



Request for Proposal (RFP)

For

Computer Aided Dispatch System

For

Kitsap 911

Kitsap County, Washington

Kitsap 911

Contracts Manager

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For Release:

December 17th, 2024

*PROPOSALS NOT SIGNED, LATE,
SUBMITTED USING FACSIMILE OR E-MAIL WILL BE REJECTED*

Kitsap 911

Request for Proposal for Computer Aided Dispatching System

Kitsap 911 (Kitsap) is improving its public safety Computer Aided Dispatch (CAD) system. The CAD system described in this RFP will be used to support critical public safety dispatching, coordination, and communication between various law enforcement, fire, rescue/emergency medical service agencies and/or departments operating within Kitsap County, Washington.

Computer Aided Dispatch systems operated by Kitsap must be available for continuous duty, “24/7”, with error free operation.

Due Date:

Sealed Proposals are due February 10th, 2025 at 1600

Mandatory Pre-Proposal Proposer Virtual Conference:

January 23rd, 2025 at 0900

Opening of Sealed Proposals:

February 13th, at 1300 at Kitsap 911 via Zoom

Complete Proposal Packages found on Kitsap website kitsap911.org/RFP

All questions are due via email to contracts.manager@kitsap911.org by January 20th, 2025 at 1600

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Section 1 – Project Description

Kitsap 911 (Kitsap) is improving its public safety Computer Aided Dispatch (CAD) system. The CAD system, equipment, interfaces, and services described in this RFP will be used to support critical public safety dispatching, coordination, and communication between various law enforcement, fire, rescue/emergency medical service agencies and/or departments operating with Kitsap both within and outside Kitsap County, Washington.

CAD systems operated by Kitsap must be available for continuous duty, “24/7”, free of all known/identified coding errors. Within this document the package of equipment, software, interfaces, and services will be referred to as the “*Furnished System*”.

The contract between Kitsap and the selected respondent will include all:

- Planning
- Liaison
- Design
- Software/Interface Development/Programming
- Project Management
- Hardware
- Software
- Shipping and Transportation
- Integration/Conversion assistance
- Installation management and labor
- Training
- Travel and Lodging
- Warranty Service

All work and materials, both software and hardware will be subject to the approval of Kitsap’s project manager as described in the specifications. Kitsap seeks proposals from qualified and experienced CAD technology suppliers for this purpose.

1.1 PROJECT OBJECTIVES

The objectives of this project are to:

- A. Meet the user’s needs by providing a highly reliable CAD system and value-added professional services as described in this document.
- B. Provide end user software that is usable on a variety of platforms¹ to support the operational needs of public safety users of the new CAD system, existing CAD System during the CAD transition, and interoperability with other agencies and organizations² described later in this document.
- C. Enhance the current system infrastructure to support a distributed environment split between Kitsap’s primary location and Backup Center.

¹ Including but not limited to Desktops (Virtual and Physical), Laptops, Phones, and Tablets.

² Including but not limited to 3rd part Proposers as well as other 911 dispatch centers

- D. Upgrade and/or replace all existing interfaces to provide the same or increase capabilities.
- E. Upgrade or replace the existing CAD Console software and Mobile Computer Terminal (MCT) software to support the new CAD system and support the dispatch and mobile user needs.
- F. The proposed solution will support both onsite and remote virtual CAD consoles.
- G. Provide an effective and configurable solution for system administration of the CAD system and all associated interfaces and applications.
- H. Minimize interruptions and degradation of services of the existing system while implementing the Furnished System.

In addition to fully compliant primary proposals, Kitsap may also consider alternative proposals. Therefore, Proposers may submit more than one proposal for evaluation at their discretion. If alternate proposals are submitted, suitable technical justification and additional supporting documentation must be included, and alternate proposals must be complete unto themselves.

1.2 SUMMARY

Proposers submitting a proposal for this project shall:

- A. Be thoroughly experienced in the development and deployment of “mission critical” CAD systems. Proposals must provide a complete package through the project lifecycle from design, configuration, implementation, and providing onsite and offsite support both during “go live” and post “go live” for their CAD system are required; and must also,
- B. Provide software, training, and support of sufficient technical and economic merit to serve the needs of Kitsap now and for an expected system life of a minimum of seven (7) years.

As a part of their proposal, Proposers shall thoroughly, carefully, and concisely explain how their Furnished System best meets the requirements of Kitsap. Proposals which are organized with a point-by-point response to the requirements of this RFP will facilitate evaluation.

1.3 SCHEDULE OF EVENTS

Exhibit A describes the dates and times of anticipated actions related to this RFP. The actions must be completed as indicated unless otherwise changed by Kitsap. If Kitsap finds it necessary to change the specific dates and/or times, it will do so by issuing an addendum to this RFP. Notification of changes shall be transmitted via email to participants attending the pre-proposal conference and will be posted on Kitsap’s Website <https://Kitsap911.Org/RFP>

***** End of Section 1 – Project Description *****

2 SECTION 2 – TECHNICAL REQUIREMENTS

2.1 BASIC PROJECT DESCRIPTION

Kitsap (Kitsap) is requesting Proposals for a complete CAD system to include the following:

- 1) CAD system infrastructure including all servers (virtual or physical³) and software and requisite configuration.
- 2) CAD Interfaces⁴ to at minimum match the existing interfaces described in the Existing System Description, as well as any additional interfaces required by Proposer to meet the existing CAD functionality.
- 3) Redundant High Availability⁵ SQL database including but not limited to:
 - a. Two (2) Primary database servers storing six (6) months' worth of call data.
 - b. One (1) Data Warehouse for report generation with real time synchronization with the primary database storing six (6) years' worth of call data.
 - c. One (1) Archive server with real time synchronization with the primary database storing six (6) years' worth of call data. ⁶.
 - d. One or more additional database servers hosting the TEST, TRAIN, and DEV environments.
- 4) Database server environment must support geo diverse database server location and redundancy.
- 5) The proposed system should support on-premises deployment of all servers, with options for cloud hosting. A hybrid cloud hosted and on-premises solution is preferred.
- 6) Import of the existing CAD event history and data from the current Hexagon CAD system into the Primary, Data Warehouse, and Archive databases.
- 7) Upgrade or replace existing Hexagon i/Dispatcher 9.3 MR6 dispatch console software, interconnected to the Zetron Max phone system for ANI/ALI and the Zetron Acom system for PTTID display. The proposed software must be capable of running in a virtualized environment as well as traditional (installed/running on a physical PC) environment.
- 8) End user dispatch software⁷ useable on Mobile Computer Terminals (MCTs), Phones & Tablets (Android, IOS, and Windows), and via a web browser. This software is to be used by Fire, Law, EMS, Animal Control, Medical Examiners, and First Responders to receive and respond to dispatch and callouts.
- 9) Configuration of dispatch console software and end user mobile software based on Kitsap's specifications as developed during the upgrade process with feedback from Kitsap internal and external user groups.
- 10) System administration tools for Kitsap's CAD Engineer(s) to maintain, configure, and update the system.

³ Physical servers required will be supplied by Kitsap based on Proposer's recommended specifications.

⁴ Either new interfaces or upgrades to existing interfaces

⁵ Or comparable database system model

⁶ 10-minute lag allowed

⁷ Can be one or more products

- 11) Support for importing and updating existing ArcGIS and ESRI based GIS data and aerial imagery into the system along with the systems and procedures for map updates.
- 12) Technical support documentation for all systems supplied.
- 13) Ongoing updates to the software, interfaces, and services to keep the system meeting current security best practices and CJIS requirements. Including instructions for performing updates.
- 14) Development of a detailed transition plan for conversion, implementation, and cutover from the existing system to the new system.
- 15) CAD system project management, design, configuration, and full system, service, and interface installation services.
- 16) Technical support training for Kitsap's CAD Engineers and additional training for Kitsap's helpdesk staff⁸.
- 17) Development and delivery of user training for dispatch staff⁹.
- 18) Development and delivery of user training for MCT users¹⁰.
- 19) A comprehensive maintenance plan for all systems, services, interfaces, and software must be included.

Proposals will be evaluated as indicated in section [Proposal Evaluation](#).

The Successful Proposer will provide a complete CAD solution. Kitsap requires the following basic system approach to be the basis for the CAD system solution:

- At minimum a stand-alone dispatch system approach with Kitsap owning, operating, and maintaining its own CAD system and interfaces must be quoted. Additional hosted and or managed system approaches may also be quoted as an option.

2.2 SECTION OVERVIEW

This section has the following sub sections:

2. Technical Requirements

2.1. Basic Project Description

2.2. Section Overview

2.3. **Introduction and Overview** – This section provides a general overview of the proposed system scope of the project.

2.4. **Common Technical Requirements** – This section defines broadly applicable technical requirements that apply to all aspects of the CAD system, technical systems, and equipment

2.5. **CAD System Specifications and Requirements** – The section defines the requirements for the core CAD system.

⁸ If different from engineer system administration training

⁹ Depending on cost of proposed training Kitsap may opt for a train the trainer model.

¹⁰ Depending on cost of proposed training Kitsap may opt for a train the trainer model.

- 2.6. **CAD System Interface Requirements** – This section defines the requirements for all interfaces to be included in the system.
- 2.7. **Database System Requirements** – This section defines the database requirements for all databases to be used in the system.
- 2.8. **CAD Environment Requirements** – This section defines and describes the required environments to be delivered as part of a Furnished System.
- 2.9. **End User Dispatch Console Requirements** – This section defines the requirements for update and optional replacement of the dispatch console system as part of the CAD system implementation.
- 2.10. **End User Mobile Software System Requirements** – This section defines the requirements for update and optional replacement of the end user MCT software as part of the CAD system implementation.
- 2.11. **Training Requirements** – This section defines the end user, administrator, management, and technical training requirements.
- 2.12. **Cyber Security and CJIS Requirements** – This section defines the general requirements for electronic security for the CAD system and associated interfaces. Additionally, it outlines general requirements for accessing Criminal Justice Information (CJI).
- 2.13. **Implementation Requirements** – This section defines the requirements for implementation including but not limited to items such as data conversion, system configuration, system staging, etc.
- 2.14. **Documentation Requirements** – This section defines the documentation required to be produced and delivered for this project including any configuration, GUI, install file, and code repositories.
- 2.15. **Warranty, Maintenance, and Support Requirements** - This section defines the warranty, maintenance, and support requirements for the system.
- 2.16. **Project Close Out Requirements** – This section describes the project close out process and requirements.
- 2.17. **Additional Information** – This section provides additional information that may be required by Proposer.
 - 2.17.1. Abbreviations

2.3 INTRODUCTION AND OVERVIEW

2.3.1 Information About Kitsap County

Kitsap County is in Washington State and includes the Kitsap Peninsula, Bainbridge Island, and uninhabited Blake Island. The Kitsap Peninsula contains all of Kitsap County except Bainbridge Island and

Blake Island, as well as the northeastern part of Mason County and the northwestern part of Pierce County. Kitsap County covers a total area of 566 square miles consisting of 395 square miles of land and 171 square miles of water. Thirty percent of the total area of Kitsap County is water. Kitsap County includes the lands of the Suquamish and Port Gamble S’Klallam tribes. The highest point in the county is Gold Mountain, a Kitsap radio and microwave tower site.

Kitsap County has a population of 275,611 (2020 census). Bremerton is the largest city and Port Orchard, across the Sinclair Inlet south of Bremerton, is the county seat. The largest employer in the county is the United States Navy, with installations at the Puget Sound Naval Shipyard, Naval Base Kitsap, and the Naval Undersea Warfare Center Keyport.

Kitsap County has ground transportation connections to the north via the Hood Canal Bridge, to the south from Mason and Pierce Counties primarily served by the Tacoma Narrows Bridge from Point Fosdick to Tacoma. Waterway transportation connections include Washington State Ferries running from Bremerton to downtown Seattle, from Kingston to Edmonds, and from Southworth to West Seattle via Vashon Island, and Kitsap Transit ferries from Bremerton, Bainbridge Island, Kingston, and Southworth to downtown Seattle.

2.3.2 Information about Kitsap

In 2023, Kitsap handled 184,281 9-1-1 calls and a total call volume of 301,457 calls as shown in Figure 1.

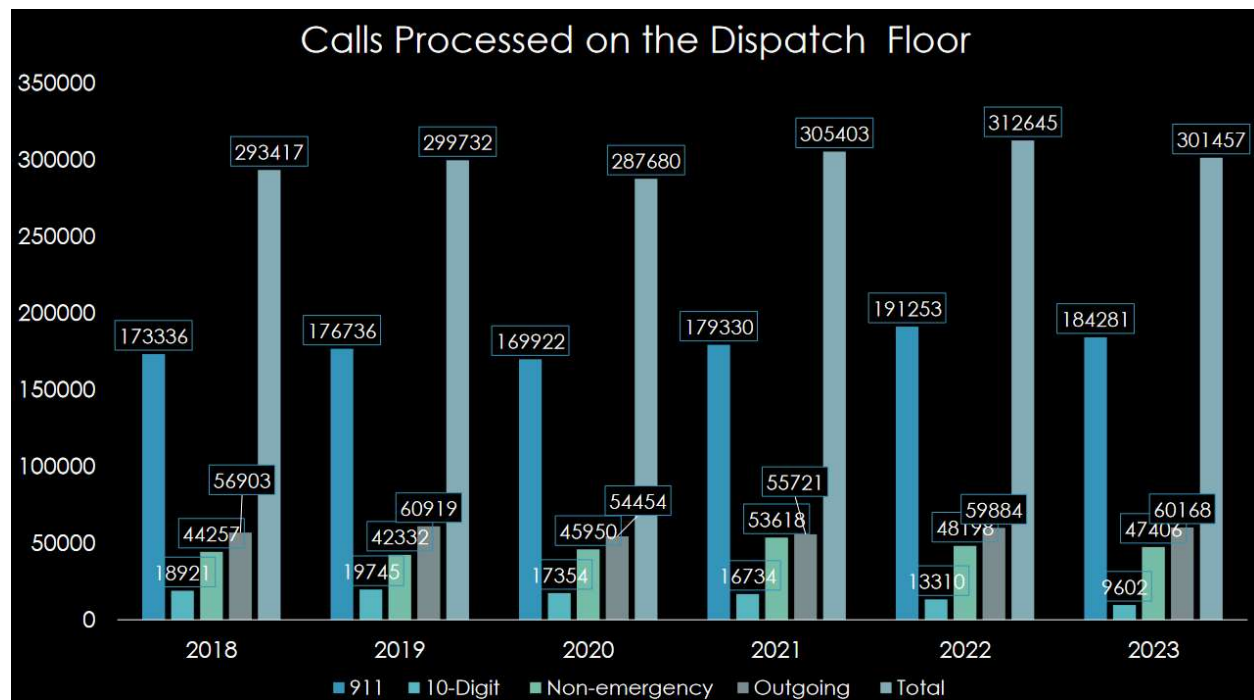


Figure 1 - 911 Call Distribution

Kitsap provides dispatching services for the following agencies (shown in alphabetical order):

- Bainbridge Island Fire Department
- Bainbridge Island Police Department
- Bremerton Fire Department
- Bremerton Police Department
- Central Kitsap Fire and Rescue

- Kitsap County Animal Control
- Kitsap County Medical Examiner's Office
- Kitsap County Sheriff's Office and Jail
- North Kitsap Fire and Rescue
- Port Gamble Natural Resources
- Port Gamble Police Department
- Port Orchard Police Department
- Poulsbo Fire Department
- Poulsbo Police Department
- South Kitsap Fire and Rescue
- Suquamish Police Department

Non-Member Agencies

- Kitsap County Department of Community Development
- Kitsap County Department of Emergency Management
- Kitsap County Fire Marshal's Office
- Kitsap County Juvenile and Family Court Services
- Olympic Ambulance Service

2.3.3 Military Installations and the Regional Dispatch Center (RDC)

Kitsap County includes four primary military installations denoted as NBK (Naval Base Kitsap) and three other installations.

Primary Military Installations

- NBK Bangor
- NBK Keyport (Keyport NUWES – Naval Undersea Weapons Explosives Station)
- NBK Bremerton (Puget Sound Naval Shipyard)
- Manchester Fuel Depot

Other Military Installations

- The Landings (Formerly Jackson Park Naval Reserve)
- Camp Wesley Harris Naval Reserve
- Camp McKean

Any call regarding police, fire, and/or EMS incidents on military installations will be transferred to RDC except on Manchester Fuel Depot. Kitsap's member agencies do provide and receive mutual aid responses on and from the military installations when requested.

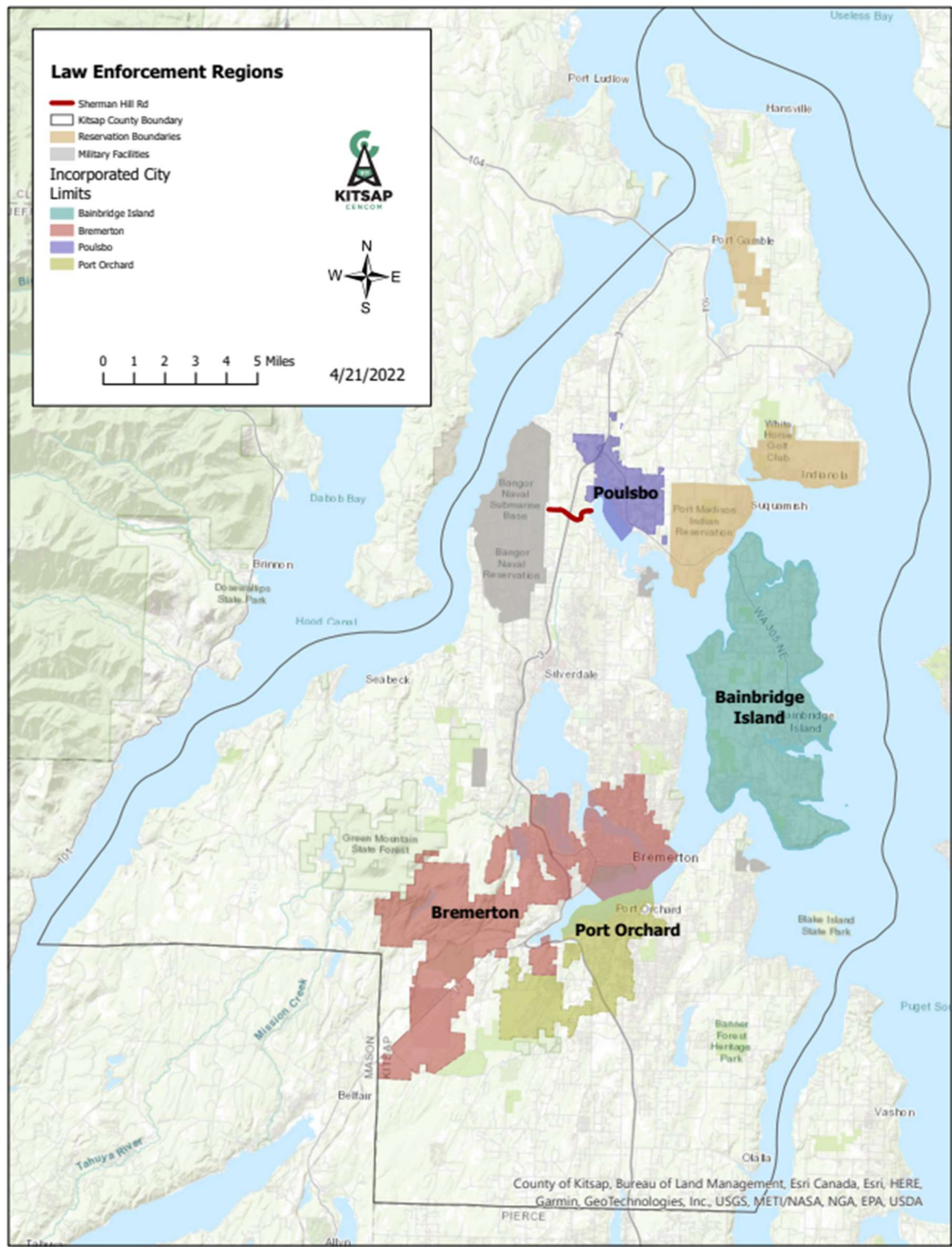
2.3.4 Kitsap County Fire Districts Map

Figure 2 provides a map of the Kitsap County Fire Districts.



2.3.5 Kitsap County Law Enforcement Regions Map

Figure 3 provides a map of the Kitsap County Law Enforcement Regions



Figure

3- Kitsap County Law Enforcement Regions

2.3.6 Kitsap County Waterways

Kitsap County covers several major waterways and over 250 miles of coastline. These waterways include Sinclair Inlet, Dyes Inlet, Liberty Bay, Hood Canal, Rich Passage, Port Madison Bay, and Agate Passage, among others. Both fire/rescue and law enforcement agencies utilize boats to respond to events in the waterways, outside of standard address points; as such, the system must support water-based responses.

2.3.7 Kitsap County Trails

Kitsap County includes a variety of public lands, including DNR lands, state parks, and county or city parks. The largest of these is Green Mountain State Forest, located west of the city of Bremerton, covering 6,000 acres and including 16 miles of hiking trails. Fire/rescue agencies utilize off-road vehicles to respond to events in these areas when needed. The current CAD map includes over 400 miles of trails, with many of these trails include trail locator markers to assist with locating events in these areas.

2.4 COMMON TECHNICAL REQUIREMENTS

This section describes the technical requirements of all software and systems supplied as part of the furnished system

2.4.1 System to be Furnished Complete

Unless specifically excepted by the terms of these specifications any software or interfaces furnished or required to make a complete operating unit or system must be furnished by Proposer whether directly mentioned or not mentioned in the specifications.

2.4.2 Operating System Compatibility

All software, interfaces, and applications provided must be compatible with the current Microsoft long term supported operating system both desktop¹¹ and server¹² at the time of submission.

2.4.3 Network Capabilities

All systems must be capable of traversing IP networks including transmission across VLANs, NATs, and Public IP space.

2.5 CAD SYSTEM SPECIFIC REQUIREMENTS

This section defines the requirements for the core CAD system. Other elements required to make the system a complete functioning CAD system are defined in other sections. However, Proposer is required to supply all software and services required to implement a complete system even if not specified in detail in these specifications.

2.5.1 System Description

Kitsap is requesting an upgrade or replacement to the existing CAD system whose underlying software is nearing end of support. A very detailed description of the existing system is found in a separate section called Existing System Description.

The proposed CAD system must:

1. Connect to Kitsap's core enterprise IP network and address space

¹¹ Example – Windows 11

¹² Example – Server 2025

2. Meet the requirements to connect to and access CJI data and interfaces.
3. Work with existing infrastructure including but not limited to: Zetron Max Calltaker, Zetron Acom radio consoles, logging recorder, alarm system, Purvis alerting system, Xalt Interfaces¹³, 3rd party paging and alerting solutions.

2.5.2 CAD and Interface Server Hosting Requirements

The CAD and interface servers must be capable of running in a virtualized environment. Kitsap hosts all servers with a VXRail virtual environment with the server images stored on a VSAN.

2.5.3 CAD and Interface Server Location Requirements

The CAD and interface servers must be capable of multiple hosting options including On-Premise and Cloud hosted. Preferably, the servers support a hybrid approach that allows the servers to be hosted both on-premise and in the cloud with active fail over between the two.

The CAD and Interface servers must support geo diverse location hosting. Kitsap has its primary location at 911 Carver St, but also has identified a backup location on Dickey Rd in Silverdale. The proposed solution must be capable of an active-active connection between both sites and provide complete system functionality of all servers and interfaces in the event of a failure at either site.

2.5.4 CAD Server Client Licensing Requirements

The CAD server must support a concurrent/site licensing model. Kitsap utilizes multiple virtual and ad-hoc workstations which are not active 100% of the time. Licensing for these clients and their connections are required to be based on the number of simultaneous concurrent connections. Proposers shall describe licensing options included in this procurement including any additional servers/services required for license management/authentication.

The proposed system needs to be capable of operating in an emergency unlicensed mode without any loss of functionality, connectivity, usability should the need arise due to emergency staffing requirements or a disruption to the connection between the CAD systems and the licensing server/service.

2.5.5 Server Compliance Requirements

The proposed CAD system must meet applicable Criminal Justice Information Services Requirements, described in the CJIS Security Policy, and updated versions approved by the U.S. Department of Justice.

All components of the proposed CAD system must be compliant with the Health Insurance Portability Accounting Act (HIPPA) of 1996 Privacy and Security Rules and any subsequent amendments, where applicable.

2.5.6 CAD Mapping Requirements

The proposed CAD system must utilize a commercially available CAD mapping system. Proposers shall describe supported mapping solutions as well as the map update and rollout process as part of the RFP response.

