre-alert dispatch details. |
| 25 | Software Integration | System must 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. |
| 26 | Software Integration | 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. |
| 27 | Software Integration | System must require Dispatcher approval for resource recommendations from CAD. |
| 28 | Software Integration | System shall provide local system administrators the ability edit the pronunciation of street names, unit types, and other names and words without manufacturer involvement |
| 29 | Software Integration | Authorized administrators shall be able to control, configure and update the fire station alerting system on a browser from any web-enable device. |
| 30 | Software Integration | Manual alerting shall be available from a browser from any web-enabled device. |
| 31 | Dispatch | Dispatch must be able to confirm alarm transmission and receipt at fire station |
| 32 | Dispatch | Dispatch must be able to visually confirm system components are properly functioning at each station. |

| | | |
|---|---|---|
| 33 | Dispatch | System status information shall be constantly displayed at 911 on a dedicated workstation. |
| 34 | Dispatch | Dispatch must be able to receive doorbell emergency communications from station and needed resources (trucks, etc.) |
| 35 | Dispatch | Dispatch will be able to receive video emergency communications from the doorbell equipment at the station and needed resources (trucks, etc.) |
| 36 | Dispatch | Dispatch will have the ability to conduct two-way audible messaging or communication with stations or fire companies without radio or assignment. |
| 37 | Dispatch | Dispatch will have the ability to conduct two-way visual & audible messaging or communication with stations or fire companies without radio or assignment. |
| 38 | Dispatch | Dispatch information shall allow live dispatcher voice in addition to the automated voice announcement. |
| 39 | Dispatch | Dispatch will have the ability to open overhead doors. |
| 40 | Dispatch | Dispatch will have the ability to close overhead doors. (Would need visual or obstacle detection). |
| 41 | Dispatch | Dispatch will have the ability to remotely activate speakers at the station. |
| 42 | Dispatch | Dispatch will have the ability to turn on lights throughout the station. |
| 43 | Dispatch | Dispatch will have the capability to issue a manual alarm acknowledgement. |
| 44 | Dispatch | Manual alerting application to be issued to dispatch to alert stations, units or groups in an event when CAD system is unresponsive. |
| 45 | Dispatch | 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. |
| 46 | Training | Operator training shall be provided to the dispatchers and their supervisors. The training schedule shall be completed on site. Vendors should describe their approach to provide the most effective training method/process that would allow dispatchers and supervisors to successfully operate the system. |
| 47 | Training | System maintenance, programming and troubleshooting training shall be provided for the customer’s technical staff. |
| 48 | Text-to-Speech | System must have Text-to-Speech capabilities. |
| 49 | Text-to-Speech | Text-to-Speech must support choices in automated announcements. |
| 50 | Text-to-Speech | Text-to-Speech must support choices in announcement format. |
| 51 | Text-to-Speech | Text-to-Speech must support choices in local pronunciation. |
| 52 | Text-to-Speech | Text-to-Speech supports choices in announcement components for a specific dispatch. |

| | | |
|---|---|---|
| 53 | Firehouse Alerting | The stations will have the ability to activate a panic alert that will notify Dispatch. |
| 54 | Firehouse Alerting | System provides remote message boards for the stations. Apparatus room, day room, watch station, etc. |
| 55 | Firehouse Alerting | System provides remote countdown timer boards for the stations. |
| 56 | Firehouse Alerting | System must be capable of alerting by group, station or unit. |
| 57 | Firehouse Alerting | The System must support the use of at least four customized tones that can be used to indicate the type of call during the alert notification. |
| 58 | Firehouse Alerting | System will provide selective zoning of dorm rooms, offices, etc. for controlling lights and alert sounds. |
| 59 | Firehouse Alerting | System will be able to silence all station speakers manually, with the System allowing silenced speakers to be overridden by the receipt of a call for service. |
| 60 | Firehouse Alerting | System provides combination speakers/alert lights. |
| 61 | Firehouse Alerting | System will provide specifications, details, & options for audio-visual devices, based on varying needs of the stations. |
| 62 | Firehouse Alerting | Alert lighting and audible signals ramp upward in intensity |
| 63 | Firehouse Alerting | System will provide separate lighting controls for multiple companies in a station. |
| 64 | Firehouse Alerting | System will include lighting that is designed to have little impact on the building occupant's night vision when a call is received. |
| 65 | Firehouse Alerting | System will provide timer controls for external speakers. |
| 66 | Firehouse Alerting | System will have the flexibility to modify arrangements of fixtures or components. |
| 67 | Firehouse Alerting | System will use varying but standard voltage for lights and speakers. |
| 68 | Firehouse Alerting | System will have the ability to use speakers for an intercom within the station. |
| 69 | Firehouse Alerting | System will have the ability to use speakers for radio monitoring. |
| 70 | Firehouse Alerting | System will have the ability to control station devices such as kitchen stove, outdoor grill, etc. |
| 71 | Firehouse Alerting | System will be able to interact with traffic signals located very near the station. (Emergency traffic lights only (only for station traffic), or designated lights nearby, or is there a difference?) |
| 72 | Error Handling | System must have the ability to dispatch in event of CAD failure |
| 73 | Error Handling | System must have the ability to dispatch in event of network failure |
| 74 | Error Handling | System must have the ability to dispatch in event of radio failure |

