

THE UTAH COMMUNICATIONS AUTHORITY (UCA)



Request for Information

The Utah 9-1-1 Advisory Committee through the Utah Communications Authority (UCA) is seeking information from qualified vendors that can provide an operationally proven Public Safety Emergency Communications Computer Aided Dispatch Aggregator solution for the 36 Public Safety Answering Points (PSAPs) and dispatch centers within the state of Utah.

The UCA is interested in receiving information from vendors who are capable of delivering and installing a system solution and on-going technical maintenance and support for CAD systems in regions where coordinated responses are required and/or sharing information throughout the state, using both common CAD vendors and disparate CAD vendors is advantageous to public safety responders.

The UCA anticipates that this RFI will provide sufficient information and identify innovative system technologies to assist in the development of a comprehensive Request for Proposal (RFP) leading to a state-wide contract for related services.

Table of Contents

General information	3
1. Project Overview	4
2. Background	5
3. RFI Availability.....	5
4. Responses to this RFI.....	5
5. GENERAL REQUIREMENTS.....	6
5.1. High Level Requirements.....	6
5.2. Qualifications of Respondent	7
5.3. Requested Information Guidelines.....	7
6. Incurring Cost.....	8
7. No Obligation.....	8
8. Termination	Error! Bookmark not defined.
9. Response Format.....	8
10. Specifications	Error! Bookmark not defined.

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General information

Organization	Utah Communications Authority
Address	5360 South Ridge Village Drive
City, State, ZIP Code	West Valley City, Utah 84118-4100
Phone number	(801) 840-4200
Web	www.uca911.org
UCA contact name	Jake Hunt
Title	Interim Executive Director
Office phone number	(801) 840-4200
E-mail address	JHunt@uca911.org
9-1-1 Program contact	Eric Parry, ENP
Title	State 9-1-1 Program Manager
Office phone number	(801) 857-5825
E-mail address	eparry@uca911.org

Important Dates

Issue Date	To be Determined
Consultant Questions Due	To be Determined
Proposals Due	To be Determined
Invitation to make presentations to selection committee	To be Determined
Presentations/ Demonstrations	To be Determined
Contract Award (Anticipated)	To be Determined

1. Project Overview

- 1.1. The Utah State 911 Advisory Committee, operating under the authority of the Utah Communications Authority, is soliciting information from qualified vendors or individuals through this Request for Information to determine the advantages, disadvantages and optimal configuration of a state-wide project where Public Safety Computer Aided Dispatch systems within disparate local and state 9-1-1 call-taking and dispatch centers can accomplish bilateral transmission of critical public safety information. The primary objective is to reach a higher level of interoperability and compatibility of Computer Aided Dispatch systems where dispatchers will have the capacity to convey incident information from one agency to one, or multiple connected agencies.
- 1.2. With the adoption of ever changing communications technologies and a growing population, all 9-1-1 systems are being required to change protocols, and purchase new equipment and software in order to coordinate the deployment and monitoring of field first responders from neighboring jurisdictions. Cellular technology does not guarantee that a call placed from within a specific jurisdiction will be answered by the PSAP responsible for dispatching responders in that same jurisdiction. When this happens both the caller and the information collected up to a certain point is transferred to the appropriate PSAP with varying success. With such scenarios, dispatch times are prolonged putting life and property in eminent danger. Each jurisdiction has independently purchased or created disparate technologies and software suites to answer emergency 911 calls, and to dispatch police, fire and emergency medical responders. At the heart of the technology are the CAD systems that assist 9-1-1 operators and dispatchers in handling and prioritizing request for resources,

- 1.3. Disparate CAD, telephone, record management and other public safety information systems that are not linked across jurisdictions have greater difficulty responding to multi-jurisdictional emergencies in a timely manner.
- 1.4. The information that the UCA and the 911 Advisory Committee is seeking is the discovery of options that are available to Utah PSAPs and dispatch centers in order to reach higher levels of system interoperability through an aggregation product, process and/or service.

2. Background

- 2.1. The UCA is an independent quasi-state organization created by the Utah State legislature in 2014 and is subject to provisions contained in the Utah Code Annotated 63H-7a and is accountable to an executive board made up of state and local public safety and public works entities. The organization's roots are in the state public safety radio network known as the Utah Communications Agency Network (UCAN) which provided Statewide Public Safety two-way radio coverage.
- 2.2. In the 2014 legislation, the UCA was designated to provide administrative oversight of the Utah State 9-1-1 Committee.
- 2.3. In 2015 the legislation created the 911 Division within the UCA, and the Utah State 9-1-1 Committee was designated as an advisory committee to the 911 Division.

3. RFI Availability

- 3.1. This RFI is only available in electronic form through the UCA administration. Interested vendors may access the RFI through the website www.ucs/cadaggregator-rfi.htm.
- 3.2. Public Notices, revisions and addendum to this RFI will be published on this website and it is the obligation of potential responders to this RFI to frequently access this website and respond accordingly.
- 3.3. Questions regarding the intent or interpretation of any provision of this RFI must be submitted in writing to Eric Parry at EParry@uca911.org or Shawn Messinger at SMessinger@uca911.org.
- 3.4. Written answers to all questions will be answered by posts on the above website.