Due to the nature of Kitsap County's terrain and environment, the proposed CAD system must include the ability to add events in waterways or parks and natural areas outside of traditional address points. It

¹³ May be replaced by Proposer's interfaces, or cost and time required to update existing must be included in the proposal, there are further detailed in the Interface requirements section and existing system description.

must also include the ability to add labels to identify waterways and trail markers to assist in locating events in these areas.

Proposer shall discuss any options for creating events directly from the map locations, as well as how non-address points are handled. Discuss any options for geo fencing and/or creating staging locations/zones.

Proposer shall discuss all options for map overlays including but not limited to business names, terrain information, aerial imagery, live services such as real-time traffic, and custom layers.

2.5.7 CAD Configuration requirements

The CAD system must be expandable and flexible enough to meet future functional requirements. The system must be highly configurable allowing Kitsap to meet current and future needs without extensive software customization.

Configuration and maintenance of the system and its core functionality is a critical component of Kitsap's support of dispatch and its member agencies. Configuration of the CAD system should have a simple, intuitive, and easy to use interface with a large complement of capabilities. Configuration should include but is not limited to: Units, Events, Alarm Levels, Personnel Records, ESZs, Deployment plans/records, stations, and system settings.

2.5.8 CAD AVL Requirements

The CAD system must be capable of receiving, storing, and displaying AVL locations of all field units. There must be functionality within the system or an associated interface that allows review of past location information. Additionally, the system must be capable of displaying up to date location information for all AVL equipped devices.

Additionally, discuss AVL visibility from CAD monitors as well as from MCTS, Phone/Tablet Software and web browser apps. This information must be visible in Unit Monitor and any Proposer must discuss other information available such as speed, direction of travel, AVL signal strength, etc.

2.5.9 CAD Response Plan Requirements

The CAD system must be capable of and provide for customization of response requirements¹⁴. This customization must be able to be configured based on event type, ESZ, or agency and must support modular design (nesting shared plans) for both fire and law enforcement responses.

The response plans must be able to select units based on a wide range of factors including but not limited to: AVL location, beats, equipment, agency, vehicle type, time of day, number of requirement types available.

Kitsap's response plans heavily utilize AVL location and routing as a means to select the best unit for the call. The proposed solution must be able to select and prioritize units based on their AVL location and the route (including speed, direction of travel, and any hazards or user inputted slowdowns) when developing and utilizing response plans.

Proposers should discuss capabilities to recommend closest units, including boats, for water-based events that fall outside of the street network.

¹⁴ Also known as run cards

2.5.10 CAD Disconnected Mode Requirements

The RFP response shall include a quote for a self-contained CAD system running on a single device (laptop) capable of providing unit recommendations and CAD functions without access to the Internet or any of the CAD cores. This system must include a method to update with changes from the live production environment for both units, response plans, and maps.

2.5.11 CAD Changing Gears

Kitsap defines Changing Gears as a change to response compliment based on a predefined set of emergency circumstances. The proposed system must be capable of modifying the responses for an entire agency on the fly to a new set of reduced or modified responses with minimal user interaction and disruption. The switch to these plans must be capable of being performed from a console workstation with dispatch supervisor level permissions. The system must support multiple different response configurations (known as levels) and be able to return to normal operations with minimal user interaction and disruption. The RFP response should contain a detailed overview of the workflow and configuration options available as they pertain to this requirement.

2.5.12 CAD Automated Command Requirements

The CAD system must have a command line accessible from the dispatch console workstations. The command line must have the capability to string together multiple commands¹⁵ that can be configured by Kitsap's administrators to automate or group similar or related tasks together under a single command keyword.

The proposed solution must include the time and materials needed to review the current macros in Kitsap's system. Understand their core purpose and provide/configure functionality that duplicates the intended purpose.

2.5.13 CAD Shared Crew Requirements

Kitsap and its member agencies utilize a method to share a single crew between multiple defined vehicles. The CAD system must be capable of supporting multiple vehicles at a single station which can respond to varied response requirements and must be able to recognize when one of these units is dispatched and update the status automatically for all other shared units at the station to an unavailable status. The utilization of the feature must be seamless and intuitive to the end users, and capable of being added or removed on an as needed basis by the dispatch staff. Proposers should discuss the capability of station staff to update shared crew status from MCT or mobile device.

2.5.14 CAD System Uptime

Because of the critical nature of the CAD system the proposed solution must be capable of a minimum 99.999 percent uptime. Uptime is defined as the availability of the application to the user both at dispatch consoles and mobile users. Extended downtime so that maintenance, upgrades, and applications software enhancements can be performed is unacceptable.

2.5.15 CAD Officer Safety Requirements

The CAD system must be able to attach known officer and responder safety information to an address and/or range of addresses. This information must be visible when a call is entered and have a visible

¹⁵ Commonly defined as a macro

indication on the map. This information must be available not only for calls at the associated address but must also be visible on a “near hit”¹⁶ basis.

2.5.16 CAD System Logging Requirements

The CAD system must generate detailed logging for use in maintenance and troubleshooting. The systems must support multiple levels of detail which can be turned on/off in an as needed basis. The system must be configured so all logs are in well-defined and uniform locations.

Proposer may propose an additional log collection application/utility as an optional item provided all cost for install maintenance, and configuration are included in the RFP response.

2.6 CAD SYSTEM INTERFACE REQUIREMENTS

This section defines the requirements for the CAD-related interfaces. The proposed system must be able to make use of or connect to all existing and proposed interfaces. The RFP response must include all costs including but not limited to software licensing, installation, configuration, and a 5-year maintenance estimate to allow the Furnished System to interact with the interfaces provided in this section. The Furnished System may propose additional or supplemental interfaces to meet these interface needs if their core system does not have the capabilities. However, Proposer is required to supply all software and services required to implement a complete system even if not specified in detail in these specifications.

2.6.1 WSP Access Interface Requirements

Kitsap’s CAD system connects to Washington State Patrol’s Access system for criminal justice inquiries. Proposer’s proposed system must be able to connect to this system to query, enter, and modify the following items. All queries must also query our RMS System (currently EIS RMS) for all forms that we currently support. Some agencies need to be restricted from access to all data, either in their mobile software and when attached to events by dispatchers (KAC)

- People (Multiple forms)
- DOL Photos
- Hyperlink queries (DOL License plates with OLN’s attached)
- Vehicles
- Articles
- Boats
- Guns
- Free Form entries and inquiries
- Free Form automatic queries for “Hot Sheets”
- Administrative Messages
- Canadian Persons
- Canadian Vehicles
- Criminal Histories
- Hit Confirmation Requests
- Hit Confirmation Responses

¹⁶ Calls within a defined radius of the entry

Additionally, the system must be able to return and attach data to CAD events as supplemental data. The connection to the state uses a unique Originating Record Identifier (ORI) and must support both a live and a training connection.

Proposer must discuss options for formatting and highlighting critical information in data returns.

Discuss ability if any to run returns via command line in core CAD system in addition to/instead of in a separate interface and the ability to attach the returns to an existing call via command line if applicable.

Mobile users must also be able to make and receive queries using their software.

2.6.2 Digital Alerting Interface

The Furnished System must have or be able to make use of the interface between the CAD system and Kitsap's digital alerting system provided by Purvis. The interface needs to automatically pass event data to the Purvis system once an event has been recommended and dispatched. The system must be able to pass upgrades and additions of units to the system as well and do so in a timely and error-free manner.

2.6.3 Alarm Interface – ASAP to PSAP

Kitsap utilizes ASAP to PSAP for automatic event creation from alarm companies registered with the service. The proposed solution must support connection to this system using an ORI and the ability to automatically create calls with information generated by the ASAP to PSAP system. The system must also support bi-directional messaging within the event comments between 911 dispatchers and the alarm companies.

2.6.4 Automatic Dispatch Interface

Kitsap has an existing interface which automatically recommends and dispatches new events, event upgrades, or alarm level upgrades. This system must be able to be configured to only apply automatic recommendations to specific event types and/or specific agencies. The configuration must allow for specifying which event types are automatically dispatched on new events as well as which upgraded event types qualify for automatic dispatch. Specific units must be able to be excluded. The system must automatically recommend units based on Kitsap run cards and dispatch the appropriate units, and then pass the recommendation to Kitsap's digital alerting interface. The system must also automatically clear 'dummy units' – units used to drive tones or notifications – that are specified within the configuration file.

2.6.5 Paging Interface

Kitsap utilizes external paging as a means to alert field units, agency staff, and volunteer personnel as part of event recommendations. The proposed solution must support sending detailed CAD event data including but not limited to event type, location, comments, units dispatched, event entry time, and alarm level to multiple external sources. The external sources include directly sending to cell phones as a text message, analog pagers as a text message, and email addresses via SMTP. Also, the ability to send messages from the CAD system to all the above external sources is required.

The proposed solution will generate and transmit a message on request using a CAD function from a command line, entry on CAD event, recommendation require, or CAD dispatch form. The message template format must be configurable by Kitsap for content and purpose.

2.6.6 Pulse Point Interface

Kitsap provides CAD data to the PulsePoint mobile application and service. The proposed solution must have an interface that allows near real time event data to be passed to this service. The interface must

support filtering as Kitsap and PulsePoint have an agreed upon set of events that will not be passed to the PulsePoint System.

2.6.7 First Due Interface

As part of this RFP, Kitsap is looking to improve its data sharing with the 3rd party application First Due. The proposed system must have an interface that connects to First Due's API and passes CAD data to First Due's system when a call is dispatched as well as when a call is upgraded or the location changes.

2.6.8 Fire RMS Interface

Kitsap's Fire member agencies all use the RMS Proposer ESO¹⁷ for their records management. The furnished system must include an interface capable of separating and passing each agency's CAD data to ESO, to include updating ESO when an event type or location change occurs. These updates must also include unit status updates. The current system is configured to pass data to ESO in the INCO packet format, and the proposed solution must support this data type or include discussion, and all costs associated with upgrading the link to make use of Proposer's information transmission format.

2.6.9 LAW RMS Interface

Kitsap's Law enforcement agencies all use the RMS Proposer EIS¹⁸ for their records management. The furnished system must include an interface capable of separating and passing each agencies' CAD event data to EIS.

The current system is configured to allow mobile users to query EIS but prevents returns from the EIS system from returning to dispatch unless attached via supplemental to the call. The proposed solution must discuss the ability to filter, highlight, and format returns and must also discuss whether returns can be omitted from returning from specific consoles entirely.

2.6.10 CAD to CAD Interface with South Sound 911

Kitsap (K911) and South Sound 911 (SS911) have implemented a link between both agencies CAD systems for the purpose of sharing resources and their availability. K911 and SS911 are currently running on CAD systems provided by the same Proposer and at the same version level. The link allows K911 and SS911 to share information on units including their location and availability. The link allows for automatic mutual aid event creation in both systems when units from K911 and SS911 are dispatched to the same call. The system also allows communication of event details entered both prior to the call being recommended and after the call has been entered to both systems and keeps both calls updated with comments and event information as it becomes available. The system translates events from one system to the other and recommends resources based on availability. The system also allows for messages to be sent between users, groups, and terminals between K911 and SS911. Operators from both K911 and SS911 are able to send messages to each other through message groups.

The proposed solution must be able to utilize this interface or provide for an upgrade or replacement of this interface with no loss to functionality. All costs associated with creation, configuration, and updating this interface are required to be included as part of the RFP submission.

¹⁷ <https://www.eso.com/fire/>

¹⁸ <https://www.goeis.net/rms>

2.6.11 Printing Interface

Kitsap and RDC utilize rip and run printing as a means of informing RDC of CAD events in their area. The proposed system must include a rip and run printing interface capable of sending event information to a printer based on event location and jurisdiction.

2.6.12 Logging Recorder Interface

The proposed solution shall interface with Kitsap's Eventide logging recorder.

2.6.13 Axon Body Camera Interface

Kitsap's law enforcement agencies make use of Axon for body camera footage. The proposed system must be able to pass data to Axon's service via an API connection between Kitsap's data warehouse and Axon's service. The data provided over this interface must be configurable by an agency to allow each of Kitsap's law agencies to specify what data¹⁹ they would like the system to receive.

2.6.14 PTTID Interface

Kitsap is in the process of replacing its UHF radio system. All radios provide a Push-To-Talk ID (PTTID) which is displayed in a window on the CAD system. The proposed solution must be able to provide an interface that works with the existing system as well as an interface for the new P25 radio system.

The new interface must be able to talk directly with the Harris radio core, decode incoming information from Harris, and display it in a window on the CAD system.

Both interfaces must have the ability to display AVL location data. In the event of an emergency activation, the interfaces must both alert dispatchers and create a CAD HELP event at the last known AVL location of the radio.

2.6.15 CAD Interface Alert Notifications

The current system uses a secondary software to provide a varied array of alert sounds, notifications, and visual indicators to dispatchers based on changes to events, CAD messages, and other user defined factors. The proposed system must have the ability or an interface to provide customized audible notification to dispatchers that match their existing notification criteria. The system must be configurable to have multiple distinct tones, sounds, and volumes, and must support configuration and modification by a trained Kitsap system engineer.

2.6.16 CAD QA Interface

Kitsap utilizes GovWorx for QA/QC of all 911 calls. GovWorx interfaces with Kitsap's phones, logging recorder, and CAD system. The proposed solution must include an interface installed and configured to provide CAD data to this system.

2.6.17 CAD Customer Survey Interface

Kitsap utilizes PowerEngage to send customer satisfaction surveys to a selected subset of 911 callers. This proposed system is required to have an interface capable of connecting to this service and providing CAD data to supplement the survey and call information, which is sent to 911 callers at configurable time intervals following the conclusion of a 911 call.

2.6.18 User Configured Interface Tool

The proposed solution must have a tool to create custom interfaces with both internal and external applications and databases. The proposer shall include training in the operation of the user customizable interface tool in

¹⁹ Types of data include Event type, Event information, first unit on scene, etc.

the proposal. Currently this role is filled by the Xalt system further described in the existing system description section.

2.6.19 Darkhorse Interface

Several of Kitsap's partner fire agencies utilize Darkhorse Analytics to drive decision making and reports. The proposed solution must include the ability to export selected unit history data to Darkhorse based on agency specifications.

2.7 DATABASE SYSTEM REQUIREMENTS

This section defines the requirements for the CAD back-end databases. The proposed system must meet or exceed all requirements listed in this section. The RFP response must include all costs including but not limited to software licensing, installation, and configuration to allow the Furnished System to utilize the proposed database as the back end of the CAD system. Proposer is required to supply all software, licenses, and services required to implement a complete database system even if not specified in detail in these specifications.

2.7.1 Database Structure

The database provided must utilize a SQL²⁰ based back-end. If the proposed system does not utilize a MSSQL based back-end, Proposer may include options, but the proposed work and costs must encompass all tasks needed to import, convert, and upgrade existing Kitsap CAD data to the proposed system. Additionally, if an alternate system is proposed, the proposal must contain all tools and training required for Kitsap's engineers to effectively use, configure, and maintain the proposed system as part of the furnished system cost.

2.7.2 High Availability Model

The proposed database system must support a High Availability model and the cost of configuration, licensing, and implementation for this setup must be included in the total furnished system cost. The proposed solution must include at a minimum two (2) primary databases with the option of three in the future and must support geo-diverse location of the above databases.

2.7.3 Data Warehouse

Kitsap intends to implement a data-warehousing component of this system. The respondents must describe the data warehousing capabilities in the proposed system. This discussion will include the scope of data that can be warehoused, accessibility of the data, and security capabilities. The data warehouse must have the capability to restrict access to the data by agency²¹, role, and data element. The system must be proposed and sized to store all of Kitsap's CAD data for a rolling period of no less than six (6) years, and must include data maintenance tools, tasks, stored procedures to clean up and limit the data stored to the requisite amount. The system must be able to sync with the primary CAD databases on a real-time basis. The proposed solution must specify the interval and method at which the data warehouse is updated from the live system. The system described must also be capable of allowing inbound and making outbound connections to 3rd party applications, preferably via an API.

²⁰ MSSQL is currently used and preferred.

²¹ Internal, external, and third party

Proposer will discuss user-facing platforms to retrieve data from the warehouse, as well as any built-in reporting systems. This discussion should include information on keeping data up to date with CJIS and fire insurance requirements.

2.7.4 Archive Server

Kitsap has and intends to maintain an archive database component of this system. The respondents must describe the archive database capabilities in the proposed system. This discussion will include the scope of data that can be archived, accessibility of the data, and security capabilities. The data archive must have the capability to restrict write-access from external sources. The system must be proposed and sized to store all of Kitsap's CAD data for a rolling period of no less than six (6) years, and must include data maintenance tools, tasks, stored procedures to clean up and limit the data stored to the requisite amount. The system must be able to sync with the primary CAD databases on a near real time basis²² and the proposed solution must specify the interval and method at which the data warehouse is updated from the live system. The system described must also be capable of providing the data to a variety of reporting interfaces including direct SQL query, Crystal Reports, and Power BI²³.

2.7.5 Database Tools

Proposer shall include all tools, software, and licenses necessary to maintain, modify, and query the CAD databases. Proposals must include SQL Server Management Studio²⁴, as well as any other recommended database query and manipulation tools recommended.

2.8 CAD ENVIRONMENTS REQUIREMENTS

This section defines the requirements for the CAD environments. The proposed system must address all environments and requirements listed in this section. The RFP response must include all costs including but not limited to software licensing, installation, configuration, and an estimate of 6 years of maintenance costs to allow the Furnished System to support the detailed environments. Proposer must also include software and/or instructions for switching a console between any/all environments in an ad-hoc manner.

2.8.1 Live/Production Environment

The proposal must have a live/production environment to be utilized on a 24/7 basis for all dispatching operations. All interfaces and systems must be able to communicate and interact with the live/production environment. No changes should be made to the live environment aside from critical immediate break fix modifications. The Live/Production environment is not used for active development work. All changes to the Live/Production environment must first pass testing in the TEST and/or DEV environment. All environments other than Live/Production must have a process included and described to easily distribute changes and updates that have been made to Live back to their respective environments. This process must be able to be accomplished, quickly, easily, and routinely. Proposer should detail any capabilities to validate and bulk load changes to the live environment after passing testing.

2.8.2 Training Environment

As part of the proposal, Kitsap requires Proposer to discuss creation, maintenance, updating, and usage of a training environment. Kitsap utilizes the TRAIN environment to train new call receiving and dispatch

²² Maximum 10-minute lag between the live system and Archive under normal operations

²³ Kitsap does not currently have a PowerBI solution, but is interested in exploring the capabilities

²⁴ Or comparable program

staff. Kitsap hosts between 2-5 dispatch and call receiving academies per year, which are multi-week academies that require access to an up-to-date training environment. The training environment should mirror the live/production environment in terms of operation; however, it needs to be configured in such a way that events and operations can be simulated without impacting live systems. The TRAIN environment requires multiple consoles to be available at once, both in person and remote consoles, and needs interfaces that resemble the live/production environment. The training environment should mirror the production environment in terms of operation (without impacting live systems) to ensure training is accurate and valid.

2.8.3 Testing Environment

Kitsap requires a testing environment to stage interfaces, macros, changes, and any other work being performed on the CAD system prior to implementation in the Live/Production environment. Currently this environment is also used to test and validate map and routing functionality before a map is rolled to the live environment. Kitsap performs four (4) map rolls per year and is looking to maintain or increase this number based on complexity and process for map updates with the proposed system. The test environment must also support connection to a state test data interface for testing returns as defined in section [WSP Access Interface Requirements](#). The test environment must be able to support testing with mobile computer terminals and have a clear and easy to follow process for moving MCTS between live and test. The testing environment should mirror the production environment in terms of operation (without impacting live systems) to ensure testing is accurate and valid.

2.8.4 Development Environment

Kitsap requires a development environment to be set up for validation and staging of changes which may have significant operational impacts. The development environment needs to be set up and able to be updated in such a way that if a change causes a large-scale failure of the environment, DEV can be easily restored from Live. Kitsap staff need to be able to make radical and potentially harmful changes to this environment that could not otherwise be made in TEST or TRAIN without impacting the function of those environments.

2.8.5 Disconnected Environment

Kitsap currently operates a disconnected environment for use in disaster scenarios and widespread CAD outages. This is currently a laptop with a self-contained CAD database and client which gets quarterly updates to its CAD configuration and settings. The goal is to have a portable, always on, independently powered machine with a relatively up to date snapshot of CAD that can be used for unit response recommendations in the event of a CAD outage or evacuation. The proposed solution for this will consider any and all set-up, configuration, licensing, and maintenance required to achieve this goal and will discuss in detail how the proposed solution will meet the needs of operating in a disconnected mode and the method for updating such a system.

2.9 END USER DISPATCH CONSOLE REQUIREMENTS

This section defines the requirements for end user call receiver and dispatcher workstations. The proposed system must meet or exceed all requirements listed in this section. The RFP response must include all costs including but not limited to software licensing, installation, and configuration to allow the CAD consoles to access and utilize the Furnished System. Kitsap uses its call receiver and dispatcher positions interchangeably and the proposed solution must support any/all consoles to be used for either purpose.

The upgrading or replacing of the console system must be installed and made operational alongside the existing system with minimal disruption to the console operator.

Acceptance testing will be developed by the Proposer and will be dependent on CAD system, interfaces, and console system features, function, and operation. Sign off and agreement of acceptance testing requirements will require the approval of Kitsap's project manager.

2.9.1 Console Upgrades

Proposer must provide a detailed description and detailed capital and recurring costs (operations and maintenance) to upgrade or replace the existing Hexagon CAD I/Dispatcher consoles.

Proposer should account for 21 live console positions at the 911 Carver location, 12 live positions at the backup center, and 10 live virtual remote consoles which are utilized by 45 remote console kits. Approximately 20 additional consoles are utilized for testing, training, and administration, to include 13 virtual consoles. Proposer will provide a detailed list of minimum specifications for both a dispatch console and an administrator console including but not limited to:

- CPU speed
- Memory
- Hard Drive Space
- Graphics Requirements

Proposer will identify the functions of all software needed to create a full console system. Connectivity between the consoles and other CAD systems and interfaces must be included and specified as to preferred media, minimum bandwidth required, protocol, and any other defining characteristics Proposer deems necessary for proper preparation of their Proposal.

Proposer must provide a plan and the costs to include system acceptance of the upgraded console system and the integration of the upgraded console system to the new CAD system as a part of the factory acceptance testing of the new CAD system without operational risk to the Live/Production dispatch consoles. Proposer must provide the plan for this testing such as using a demonstration system, use of secure VPN links, temporary use of another console system, etc.

Proposer must also address the implementation approach for the new consoles. The exact implementation process will be determined in part by the new CAD system Proposer and technology. However, Kitsap's general concept to implement is as follows:

1. Design, procure, install, and configure the replacement consoles alongside the existing Hexagon system.
2. Test the new system with the proposed CAD solution. Identify and resolve any issues, bugs, deficiencies accounted for during this process.
3. Install console equipment at Kitsap alongside the existing CAD system on a predetermined number of positions to verify proper operation and training.
4. When the new console system is ready for full deployment (may be same day as go live) place remaining consoles in service alongside the existing CAD system.

2.9.2 Console Operating System

The consoles must support and be certified to run on the latest version of Microsoft Windows at the time that Proposer's response is submitted. The console software must remain current and certified with all future service packs, feature updates, and patches. Upgrading, updating and other patches for

Proposer-provided software must be applied only after Proposer has certified the patch as helpful or benign to the console system's operation. Such certification must occur offline and must not affect currently running operations. All costs associated with ongoing software refresh and maintenance must be clearly explained and presented as an optional maintenance plan.

2.9.3 Console Virtualization

Kitsap maintains a hybrid console environment to support Remote 911 capabilities. As such, the proposed dispatch console software must support and operate in a virtualized environment with no loss or degradation of services. The proposed console software must also be capable of running in a geo-diverse environment.

2.9.4 Console Displays

Kitsap utilizes multiple displays for its CAD consoles in two different configurations. The first primary configuration is a single large (43-inch display with a 4K resolution of 3840 x 2160 at 60 Hz). The proposed solution must support working in these configurations but does not need to incorporate supplying the necessary monitors.

The proposed solution must support saving of monitor and window location of CAD consoles screens on a per-user basis. Dispatch staff need to be able to sit at different consoles and have their monitors and screens display all CAD-related windows and boxes in the location they were last set. If the proposed solution requires a 3rd party program to accomplish this requirement, Proposer shall be responsible for all procurement, licensing, installation, and configuration of the proposed solution.

2.9.5 User Interface Requirements for Console Operations

This section defines the requirements for the operation of the CAD console by a dispatcher and/or call receiver.