| | | |
|---|---|---|
| 75 | Error Handling | System will have the ability to receive error conditions from the fire detection system. |
| 76 | Error Handling | System will have the ability to receive error conditions from the station generator. |
| 77 | Error Handling | System will have the ability to receive error conditions from the system operation monitoring. |
| 78 | Error Handling | Primary dispatch circuits shall be monitored with immediate warning issued in an event that will impact reliability occurs |
| 79 | Error Handling | System shall be constantly monitoring all computers, network connections, audio amplifiers and message display units for online and offline status. |
| 80 | Error Handling | 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. |
| 81 | Error Handling | 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. |
| 82 | Security | The system will have internal/external security for authorized access. |
| 83 | Security | The system will have internal security to guard against unauthorized access or hacking. |
| 84 | Security | Who backs up the data and what is the backup frequency? |
| 85 | Uptime Maintenance | Access to relevant vendor hardware/software support in under 24 hours on any given day to resolve unexpected failures. |
| 86 | Uptime Maintenance | Please provide Service Level Agreement (SLA). |
| 87 | Uptime Maintenance | Please provide Recovery Time Objective (RTO). |
| 88 | Uptime Maintenance | Please provide Recovery Point Objective (RPO). |

## IX. EVALUATION OF PROPOSALS:

A panel consisting of not less than three City of Tulsa employees will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this RFP. Final selection shall be the sole determination of the City, and if a selection is made it will be to the Respondent whose proposal is determined to be in the best interests of the City. The approval of the selected Respondent will be subject to the final determination of the City and will be contingent on the successful completion of a contract between the City and the selected Respondent.

All Bids will be evaluated using the following criteria, correlating to the groupings in our Requirements capture from Section 8 (VIII) and also the pricing proposal:

| Category | Total Points |
|---|---|
| **Compliance** | 10 |
| **Hardware Integration** | 10 |
| **Multidrop Functionality** | 10 |
| **Software Integration** | 10 |
| **Training** | 10 |
| **Dispatch** | 10 |
| **Text-to-Speech** | 10 |
| **Firehouse Alerting** | 10 |
| **Error Handling** | 10 |
| **Security** | 10 |
| **Uptime Maintenance** | 10 |
| **Pricing, Cost Proposal** | 10 |

The City of Tulsa also reserves the right to evaluate based on the full list of eligible criteria listed in Title 6, Chapter 4 of the Tulsa Revised Ordinances (TRO): https://library.municode.com/ok/tulsa/codes/code_of_ordinances.

## X. MISCELLANEOUS

A. The City expects to enter into a written Agreement (the "Agreement") with the chosen Respondent that shall incorporate this RFP and your proposal. Further, Respondent will be bound to comply with the provisions set forth in this RFP. In addition to any terms and conditions included in this RFP, the City may include in the Agreement other terms and conditions as deemed necessary. Your response to this RFP will be considered part of the Agreement if one is awarded to you.

B. All data included in this RFP, as well as any attachments, are proprietary to the City.

C. The City notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.

D. All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination. They shall also comply with the Americans with Disabilities Act (ADA).

E. The use of the City's name in any way as a potential customer or contractual partner is strictly prohibited except as authorized in writing by the City.

F. The City assumes no responsibility or liability for any costs you may incur in responding to this RFP, including attending meetings or contract negotiations.

G. The City is bound to comply with Oklahoma's Open Records Act, and information submitted with your proposal, with few exceptions, is a matter of public record. For specifics on the Oklahoma Open Records Act, see the link here: https://libraries.ok.gov/law-legislative-reference/library-laws/statutes-open-records/.