4. Responses to this RFI

- 4.1. One (1) signed original, and one (1) electronic copy of the RFP, either by email, thumb drive or CD must be submitted by the published due date and time. Submission of electronic documents must be compatible with Adobe PDF, Microsoft

Word, Microsoft Excel and Microsoft Power Point formats. Addendums and supplemental information must be submitted by the proposal due date and time.

4.2. The identification of any and all proprietary and/or copyrighted material submitted with the respondent's information must be clearly identified in the consultant's submittals. Information declared by the consultant as such must be submitted on separate electronic media and clearly labeled as "Proprietary" and/or "Copyrighted" material along with any limitations for use of such material. Notification of the inclusion of proprietary and copyrighted materials must be included in the transmittal letter, where the section(s) containing such material is clearly identified.

4.3. Responses must be submitted to:

**Utah Communications Authority UCA)
Public Safety Computer Aided Dispatch System Aggregator
Attention: Eric Parry,
5360 South Ridge Village Drive, West Valley, Utah 84118-4100.**

4.4. Each respondent is responsible for all costs incurred in the preparation and transmission of the firm's response to this RFI.

4.5. Information included in a firm's response, with the exception of proprietary information, may be subject to Government Records Access Management Act (GRAMA) of the State of Utah, title 63G-2, Utah Code Annotated.

4.5.1. If the responding firm wishes to have any information withheld from the public, such information must fall within the defined exceptions of GRAMA. All proprietary information must be submitted in a separate sealed package, and clearly labeled "Proprietary".

4.5.2. A response to the RFI may not be declared proprietary in its entirety.

4.5.3. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished and other information which if released would give advantage to business competitors and serve no public purpose.

5. GENERAL REQUIREMENTS

5.1. High Level Requirements

5.1.1. The UCA is requesting the following information from all interested parties:

5.1.1.1. Narrative of the functionality of responder's CAD aggregator, whether off the shelf (OTS) or customization of a product solution.

5.1.1.2. Specifications of the responder's product(s). It is not the intent of this request to develop an RFP from the information submitted by responders that will necessarily replace the mission critical systems already in place, but to augment emergency response operations currently in use.

- 5.1.1.3. The information submitted should identify how specific emergency information, once entered, is translated into a standardized messaging format that is then delivered or available to other dispatching destinations. The optimal solution will establish an information sharing network where emergency response dispatchers from one jurisdiction are able to monitor resources and automatically share call information with the appropriate dispatch center's CAD and other data gathering/communications systems.
- 5.1.1.4. Technical requirements for each location.
- 5.1.1.5. Maintenance specifications, including version upgrades.

5.2. Qualifications of Respondent

- 5.2.1. Provide details that demonstrate the qualifications of respondent's principals and staff to provide the products, processes and services described in this RFI.
- 5.2.2. Respondents should provide a brief description of their experience and expertise, along with examples of successful projects implementation where multiple public safety jurisdictions were able to enhance their interoperability capacities because of your services and products.

5.3. Requested Information Guidelines

- 5.3.1. The main challenge is that many dispatchers do not have access to personnel and resource information in neighboring jurisdictions. Currently, jurisdictions with unconnected CAD systems are faced with logistical problems when events occur on the border between jurisdictions and within regions that require a multijurisdictional response. In these cases, dispatchers often engage in time-consuming phone calls to locate and dispatch the closest resources.

6. Goals and Objectives of this RFI:

- 6.1.1. Connect data collection and exchange systems to reduce the need to make time-consuming phone calls to determine where the closest resources are available.
- 6.1.2. Reduce response times, increase personnel and asset efficiency by sharing information essential for officer and firefighter safety.
- 6.1.3. Develop case study information on regional interoperability showing best practice in a real-world environment.
- 6.1.4. Realize cost savings through a cloud or network based approach to call information transfer, as opposed to direct one to one connections between PSAPs.

7. Incurring Cost

- 7.1.** Any cost incurred by the potential Consultant in preparation, transmittal, and/or presentation of any proposal or material submitted in response to this RFP shall be borne solely by the Consultant.
- 7.2.** Any cost incurred by the Consultant for set up and demonstration of the proposed equipment and/or system shall be borne solely by the Consultant

8. No Obligation

- 8.1.** This solicitation of Request for Information in no manner obligates the UCA or the State 911 Committee or any Public Safety agency to the use of responder's services.

9. Cancellation

- 9.1.** This RFI may be canceled at any time for any reason.

10. Response Format

- 10.1.** Respondents must organize their response in the following format:

Section No. 1 – Letter of Transmittal

Section No. 2 – Table of Contents

Section No. 3 – Executive Summary and Firm Overview

Section No. 4 – Response to Specifications

- 10.2.** Respondents are encouraged to submit concise information that is not overly lengthy. It is unnecessary to include elaborate and costly promotional materials beyond that which is directly required by this RFI.

Exhibits, tables, charts and figures must be given some type of identifier and be referenced in the narrative by that identifier. Exhibits should be placed in the narrative as close as practical to the reference.