- I. The system must present a graphical user interface to the operator.
- II. The system must accept all input from a keyboard and a mouse/trackball together or separately.
- III. The user must be able to accomplish all system interaction using only the keyboard or mouse separately.
- IV. The user must be able to accomplish all system interaction using the provided command line or GUI separately.
- V. The console must meet all CJIS requirements and be capable of running data returns through the WSP Access system.
- VI. The user must be able to select/filter one or more agencies/dispatch groups either separately or at the same time and switch their selection on an as needed ad-hoc basis.
- VII. The system must be able to display all currently active and pending events and provide the user with options to separate and/or filter the display.
- VIII. The system must be able to display all units for selected agencies without limit and provide the user with options to separate and/or filter the units.
- IX. The system must clearly identify changes to units, statuses, or events visually. The options must be configurable, allowing administrators to turn on/off some visual alerts.
- X. The system must clearly identify changes to units, statuses, or events audibly. The options must be configurable, allowing administrators to turn on/off some audible alerts.
- XI. Users must be able to configure and enable/disable map levels and layers.
- XII. The console must support launching external 3rd party programs from the console GUI via a button or command.

- XIII. Users must be able to execute macros and/or predefined scripts/workflow automation from the console to aid in automating multiple tasks.
- XIV. The system must display the radio identifier/alias of the last 50 received PTTID activations.
- XV. Consoles must be able to send and reply to messages sent to either individuals, groups, or terminals and must be able to be sent both internally and to field users on MCTs. The proposed system must have the capabilities for users to search and save messages. These messages must have the capability to vary in priority and provide associated audible and visual indicators for priority.
- XVI. Proposer must demonstrate how their system allows for searching of past events, unit history, case numbers and other criteria. Proposers must explain capabilities available. Proposer will provide a clear list of all wildcards available and their usage examples.
- XVII. System must be able to assign case numbers by agency, or for the organization as a whole and discuss the configuration of case number tables. Discuss capabilities for automatic and manual case number assignment.
- XVIII. System must be capable of, or discuss an alternate means for, handling rolling all case and event numbers yearly. Kitsap begins event numbers with a letter F for fire or P for police the year followed by a set number of digits that increase as used: Example F24000055. Additional event numbers are used for other purposes: Y for ASAP-to-PSAP address validation events, A for callouts to utility companies or other external agencies, Q for medical examiner events, and X for county-wide notifications or events. Kitsap begins all case numbers with an agency identifier; this is discussed in depth in the existing system description.
- XIX. System must support multiple unit and event monitors with different monitored agency configurations.
- XX. Discuss how the system provides incident command tracking and the different tracking and timers available. Also discuss whether multiple different and configurable incident commands are available such as a box for water rescue versus a box for structure fire.
- XXI. System must have an at a glance station display showing all active fire stations, their associated crews, units, and their statuses.
- XXII. Discuss the systems capabilities to monitor an active priority event while still updating and reviewing other active events.
- XXIII. Discuss tow rotation and automatic selection capabilities.
- XXIV. Discuss options and capabilities for multi-source mapping including integrating external 3rd party map sources.
- XXV. Discuss system capabilities for differentiating system comments from user comments as well as showing and hiding system comments as they are included in event comments.
- XXVI. Discuss system capabilities for formatting, editing, and revising previously entered comments in event narratives.
- XXVII. Discuss capabilities for formatting comments from different sources (for example, comments from mobile users vs. dispatch staff) or highlighting keywords or phrases within the event narrative.
- XXVIII. Discuss ability to mark an event as “request to cancel” to provide a visual indicator to dispatch staff that contact needs to be made with the field regarding an event that is available to be cancelled by the originating caller or agency such as an alarm company. Must also discuss capabilities to remove a “request to cancel” that may have been made in error and alert dispatchers of such requests.

- XXIX. Discuss capabilities for cross-referencing events so that event data is shared between cross-referenced events. Must also discuss the ability to “undo” cross-referencing and the ability to view all associated cross-referenced events at a glance on the event information screen.
- XXX. Discuss handling of duplicate events and dumping duplicate event information into “main event” narrative.
- XXXI. Discuss copying events to multiple agencies and linking/replication of event data within multi-agency events.
- XXXII. Discuss the ability to search data attached to events (supplemental vs attached via informer or MCT).
- XXXIII. Discuss the ability to “move up” fire units when needed. This refers to relocating a unit or multiple units to another station (either within or outside of the unit’s home agency) to assist in coverage when a station or agency has been depleted of resources. This should include information on how recommendations are handled if units are moved up to a station outside of their home agency.

2.9.6 Console Installation Requirements

This section defines the requirements for installation and implementation of the CAD console systems. In their Proposal, Proposer must include a general implementation plan and identify risks associated with the implementation process. The implementation plan must take into account and address the following:

- a. Kitsap’s CAD system is continuously in use. The existing CAD system will need to remain operational during the cutover to the new system.
- b. Proposer must closely coordinate the installation, configuration, and connection of the equipment with Kitsap’s project manager. A migration plan which details cutover milestones must be included in the Proposal.
- c. Proposer must work with Kitsap to stage the equipment prior to final installation. Proposer must configure and test all consoles prior to final installation and before a go-live date is finalized.
- d. A rollback plan must be in place should the go-live be unsuccessful.

2.9.7 Required Console Options

The following options must be priced as separate items in the Proposal Form. The prices for these options are to be quoted in single-unit quantities. Kitsap may, at their option, order any of the following features without any requirement to order any other option.

- a. Details including cost, operation, and requirements for an additional virtual console.
- b. The cost to add one complete operator position including all software and licensing.

2.10 END USER MOBILE SOFTWARE SYSTEM REQUIREMENTS

This section defines the requirements for end user agency client software. The proposed system must meet and/or exceed all requirements listed in this section. The RFP response must include all costs including but not limited to software licensing, installation, and configuration to allow MCTs and phones/tablets to access and utilize the Furnished System.

The upgrading or replacing of the MCT software must be installed and made operational with minimal end user disruption.

Acceptance Testing will be developed by Proposer and approved by Kitsap's project manager and will be dependent on CAD system, interfaces, and MCT system features, function, and operation.

2.10.1 MCT Client Updates

Proposer must provide a detailed description and detailed capital and recurring costs (operations and maintenance) to upgrade or replace the existing Hexagon Mobile for Public Safety and Mobile Responder software on Kitsap's MCTs.

Must have an application to remotely push out updates remotely to the mobile software to the clients, with no interruption to their use of application at the time. This will include all updates to software including pushing out new map files. We currently use Remote Content Management software provided by our current vendor.

Proposer should account for 400 MCTs in services across Kitsap County, with a large number being in take home vehicles. Proposer will provide a detailed list of minimum specifications for mobile computer terminals including but not limited to:

- CPU speed
- Memory
- Hard Drive Space
- Graphics Requirements

Proposer will identify the functions of all software needed to create a full console system. Connectivity between the MCTs and other CAD systems and interfaces must be included and specified as to preferred media, minimum bandwidth required, protocol, and any other defining characteristics Proposer deems necessary for proper preparation of their Proposal. Additional information about the MCT connection to Kitsap's CAD system and associated technologies can be found in the detailed system description.

Proposer must provide a plan and the costs to include system acceptance of the upgraded/new mobile software and the integration of the upgraded/new mobile software to the new CAD system as a part of the factory acceptance testing of the upgraded/new CAD system without operational risk to the production MCTs. Proposer must provide the plan for this testing such as using a demonstration system, use of secure VPN links, temporary use of another MCT system, etc.

Proposer must also address the implementation approach for the upgraded/new mobile software. The exact implementation process will be determined in part by the upgraded/new CAD system Proposer and technology. However, Kitsap's general concept to implement is as follows:

1. Design, procure, install, and configure the upgraded/new MCT software alongside the existing Hexagon system
2. Test the upgraded/new system with the proposed CAD solution. Identify and resolve any issues, bugs, deficiencies accounted for during this process.
3. Install mobile software on Kitsap loaner MCTs alongside existing software to verify proper operation and training.
4. When the upgraded/new mobile software is ready for full deployment (may be same day as or prior to go live) coordinate deployment of the new mobile software.

2.10.2 Mobile Operating System

The mobile software must support and be certified to run on the latest version of Microsoft Windows at the time that Proposer's response is submitted. The same software or a separate offering must also support and be certified to run on the latest versions of IOS and Android. The mobile software must remain current and certified with all future service packs, feature updates, and patches. Upgrading, updating and other patches for Proposer-provided software must be applied only after Proposer has certified the patch as helpful or benign to the mobile system's operation. Such certification must occur offline and must not affect currently running operations. All costs associated with ongoing software refresh and maintenance must be clearly explained and presented as an optional maintenance plan.

2.10.3 Mobile Computer Terminal Displays

Kitsap's MCT fleet utilizes a single touchscreen display for interacting with the mobile software. The size varies based on the model, Kitsap's two in-service models are the Panasonic CF-33 and the Panasonic FZ-40. The CF-33 has a 3:2 aspect ratio (non-widescreen) and the FZ-40 has a 16:9 aspect ratio (widescreen), therefore Proposer's solution must be able to effectively utilize the space and touch capabilities of both of these screens. The proposed solution must support working on both devices and displaying the application properly but does not need to incorporate supplying the necessary devices.

2.10.4 User Interface Requirements for MCT Operations

This section defines the requirements for operation of the MCT by a Fire, Law, Animal Control, Medical Examiner or EMS first responder.

- I. The system must present a graphical user interface to the operator.
- II. The user must accomplish all MCT control functions using one display; the user must not be required to interact with a screen other than the main display to perform MCT control functions.
- III. The system must accept input from a touch screen monitor, a keyboard, and a mouse/trackpad together or separately.
- IV. The user must be able to accomplish all system interaction using only the touch screen, a mouse/trackpad, or a keyboard separately.
- V. The user must be able to monitor currently active and Pending events and units from one or more selected agencies and/or dispatch groups and provide the user with options to separate and/or filter the display.
- VI. The system must be capable of passing the user's AVL location back to the core CAD system.
- VII. The system must support and utilize single sign on.
- VIII. The system must have a clearly defined Day and Night mode to include the map files, which can be toggled on/off by the user with minimal interaction.
- IX. The user must be able to change their status between multiple different options including user defined custom statuses²⁵.
- X. Current user designator and status must be clearly indicated by visual means on the system display.
- XI. The system must present a visual and audible indication of incoming events, messages, and other communication requests.
- XII. The MCT software must be capable of receiving updates in the field from Kitsap. Proposer must fully discuss and outline the process by which updates to both the software and the map are provided to field users.

²⁵ Preference will be given if this is done with a modal button which changes based on context rather than a series of different buttons for each status

- XIII. The MCT must meet all CJIS requirements and be capable of running data returns through WSP Access system.
- XIV. The system must be able to display all units for selected agencies without limit and provide the user with options to separate and/or filter the units.
- XV. Users must be able to configure and enable/disable individual map levels.
- XVI. The mobile software must support launching external 3rd party programs from the mobile GUI via a button.
- XVII. MCTs must be able to send and reply to messages sent to either individuals, groups, or terminals and must be able to be sent both internally to field users on MCTs and dispatch. These messages must be able to be of varying priority.
- XVIII. Discuss options and capabilities for multi-source mapping including integrating external (such as Google or Bing) map sources.
- XIX. Mobile Software must be capable of routing to predefined as well as free form entered locations.
- XX. Mobile software map must be capable of rotating based on direction of travel.
- XXI. Mobile software must be capable for dynamically registering radio IDs.
- XXII. Mobile software must be capable of dynamically adding/removing equipment.
- XXIII. Mobile software must allow one or more users to be associated with single login/vehicle/unit identifier.
- XXIV. The system must be capable of interfacing with WSP Access for the purposes of running vehicles, people, articles, guns, boats, Canadian Person, LoJack and free form (Including Hotshots) and must discuss the capabilities for attaching this information as supplemental to CAD events. Must also be able to Fetch previous records.
- XXV. The system must be able to transport to predefined locations and change location and status appropriately with a single button.
- XXVI. Mobile software must be able to change unit status from event dispatch display screen.
- XXVII. The system must be able to close events with a status from the field.
- XXVIII. The system must have the ability to create field events from the MCT for a set of event types.
- XXIX. System must be capable of assigning and/or requesting case numbers.
- XXX. Proposer must demonstrate how their system allows for searching of past events, unit history, case numbers and other criteria. Proposers must explain wildcard search capabilities available for the mobile units.
- XXXI. Proposer must discuss the communications path between MCTs and core CAD system including encryption and communication protocols.
- XXXII. Discuss options for disconnected/offline mode should an MCT temporarily lose service.
- XXXIII. Discuss ability of shared crew/cross-staffed capable units to update their staffing status from a mobile device.

2.10.5 MCT Installation Requirements

This section defines the requirements for installation and implementation of the MCT systems. In their Proposal, Proposer must include a general implementation plan and identify risks associated with the implementation process. The plan must accommodate and address the following:

- e. Kitsap's MCT system is continuously in use. The existing MCT system will need to remain operational during the cutover to the new system.

- f. Proposer must closely coordinate the installation, configuration, and connection of the equipment with Kitsap's project manager. A migration plan which details cutover milestones must be included in the Proposal.
- g. Proposer must work with Kitsap to stage the software on all MCTs prior to final installation.

2.10.6 Required MCT Console Options

The following options must be priced as separate items in the Proposal Form. The prices for these options are to be quoted in single-unit quantities. Kitsap may, at their option, order any of the following features without any requirement to order any other option.

- c. Details including cost, operation, and requirements for additional MCT positions.
- d. The cost to add one complete MCT position including all software and licensing.

2.10.7 Mobile Phone Application

Proposer must discuss and demonstrate in detail their mobile phone application. Including all features and capabilities, if different from their mobile computer application.

Proposer must include all costs including software, licensing, and any other fees related to implementing a mobile phone application.

2.10.8 Mobile Web Application

Proposer must discuss and demonstrate in detail their mobile web application. Including all features and capabilities, if different from their mobile computer application.

Proposer must include all costs including software, licensing, and any other fees related to implementing a mobile web application.

2.11 TRAINING REQUIREMENTS

Proposer must provide a recommended list of training, including course summaries, for the Kitsap CAD system. A catalog of available training and a budgeted line item for training is not sufficient to meet this requirement.

Proposer must train personnel selected by Kitsap in the operation and maintenance of all the software and interfaces supplied under this contract. The training must be for Kitsap's training, technical, management, and end user personnel. All training must be onsite and take place in the Kitsap training/meeting room, unless otherwise specified by Kitsap. This training must occur as close to cutover as possible.

Proposer may be required to provide additional hours of training after cutover of the system.

Proposer must coordinate the training schedule with Kitsap 45 days prior to starting any training. Concurrently, Proposer must provide a concise and comprehensive collection of training materials for Kitsap's approval.

Proposer must supply Kitsap for its approval, a sample of all training materials 15 days prior to the start of any training classes.

2.11.1 Train the Trainer Requirements

Proposer must assist with the development of training content for "train the trainer" material for delivery to end-users of MCTs and end-user training in the operation of all the CAD console software supplied. This training must include:

1. Training aids to be used by the trainers to train Kitsap's staff and line personnel. Proposer must grant Kitsap permission to copy and use any training aids received for training users of the CAD system, interfaces, dispatch console software, and mobile software.
2. Proposer will provide resources to support the development of "End User" training on mobile and portable CAD software. Training developed is expected to be slightly different between dispatch users, law enforcement users, and fire users.
3. The CAD system and console system training must consist of "End User" and "System Manager" training. The "End User" and "System Manager" training classes must be separate and onsite. The "End User" training must also be used to train Kitsap's trainers. Training must include all proposed systems.
4. Manuals or operating guides must be provided for each student in the "System Manager" training sessions.
5. Proposer must provide overall system management training. These classes must be given during the hours and at the location specified by Kitsap.
6. Proposer must provide training for any optional features provided with the system. These classes must be held in Kitsap County, Washington.

2.11.2 Basic System Technical Training Requirements

Proposer must provide class schedules, syllabi, and costs for basic system technical training. The purpose of this training is to allow Kitsap's technical personnel to perform Tier 1 maintenance on all the software provided. Maintenance activities include troubleshooting and repair to the dispatch console and mobile terminal software. This training must include, at minimum, the following:

1. Detailed explanation of system design.
2. Detailed explanation of communication network structure.
3. Detailed instructions on modifying and/or adding new units, users, vehicles, stations, pagers response plans, etc.
4. Detailed instructions on modifying and/or adding system parameters.
5. Detailed explanation of interfaces.
6. Detailed explanations of operational, backup, recovery, and restart procedures.
7. Detail instructions to diagnose and resolve common troubleshooting procedures and practices.
8. Detailed instructions on software and hardware updates.
9. Detailed explanation and instruction on adding or modifying macros and workflows
10. Detailed explanations and instructions for performing diagnostics as well as addressing console and mobile performance issues such as slow operator position response times, missing information or slow information updates, and other common console and mobile terminal errors
11. Other topics as required to maintain the system.

2.11.3 System Engineer Training Requirements

Proposer must provide cost and class information for engineer/administrator training of technical personnel on a per-student basis as outlined in the pricing tables for two of Kitsap's personnel, not including travel expenses. The specific recommended classes must be listed in the proposal with details

on what is covered in the training. The classes must include information and documentation on database maintenance and troubleshooting. In addition, these classes must be bid as an option for additional personnel or additional training desired.

2.12 CYBER SECURITY AND CJIS REQUIREMENTS

Unused and unnecessary software and services in any system containing system administration computers, servers or components left enabled can pose potential entry points for exploits, especially if they are not monitored. These services can range from system diagnostics to messaging applications. Various attacks have been crafted to exploit these vulnerabilities, leading to the compromise of critical systems. These vulnerabilities can be addressed by the "principle of least functionality," stating programs or processes must only be able to access the information and computational resources needed for them to perform their intended function.

2.12.1 Baseline Specifications

Proposer must provide documentation of software/firmware supporting the procured product, including scripts and/or macros, run time configuration files and interpreters, databases and tables, and all other included software (identifying versions, revisions, and/or patch levels, as delivered). The listing must include all ports and authorized services required for normal operation, emergency operation, or troubleshooting.

Proposer must disclose the existence of all known methods for bypassing computer authentication in the procured product, often referred to as backdoors, and provide written documentation stating all backdoors created by Proposer have been permanently deleted from the system.

Proposer must provide summary documentation of the procured product's security features and security-focused instructions on product maintenance, support, and reconfiguration of default settings.

2.12.2 Access Control

Systems without appropriate access control methods in place can allow adversaries to gain unauthorized or undetected access. Access control is the process of restricting access to certain systems, information, functions, tools, locations, components, or resources. Access control limits individual users and processes by implementing the "principle of least privilege" so every process, program, or user must only access authorized and necessary information and resources for operation. This restriction reduces the number of potential entry points for an attack. Access control is designed to enforce security policies and streamline security management processes by grouping users based on their role within the organization, rather than separately evaluating each individual identity. Access control requirements are as follows:

- I. Proposer must configure each component of the procured product to operate using the principle of least privilege. This includes operating system permissions, file access, user accounts, application-to-application communications, and any other privileged configurable services.
- II. Proposer must provide user accounts with configurable access and permissions associated with one or more organizationally defined user role(s), where roles are used.
- III. Proposer must provide a system administration mechanism for changing user(s') role (e.g., group) associations.

- IV. Proposer must configure the procured product so a session or inter-process communication initiated from a less privileged application must be limited and enforced at the more critical side.
- V. Proposer must provide a method for protecting against unauthorized privilege escalation.
- VI. Proposer must document options for defining access and security permissions, user accounts, and applications with associated roles. Proposer must configure these options, as specified by Kitsap.
- VII. Proposer must deliver a product enabling the ability for Kitsap to configure its components to limit access to and from specific locations (e.g., security zones, business networks, and demilitarized zones [DMZs]) on the network with attached components, where appropriate, and provide documentation of the product's configuration as delivered.

2.12.3 Account Management

Some CAD and Mobile systems are configured with publicly available and or commonly used default and/or service accounts and passwords. In some cases, these accounts can be used to gain unauthorized system access or to escalate privileges. The account management requirements are as follows:

- I. Proposer must document all active accounts (including, but not limited to, generic, service, and/or default) necessary for proper operation of the procured product.
- II. Proposer must change default account settings to Kitsap-specific settings (e.g., length, complexity, history, and configurations) or support Kitsap in these changes. Proposer must not publish changed account information. Proposer must provide new account information to Kitsap via a protected mechanism.
- III. Prior to delivery of the procured product to Kitsap, Proposer must remove or disable any unnecessary accounts for normal or maintenance operations of the procured product.
- IV. As specified by Kitsap, accounts for emergency operations must be placed in a highly secure configuration and documentation on their configuration must be provided to Kitsap.

2.12.4 Session Management

Weak or insecure system session operating practices can result in vulnerabilities in CAD and interconnecting interface systems. Examples of insecure practices include permitting use of clear text passwords, passwords lacking requisite complexity, multiple concurrent session logins, remembered account information between logins, and auto-filling fields during logins. Once an account is compromised, system administrators have no way of knowing with certainty whether the account is being used by an unauthorized party. The session management requirements are as follows:

- I. Proposer must not permit user credentials to be transmitted or shared in clear text. Proposer must not store user credentials in clear text unless Proposer and Kitsap agree to the practice for the procured product given the protection offered by other security controls. Proposer must only allow access protocols encrypting or securely transmitting login credentials (e.g., tunneling through Secure Shell Terminal Emulation [SSH], Transport Layer Security [TLS]).
- II. Proposer must provide an appropriate level of protection (e.g., encryption and digital signing) for the session, as specified by Kitsap, commensurate with the technology platform, communications characteristics, and response time constraints.
- III. Unless specifically requested by Kitsap, Proposer must not allow multiple concurrent logins to the same application using the same authentication credentials, allow applications to retain login information between sessions, provide any auto-fill functionality during login, or allow anonymous logins.

2.12.5 Authentication and Password Policy Management

The need for constant availability of CAD and interconnecting interface systems often results in weak password policies, providing easy entry points into such systems. This easy access may be caused by users selecting poor or easily guessed passwords easily used by attackers to gain access within minutes. The authentication and password policy management requirements are as follows:

- I. Proposer must document the levels, methods, and capabilities for authentication and authorization. Proposer must deliver a product adhering to standard authentication protocols.
- II. For System Administration and user accounts, Proposer must provide a configurable account password management system allowing for, but is not limited to, the following:
 - a. Changes to passwords (including default passwords).
 - b. Selection of password length up to at least 64 characters.
 - c. Spaces as valid password characters.
 - d. Frequency of change.
 - e. Setting of required password complexity.
 - f. Number of login attempts prior to lockout.
 - g. Administrative account lockout/disabling.
 - h. The system must not allow derivative use of the username within password.
 - i. Denial of repeated or recycled use of the same password.
 - j. Multifactor authentication.
- III. Proposer must protect passwords, including not storing passwords in clear text and not hardcoding passwords into software or scripts.
- IV. Proposer must provide a centralized and local account management capability.
- V. If needed for ongoing support and maintenance, Proposer's solutions involving interactive remote access/control must adhere to (i.e., be compatible with) Kitsap's implementation of multifactor authentication (e.g., two-factor or token).
- VI. Proposer must include the ability to audit logins, logoffs, failed login attempts, and password changes to include, but is not limited to, the following details:
 - a. Datetime stamp.
 - b. Target account.
 - c. IP address from which attempt is made.
 - d. Application from which attempt is made.

2.12.6 Secure Single Sign-on Requirements

Proposer must ensure their system meets the below requirements regarding single sign-on of CAD and mobile users.

- I. Proposer must ensure account access for single sign-on is equivalent to enforcement via direct login.
- II. Proposer must use a secure method of authentication (e.g., strong two-factor authentication) to allow single sign-on to a suite of applications.
- III. Proposer must protect key files and access control lists used by the single-sign-on system from non-administrative user read, write, and delete access. The single-sign-on system must resolve each individual user's credentials, roles, and authorizations to each application.
- IV. Proposer must provide documentation on configuring a single-sign-on system, as well as documentation showing equivalent results in running validation tests against the direct login and the single sign-on.

2.12.7 Adherence to CJIS Security Policy

Adherence to all requirements enumerated in the latest version of the FBI's CJIS Security Policy for access to CJIS data and operation of a CJIS capable terminal is a requirement for all dispatch console software and all law enforcement mobile software. Proposer must provide Kitsap with all supporting documentation of adherence to the CJIS Security Policy upon request or as required by said policy. Proposer must meet all current CJIS requirements for data access and transmission. Proposer must verify the addition of security features does not adversely affect connectivity, latency, bandwidth, response time, and throughput specified. Proposer must be able to limit access to CJIS data from unauthorized terminals and user accounts such as those used by fire and other non-law enforcement agencies to include CJI that may be contained in diagnostic, application, and system logs. Proposer must discuss how the proposed solution will provide a native means of mapping Originating Agency Identifier (ORI) to CAD system user account.