The City shall not be under any obligation to return any materials submitted in response to this RFP request.

H. The City shall not infringe upon any intellectual property right of any Respondent but reserves the right to use any concept or methods contained in the proposal. Any desired restrictions on the use of information contained in the proposal should be clearly stated. Responses containing your proprietary data shall be safeguarded with the same degree of protection as the City's own proprietary data. All such proprietary data contained in your proposal must be clearly identified.

I. The City also notifies all Respondents that the City has the right to modify the RFP and the requirements herein, to request modified proposals from Respondents, and to negotiate with the selected Respondent on price and other contract terms, as necessary to meet the City's Objectives.

J. Seller and its subcontractors must obtain at Seller's expense and keep in effect so long as City is purchasing Supplies or Services from Seller pursuant to this Bid, policies of insurance in the minimum amounts set forth below and Workers' Compensation and Employer's Liability insurance in the statutory limits required by law.

| | |
|---|---|
| General Liability: personal injury and property damage, each occurrence | $1,000,000.00 |
| Auto Liability, each occurrence | $1,000,000.00 |
| Workers' Compensation | (Statutory limits) |

**Seller's insurer must be authorized to transact business in the State of Oklahoma.** Seller will have 10 Days after notification that its Bid was Accepted by the City to provide proof of coverage.

# Client References

Organization: _____

Address: _____

Contact Person: _____ Phone Number: _____

Date of Services_____

Description/Scope of Services: _____

Organization: _____

Address: _____

Contact Person: _____Phone Number: _____

Date of Services: _____

Description/Scope of Services: _____

Organization: _____

Address: _____

Contact Person: _____ Phone Number: _____

Date of Services: _____

Description/Scope of Services: _____

Organization: _____

Address: _____

Contact Person: _____ Phone Number: _____

Date of Services: _____

Description/Scope of Services: _____

# RESPONDENT INFORMATION SHEET

**Respondent's Legal Name:** _____
(Must be Respondent's company name as reflected on its organizational documents, filed with the state in which Respondent is organized)

**State of Organization:**
_____

**Respondent's Type of Legal Entity: (check one)**

☐ Sole Proprietorship
☐ Partnership
☐ Corporation
☐ Limited Liability Company
☐ Limited Partnership
☐ Limited Liability Partnership
☐ Limited Liability Limited Partnership
☐ Other: _____

**Respondent's Address:** _____
Street City State Zip Code

**Respondent's Website Address:** _____

| **Sales Contact:** | **Contact for Legal Notice:** |
|---|---|
| Name: _____ | Name: _____ |
| Title/Position: | Title/Position: |
| Street: _____ | Street: _____ |
| City: _____ | City: _____ |
| State: _____ | State: _____ |
| Phone: _____ | Phone: _____ |
| Email: _____ | Email: _____ |

## How did you learn about this business opportunity with the City of Tulsa?

☐ Email from Assigned Buyer
☐ City of Tulsa Website
☐ Tulsa World posting
☐ Purchasing search engine
☐ Industry colleague
☐ Other: Click or tap here to enter text.

# Price Sheet Summary

**Respondent's Legal Name:** _____
(Must be Respondent's company name as reflected on its organizational documents, filed with the state in which Respondent is organized)

Please present a Fee Schedule for each year's services:

Year 1: Hardware Purchase and Installation, Initial Setup and Software Configuration, Timely Support Access Costs, Management Costs

$ _____

Year 2: Upkeep costs to maintain system support and functionality

$_____

Year 3: Upkeep costs to maintain system support and functionality

$_____

Year 4: Upkeep costs to maintain system support and functionality

$_____

Year 5: Upkeep costs to maintain system support and functionality

$_____

5-YEAR TOTAL $_____

By signing here, I affirm that these prices are my formal offer and agree to the inclusion of City of Tulsa's general contract terms and conditions as listed in Appendix A in any contract with the City of Tulsa.

Company Name: _____ Date:_____

Signature: _____

Name Printed: _____

Title: _____

# AFFIDAVIT

## NON-COLLUSION, INTEREST, AND CLAIMANT

STATE OF _____)
)ss.
COUNTY OF_____)

I, _____, of lawful age, being first duly sworn, state that:
**(Seller's Authorized Agent)**

1. I am the Authorized Agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Bidders and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the proposal to which this statement is attached.

