

Sample RFP Document



PREPARED BY:

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Introduction

The {insert requester's name} is soliciting proposals to purchase a new fire/EMS station alerting (FSA) system to interface with the current CAD System: {insert CAD type/vendor}.

There are currently {insert # of agencies/stations} fire stations alerted with this existing system.

The proposed system will be a turnkey, state-of-the-art fire/EMS station alerting system that, through the CAD interface, provides both station and over the air alerting with minimum dispatcher intervention.

The proposed system must interface to the existing {insert name of radio system} radio system.

The proposed system must include automated voice alerting.

All hardware, software, and installation will be the responsibility of the proposer.

All dates for meetings and on-site demonstrations will be announced following the award of the bid.

Required Content of Proposals:

The {insert requester's name} requires the proposer to submit a concise proposal clearly addressing all the requirements outlined in this RFP. The proposal must include, at a minimum, the following sections in the order outlined below:

- A. **Letter of Transmittal** – A letter signed by an officer of the company or signed by another employee and accompanied by an affidavit of authority to bind the company. Include project name, name of firm submitting the proposal, contact information for the person that will act as project leader including name, title, address, telephone and fax numbers, and email address.
- B. **W-9 Request for Taxpayer Identification Form**
- C. **Affidavits & Certifications (if applicable)**
 1. List affidavits and certification

D. Proponent's Interest Statement, and Qualifications

1. Include a brief statement about the proposer's interest in the proposed system project.
2. Include a brief statement of the proposer's qualifications relating to the requirements of this project (i.e., implementations of a similar nature. Include date of implementations, client names, scale of solution, etc.)

E. General Solution Description

1. Solution architecture – Provide a description of the solution. Include components and architecture; include operating systems, database requirements, integration methods, and other products (software/hardware) that the solution is dependent on.

F. Existing Implementations

1. List five clients that have implemented the solution. Include the number of agencies and fire stations, a brief description, and contact information for each installed system.
2. Please outline the proposer's project approach, and framework. Include details about your quality assurance measures in the project approach.

G. Proposer's Anticipated Key Personnel, Collaborative Process/Method in Working

1. Include an organization chart – this should detail the organization of the project team.
2. Include key personnel resumes – this should have a detailed work history of the key personnel who would be assigned to this project and summary of why this team would be qualified for running this project.
3. Describe the collaborative process/method the proposed team will use in working with the agency's staff on this project.

H. Describe the Training Options for the Proposed Solution

I. Provide Warranty Options Available for the Proposer's Solution

J. Specifications Compliance Table

1. Complete the specifications compliance table on the next page.

J. Specifications Compliance Table

Instructions: For each requirement item, please respond Will Comply or Will Not Comply in the Compliance column. Where the requirement item asks for more information, or where necessary, provide more information in the “Details” column.

1. CAD Interface

	Requirement	Compliance		Details/Comments
1.1	The system must be able to interface with the CAD system listed in this RFP.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
1.2	The CAD interface to the FSA system must have confirmation built into it. Example: Direct TCP/IP connections. Email, SMTP, and SMS interfaces, which do not provide time guarantees, are not allowed for this interface.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

2. Standard Features and Logic

	Requirement	Compliance		Details/Comments
2.1	The system is capable of automatically notifying units in the field as well as in the fire stations.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
2.2	The system has a modular design allowing for future expansion to include additional fire stations as needed.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

3. Automated Voice

	Requirement	Compliance		Details/Comments
3.1	The system shall have automated voice dispatching capability.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.2	For the primary automated voice used for dispatch, it is preferred that the system use long word natural voice technology. This means full human words must be used as their elements rather than short fragment of words.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.3	The automated voice dispatch shall include address location, common place name, cross streets, incident type, and units dispatched. Radio channel should be included if generated from CAD system.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.4	The system allows for a live dispatcher voice in addition to automated voice if necessary.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.5	The system supports automated voice announcements such as move ups, scheduled reminders, and other non-emergency messages.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.6	All announcements must have its voice assembled on the PC or server that is generating the voice announcement. This allows quicker creation of the announcements during slower periods.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.7	The system supports the manual sending of non-emergency messages/alerts to units, stations, or groups of stations.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
3.8	The system will have the capability by dispatcher control to abort the automated dispatch announcement.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

4. System Monitoring / Redundancy

	Requirement	Compliance		Details/Comments
4.1	The system has a failover method to send dispatches over radio when the IP network is down or undergoing planned maintenance.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
4.2	The system includes a radio interface for redundant dispatching and on-air dispatching.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
4.3	The system has a method of notification (via system alerts and email) in the event the system goes offline or experiences a failure.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
4.4	The system has a means of visually notifying dispatchers that all key control components are properly operating; self-diagnosis, system health check, etc.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
4.5	The system should alert the dispatcher if the message is successful or fails.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
4.6	The system must have levels of permissions for users to access and control information.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

5. Audio/ Visual

	Requirement	Compliance		Details/Comments
5.1	The system must be able to generate ramped (“heart-saver”) alert tones.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
5.2	The system allows for timer countdown clocks (one second increments) to be installed at the fire stations.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
5.3	[For Non-Zoned Stations – otherwise, omit this requirement]: The system can integrate with existing station PA equipment via the existing amplifier.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
5.4	The system can mute radio traffic or station pages during dispatching.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

5.5	The system can detect channel traffic when automated dispatching and hold off if traffic is busy.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
5.6	[For Zoned Stations – otherwise, omit this requirement]: The system can provide for zoned lighting as well as zoned alerting.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
5.7	The system has an LED light indicator that can provide an immediate visual cue through color of which unit is being dispatched. I.e., Blue light for Rescue, Red light for Engine, etc.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
5.8	The system allows for incident display boards that can provide the following information: Emergency Type, Address of Incident, Unit Responding, Cross Streets	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

6. Training

	Requirement	Compliance		Details/Comments
6.1	The proposer should provide detailed system administration documentation.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
6.2	The proposer should provide system administration training.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
6.3	The proposer should provide remote dispatcher and technical training for process, operation, and troubleshooting as well as recordings of the training. [If on-site training is desired: The proposer should provide on-site training for process, operation, and troubleshooting]	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

7. Compliance

	Requirement	Compliance		Details/Comments
7.1	Proposed system is NFPA 1221 compliant. [If a radio-only solution without IP stations is being proposed, a back-up alerting method from the department must be provided to be fully NFPA 1221 compliant.]	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
7.2	Proposed system is NFPA 1710 compliant where applicable.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

8. Smart App

	Requirement	Compliance		Details/Comments
8.1	The system should provide the ability to receive dispatches through a mobile application on either Android or IOS devices.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

9. Documentation / Logging

	Requirement	Compliance		Details/Comments
9.1	The proposer will provide comprehensive alerting system manuals either by hard copy or electronically.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

10. Support / Warranty

	Requirement	Compliance		Details/Comments
10.1	The vendor should specify the hours of technical support and describe the support available.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
10.2	The proposer offers 24-hour a day, seven days a week software support.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
10.3	All elements of the system must be supported with a minimum one-year warranty.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

10.4	The proposer should provide documentation of product warranty period and coverage provided.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	
10.5	System must be installed and implemented with minimal disruption or impact of the current alerting system.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	

11. Install

	Requirement	Compliance		Details/Comments
11.1	Proposer will follow all national, state, and local applicable electrical and/or building codes.	Will Comply <input type="checkbox"/>	Will Not Comply <input type="checkbox"/>	