2.12.8 Proposer's Life Cycle Security Program

Proposer's life cycle security program is an important consideration in the procurement process. Vulnerabilities frequently result from architecture, design, weaknesses, and vulnerabilities in software, interfaces, coding, and bundled third-party products. Many security vulnerabilities are the direct result of writing software with inadequate attention to secure coding practices that reduce the risk of successful, deliberate, and persistent malicious attacks. Life cycle security programs provide a structured way for developing robust products with fewer weaknesses and vulnerabilities or finding and remediating them before software and systems are delivered and installed in Kitsap's environment. Proposer post-production support is critical for maintaining secure software and systems, including remediating newly discovered vulnerabilities. The interfaces, software, or scripts must be delivered as it was ordered and shipped—without being tampered with or otherwise modified.

2.12.9 Secure Development Practices

Secure product development practices are a set of processes integrated into the System Development Life Cycle (SDLC) reducing the security risks of the overall product. These practices help to develop more robust interfaces, software, and scripts with fewer weaknesses and vulnerabilities, as well as identify and remediate weaknesses and vulnerabilities before implementation. Secure development practices ensure security is integrated into all phases of the SDLC and is considered a key component of system development. The secure development practices requirements are as follows:

- I. Proposer must provide summary documentation of its secure product development life cycle including the standards, practices (including continuous improvement), and development environment (including the use of secure coding practices) used to create or modify Proposer-provided system interfaces, software, and scripts.
- II. Proposer must provide a Quality Assurance program and validate the software, interfaces, and scripts of the procured product and have undergone Quality Control testing to identify and correct potential cybersecurity weaknesses and vulnerabilities. This testing must include fuzz testing, static testing, dynamic testing, and penetration testing. Proposer must use positive and appropriate negative tests to verify the procured product operates in accordance with requirements and without extra functionality, as well as monitor for unexpected or undesirable behavior during these tests. This testing may be done by Proposer or an independent entity. Proposer must provide summary documentation of the results of the testing including unresolved vulnerabilities and recommended mitigation measures.
- III. Proposer must provide summary documentation of its coding reviews, including defect lists and plans to correct identified vulnerabilities.

- IV. Proposer must communicate security-related technical issues with a single technical point of contact (e.g., a company support email address or a company support phone number), as specified by Kitsap. Proposer must communicate with Kitsap within 30 calendar days of identification. This communication is not intended for non-technical contract-related issues.
- V. Proposer must provide documentation of all input validation testing including, but not limited to, measures for prevention of command injection, Structured Query Language (SQL) injection, directory traversal, Remote File Include, Cross-Site Scripting (XSS), and buffer overflow.
- VI. Proposer must only store backup copies of system data to off-site (cloud) data storage utilizing end-to-end Perfect Forward Secrecy (PFS) Transport Layer Security (TLS) based communications encryption protocol and 128-bit or greater Advanced Encryption Standard (AES) cipher encryption for the stored data. The cloud storage data must be protected utilizing AES 128-bit or greater cipher encryption. The encryption must use Proposers custom encryption key versus the use of the cloud providers stored server encryption key held in escrow by this third party.
- VII. Proposer must provide a contingency plan for sustaining the security of the procured product in the event Proposer leaves the business (e.g., security-related procedures and products placed in escrow).
- VIII. Kitsap must have the right to request documentation of Proposer's implemented cybersecurity program, including recent assessment results or conduct periodic, as needed on-site security assessments at Proposer's facilities. These on-site security assessments may be conducted by an independent third party, at the discretion of Kitsap. The scope of the on-site assessments will be established between the parties prior to scheduling the on-site security assessments.

2.12.10 Documentation and Tracking of Vulnerabilities

When security vulnerabilities are discovered in hardware, software, and firmware, the timely application of corrective actions and/or mitigation steps can reduce the likelihood adversaries will be able to exploit these vulnerabilities in radio and interconnecting transport systems. Some of these vulnerabilities may be publicly disclosed before Proposer can develop remedies; others may be kept from disclosure until remedies are available.

Security breaches may also affect the cybersecurity of the procured product. Such breaches may involve a compromise of security involving Proposer's organization, or any organization involved in the product's supply chain. Security breaches may result in the loss of sensitive information.

If Kitsap is informed of a security breach in a timely manner, it may be able to apply mitigating measures to maintain adequate levels of security. The requirements for documentation and tracking of vulnerabilities are as follows:

- I. Upon request of Kitsap, and prior to the delivery of the procured product, Proposer must provide summary documentation of publicly disclosed vulnerabilities in the procured product and the status of Proposer's disposition of those publicly disclosed vulnerabilities.
- II. Proposer must provide, within 10 business days after product delivery, summary documentation of uncorrected security vulnerabilities in the procured product. This documentation includes summary documentation on vulnerabilities that have not been publicly disclosed or have only been identified after the delivery of the product. The summary documentation must include a description of each vulnerability and its potential impact, root cause, and recommended compensating security controls, mitigations, and/or procedural workarounds.
- III. After contract award, Proposer must provide summary documentation within 10 business days of any identified security breaches involving the procured product or its supply chain. Initial and

follow-up documentation must include a description of the breach, its potential security impact, its root cause, and recommended corrective actions involving the procured product.

2.12.11 Patch Management and Updates

The discovery of product weaknesses and vulnerabilities is an ongoing process for Proposers. To remediate discovered weaknesses and vulnerabilities, responsible system and product Proposers regularly release updates, patches, service packages, or other fixes to their products—including third-party interfaces, software, and scripts. Testing and validation of the patches and upgrades are necessary prior to performing the updates on a production system. The patch management and update requirements are as follows:

- I. Proposer must provide documentation of its patch management program and update process (including third-party interfaces, software, and scripts). This documentation must include resources and technical capabilities to sustain this program and process. This includes Proposer's method or recommendation for how the integrity of the patch is validated by Kitsap. This documentation must also include Proposer's approach and capability to remediate newly reported zero-day vulnerabilities.
- II. Proposer must verify and provide documentation that procured products (including third-party interfaces, software, scripts, and configurations) have appropriate updates and patches installed prior to delivery to Kitsap, or within 30 calendar days after delivery.
- III. For the duration of the purchase contract or support agreement, Proposer must provide appropriate software and firmware updates to remediate newly discovered vulnerabilities or weaknesses within 30 calendar days. Updates to remediate critical vulnerabilities must be provided within a shorter period than other updates: within 10 business days. If updates cannot be made available by Proposer within these time periods, Kitsap and Proposer must mutually agree to Proposer proposed reasonable timeframe to provide mitigations and/or workarounds.
- IV. When third-party interfaces, software, and scripts are provided by Proposer to Kitsap, Proposer must provide appropriate hardware, software, and firmware updates to remediate newly discovered vulnerabilities or weaknesses within 30 business days. Updates to remediate critical vulnerabilities must be provided within a shorter period than other updates: within 10 business days. If these third-party updates cannot be made available by Proposer within these time periods, Proposer must provide mitigations and/or workarounds within a mutually agreeable time period.

2.12.12 Proposer Personnel Management

Proposer personnel who have access to Kitsap's procured product, or possess sensitive information about the system, need to protect this information from adversaries. Without Proposer personnel management processes, sensitive information and access to assets could be compromised when changes to Proposer's staff occur. The following Proposer personnel management requirements are as follows:

- I. Proposer must provide summary documentation to attest to its workforce receiving position-appropriate cybersecurity training and awareness. This includes specialized training for those involved in the design, development, manufacture, testing, shipping, installation, operation, and maintenance of products procured by Kitsap, as part of Proposer's cybersecurity program.
- II. Proposer must perform security background checks on its employees (including contract personnel) working directly on or involved in the development of Kitsap's system or procured

product. The background check methodology will be defined by Kitsap and adhered to by Proposer.

- III. Proposer must ensure policies and procedures are followed to prohibit the unauthorized disclosure of knowledge, information, architectures, or configuration relevant to Kitsap's system.
- IV. Proposer must share information with Kitsap to support the timely update of authentication credentials and access control to reflect staffing changes. Immediate staffing changes by Proposer that impact Kitsap access control must be reported immediately; otherwise, Proposer must report staffing changes five business days prior to going into effect.

2.13 IMPLEMENTATION REQUIREMENTS

This section defines the implementation requirements.

2.13.1 General Requirements

These standards outlined below are the requirements for the installation of the system(s) and interfaces.

Proposer must carefully coordinate all phases of the work with Kitsap's Project Manager.

The following requirements are provided for installation of all software, interfaces, scripts, and configurations. Any variation in these guidelines requires the approval of Kitsap's Project Manager.

- I. Proposer must furnish all the personnel to perform the initial installation and configuration of the core system and all interfaces. This requirement includes the performance of any test to determine the satisfactory operating condition of the software and interfaces before it is formally accepted by Kitsap.
- II. Proposer is responsible for the installation of all software, interfaces, configurations, and scripts furnished under this Contract. Proposer must provide sufficient competent engineers and technicians to perform the installation, as well as a full-time, factory-trained, technically competent project manager to supervise all phases of the system installation. The project manager must be assigned to this project through the installation and all testing phases. Proposer must also provide connectivity between Kitsap-provided equipment and Proposer-provided equipment (e.g., routers, Ethernet switches, logging recorder, etc.) as may be required.

2.13.2 Data Conversion Requirements

Proposer must furnish all personnel to perform the initial data conversion of all existing data from Kitsap's current system into a staged system. Proposer is also responsible for merging additional information entered into the old system to the Furnished system between staging and when the system goes live. Proposer is responsible for any and all conversions of data to make existing data accessible within the new system.

Legacy data migration will be required from the current Hexagon CAD system to the selected Proposer's CAD system. This function includes system tables and historic call data. Proposer should complete this prior to go live and data migration should not affect the implementation timeline of the project.

System table migration will occur prior to the start of system configuration and include at minimum tables related to unit recommendations and response plans, unit and vehicle identification and descriptions, equipment, premise histories, alerts, and hazards.

Proposers must describe the methodology and schedule for data conversions from the current CAD system to the proposed CAD system.

2.13.3 System Staging Requirements

The new system is required to be staged alongside the existing system. The existing system, including consoles, interfaces, remote desktop units, field unit systems, mobile and portable radios, etc., must remain operational and uninterrupted during the system staging, testing, and configuration. At no time can Kitsap's users be without communications from one of the systems or the other due to system staging.

2.13.4 Cutover Plan

Proposer must develop and submit a final cutover plan which includes completion of all training to Kitsap's Project Manager for approval at least 30 days prior to the scheduled day of go live.

The existing system, including consoles, remote desktop units, field unit systems and MCTs, interfaces, etc., must remain operational during the system transition. At no time can Kitsap's users be without communications from one of the systems or the other. Proposer must develop an installation plan identifying all the processes for effecting the transition between the old system and the new system, including fall back plans and any common operational requirements.

2.13.5 Project Management Requirements

Proposers shall assign a Project Manager who has long-term, successful experience on similar projects of a similar size. The Project Manager, and his or her qualifications, shall be identified in the submittal of the RFP documents. The Project manager must be present for any presentations or demonstrations of the solution and must remain assigned to Kitsap throughout the contract period.

Proposers shall guarantee that the Project Manager included in the proposal will be assigned to this project throughout the project term, unless Proposer no longer employs them.

The replacement Project Manager, if one becomes necessary, must have equal qualifications to those of the Project Manager originally identified, and will require written approval by Kitsap.

The Project Manager can be replaced if requested by Kitsap. The replacement must have equal qualifications and be approved by Kitsap.

2.14 DOCUMENTATION REQUIREMENTS

Proposer must deliver the following documentation in electronic format. Documentation must be delivered on removable media (CD, DVD, USB drive) and must be made available for download by Kitsap's Project Manager at a secure, private File Transport Protocol (FTP) site for a period of 3 months following final acceptance of the system.

Portable Document Format© (PDF) is acceptable except as specifically noted. "Secured" PDF means a PDF document with password security. Documents noted as "Native" must be provided to Kitsap's Project Manager in a format to be edited and maintained with current versions of Microsoft Word, Excel, Access, PowerPoint, or Visio. Document formats noted as "Native/..." must be provided in the most recent version of the designated format. All photographs must be provided in JPEG (.jpg) format. Hardcopy refers to paper documents.

All design documents in "Native" and PDF formats must be provided in black in white due to color blindness and the limitations of some printers and photocopiers, especially devices supporting large

paper formats. The use of color in Microsoft Word and Excel documents should be limited, especially in Tables and Figures. Color PowerPoint presentations and color photos are encouraged. Color in these documents may be acceptable if the black and white versions clearly communicate the information provided by the use of colors.

2.14.1 Whole System Documentation Requirements

1. Document – System Detailed Design
 - a. The System Detailed Design document includes a clear description of design goals and assumptions, interconnected diagrams, transport diagrams, annotated diagrams showing network paths and other engineering details sufficient to procure, install, configure, operate and maintain the subsystems comprising Proposer’s response to the project scope.
 - b. Format - PDF
2. Document – System Access Information
 - a. Proposer must supply a complete list of all usernames, account names, passwords, reset instructions, and other information required to satisfy system security requirements. These requirements explicitly require Proposer to supply all information for all levels of access.
 - b. Proposer must provide a signed statement attesting no hidden accounts, “backdoors,” or other points of unauthorized access exist in the systems. The statement must be dated and signed in ink by the responsible officer of Proposer.
 - c. Format – Secure PDF
3. Document – Database Schema
 - a. Proposer must supply a complete database schema and data description for all data elements for all components and data sets.
 - b. Format – Native
4. Document – User Guides
 - a. Proposer must supply a complete set of user guides prior to the start of user training.
 - b. Format – Native
5. Document – Administrator Guides
 - a. Proposer must supply a complete set of Administrative Guides prior to the start of Administrator Training.
 - b. Format – Native
6. Document – Interface Guides
 - a. Proposer must supply a complete set of interface operational and administration guides prior to Final System Acceptance.
 - b. Format - PDF
7. Document - Configuration Documentation
 - a. Proposer must supply all programming, configuration, and troubleshooting documentation for all systems and interfaces to Kitsap. Proposer must further supply to Kitsap's Project Manager comprehensive written documentation of all programming and configuration settings implemented on all components of the system.
 - b. Format – PDF and hardcopy
8. Document – Licenses and Registrations
 - a. Proposer must furnish all interface, software, and application licenses and warranties for all components being provided. Proposer must supply proof of registration in Kitsap's name for all software, interfaces, and applications where such registration is

required for installation, configuration, or other purposes. Proposer must further provide a complete list of software, interfaces and applications not registered in Kitsap's name, said list to include all information necessary for Kitsap's Project Manager to complete registration (i.e., product identification codes, CD keys, serial numbers, etc.).

- b. Format – PDF and hardcopy

2.14.2 Project Management

1. Document – Work Breakdown Structure (WBS)

- a. Proposer and Kitsap's Project Manager must jointly produce a work breakdown structure identifying the elements of work required to fulfill the project's goals and objectives. The WBS must be at a level of detail deemed by Kitsap's Project Manager to be sufficient for effective project management. Each entry in the WBS must include, at minimum, a unique identification number, task name, anticipated duration, and all dependencies. WBS in chart form is preferred.

- b. Format - Native

2. Document – Schedule

- a. Proposer must furnish a project schedule for review, modification and acceptance by Kitsap's Project Manager. Schedule must show each set of tasks to be completed, expected duration, start and end time for each subsystem, and responsible person for each task at a level of detail determined by Kitsap's Project Manager to be sufficient for project management.

- b. Format – Native/MS Project

3. Document Contact List

- a. Proposer and Kitsap's Project Manager must generate a common contact list identifying all key participants in the project including, at minimum, project owners; project executives/sponsors; Executive leadership responsible for the project for Proposer and Kitsap; project managers; engineering leads; technical leads; salespersons; sales manager; technicians; and supervisory personnel for Kitsap, Proposer, and all subcontractors. Contact information must include, at minimum, each person's name, company, project role, email address, office telephone number, mobile/24-hour telephone number, and mailing address.

- b. Format – Native and PDF

4. Document – Security/Background Information

- a. This project requires access to one or more secure public safety systems that adhere to evolving security standards such as Criminal Justice Information Services (CJIS) Security Policy. As a requirement of that proposer personnel, including subcontractors, must successfully complete a criminal background security check and fingerprinting to be allowed remote or onsite access to these systems. Proposer must supply fully completed Background Check Authorization Forms as supplied by Kitsap's Project Manager for each Proposer or subcontractor employee who will be working on the system. Said forms must be supplied no later than five working days prior to the expected date of system access.
- b. Any costs associated with performing, validating, or maintaining these conditions will be incurred by the proposer.
- c. Requirements for access are subject to change at any time at the sole discretion of Kitsap 911
- d. Format – Hardcopy

5. Document – Risk Register
 - a. Proposer must provide an ongoing risk register plan to Kitsap’s Project Manager. Kitsap’s Project Manager must participate in the register’s creation and maintenance. Register must contain, at minimum, number, description, probability, impact, risk owner, triggering event or circumstance, and response for each risk identified.
 - b. Format – PDF and hardcopy
6. Document – Communication Plan
 - a. Proposer and Kitsap's Project Manager must jointly produce a communications plan identifying project and agency stakeholders, their level of information required, the frequency of needed communication, the method of communication, and the employee/role responsible of each communication.
 - b. Format – Native and PDF
7. Document - System Implementation Plan
 - a. Proposer must furnish documentation detailing the overall plan for changes in the system. This plan must be focused on subsystem level activity and illustrate the sequencing, interface, and dependencies of each subsystem.
 - b. Format – PDF and native
8. Document – Transition Plan for each Interface
 - a. Proposer and Kitsap's Project Manager must jointly create a transition plan for each interface. The transition plan identifies the specific steps and changes required to move Kitsap from the existing system to the new/upgraded system, including all interim or temporary states through which the process must move before achieving end state.
 - b. Format – PDF and hardcopy
9. Document – Staging Acceptance Plan
 - a. Proposer must provide a comprehensive test plan for all system components, interfaces, and their interactions in a staged configuration to Kitsap's Project Manager for review and approval. Proposer must provide written (hardcopy) certification of the plan’s successful completion signed by Proposer and Kitsap's Project Manager.
 - b. Format – Native and hardcopy
10. Document – Certification of System Acceptance
 - a. Proposer must furnish a Certificate of System Acceptance to Kitsap's Project Manager for review and signature. The Certificate must be signed by Kitsap's Project Manager upon successful completion of the project, including any post installation system run time requirements.
 - b. Format – Hardcopy
11. Document - System Overview
 - a. A written description of the system including components used, transport methods employed, installation locations, configuration parameters, features and functionality of the installed system.
 - b. Format – PDF and Native

2.14.3 Data Networks

1. Document – Network Design
 - a. All network design and engineering documentation including addressing scheme, process/service and data flows, protocols used, bandwidth requirements, interfaces to external networks and components, and component configuration (including port

assignment, VLAN assignment, etc.). Design must identify the owner of each portion of the data network being used.

- b. Format – PDF and Native

2.14.4 Consoles

Applies to CAD consoles, MCTs, and any other field-based applications

1. Document – Installation, Operation, and Maintenance Manuals
 - a. Manufacturer supplied operation, installation and maintenance manuals for all parts of the console subsystem hardware and software. Console programming instruction and configuration documentation is explicitly required.
 - b. Format – PDF
2. Document – Training Materials
 - a. Proposer must supply complete training manuals and training aids for all operational aspects of the console system. Training documents must support operator and administrator training requirements.
 - b. Format – PDF with permission to copy for internal use

2.15 WARRANTY, MAINTENANCE, AND SUPPORT REQUIREMENTS

This section describes the warranty, maintenance, and support requirements for Kitsap CAD system, CAD console software, and MCTs software.

2.15.1 Warranty/Maintenance/Support

- I. Proposer must perform all maintenance, service, removal, and replacement of defective parts, and adjustments and measurements to maintain the equipment supplied under this contract to the manufacturer's specifications and requirements of the CJIS for a period of 1 year from the date of Kitsap's acceptance of the system. These actions must be at no additional cost to Kitsap for those services requested for malfunctions reported during a normal working day. A normal working day is Monday through Friday, 0800 to 1630 hours, holidays exempted.
- II. Proposer must provide a detailed description of the offered warranty and any available extended warranty. The description must include a description of support services and system upgrades to be provided.
- III. Proposer must provide Kitsap with written documentation after each service call describing the service performed, the cause of the outage or repair, and post repair testing, programming, or other actions taken to verify proper operation.
- IV. Proposer must have a trained, competent, backgrounded, and CJIS certified technician(s) to maintain the supplied software in a timely manner on 24-hour call at all times for system wide outages and have remote access capabilities for systems, services, and interfaces to assist Kitsap staff with support.
- V. Proposer must provide quotes as an option for the following:
 - a. Complete system software support on a normal 0800-1630, five days a week basis for quoted on an annual basis for a 5-year term. Provide after-hours call out support for system-wide issues as well.
 - b. Services and equipment to keep the interfaces and software up to date for a period of 7 years. The exact services included must be detailed along with any additional required services not included in the cost. This requirement includes work required of Kitsap as well.

- VI. The manufacturer must certify in writing all interfaces, software, applications, and scripts used in this system will be available for at least 7 years after the award of contract. This requirement ensures additional software required in the future can be installed and software will be available to maintain the supplied equipment.
- VII. Proposer must also provide a detailed statement of warranty exclusions. Kitsap reserves the right to reject any proposal based upon stated exclusions of warranties.
- VIII. Support service must be available any hour of the day via a toll-free dial-up number. Kitsap expects that a Web-based trouble reporting system will be available for non-critical issues and is the preferred method for reporting non-critical issues. Proposers or their subcontractors must have the ability to access the system remotely using Kitsap's secure VPN facility for troubleshooting and to perform system diagnostics.
- IX. For all critical system problems reported, Proposers shall provide an immediate response to the incident and shall initiate corrective action no longer than 30 minutes from time of notification. Within two hours of any major failure, reporting vendor personnel must be either onsite or logged into the system to analyze the cause of the problem and to effect corrective action. Equipment or components required onsite for emergency maintenance must be specified and provided.
- X. In all instances of critical system failure, Proposer must affect corrective action within one hour of problem reporting or escalate the problem to their senior support staff for their immediate resolution, at no added cost to Kitsap.
- XI. Critical system failures are defined by Kitsap as the inability of a telecommunicator to enter calls into the CAD system or to dispatch emergency responders to any reported event, the inability of field units to receive call information or transmit service/status notifications, or failures of the CAD messaging system to send and receive messages between consoles or users, including failures to notify of new messages in a timely manner and mark messages as read. The severity of the system failure will be determined by Kitsap and may be upgraded depending on the situation. One printer, call-taker, dispatcher or mobile unit/position down may not constitute a critical system failure, depending on the number of workstations in the PSAP.
- XII. Proposers must provide documentation of their escalation policies and procedures to be followed if a problem is not responded to or resolved within the timeframes referenced above. The advancement through the escalation levels will be based on the critical nature of the incident.
- XIII. The selected Proposer shall provide a fixed cost for maintenance that extends for five years after the Warranty Period expires.
- XIV. Operating software updates for corrections, enhancements and refinements to purchased capabilities shall be provided by Proposer as part of the price for maintenance for those years in which Kitsap has purchased maintenance from Proposer. The software components purchased by Proposer must be purchased in the name of Kitsap, and the licenses transferred to Kitsap at system acceptance.
- XV. Any upgrades to software or hardware because of critical system failures, systematic instability, or critical system vulnerabilities shall be provided by the proposer at no cost to Kitsap 911 as well as any training or implementation services required.

2.16 PROJECT CLOSEOUT REQUIREMENTS

This section describes project closeout requirements applicable to the Project. Each of the following elements must be accepted by Kitsap's Project Manager as completed before the project is considered closed and final payments issued.

2.16.1 Objectives Met

Kitsap's Project Manager will conduct a product completion review to verify all project work has been completed. All project objectives, goals, and deliverables must be met at the quality and quantity identified in the project plan, specifications, and contract. This determination must be made solely at the discretion of Kitsap's Project Manager in accordance with the contract, specifications, and plan relevant to this Project.

Accomplishment of goals and objectives must be signified by Kitsap's Project Manager's signature on a Final Acceptance document.

2.16.2 Contract Terms

Every contract requirement and term, including requirements contained in change orders, contract amendments, and other formally incorporated documents must be fulfilled to Kitsap's Project Manager's satisfaction prior to the acceptance of the proposed system as complete.

2.16.3 Documentation

Each document described in Section 2.14 Documentation Requirements must be completed and accepted by Kitsap.

2.16.4 Governmental certifications

Where required, Proposer must provide proof of compliance with federal, state and local requirements prior to project closure. These requirements may include, but are not limited to:

1. Compliance with prevailing wages, insurance, tax and other requirements.
2. Escrows for source code or other intellectual property as required by the Contract.
3. Proof of payment to suppliers, subcontractors, and others as required by law and/or contract.
4. Grant requirements, as applicable.