2. I am fully aware of the facts and circumstances surrounding the making of Seller's Bid to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Bid; and

3. Neither the Seller nor anyone subject to the Seller's direction or control has been a party:
   a. to any collusion among Bidders in restraint of freedom of competition by agreement to respond at a fixed price or to refrain from responding,
   b. to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
   c. in any discussions between Bidders and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

4. No officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Bidders business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers and/or employees of the City of Tulsa own an interest in the Bidders business, which is less than a controlling interest, either direct or indirect.

5. All invoices to be submitted pursuant to this agreement with the City of Tulsa will be true and correct.

6. That the work, services or material furnished will be completed or supplied in accordance with the plans, specifications, orders, requests or contract furnished or executed by the affiant. Affiant further states that (s)he has made no payment directly or indirectly to any elected official, officer or employee of the City of Tulsa, or of any public trust where the City of Tulsa is a beneficiary, of money or any other thing of value to obtain payment of the invoice or procure the contract or purchase order pursuant to which an invoice is submitted. Affiant further certifies that (s)he has complied with all applicable laws regarding equal employment opportunity.

By: _____
Signature

Title:_____

Subscribed and sworn to before me this _____day of _____, 20____.

_____
Notary Public

My Commission Expires: _____

Notary Commission Number: _____

**The Affidavit must be signed by an authorized agent and notarized**

# ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS

I hereby acknowledge receipt of the following addenda or amendments and understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

_____

_____

_____

_____

_____

_____

**Sign Here ►** _____

Printed Name: _____

Title: _____

Date: _____

**THE REST OF THIS PAGE LEFT INTENTIONALLY BLANK**

**APPENDIX A – City of Tulsa General Contract Terms**

It is anticipated that the City of Tulsa will enter into an Agreement with the selected Respondent ("Seller") for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Seller understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.

2. **No Indemnification or Arbitration by City.** Seller understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Seller harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Seller shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.

3. **Intellectual Property Indemnification by Seller.** Seller agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Seller hereunder. Seller shall pay all royalties and charges incident to such patents, trademarks or copyrights.

4. **General Liability and Indemnification.** Seller shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Seller must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement. Seller agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Seller or Seller's subcontractors under the scope of this Agreement.

5. **Liens.** Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City.

6. **No Confidentiality.** Seller understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Seller pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.

7. **Compliance with Laws.** Seller shall be responsible for complying with all applicable federal, state and local laws. Seller is responsible for any costs of such compliance. Seller shall take the necessary actions to ensure its operations in performance of this contract and employment practices are in compliance with the requirements of the Americans with Disabilities Act. Seller certifies that it and all of its subcontractors to be used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.

8. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Seller shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation, or other action involving such records begins before the end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.

9. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.

10. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.

11. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Seller may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Seller shall not be entitled to any claim for extras of any kind or nature.

12. **Equal Employment Opportunity.** Seller shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.

# RESPONDENT CHECKLIST

Use this checklist to ensure You have properly read and completed all documents listed below. This document (the RFP) contains all the following materials, which must be completed and returned to the City of Tulsa Clerk's Office. We recommend You include this checklist with Your proposal.

Proposer's Name: _____

| RESPONDENT CHECKLIST | |
|---|---|
| **RESPONDENT DOCUMENTS** | **INCLUDED?** |
| Cover Letter | |
| Proposal Narrative (To Include All Numbered Requirements) | |
| Insurance Requirements | |
| Client References | |
| Respondent Information Sheet **(required form)** | |
| Price Sheet Summary **(required form)** | |
| Affidavit (Non-Collusion, Interest & Claimant) **(required form)** | |
| Acknowledgement of Receipt of Addenda **(required form)** | |
| Additional Information (Optional) | |

Please Return Entire RFP Packet

## PACKING LABEL

**FROM: [Name]**
[Respondent's legal name]
[Street Address]
[City, State, Zip Code]

# City of Tulsa - City Clerk's Office

175 East 2nd Street, Suite 260
Tulsa, OK, 74103

**Respondent Submission For:**
RFP# 24-911
RFP DESCRIPTION: Station Alerting System

This label ensures that Your proposal will be sent to the correct office (City Clerk's) and that it is associated with the correct Solicitation (indicated by the RFP number). Proposals must be sealed and either mailed or delivered to the City Clerk's Office. Proposals must also be received no later than 5:00 PM (CST) on date listed on the first page of the RFP.