2.16.5 Transfer of Responsibility and Support

The Project's resulting systems must be transferred from project teams to operations, maintenance, and warranty teams as appropriate. Proposer must supply documentation of the transfer and conduct a training/orientation session regarding Kitsap contacts and process with ongoing support providers identified by Proposer.

2.16.6 Financial Review and Final Invoice

Final invoice may be submitted following completion of a financial review and reconciliation of the Project conducted by Kitsap's Project Manager with Proposer.

2.16.7 Lessons Learned

At Kitsap's Project Manager's discretion, Proposer may be required to participate in a Project review and the development of a "lessons learned" document as part of project closure activities.

2.16.8 Project Closure Certification

Upon satisfactory completion of these requirements, Kitsap's Project Manager and Proposer must certify the Project as complete by signing a Project Closure document.

2.17 ADDITIONAL INFORMATION

Any additional information that may be required by Proposer.

2.17.1 Abbreviations

Acronyms and Abbreviations

ACL	Access Control List
AES	Advanced Encryption Standard
ALI	Automatic Location Identification
ANI	Automatic Number Identification
APCO	Association of Public-Safety Communications Officers
ASAP	Automated Secure Alarm Protocol
ATP	Acceptance Test Plan
AVL	Automatic Vehicle Location
BER	Bit-Error Rate
BFD	Bremerton Fire Department
BPD	Bremerton Police Department
BICSI	Building Industry Consulting Services International
BIFD	Bainbridge Island Fire Department
BIOS	Basic Input Output System
BIPD	Bainbridge Island Police Department
BPWD	Bremerton Public Works Department
CAD	CAD
CADI	CAD Interface
CCN	Combined Communications Network
CD	Compact Disc
CH	Chief
CIP	Critical infrastructure Protection
CKFR	Central Kitsap Fire and Rescue
CPU	Central Processing Unit
CSSI	Console Subsystem Interface
DBM	Database Management
DCS	Digital-Coded System
DCE	Data Communications Equipment
DEM	Department of Emergency Management
DMZ	Demilitarized Zone
DUI	Driving Under Influence
DVD	Digital Video Disk
EIA	Electronics Industry Association
EMS	Emergency Medical Services
FDMA	Frequency Division Multiple Access
FIPS	Federal Information Processing Standards
FTP	File Transport Protocol
GPS	Global Positioning System
GHz	Gigahertz
ICOM	Island Communications
IDS	Intrusion Detection System
IES	Internet Enhanced Service
KAC	Kitsap Animal Control

KC	Kitsap County
KCSO	Kitsap County Sheriff's Office
KVM	Keyboard, Video, Mouse device
LAN	Local Area Network
LE	Law Enforcement
Lt	Lieutenant
LSP	Label-Switched Path
LTE	Long Term Evolution
MCP	Mobile Command Post
MCT	Mobile Computer Terminal
MDT	Mobile Data Terminal
MHz	Megahertz
MS	Microsoft
NBK	Naval Base Kitsap
NEC	National Electrical Code
NERC	National Energy Regulatory Commission
NFPA	National Fire Protection Association
NIDS	Network Intrusion Detection System
NKFR	North Kitsap Fire and Rescue
NIST	National Institute of Science and Technology
NMS	Network Management System
NPSPAC	National Public Safety Planning Advisory Committee
NRNWF	Navy Regional Northwest Fire
NTP	Network Time Protocol
NUWES	Naval Undersea Weapons Explosive Station
PBB	Primary Bonding Bus Bar
PC	Personal Computer
PDF	Portable Document Format©
PFD	Poulsbo Fire Department
PFS	Perfect Forward Security
PGNR	Port Gamble Natural Resource
PGPD	Port Gamble Police Department
POPD	Port Orchard Police Department
PPD	Poulsbo Police Department
PSAP	Public Safety Answering Point
PSNS	Puget Sound Naval Shipyard
PSTN	Public-Switched Telephone Network
PTT	Push-To-Talk
PTT ID	Push-To-Talk Identification
RAM	Random Access Memory
RCW	Revised Code of Washington
RDC	Regional Dispatch Center
RMS	Records Management System
RFP	Request For Proposal
RU	Rack Unit
RX	Receive
SANS	Storage Area Network System
Audit	Network and Security

SAP	System Acceptance Plan
SAR	Service Aggregation Router
SATP	Staging Acceptance Test Plan
SDLC	Software Development Lifecycle
SFP	Small Form-Factor Pluggable
Sgt	Sergeant
SIEM	Security Information and Event Management
SIP	Session Initiation Protocol
SKFR	South Kitsap Fire and Rescue
SNMP	Simple Network Monitoring Protocol
SQL	Structured Query Language
SPD	Suquamish Police Department
SWAT	Special Weapons and Tactics
SYSLOG	System Events Log
TBD	To Be Determined
TLS	Transport Layer Security
TX	Transmit
U	Unit
UHF	Ultrahigh Frequency
USB	Universal Serial Bus
UPS	Uninterruptible Power Supply
VoIP	Voice Over Internet Protocol
VOX	Voice Operated Switch
VPLS	Virtual Private Line Service
VPN	Virtual Private Network
VPRN	Virtual Private Router Network
WAN	Wide Area Network
WBS	Work Breakdown Structure
WPM	Words Per Minute
XSS	Cross Site Scripting

***** End of Section 2 – Technical Requirements *****

3 SECTION 3 – EXISTING SYSTEM DESCRIPTION

Kitsap (formerly known as CENCOM) houses a dispatch center, equipment room including servers, radio system equipment, phone system equipment, and offices. The figure below shows the facility located at 911 Carver Street W, Bremerton, WA 98312 in Kitsap County.



Figure 4 - Kitsap (CENCOM)

The equipment room at Kitsap has a raised floor. The 9-foot racks extend through the raised floor and are bolted to the concrete floor. Kitsap has adequate space, power, grounding/bonding, and HVAC for the new CAD equipment both virtual and/or physical.



Figure 5- Equipment Room

3.1 CAD SYSTEM

The Intergraph Computer-Aided Dispatch (I/CAD) system used by Kitsap is manufactured and supported by Hexagon Systems. I/CAD and I/Dispatch suite of software is used for incident management. Kitsap is currently on version 9.3 Maintenance Release (MR) 6, provided by Hexagon.

Kitsap has a software maintenance agreement with Hexagon for updates. The CAD servers are running Windows OS Server 2012 R2 and are patched quarterly. Kitsap has extended software service and support with Microsoft for Windows Server 2012 until October 2026.

3.1.1 Database Servers

Kitsap currently uses Microsoft SQL Server 2012 for all CAD Database servers and primarily administers them via SQL Management Studio in conjunction with Hexagon's CADDDBM utility. The database servers and their usage are as follows:

- CAD01 (Principal) – 6-month CAD Data retention
- CAD02 (Mirror) - Cannot be actively queried. Provides automatic toning to ACOM
- Archive (Witness) - 6-year CAD Data retention
- TRAIN - Running DEV, TRAIN, and TEST SQL instances

3.1.2 CAD Reports

Kitsap performs a variety of daily, hourly, monthly, and ad-hoc reports. Reports are generated by PowerShell scripts, direct SQL queries, and Crystal Reports. Kitsap distributes reports internally, to member agencies, and to the public as requested via public disclosure requests. Kitsap is currently in the process of auditing all reports; the current list of reports and their frequency is shown below:

Report Name	Description	Generated
Response CENCOM for YYYY-MM	Call Performance Statistics	Manual
Fire Summary - YYYY	Averages and Counts of Fire Events, Call Performance Statistics	Manual
LE Calls by Source Exclude CELL BIPD	LE Events by Call Source	Manual
LE Calls by Source Exclude CELL BPD	LE Events by Call Source	Manual
LE Calls by Source Exclude CELL KCSO	LE Events by Call Source	Manual
LE Calls by Source Exclude CELL PGPD	LE Events by Call Source	Manual
LE Calls by Source Exclude CELL POPD	LE Events by Call Source	Manual
LE Calls by Source Exclude CELL PPD	LE Events by Call Source	Manual
LE Calls by Source Exclude CELL SPD	LE Events by Call Source	Manual
Officer Initiated Data YYYY-MM	Chart of Officer Initiated Data	Manual
Response BIPD	Response Times and Details	Manual
Response BPD	Response Times and Details	Manual
Response KCSO	Response Times and Details	Manual
Response PGPD	Response Times and Details	Manual
Response POPD	Response Times and Details	Manual
Response PPD	Response Times and Details	Manual
Response SPD	Response Times and Details	Manual
Response Comparison Summary	Comparison of LE Response Times	Manual
Stats Report YYYY-MM	Various database queries	Manual
PFD Monthly Data		Auto
SKFR Monthly Data		Auto
BFD Monthly Data		Auto
IDC Report		Auto
BFD IDC Report		Auto
Monthly III		Auto
Special Situations		Auto
CIO Events Report		Auto
FireOps-LE-Events		Auto

3.1.3 Response Plans

All Fire and EMS agencies managed by Kitsap utilize run cards and response plans to tailor their unit and equipment responses to events. These run cards include the ability to send out alert notifications both via the Purvis Alerting system and via SMTP page and email. Additionally, the response plans allow for units to be selected based on unit type, specified equipment, AVL location/distance to event, beat/station order, and IF/ELSE statements. These plans allow for separate plans to be embedded referred to as “nested plans” to allow for a modular approach to response building. A nested plan is denoted by the bolded box, and the question/conditional is denoted by a diamond shaped box. A sample response plan is shown below:

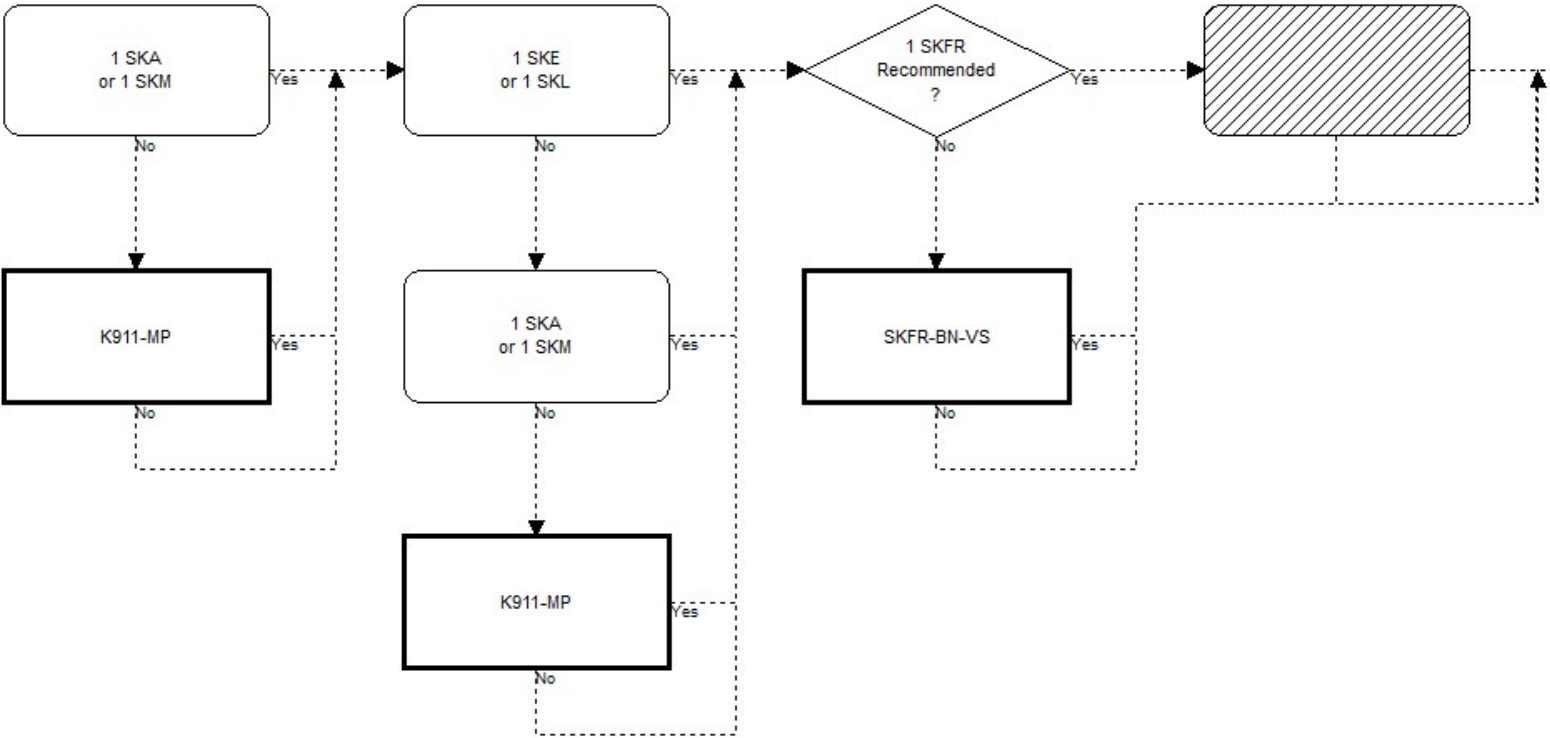


Figure 6- Sample Response Plan

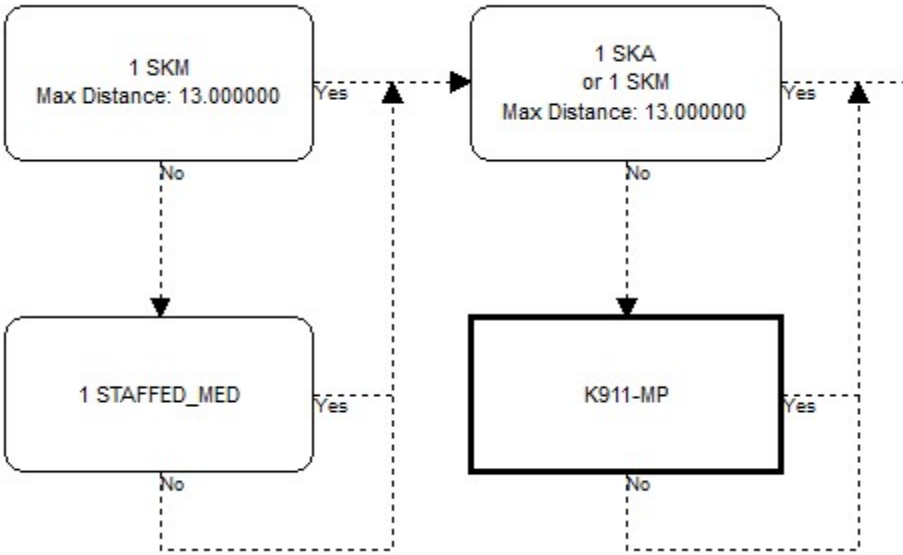
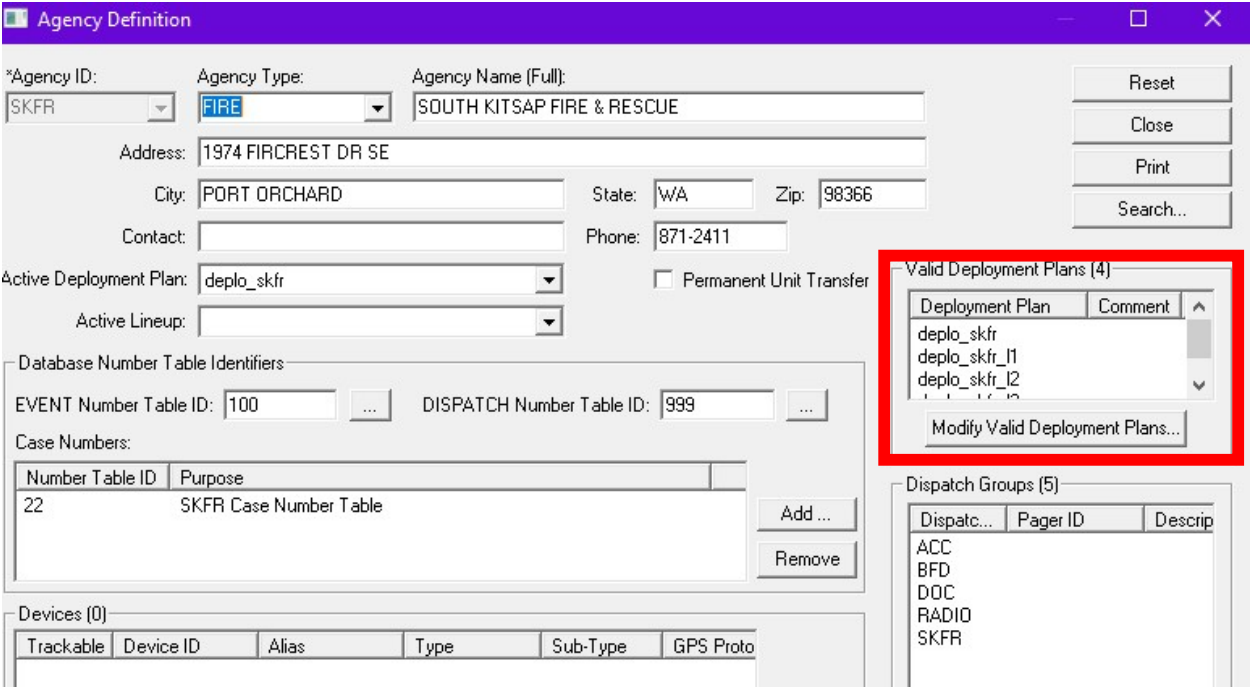


Figure 7- Sample Response with AVL limiter

3.1.4 Changing Gears

Kitsap employs a system to change response compliment based on current workload. Kitsap refers to this system as Changing Gears. During a Changing Gears scenario, Kitsap alters the response compliment by swapping out all deployment records for one or more agencies on the fly. Kitsap supervisors are given limited access to the CADDBM configuration utility to perform this function. A sample agency with multiple deployment sets specified and used by Changing Gears is pictured below:



Agency Definition

*Agency ID: SKFR Agency Type: FIRE Agency Name (Full): SOUTH KITSAP FIRE & RESCUE

Address: 1974 FIRCREST DR SE City: PORT ORCHARD State: WA Zip: 98366

Contact: Phone: 871-2411

Active Deployment Plan: deplo_skfr Permanent Unit Transfer

Active Lineup:

Database Number Table Identifiers

EVENT Number Table ID: 100 DISPATCH Number Table ID: 999

Case Numbers:

Number Table ID	Purpose
22	SKFR Case Number Table

Devices (0)

Trackable	Device ID	Alias	Type	Sub-Type	GPS Proto
-----------	-----------	-------	------	----------	-----------

Valid Deployment Plans (4)

Deployment Plan	Comment
deplo_skfr	
deplo_skfr_l1	
deplo_skfr_l2	
deplo_skfr_l3	

Modify Valid Deployment Plans...

Dispatch Groups (5)

Dispatc...	Pager ID	Descrip
ACC		
BFD		
DOC		
RADIO		
SKFR		

3.1.5 Event and Case Numbers

Kitsap uses unique event numbers to differentiate between Law and Fire events, in addition to Medical Examiner events, callouts for agencies such as utilities or roads, county-wide event notifications, and address verification events for the ASAP to PSAP system. Kitsap also uses case numbers to differentiate

Fire agencies which are automatically assigned for reporting purposes, and case numbers for Law which are assigned as requested by field units. These numbers roll annually so that the first two digits represent the year, and the remaining digits count up incrementally. Kitsap's current case numbers are included below:

Number Table Records: Review & Select				
*Table ID	Prefix	Next #	Automatic Rollover ...	Table Purpose
1	K	24009187		KCSO Case Number
3	L	240000001		Scheduled Events
4	B	24005252		BPD Case Number
5	W	240000001		OLY
6	H	24000989		PPD Case Number
7	D	24001705		POPD Case Number
8	I	24000935		BIPD Case Number
9	J	24000466		SPD Case Numbers
11	G	24000388		PGPD Case Numbers
18	N	240000001		PGNR Case Numbers
20	C	NK24002955		NKFR Case Number table
21	E	B24008624		BFD Case Number Table
22	M	SK24010852		SKFR Case Number Table
23	O	BI24002917		BIFD Case Number Table
24	R	P24003812		PFD Case Number Table
99	Y	24011237		ASAP Interface
100	F	240036707		Generic Fire Event Number
101	P	240148494		Generic Police Event Number
112	X	24000186		KITSAP AGENCIES
119	Q	24000351		CORONER
123	A	24001996		GREEN SLIPS
133	Z	CK24009738		CKFR Case Numbers
135	V	NV24000503		NRNWF Case Numbers
999		24364945		DISPATCH NUMBER FOR PURVIS ...

Figure 8- Case and Event Numbers

3.1.6 Line Ups

Kitsap uses Line Ups to allow dispatchers to quickly and easily log on units with a predefined set of attributes. These attributes include vehicles, personnel, radios, and crew. Utilizing the lineup ties these attributes together. These attributes are automatically assigned when a user logs on to a specific unit and references the line up during login. A sample line up for a shared crew Medic unit is included below:

*Lineup Name: FIRE

*Agency ID: SKFR

Reset

Description: SKFR-Units

Active Lineup

Close

Print

Search...

Lineup Date (Create from Roster)

Month:

Day:

Year:

Shift Information

Shift:

Start Date:

Start Time:

Duration (hours): 0.00

Roster Name:

Create Lineup from Roster

Existing Lineup:

Create Lineup from Existing Lineup

Lineup Unit Records: [Total 262]

Unit ID	Shared Crew	Vehicle ID	Employees
M16X	N	M16X	
M17	N	M17	
M31	N	M31	
M7	N	M7	
M8	Y	M8	
M8A	N	M8A	
M9	Y	M9	
MCA21	N	MCA21	

Lineup Crew Records

Crew ID	Station ID
8	ST8
88	ST8

Sync Lineup...

Delete Lineup Unit Record(s)

Modify Lineup Crew Records...

Lineup Record Entry/Edit

Unit ID: M8

Shared Crew: Y

Vehicle ID: M8

Employees

Employee ID:

Add

P. Employee ID

Remove

Primary

Devices (1)

U Pri	E Pri	Trackable	Device ID	Alias	Owner
		No	100-3461		(M8)

Modify Devices...

Figure 9- Sample Medic Line Up

3.1.7 Event Definitions

Kitsap utilizes event definitions to tailor the response compliment to events by agency. These event definitions specify status alarm intervals for units attached to the event, alarm levels for increased call severity, and default response plans defined by alarm level. When increasing the alarm level, the current system balances the alarm to account for additional units already on the call when processing the recommendation. A sample Commercial Structure Fire event definition is included below:

Event Type

*Agency ID:

NKFR

*Event Type:

SFC

Event Type Literal Description:

Structure Fire Commercial

CASE Number Table ID:

...

Event Sub-Type:

Event Sub-Type Literal Description:

Auto Assign Case State:

Priority (0-9):

1

Major Event Plan ID:

Advised Event

☐

Disposition Required

☒

Automatic Response

☒

Alert Timers (in minutes)

Pending:

0

Dispatch:

2

Acknowledge:

60

Enroute:

60

Arrive:

60

Call Back Timers (in minutes)

Initial:

0

Repeat:

0

LOI Search Availability

Days Available:

183

LOI Search Radius (Map Units):

Nearby Search Radius (Map Units):

Primary Alias Event Types

Event Type	Event Sub-T...

Modify...

Agency Event Types

Agency ID	Event Type	Event Sub-T...
BANGFD	SFC	
BFD	SFC	
BIFD	SFC	
BIPD	SFC	

Modify Aliases...

Records List

Alarm Level	Response Plan	Pager ID	Instructions
1	NKFR-SFC		
2	NKFR-SFC2		
3	NKFR-SFC3		

Add Record

Edit Record

Delete Record

Retrieve

Insert

Update

Delete

Review and/or edit record(s) then select processing command.

Retrieve complete.

Figure 10- Sample Event Definition

3.1.8 Deployment Records

Kitsap uses a combination of AVL based deployments and beat based deployments. Kitsap also utilizes the ability to override the default response plan, pager, and beat order for each ESZ and/or agency per deployment plan. These deployment plans are also utilized for Changing Gears. A sample deployment record for an ESZ within one deployment plan is included below:

Deployment Records									
*Deployment Plan:		*Beat:							
Deployment ...	Beat	ESZ	Event Type	Event Sub-Type	Alarm...	Dispatch...	Response P...	Pager ID	Backup Beats
depo_pfd	71	71002	BRUSH		1	PFD			
depo_pfd	71	71002	BRUSH		2	PFD			
depo_pfd	71	71002	BRUSH		3	PFD			
depo_pfd	71	71002				PFD			71A,77,72,84,73,61,81,85,51,23,92,21,22,79,62,41,89,56,44,64,93,45,3C31,2,16,94,3,17,1,2...
depo_pfd	71	71002	HAZMA		1	PFD			
depo_pfd	71	71002	HAZMA		2	PFD			
depo_pfd	71	71002	HAZMA		3	PFD			
depo_pfd	71	71002	KAST		1	PFD	18KAST		16,11,14,17,8,2,3,1,41,51A,56,51
depo_pfd	71	71002	KBFST		1	PFD	18KBFST		16,12,85,21,56,64,8,81,51
depo_pfd	71	71002	KBST		1	PFD	18KBST		11,17,31,10,1,41,45,51,56,8
depo_pfd	71	71002	KEST		1	PFD	18KEST		16,11,14,17,31,2,3,1,41,45,51,56,8
depo_pfd	71	71002	KTST		1	PFD	18KTST		10,11,13,15,9,17,6,7,41,53,55,56,64,8,51
depo_pfd	71	71002	MCI		1	PFD	PFD-MCI		
depo_pfd	71	71002	MCI		2	PFD	PFD-MCI2		
depo_pfd	71	71002	MCI		3	PFD	PFD-MCI3		
depo_pfd	71	71002	PLANE		1	PFD	PFD-PLANE		
depo_pfd	71	71002	PLANE		2	PFD	PFD-PLANE2		
depo_pfd	71	71002	PLANE		3	PFD	PFD-PLANE3		
depo_pfd	71	71002	SFC		1	PFD	PFD-SFCT		
depo_pfd	71	71002	SFC		2	PFD	PFD-SFCT2		
depo_pfd	71	71002	SFC		3	PFD	PFD-SFCT3		
depo_pfd	71	71002	SFR		1	PFD	PFD-SFRT		
depo_pfd	71	71002	SFR		2	PFD	PFD-SFRT2		
depo_pfd	71	71002	SFR		3	PFD	PFD-SFRT3		

Figure 11- Sample Deployment Record

Kitsap 911

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3.1.9 Special Address/Situation

Kitsap uses notes on address ranges or address points to warn responders about potential safety risks. Information is recorded regarding the nature of the safety concern and the address is flagged to show a caution on the map in the dispatch window, and a remark is entered in the event comments on event creation. These alerts will also be triggered if an event is created in the vicinity of the caution.²⁶ Pictured below is a redacted special situation entry, a special address entry, and what is seen on the dispatch console.

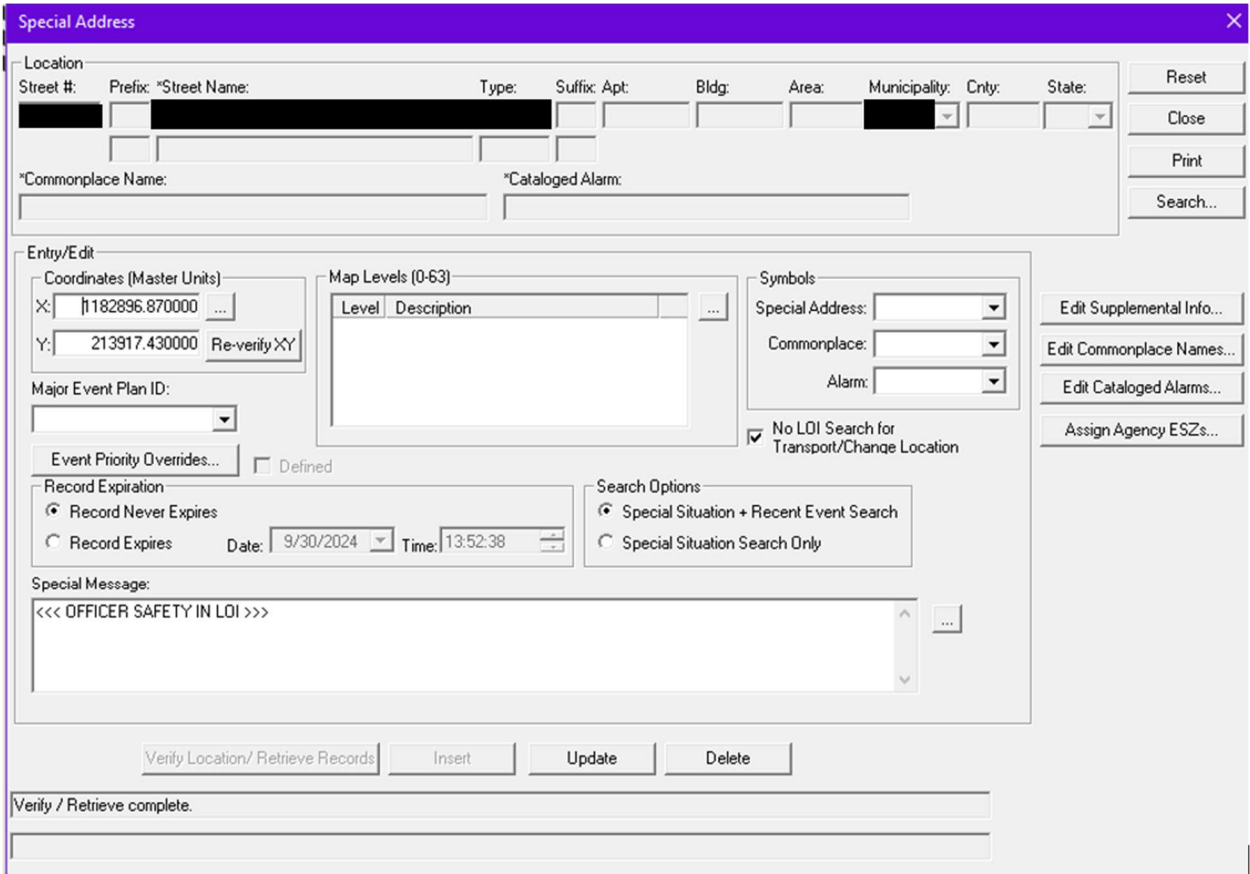


Figure 12- Redacted Address Comment

²⁶ Such as at an apartment in the same complex and one with a caution

Location

Address Range

Street #:

Prefix:

Street Name:

Type:

Suffix:

Apt:

Bldg:

Area:

Municipality:

Cnty:

State:

Use Range

Range

Low:

High:

Validate Range

*Commonplace Name:

Coordinates (Master Units)

X:

Y:

Reset

Close

Print

Search...

Polygon

Id	Value
1111	Silverdale Estates
1113	Foulweather Bluff
1114	Winton Woods

Add >>

*Polygon Id(s):

Special Situation Records:

Situation Type	Priority	Message Type	Remarks (Record Summary)	Message
PreFire	4	X	PreFire Plan	C:\PreFirePlans\mobilesmo
CAUTION	1	C	OFFICER SAFETY	KNOWN TO HAVE 2 HANDGUNS,

Insert/Update/Delete Special Situation Record

Situation Type:

Priority:

Message Type:

Requestor Employee ID:

Requestor Name:

CAUTION

1

C

408

Remarks (Record Summary):

OFFICER SAFETY

Return on Area Search

Message:

KNOWN TO HAVE 2

HANDGUNS, HAS HISTORY WITH THE FBI, INVESTIGATION OF BIZARRE BEHAVIORS

AND HAS MADE THREATS TO HARM AGENTS AND OTHER LAW ENFORCEMENT

OFFICERS. HE BELIEVES HE IS BEING FOLLOWED AND THAT TRACKING DEVICES HAVE

Record Expiration

Record Never Expires

Record Expires:

Date:

9/30/2024

Time:

13:53:57

Access

No Restrictions

Restricted to Agencies

BANGFD

BFD

BIFD

BIPD

BPD

CENCOM

CKFR

CORONER

JPPD

Insert Record

Update Record

Delete Record

Verify Location/ Retrieve Records

Delete

Figure 13- Redacted Special Situation Information

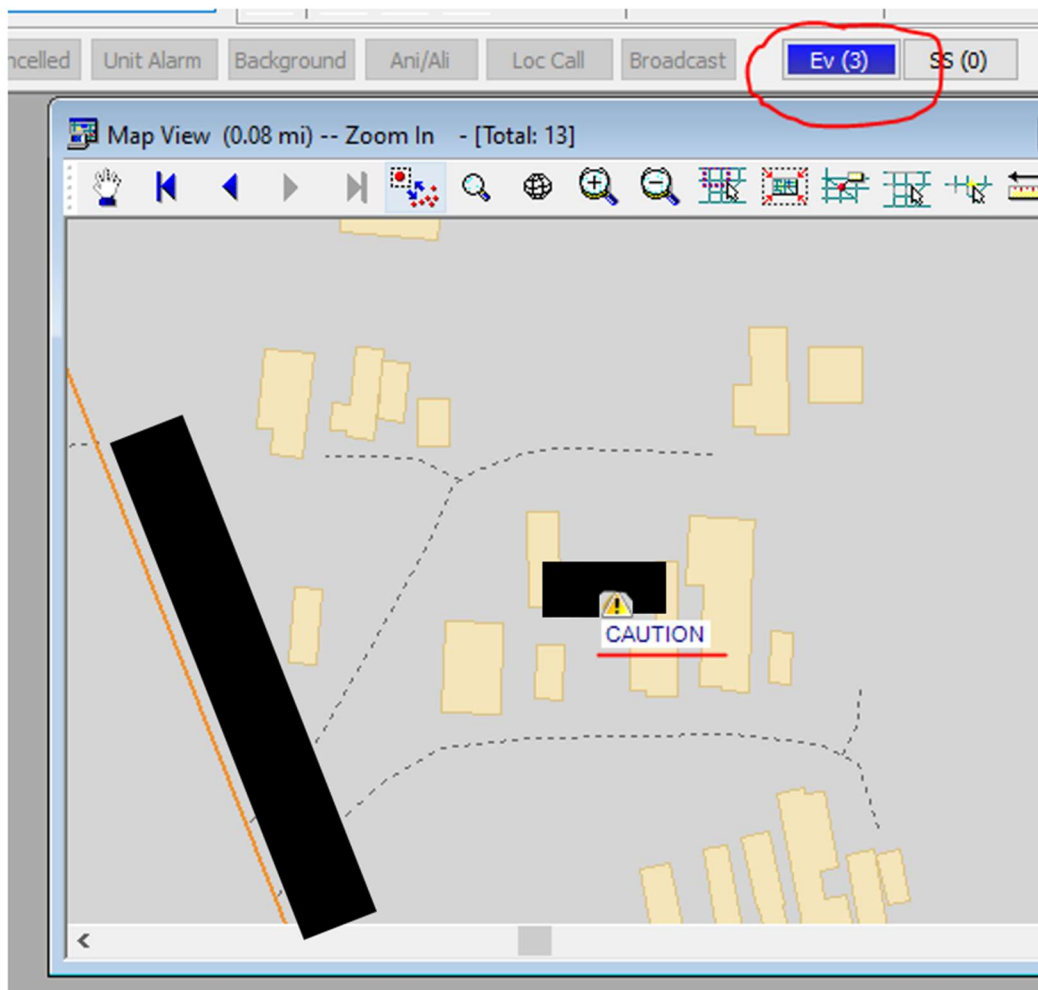
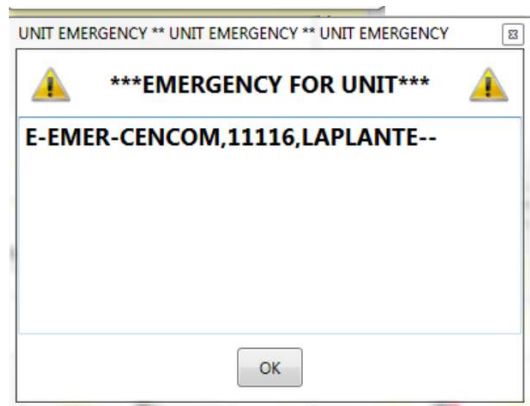


Figure 14- Sample Event Entry Caution

3.1.10 Emergency Alert Activation

Kitsap has implemented Emergency Alerts using the EMER button on user radios, the Motorola MDC1200® and Kenwood Fleetsync® capabilities of the user radios, Zetron Acom dispatch console system, and the CAD system. When a field unit pushes the EMER button on their radio, a new window pops up and takes focus on the Dispatcher screen. If the unit is not already attached to an event, a HELP call is created at their last known location. Emergency alerts also appear inline on the Banner screen. The unit emergency activation pop-up box is shown below:



3.2 INTERFACES

3.2.1 Fire Station Alerting

Kitsap has installed a PURVIS Fire Station Alerting System (PURVIS FSAS™) in 25 fire stations around the county. The capabilities of the system are:

1. Automated CAD through the Hexagon CAD system. Hexagon is supplying the interface to the PURVIS API (Application Programming Interface) using the Hexagon Xalt framework.
2. Automated voice dispatch over radio (Channel: Fire 1).
3. IP alerting to fire stations, including automated voice alerting over station speakers with message display on status message board.

3.2.2 PTTID

Kitsap uses PTT ID signals to identify user radios on its VHF channels LE 1, LE 2, LE 3, LE 4, Fire 1, Fire 2, Fire 3, Fire 4, Fire 5, and TAC²⁷. PTT ID is not used on interoperability channels.

The dispatchers use an application called Banner to show a radio log with the last call at the top of the stack. Below is an example of a Banner screen capture and the translation between the Banner channel ID and the Kitsap channel ID. The screen capture shows a typical law enforcement example in the format of agency, badge, and name as well as fire examples using hexadecimal (Motorola MDC1200®) IDs and decimal (Kenwood Fleetsync®) ID with the channel number.

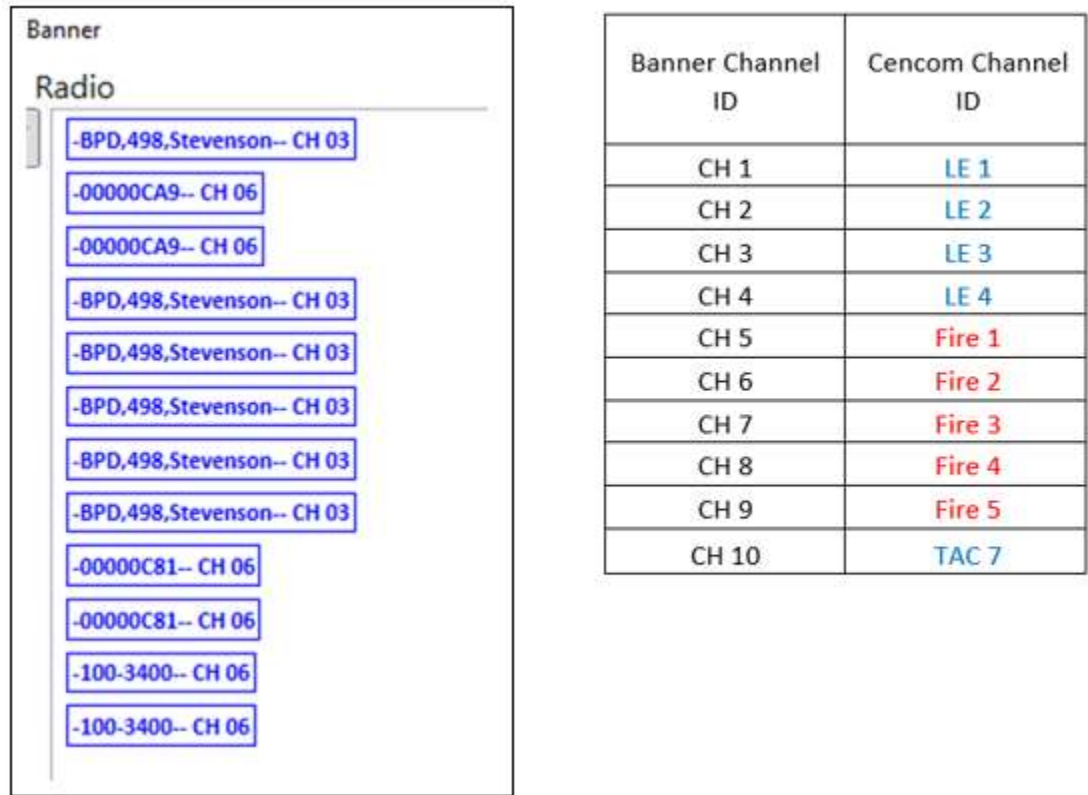


Figure 15 - Example of Banner App Screen Capture and Channel Translation Table

²⁷ Currently on VHF, however we are in the process of moving to a P25 system

3.2.3 ASAP to PSAP

Kitsap utilizes ASAP to PSAP (<https://tma.us/programs/asap/>) to automatically generate calls from alarm companies using the Automated Secure Alarm Protocol (ASAP). Participating alarm companies are able to utilize this system to both verify subscriber addresses (without impact to operations) and automatically generate CAD events when an alarm is received. The system also allows for in-narrative messaging between Kitsap dispatchers and alarm company operators. The ASAP to PSAP system currently is run as a Hexagon Xalt interface.

3.2.3.1 ANI/ALI

ANI/ALI provides automatic number and location information when a caller calls 911. This information is retrieved from the Zetron Max Calltaking system by CAD via a TCP IP interface. This interface is part of the I/CAD suite and runs as a Hexagon service. Calltakers are able to 'dump' the ANI/ALI information from the Max system into the CAD system by pushing a button, and the location information is stamped into the event narrative.



3.2.4 CAD to CAD

Kitsap has developed a CAD-to-CAD interface with South Sound 911 (SS911) to streamline mutual aid event creation. This interface is currently a Hexagon Xalt interface, built and maintained by Hexagon. The system allows each agency to request a mutual aid unit, which automatically creates a CAD event within the receiving agency's system. The automatically generated event includes all relevant event comments, any updates to location or event type, and details on the requested unit. The CAD-to-CAD system also allows for messaging between agencies and automatic unit status updates to ensure each agency has up-to-date information on available units.

3.2.5 Netviewer – CAD Interface

The I/Netviewer interface is a web-based application that provides remote access to information about our agency's resources and workload; current, pending and historical information about events and units. The application works with our CAD system but requires no additional CAD software on remote computers.

3.2.6 Firelink/ESO

The Firelink interface takes CAD event information and sends it into ESO, the fire agencies' RMS system. This interface currently runs through an add-on Hexagon software. Fire events automatically generate a case number for each involved agency through a Hexagon add-on software (Server Commands). These case numbers trigger the Firelink service, which creates, transforms, and sends files to ESO with information on the event, including responding units and status times.

3.2.7 CADLink/EIS

The EIS interface takes CAD event information and sends it into EIS, the law enforcement agencies' RMS (records management system) system. This interface currently runs through an add-on Hexagon software and service. When a law enforcement event is closed, the CADLink service creates and sends files with event information into a share for EIS to pick up and import.

3.2.8 Automatic Dispatch

The Automatic Dispatch interface is a Hexagon Xalt interface that automatically recommends a new or upgraded event. It includes the ability to configure which event types are automatically dispatched

when they are first added, which event types are automatically dispatched when they are upgraded, any unit or agency exceptions, and which units automatically clear after dispatch.

3.2.9 WSP ACCESS

The Informer application interfaces with WSP ACCESS to allow dispatchers, law enforcement officers, and records personnel to query, enter, and modify criminal justice information. This application can be run from CAD directly, from the mobile CAD software on MCTs and mobile devices, and from a standalone software.

3.2.10 Paging

CAD paging allows dispatchers to send event information to external sources via text message or email. Pages can automatically be sent via response plans and defined unit pagers as well as through the CAD messaging system. Paging definitions are defined in the CADDDBM system, and both individual pagers and paging groups can be defined.

3.2.11 PulsePoint

The PulsePoint app allows citizens to view events and provide assistance such as CPR, if needed. Only certain event types are provided to the PulsePoint service, and settings can be configured on a per-agency basis. The service polls the database on a time interval to pull information on matching events.

3.2.12 First Due

First Due is a software that provides premise and event information to fire and EMS responders. At this time, CAD paging is utilized to provide information to First Due. Fire and EMS response plans are set up to notify First Due on all responses.

3.2.13 Printing

Fire station printing through CAD sends event information to RDC. Printer network locations are defined for each applicable station in CADDDBM.

3.2.14 Logging Recorder

CAD interfaces with the Eventide logging recorder via a serial connection between a CAD communications server and the Eventide server through a Moxa box.

3.2.15 AXON

Several law enforcement agencies utilize AXON body cameras. For each agency, a script on a scheduled interval pulls specific CAD unit and event data from the database and exports it as a CSV file to be picked up by AXON. Specific information and intervals vary based on agency needs. Task scheduler is used to run the scripts.

3.2.16 CAD Sounds

An add-on Hexagon software called CADWAV provides a variety of sounds and the ability to customize them both via DAT file configurations and through CADDDBM. These sounds allow operators to differentiate between CAD alerts based on the sound they make.

3.2.17 CAD Customer Survey

Kitsap utilizes software called PowerEngage to send out customer satisfaction surveys to 911 callers. A script on a scheduled interval pulls specific CAD unit and event data from the database and exports it as a CSV file to be picked up by PowerEngage's agent service. Task scheduler is used to run the scripts.

3.2.18 Darkhorse Analytics

Several fire agencies utilize Darkhorse Analytics to evaluate response times and drive decision making. Currently, CAD unit and event data is provided to Darkhorse manually via a database query, file export, and upload via SFTP on a monthly basis.

3.3 DISPATCH CONSOLE SYSTEM

The Kitsap dispatch console system is located at the 911 Carver St. W, Bremerton, WA 98312.

The table below provides the console name, location, and use of each console on the Kitsap dispatch console system. Kitsap is in the process of replacing the physical dispatch consoles and expects to add 3 additional positions in 2025. The table below reflects the expected addition

Console Name	Location	Use
Positions 1 - 19	Operations Floor	Supervisor, Dispatching, and Call Taking
Positions 20 & 21	Training Room	Training, Dispatching, and Call Taking
VP1-10²⁸	Equipment Room Servers	Connect Remote Console Kits
Remote Console Kits 1-45	Remote as Needed	Remote Dispatching and Call Taking

3.3.1 Console Overview

The figure below shows the connections and wiring of each console position. This encompasses the CAD system and includes the Zetron MAX calling taking system with the connections between the Acom and MAX media dock connections. These connections are subject to change and will be updated as the new P25 radio system and/or the new physical consoles²⁹ are installed. The number of monitors may potentially change for the CAD system from four (4) 24" CAD Monitors to potentially one (1) 43" monitor with the option of an additional 24" monitor; this option is still being reviewed by Kitsap and will be decided upon as part of the upgrade process.

²⁸ Kitsap has built a total of 20 virtual console positions, but is licensed for only 10 concurrent remote consoles

²⁹ Current physical consoles are provided by Xybix; new consoles will be provided by Russ Basset

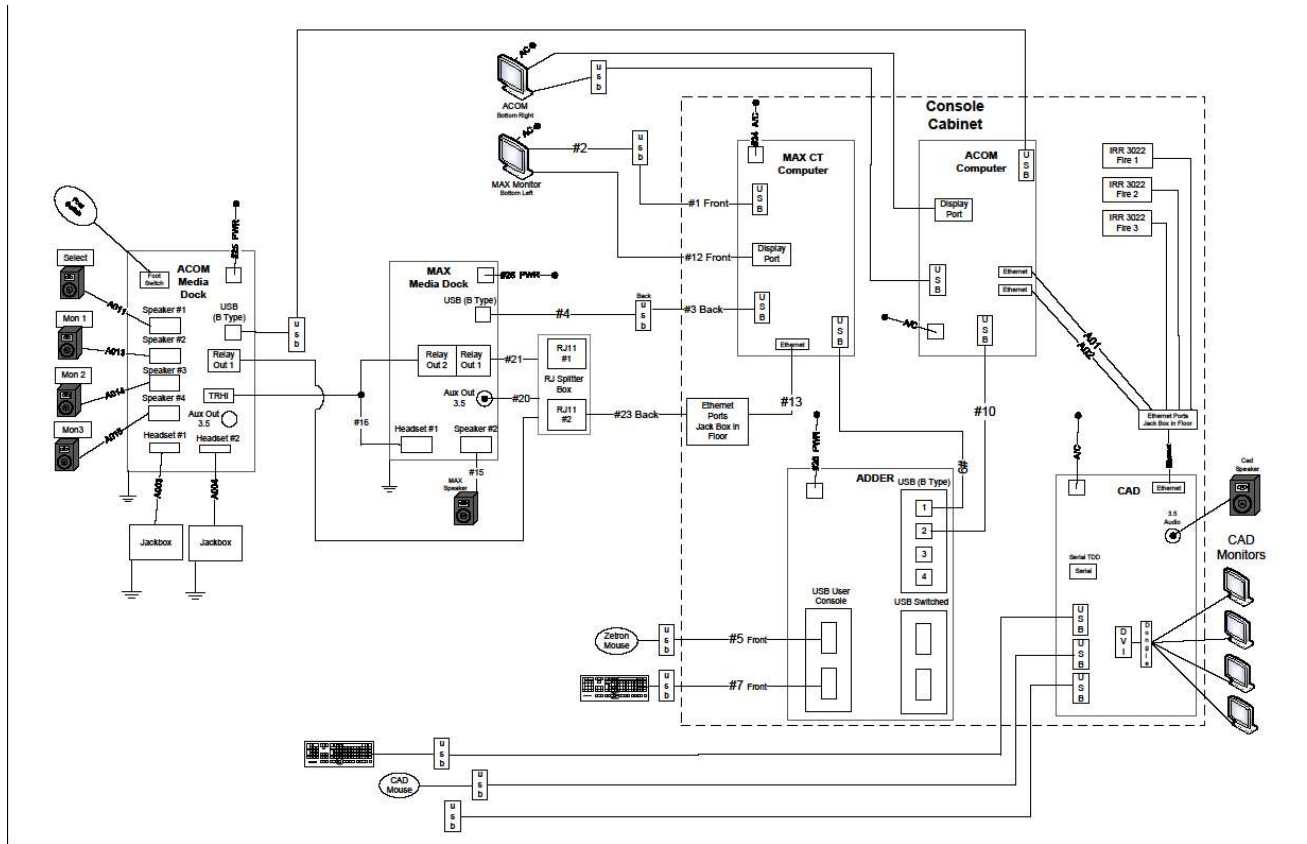


Figure 16- Console Connections Diagram

3.3.2 Remote Console Kits

The figure below shows the remote console kit connections. All 45 remote console kits are connected as shown below with a PC connected to an Ethernet switch, USB hub, and four monitors. The PCs connect to virtual servers at Kitsap that run instances of the CAD console software, Zetron Acom dispatch console software, and Zetron MAX CT console software. Two of the monitors have touch screens with display port and USB connections to the hub. A headset has a USB connected directly to the PC (headset adapter connected to headset and plugged into USB hub, not PC) and a standard telephone handset is connected to the hub. The remote console kits include a speaker, footswitch, keyboard, and mouse.

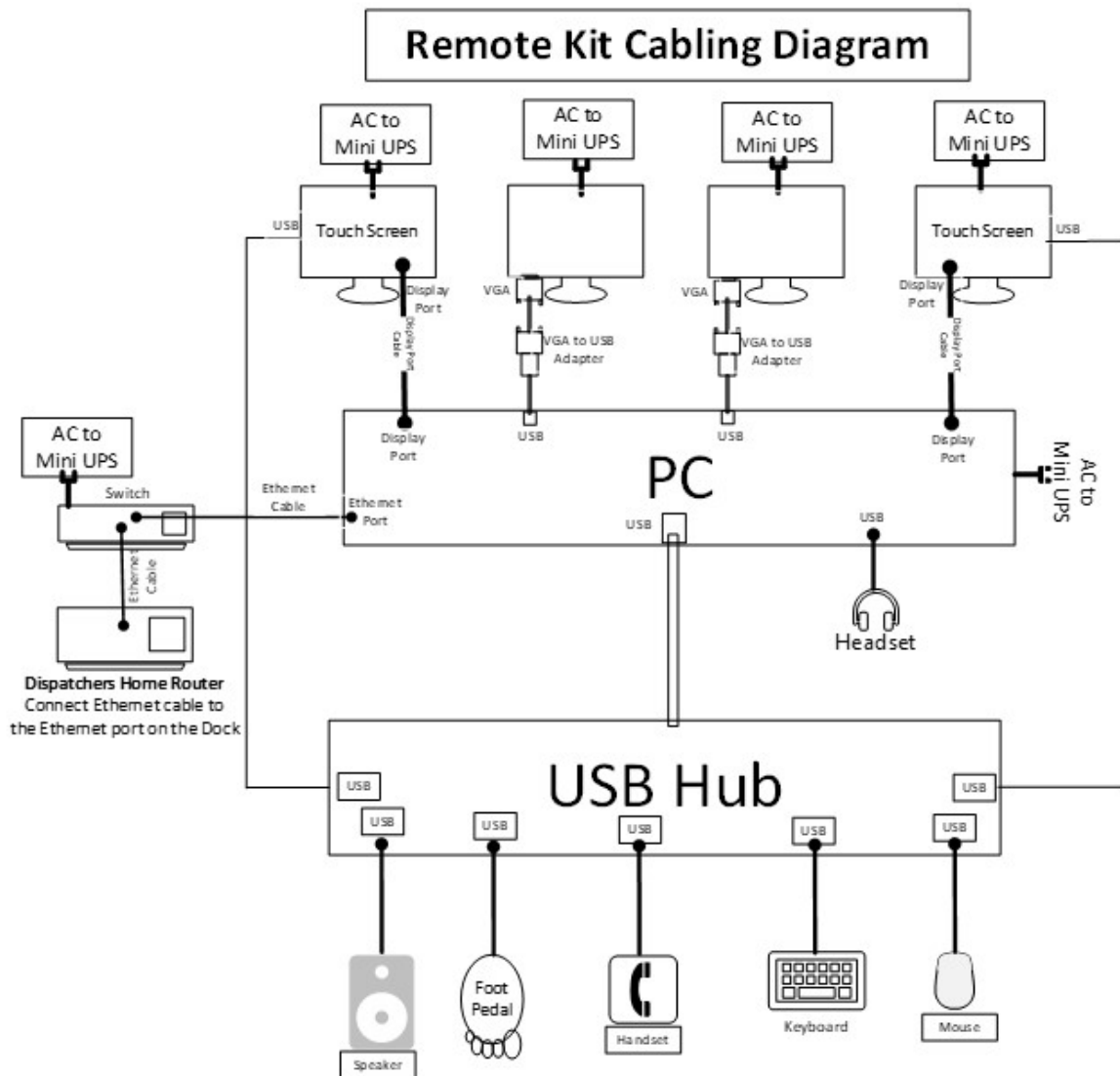


Figure 17- Remote Console Connections Diagram

3.3.3 Console GUI – Station Control Box

Kitsap uses the station control box for an overview of all units, crews, and status of all stations. The color of the unit corresponds to the color of their current status. A sample of this box is pictured below:

Station Monitor																	
Station	Unit																
ST1 (0/0)	106 ST1	A4 ST1A	BN1 ST1B	BR1 ST1C	CHP8FD ST1D	DOC1A ST1E	DOC1B UT1	DOC1C	DOC1D	DOC1E	E1X	I20AP	L1	L1X	M1	MAR20	PGTEST
ST2 (0/0)	E2	E2A	E2X	M2	ST2	ST2A	ST2B	ST2C	ST2D	ST2E							
ST3 (0/0)	E3	E3X	M3	ST3	ST3A	ST3B	ST3C	ST3D	ST3E								
ST6 (0/0)	ST6																
ST8 (0/0)	A7	A8	BR8	CH8	CH8A	CH8B	CHIEF8	CHPSK	DV8	E7X	E8	FM8	MO8	SKNOTIFY	SKVOL	ST8	
ST9 (0/0)	DV9	E9	M9	ST9													
ST10 (0/0)	DV10	ST10	T10														
ST11 (1/1)	DV11	DV11A	DV11B	E11	M11	ST11	ST11A	ST11B	T11								
ST12 (0/0)	E12	ST12	T12														
ST13 (0/0)	E13	ST13	T13														
ST14 (0/0)	E14	T14															
ST15 (0/0)	BR15	ST15	T15														
ST16 (0/0)	A16/16	A16X	CALPH	DV16	E16	E16X	M16X	ST16	ST16A	ST16B							
ST17 (0/0)	AIR17	DV17	DV17A	DV17B	E17	M17	ST17	ST17A	ST17B								
ST20 (0/0)	DV20	DV20A	ST20														
ST31 (0/0)	A31	BN8	CARES31	DV31	L31	ST31	ST31A	ST31B	UT8								
ST21 (0/0)	A21/2121	A25	ALBIAA	APBN21	APDC21	BIAA	BIFDFM	BINOTIFY	BN21	BN25	BR21	E21	E25	INSP21	M21A	M24	ORV21
	ST21	ST21A	ST21B	ST21C	ST21D	ST21E	T21										
ST22 (0/0)	A22/22	CAR22	E22	ST22	ST22A	ST22B	ST22C	ST22D	ST22E	ST22X	T22						
ST23 (0/0)	A23	CAR21	CAR23	DOC21	DOC21A	DOC21B	DOC21C	DOC21D	DOC21E	E23	FM21	L23	R23	ST23	ST23A	ST23B	ST23C
	ST23D	ST23E	ST23X	T23													

Figure 18- Station Control Box

3.3.4 Unit Control

Kitsap's unit box shows all units for the defined set of agencies and dispatch groups, complete with their status, active events, and whether there is new information available for the unit/event. This box supports grouping the units under different tabs and has units on tabs which are not visible to dispatch. A sample Fire unit box is included below:

UNIT/EVENT STATUS											
EXCEPTIONS 13		ALL UNITS 359		LINEUP 0		OS UNITS 73		DOC UNITS 36		MIUnits 518	
										PAUnits 7	
Unit	SC	Info	Agency	St	Time	Event Number	Type	Location			MDT Status
A16			SKFR	PA	0:32						-
A22			BIFD	PA	0:10						-
A4		i	BFD	ER	0:03	F240036711	BLS	250 S CAMBRIAN AVE BR: BENEDICT HOUSE			-
A89			NKFR	PA	0:55						-
BN8			SKFR	PA	4:29			4293 MAYHILL DR SE PO:			-
E16			SKFR	OS	0:32		OS_CREW				-
E21			BIFD	OS	1:23		OS_CREW				-
E22			BIFD	OS	0:10		OS_CREW				-
E84			NKFR	OS	2:05		OS_CREW				-
E89			NKFR	OS	0:55		OS_CREW				-
L31			SKFR	PA	0:25			1180 LANDOVER PL PO			-
L51			CKFR	PA	0:12			943 NE MARLENE CT BR			-
M84			NKFR	PA	2:05						-

Figure 19- Unit Status Box

3.3.5 Pending Events

Kitsap utilizes the pending events feature to hold events awaiting dispatch as well as events law enforcement has requested to pend for availability/staffing resources. A sample of the pending events box is included below:



Figure 20 - Pending Events

3.3.6 Road Restrictions

Kitsap’s CAD supports the ability to close and/or restrict roads, including speed, access, and direction of travel. These entries can be made by dispatch or administrative staff and play a crucial role in shaping AVL based deployments and routing. A sample road restriction is pictures below:

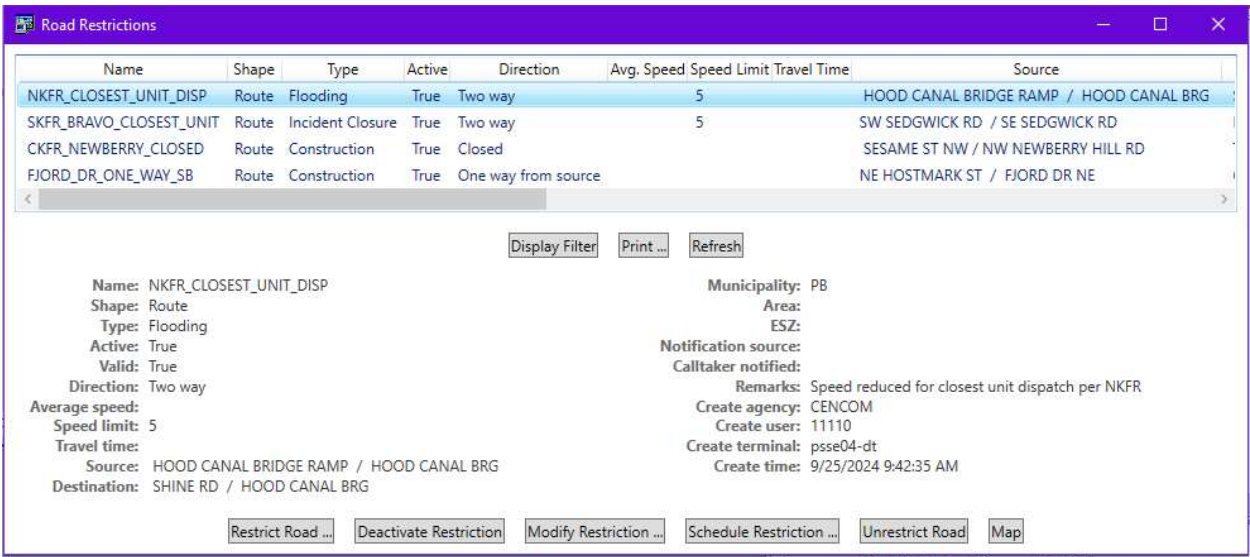


Figure 21- Road Restrictions

3.3.7 Messaging

Kitsap supports CAD messaging between terminals, groups, officers, and external sources via email and text. These messages can be created with varying priority and be sent to all active users, or to all users (sent to their Personnel ID) regardless of their logon status which will be received when next connected to the system. The system supports differentiating between read/unread and allows users to pin messages for later review. A sample message and inbox are pictured below:

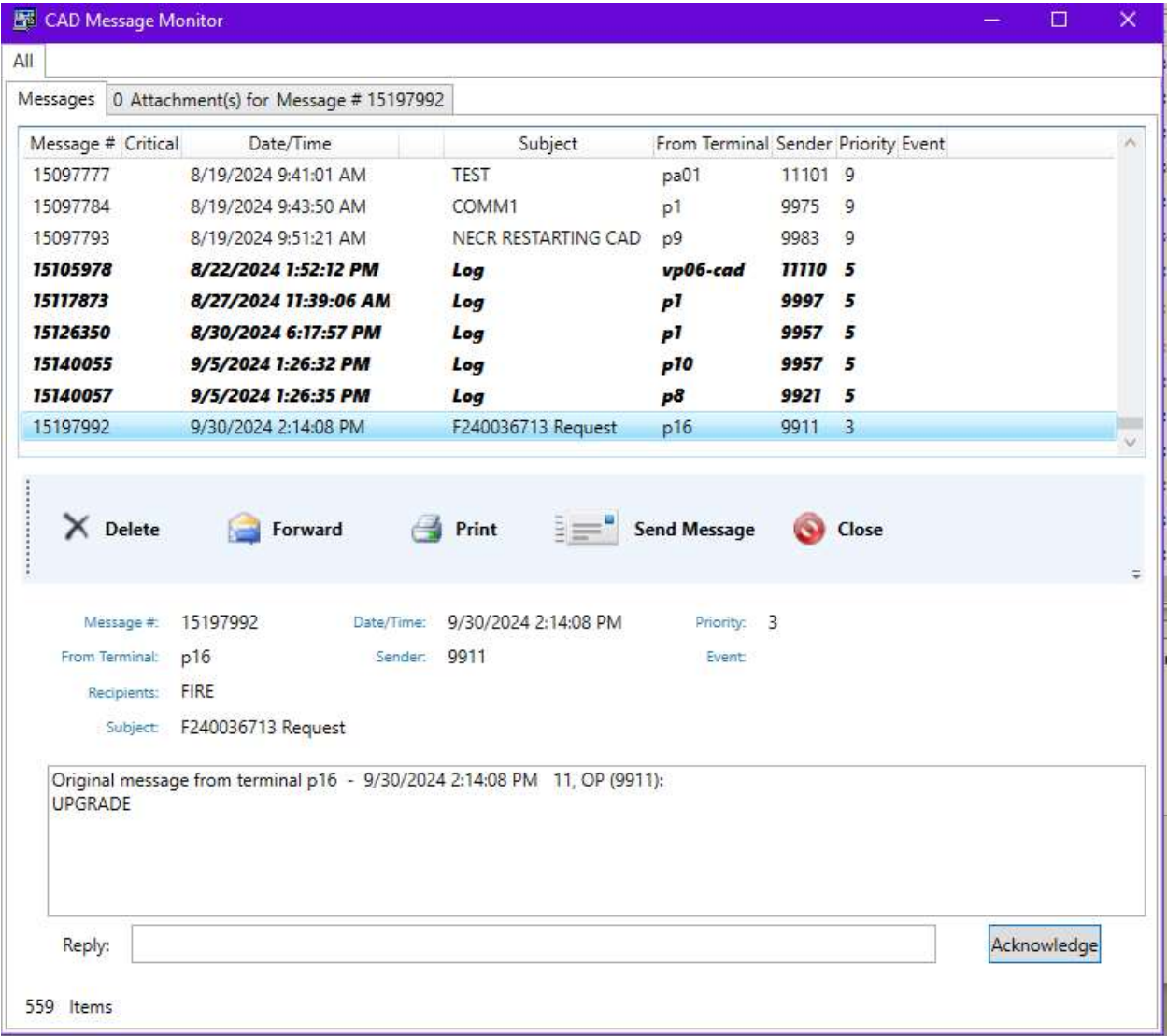


Figure 22- Message Center

3.4 MOBILE COMPUTER TERMINALS

Kitsap and the agencies use MCTs for dispatching along with radios. The field units decide when to use their MCT versus their radio based on their situation and their agency policies. Field units use the radio for all priority communications. Effective use of MCTs reduces radio traffic.

Kitsap purchases and supports the MCTs. The quantity of approximately 370 MCTs varies daily as 22 of the older units are being replaced. Approximately 65 mobile phones and tablets run the Mobile Responder app.

Each MCT is connected to the Kitsap CAD system via NetMotion Software (Absolute Secure Access) to maintain and secure mobile VPN data connection as the MCT moves in and out of wireless coverage areas and roams between networks. NetMotion Software's VPN uses FIPS compliant modules and AES encryption.

GPS coordinates are provided for Law users via internal GPS systems in the Panasonic devices and a mixture of the MCTs and cellular modems for Fire users.

The figure below shows the MCT desktop with the available apps (in order, shows an example desktop):

1. EIS – Law Enforcement Records Management System, managed and maintained by Kitsap County
2. SECTOR – Statewide Electronic Collision and Ticketing Online Records, to be replaced with TRACS software beginning in 2025-2026 (Law enforcement only)
3. Law MPS – MPS (Mobile for Public Safety) is the main MCT app for Law Enforcement provided by Hexagon
4. Fire MPS – MPS (Mobile for Public Safety) is the main MCT app for Fire and EMS provided by Hexagon
5. Web Browsers – Edge and Chrome (Chrome is not standard on all MCTs)
6. Axon Software – Law enforcement use for in car cameras

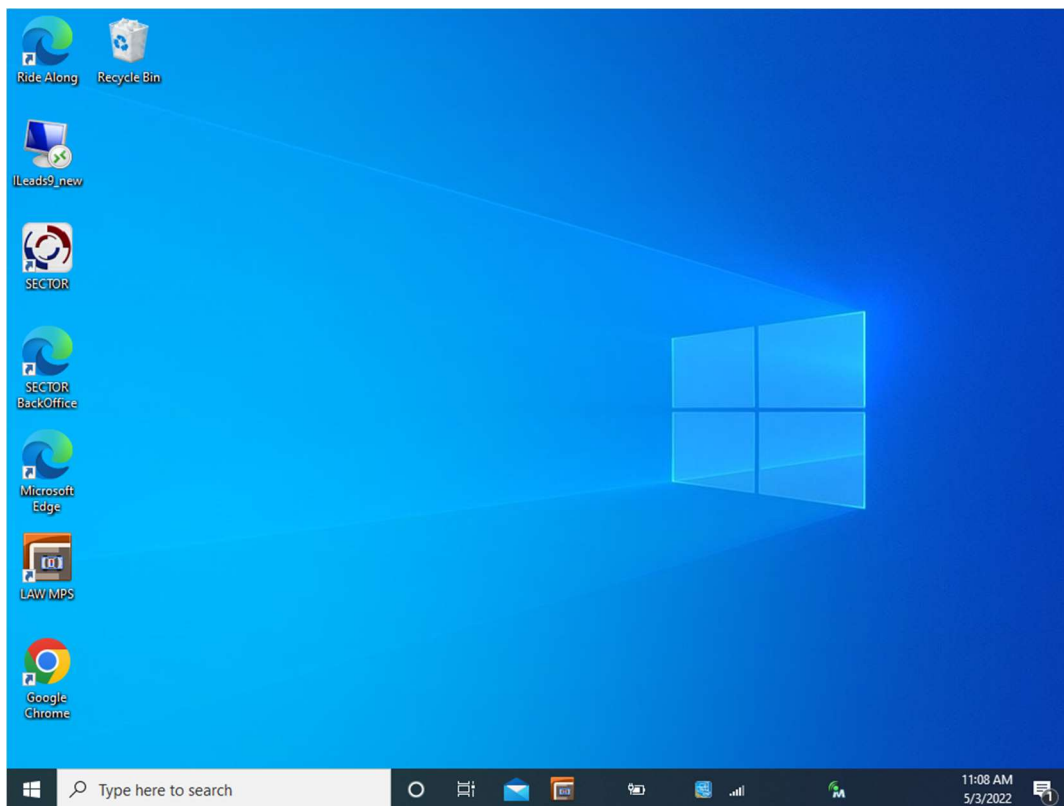


Figure 23- MCT Desktop Showing Applications

Figures below show the MCT Sign In screen and the Unit Data message screen.

Submit Form

Clear Form

Dismiss Form

Change Password

Authorize

*ID

KITSAP\COPSTES

*Unit

D443

*Password

Vehicle

BP1420

☐ Update Unit Properties after Authorization

Figure 24- MCT Sign In Page

Show List

Map

Print

Unit Data

05/03 09:50:03

Report Time 09:50:01 05/03/2022

Unit ID Z551

MDT ID 00037377

Unit Status AV RADIO

Client Locked NO

Dispatch Group BPD

Owner	Operator ID	Device	Type	Trackable	Primary for Unit	Primary for User
TEST, MCT	554	00037377	MDT	YES	X	X
Z551 (Unit)		111-1111	HT Radio	NO		

Figure 25- Unit Data Message Screen

The Unit Properties screen below is used to add another radio device, user, unit, or equipment³⁰ to an existing unit (e.g., add portable to a mobile unit).

³⁰ Equipment is primarily used by Fire and EMS

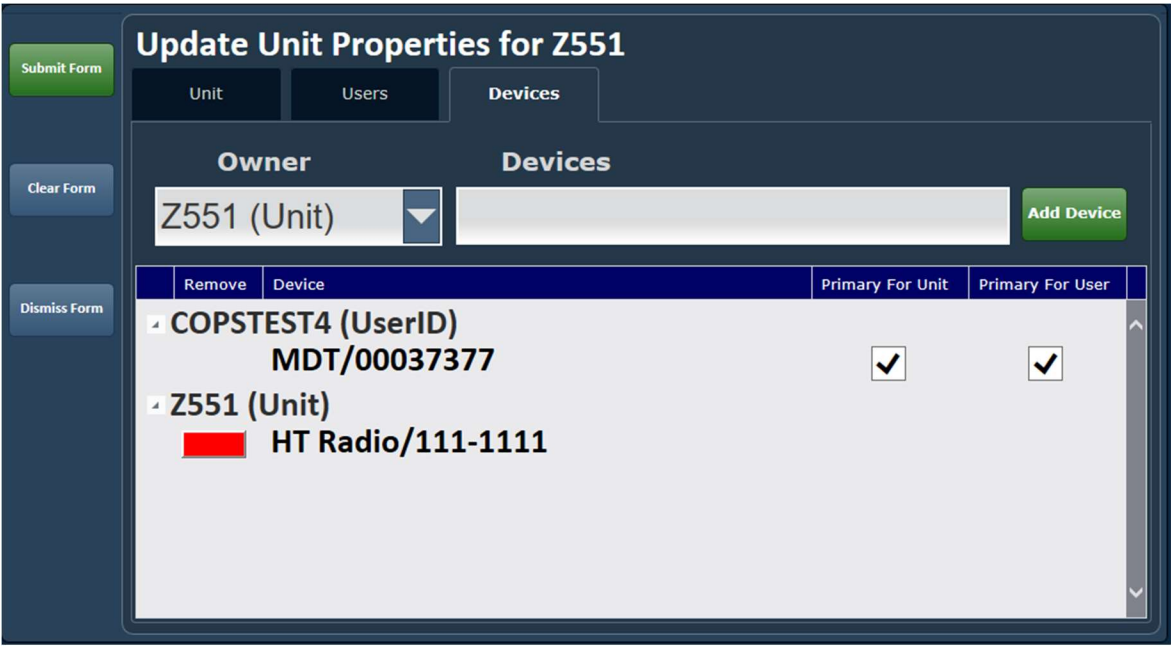


Figure 26- Update Unit Properties

The figure below shows the MCT account in the CAD database manager for managing personnel.

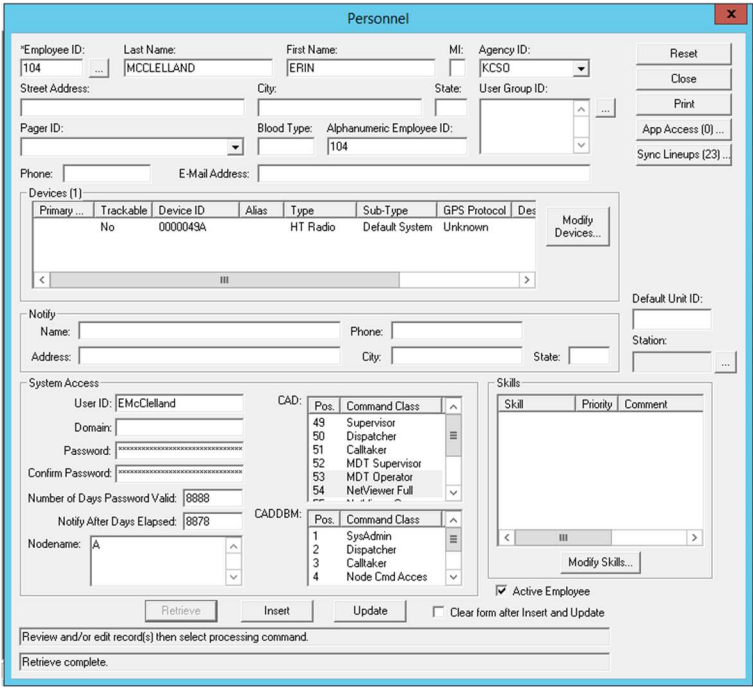


Figure 27- CAD DBM Personnel

Add in any more here needed

*** End of Section 3 – Existing System Description ***

4 SECTION 4 – INSTRUCTIONS TO PROPOSERS

4.1 COMPLIANCE WITH RCW 39.04.350 – BIDDER RESPONSIBILITY CRITERIA – SWORN STATEMENT – SUPPLEMENTAL CRITERIA

Each Proposer responding to this request for proposal (RFP) must demonstrate proof of compliance with the Revised Code of Washington (RCW) 39.04.350. In addition to those other requirements of RCW 39.04.350, each Proposer must provide the following:

- A. The completed Mandatory Bidder Responsibility Checklist provided in Exhibit D
- B. The completed Certification of Compliance with Page Payment Statutes provided in Exhibit E
- C. Non-collusion Affidavit provided in Exhibit F

4.2 REFERENCES

Each Proposer responding to this request for proposal shall furnish evidence satisfactory to Kitsap demonstrating Proposer has the necessary facilities, ability, experience, staff, prior references from similar projects, and financial resources to perform the work. A Proposer shall include a list of at least five (5) references for interviews with preference given to systems of comparable size (county-wide consolidated 911 dispatch center) and proximity to Kitsap County (states of Washington and Oregon). The references shall be public safety entities using like or substantially like proposed software environments furnished, configured, installed, completely implemented and supported by Proposer. Each reference shall include a brief description of the scope of the contract and shall include descriptions of any change orders or deviations from the originally contracted scope of work.

Refences may include up to two (2) agencies which are still in-progress or who have not completed system implementation and “go live”, any additional “in progress” references will not be counted towards the five (5) total reference requirement.

References must be selected to reflect size, complexity, and proximity of the project for completed and “in progress” projects. References must include the name, title, address, and telephone number of an official from the entity familiar with the project using the formation shown in Exhibit I. If subcontractors are to be used, a similar list shall be furnished for each subcontractor. Do not furnish references for projects completed more than 5 years before the proposal due date for this RFP.

Kitsap may contact other Proposer customers for reference interviews.

4.3 PRE-PROPOSAL CONFERENCE

Proposer attendance at the pre-proposal virtual conference using Zoom Video Communications is mandatory. This conference will be held at the date, time, and place shown in Exhibit A Schedule of Events. Prior to the date indicated in the Schedule Events, Proposers shall submit written questions concerning this RFP to the Kitsap contact via email using information contained on the cover page.

Zoom Access Credentials will be posted as an Addendum on the date indicated in Exhibit A Schedule of Events.

It is impractical for Kitsap to meet in person with all Proposers and provide a tour and overview of the dispatch center, backup center, and remote work locations. A thorough system description has been provided in the RFP. Use the email information contained on the cover page to submit questions and

requests for information about specific system aspects. By submitting a proposal, Proposers confirm they understand the existing system, interfaces, applications, use cases, and all other relevant matters as identified in the pre-proposal conference meeting.

4.4 ADDITIONAL CHARGES

It shall be understood by Proposers each proposal covers all work to be done. Additional charges will not be considered to work or expenses prior to execution of a contract such as examining the RFP, attending mandatory pre-proposal conference, submitting questions regarding the RFP, submitting a proposal, postage, post proposal meetings, and negotiating the contract.

4.5 QUESTIONS AND ADDENDUM

No oral interpretation will be given to Proposers as to the meaning of specifications, technical data, drawings, or other documents incorporated herein. A Proposer may submit a written request to Kitsap, using the address shown on the cover page, for interpretation of any part of the RFP or Contract documents. Requests for interpretation shall be made in writing and delivered no later than the due date established in the Schedule of Events Exhibit. Every interpretation by Kitsap will be issued as an addendum to the RFP, posted at the Kitsap website, and transmitted by e-mail to all Proposers who registered at the pre-proposal conference. Kitsap shall not be responsible for any other explanation or interpretation.

Addendum will be posted to the Kitsap Open RFPs website at:

<https://www.Kitsap911.Org/RFP>

Proposers bear exclusive responsibility to check the website for any addendum, questions, revisions, etc., prior to the proposal due date.

4.6 ALTERNATE SOFTWARE AND SOLUTIONS

Proposers must meet the minimum specifications in their proposal. Proposers may propose alternate software, solutions, and equipment, acceptance of which shall be at the sole discretion of Kitsap.

4.7 REFERENCE TO ADDENDUM

Proposals shall include all references to all addendum issued during the time for submitting proposals the same as if the addendum content had been included in the original RDP. Addendum received by Proposer shall be listed on the face of the proposal package, as shown in Exhibit G.

4.8 RESPONSIBILITIES & ITEMS TO BE FURNISHED BY KITSAP

The following items shall be furnished by Kitsap in furtherance of the project:

- A. Site access to Kitsap
- B. Remote access to Kitsap systems as required for implementation
- C. Virtual server infrastructure (as detailed in the Existing System Description)
- D. Mobile Computer Terminals (as detailed in Existing System Description)
- E. Internet Access for systems and services and network infrastructure
- F. Dispatch Console PCs meeting or exceeding selected Proposer's specifications
- G. Temporary workspace for onsite Proposer work and meetings

- H. Training workstations
- I. Physical servers that meet or exceed selected Proposer's specifications (if required and agreed upon between Kitsap and the selected Proposer)
- J. Connection to WSP ACCESS and ORIs for the purposes of running criminal justice inquiries

4.9 MAJOR ITEMS & RESPONSIBILITIES OF PROPOSER

The proposal shall include all items but is not limited to providing only the items detailed on the proposal form, that may be necessary to provide the furnished system. All ancillary or incidental items are understood to be required and included and shall be furnished and installed as set forth in the RFP. Unless otherwise agreed to in-writing, Proposer shall:

- A. Furnish, install, and test all proposed Furnished system software and equipment using personnel certified by or otherwise approved as trained and competent for the task.
- B. All personnel accessing Kitsap systems will be required to submit to and pass a background investigation including potential fingerprinting as identified as required by Kitsap's TAC.
- C. Comply with Kitsap's operating and scheduling requirements, including the need for continuity of essential services (Phone, Radio, CAD).
- D. Perform specific elements of the work during periods which will limit interruptions of Kitsap's use of essential services and coincide with periods of low call volume and in accordance with Kitsap's minimum staffing requirements.
- E. Provide help files for all furnished software solutions.
- F. Provide documentation for all custom configurations and changes to the COTS system.
- G. System design, custom configuration, and project management with Kitsap shall be an included part of the project.

4.10 BONDS

Proposer shall be responsible for all bonds identified in the sections below.

4.10.1 Proposal Bond

Each proposal shall be accompanied by a certified check or bond for five percent (5%) of the total amount of the proposal. The check shall be valid for the duration of the work proposed by Proposer, plus six months after completion of the warranty. If more than one proposal is submitted by a Proposer, one certified check or one bond, may be submitted for all the proposals in the amount of five percent (5%) of the greatest cost proposal. Such a check or bond shall be provided as a guarantee that Proposer will execute a contract with Kitsap and shall be payable to Kitsap, Bremerton, WA EIN 81-2446001. Refer to Exhibit J.

4.10.2 Performance and Payment Bond

Proposer shall, before the contract is signed, provide a performance bond satisfactory to Kitsap in an amount no less than the Contract price for the faithful performance of the Contract. The duration of the performance bond shall extend through the first year of maintenance required by this contract. Refer to Exhibit K.

Additionally, Proposer shall provide a payment bond with the obligation that such Proposer shall promptly pay all persons supplying labor or material in the performance of the work provided in the Contract. Refer to Exhibit L.

Such performance and payment bonds shall be furnished to Kitsap or its authorized agent within ten (10) days after the date of notice of contract award. If Proposer fails to furnish such a bond in the time state, Kitsap may withdraw the award of the contract and retain the proposal surety.

In the case Proposer is a partnership, each partner shall sign each of the bonds.

4.11 HOLDING TIME FOR PROPOSAL SECURITY

No Proposer will be required to leave its certified check or bond posted for more than 90 days after the proposal opening date. At the option of Kitsap, the proposal security of individual Proposers for which a contract award is not contemplated may be returned prior to contract award. The certified check of the successful Proposer will be returned upon execution of the Contract and fulfillment of Contract surety provisions.

4.12 RETAINAGE OF PERFORMANCE SECURITY SUBMISSIONS

Proposer will represent that it is fully knowledgeable concerning the terms of RCW 39.12.020. The first invoice cannot be paid until Kitsap has received the approved Intent to Pay Prevailing Wages. Retainage will be 5% of each invoice. Retainage cannot be released until the Affidavit of Wages Paid is approved by the State and the Department of Revenue has approved the release of funds.

Prior to release of retainage, Proposer shall provide the following:

- Affidavit of Wages Paid from the Department of Labor & Industry (L&I)
- Certificate from the Department of Revenue that all taxes and penalties are paid
- Certificate from Proposer that all suppliers and subcontractors have been paid and that there are no liens against the project

At the conclusion of the contract, Proposer shall provide Kitsap with the original and L&I approved Affidavits of Wages Paid from Proposer and the subcontractors (if any). Kitsap will not release retainage until all approved Affidavits are received and the Department of Revenue has authorized the release of retainage.

4.13 PREVAILING WAGES

In submitting this proposal, Proposer acknowledges that Kitsap purchases are subject to the payment of Prevailing Wages, the terms of Washington state's Public Works laws, regulations, and taxes.

<https://dor.wa.gov/taxes-rates/sales-and-use-tax-rates>

4.14 PROPOSAL SUBMISSIONS

The proposal shall consist of one (1) original and three (3) paper copies of all items referenced below. Additionally, three (3) electronic copies of the proposal on USB Thumb-Drives (without encryption or password) shall be submitted. Proposers must submit all items, or their proposal will not be considered.

- A. RCW 39.04.350 Mandatory Bidder Responsibility Checklist, Certification of Compliance with Wage Payment Statutes, and Non-collusion Affidavit
- B. The proposal including prices and specified exhibits in various document formats as required
- C. The proposal surety in the form of a check or bond

- D. A complete list of all software and equipment to be furnished including catalog sheets and specifications
- E. Line by Line acknowledgement of Proposer's ability to support all Kitsap interfaces, with notes as necessary if an alternative to the interface is recommended
- F. Line drawings as appropriate to illustrate the proposed equipment, interfaces, and connections both physical and logical.
- G. All exhibits necessary to evaluate Proposer's qualifications
- H. The names and addresses of each proposed subcontractor, if any, together with that part of the work to be subcontracted to each
- I. Any other information required by this RFP or appropriate to describe Proposer's products, services, financial resources, stability, and implementation methods.
- J. Exhibit B provides a summary of items that shall be submitted

4.15 PROPOSAL FORMS

All information shall be entered on proposal forms included in various attached Exhibits or photocopies thereof. All blank spaces in the proposal form shall be completed in ink or by machine printer. Proposer shall be required to furnish item prices summing to lump sum prices on the proposal form prior to final contract execution as well as itemized pricing.

Soft copies of proposal forms and associated Exhibits will be available at Kitsap's Open RFPs website at <https://www.Kitsap911.Org/RFP/>

Use of the soft copies and machine printed information, which will eliminate/reduce the need for handwritten information is preferred.

4.15.1 Errors

Although machine printed proposals are preferred, and error may be lined out and the correction may be entered, provided the correction is initialed by the person(s) signing the proposal. In the case of a difference between written words and figures in the proposal, the written words shall control. In case of discrepancy between paper documents and soft copies, the paper documents shall control.

4.15.2 Execution

Proposals must be signed using permanent ink to be valid. Proposals made on behalf of partnerships shall be signed in ink by all partners. A proposal made by a corporation shall be signed in ink by a duly authorized officer of the proposing corporation; or, if signed by an attorney-in-fact for the corporation, a power of attorney evidencing the authority of the individual signing shall accompany the proposal.

4.15.3 Proposer Primary Contact Information

Complete the form at Exhibit H with Primary Proposer information

4.15.4 Subcontracting

No part of the work shall be sublet without the written consent of Kitsap.

4.15.5 Withdrawal or Modification of Proposal

A proposal may be wholly withdrawn by letter or in-person before the time specified for opening. Proposals may be modified prior to opening by written notice to Kitsap. A modification shall not reveal the proposal price but shall provide that an addition or subtraction to the final prices or terms will not be given to Kitsap before any sealed proposal is opened. Modifications may not be withdrawn after the

time set for the opening of proposals. No oral changes, alterations, or changes in conditions will be accepted under any circumstances.

4.15.6 Incidental Costs

Kitsap will not be responsible for any cost incurred by a Proposer or others in preparing the proposal, during the evaluation or demonstration of any product, or in any subsequent negotiations arising from the submission of a proposal.

4.15.7 Proprietary Information

Information disclosed in proposals shall become the property of Kitsap and will be distributed to the evaluators of these proposals and others, if required. Information marked "Trade Secret" by Proposer shall be protected to the extent permitted by Washington law.

4.16 PROPOSAL PACKAGE

Each proposal shall be in an opaque, sealed envelope or package. The proposal container shall be marked on the outside with the name of Proposer and the name of the project, together with number of addenda received using the address format shown in Exhibit O.

4.17 PROPOSAL OPENING

Proposals must be received by Kitsap at the address set forth in this RFP on or before the date and time as set forth in Exhibit A of this RFP. Proposals will be opened, and the name of Proposer read aloud. Details of each proposal, including price, shall not be announced or disclosed at the time of opening.

4.18 PARTIAL PROPOSALS

Partial proposals will not be considered. No proposal will be accepted unless individual costs are listed on the proposal form where requested. The purpose of this requirement is to permit increases or decreases in the quantities of like items over the life of the Contract at the discretion of Kitsap.

4.19 AWARD OR REJECTION, IRREGULARITIES, AND KITSAP

Kitsap reserves the following rights:

- Accept any or reject any/all proposals received
- Waive defects, modify irregularities, informalities, or inconsistencies in any proposal received.
- Select, for contract, or for negotiation, a proposal(s) or any portion of a proposal(s) that appears, in the opinion of Kitsap, to be most advantageous to Kitsap.
- Negotiate any aspect of the proposal with any Proposer and negotiate with more than one Proposer at a time.
- Increase and/or decrease the quantities of individual items based on open line-item pricing required by this RFP.
- Terminate negotiations and select the next most responsive Proposer, prepare, and release a new Request for Proposal, or take such other action as Kitsap deems appropriate if negotiations fail to result in an agreement within appropriate initiation of negotiations.

4.20 NON-CONFORMING EXCEPTIONS & CLARIFICATIONS

A “clarification” in a proposal response may be considered an exception to RFP. A response including contractual terms and conditions not conforming to Kitsap’s terms and conditions in the RFP may be subject to rejection as non-responsive. Kitsap reserves the right to permit a Proposer to withdraw nonconforming terms and conditions from its proposal.

4.21 PROPOSAL EVALUATION

Proposals will be evaluated in two phases:

- 1) An initial Pass/Fail evaluation
- 2) Significant Factors and their relative importance evaluation

4.21.1 Pass/Fail Evaluation

The initial step is a pass/fail evaluation as listed in the table titled: “Evaluation Criteria – Phase 1”

Evaluation Criteria – Phase 1	
Factor	Importance
Timely Submittal of Proposal	Pass/Fail
Proposal Package Security	Pass/Fail
Proposal Copies	Pass/Fail
Proposal Letter with Pricing Form <ul style="list-style-type: none"> • See Exhibit P - Proposal Format • Include Pricing Form in Excel Format 	Pass/Fail
Exhibit F - Mandatory Bidder Responsibility Checklist	Pass/Fail
Exhibit G - Certification of Compliance with Wage Payment Statutes	Pass/Fail
Exhibit H - Non-collusion Affidavit	Pass/Fail
Exhibit I - RFP Addenda Acknowledgement	Pass/Fail
Exhibit J - Proposer Information	Pass/Fail
Exhibit K - References Forms (Customers and Subcontractors)	Pass/Fail
Exhibit L - Proposal Bond Form	Pass/Fail
Exhibit M - Performance Bond Form	Pass/Fail
Exhibit N - Payment Bond Form	Pass/Fail
Proposal description, system diagrams, CAD Statement of User Needs (PDF and Word formats), and Requirements Compliance Matrix (PDF and Word formats)	Pass/Fail

A proposal obtains a result of “Pass” by meeting the minimum requirements for these items, as established in the Proposal Documents, and summarized as follows:

- A. Timely Submittal of Proposal – The Proposal must be received by Kitsap as indicated in the Request for Proposal, or as may be indicated in an Addendum.
- B. Proposal Package Security - Each proposal shall be in an opaque, sealed envelope or package including printed copies of the Pricing Form (four tables) and the USB drives. The electronic copy of the proposal must include the Pricing Form in PDF and Excel formats. The proposal container shall be marked on the outside with the name of Proposer and the name of the project, together with number of addenda received using the address format shown in Exhibit P.

- C. Proposal Copies - The proposal shall consist of one (1) original and three (3) paper copies of all items referenced below. Additionally, three (3) electronic copies of the proposal on USB Thumb-Drives (without encryption or password) shall be submitted.
- D. Proposal Letter with Proposal Pricing Form – The proposal letter must be signed and accompany the Proposal Pricing, Options Pricing, Per Unit Pricing, and Labor Rates as specified in Exhibit P.
- E. Mandatory Bidder Responsibility Checklist is completed and signed as specified in Exhibit F.
- F. Certification of Compliance with Wage Payment Statues is provided and signed as specified in Exhibit G.
- G. A Non-collusion Affidavit is included as specified in Exhibit H.
- H. RFP Addenda Acknowledgement – Each Proposal addendum must be listed and acknowledged as specified in Exhibit I.
- I. Proposer Information – Provide Proposer information as specified in Exhibit J.
- J. References - Use a separate sheet for each reference for each of five references as described in Exhibit K. If subcontractors are to be used, provide a separate page for each subcontractor.
- K. Proposal Bond Form – Sign and seal the Proposal Bond Form (see Exhibit L).
- L. Performance Bond Form – Sign and seal the Performance Bond Form (see Exhibit M).
- M. Payment Bond Form – Sign and seal the Payment Bond Form (see Exhibit N).
- N. Proposal – The proposal contains the following:
 - a. Proposal Description
 - b. System Diagrams
 - c. CAD Statement of User Needs Matrix (PDF and Word Format)
 - d. Completed Proposal Requirements Compliance Matrix (PDF and Word Format)

4.21.2 Evaluation Criteria

The second phase of the proposal evaluation includes the factors, relative importance, and evaluators listed in the table titled: “Evaluation Criteria – Phase 2”.

Evaluation Criteria – Phase 2	
Factor	Importance
Project Understanding and Approach	20
Qualifications and Experience	10
CAD System and Services	15
Dispatch Console System Software and Services	30
Mobile Computer System Software and Services	15
Configurability and Interface Interoperability/Upgrades	20
Interviews with Project Teams	10
References Interviews	10
Expectation of Delivery Performance Based on Past Delivery Performance	20
System Demonstrations	10
Annualized Costs for Software, Services, and Recurring Expenditures for Comparable Systems	40
Total	200

Each factor is described below with elements considered in awarding the importance points:

1. Project Understanding and Approach - Points will be awarded in proportion to Proposer's comprehension and thorough presentation of the following:
 - a. Understanding of the project requirements and compliance with the technical requirements established in the Proposal documents of the following:
 - b. Overall delivery approach and project management plan, including risk identification and management, design coordination, training, construction coordination commissioning, and the proposed scope of services.
 - c. Compliance and compatibility with the elements of the Statement of Project (CAD Upgrade) User Needs (SPUN) as indicated in the SPUN Compliance Matrix.
 - d. Level of compliance with the Proposal Requirements as indicated in the Proposal Requirements Compliance Matrix.
 - e. The number and type of optional features provided and the interoperability of the optional features with end user MCTs and CAD terminals.
2. Qualifications and experience – Points awarded in proportion with the following:
 - a. Number and similarity of other projects.
 - b. The quality of performance of other projects.
 - c. Number of projects the project manager, lead designer, and commissioning technician have worked on together.
 - d. For comparable projects including all referenced projects in the proposal documents, provide information regarding:
 - i. Compare the final contract price to budget (i.e., under/over, amount, explanations)
 - ii. Number of change orders, amount of change orders, and explanations
 - iii. Provide departure time from the original contract completion date with explanation
3. CAD System and Services – Points awarded in proportion to the following:
 - a. Comprehensive nature of compliance with specified features.
 - b. Functionality and quality of the of the administration software tools based on Kitsap user experience (if applicable), the experience of other customers, as well as data and information submitted in the proposal.
 - c. CAD System capabilities to interconnect with 3rd party applications and interfaces
 - d. Ability of Proposer to test, configure, program, and migrate data to the new system from the existing system and document changes and configurations made to the COTS system.
 - e. Detailed discussion of the upgrade to the existing system
 - f. Ability and support for virtualization
 - g. Support of high availability or comparable database system with dedicated archiving and data warehouse features (6-year retention)
 - h. Support for multiple environments including but not limited to Training, Test, Development
 - i. Support for a stand-alone self-contained CAD system and dispatch console for use in disaster recovery to provide fire recommendations and able to operate in a completely disconnected mode, see CAD03 laptop in existing system description for additional information

- j. Detailed discussion of Cloud Hosted, On-Premise, and Hybrid (Proposer hosted cloud and On-Premise hosted redundant systems) set up environments and their associated ability to operate together and their fail over capabilities
- k. Ability to maintain and update custom files from a central location including but not limited to configurations, maps, GUI configuration, etc.
- 4. Dispatch Console System Software and Services – Points awarded proportional to the following:
 - a. Comprehensive nature of compliance to specified requirements.
 - b. A complete explanation of the new dispatch console system with the Kitsap systems including:
 - i. New CAD Consoles both local and remote
 - ii. New/Existing Zetron ACOM Console and Harris P25 system
 - iii. Existing connection to Washington State for data returns as well as ASAP to PSAP alarms
 - iv. Existing and new macros and workflows
 - v. Existing Zetron MAX call taking system and RapidSOS including local and remote consoles
 - vi. Existing Xalt Interfaces (or upgrade/migration if proposed)
 - c. If proposed, the plan for integration, testing, and deployment of the replacement dispatch console system with the new CAD system and existing Kitsap systems
 - d. Ability and support for virtualization
 - e. Ability of Proposer to deliver the proposed solution with minimal disruption to Kitsap operations
- 5. Mobile Computer Software and Services - Points awarded proportional to the following:
 - a. Comprehensive nature of compliance to specified requirements
 - b. Thoroughness of the proposal explanations on proposed mobile software and options.
 - c. Assurance of system performance when completed
 - d. Discussion of available mobile platforms at a minimum: Laptop, Phone, and Web Browser
 - e. Ability of MCT users to operate with other Records Management System
- 6. Configurability and Interface Interoperability/Upgrades – Points awarded proportional to the following:
 - a. List all interfaces included to meet and/or exceed functionality outlined in existing system description including redundancy of interfaces
 - b. Ability and ease of use to add/change new interfaces
 - c. Proposed interoperability solutions with other non-member public safety organizations inside and outside of Kitsap County
 - d. Detailed discussion of reporting capabilities
 - e. Detailed discussion of options available for GUI customization
 - f. Detailed discussion of the connection to all 3rd party interfaces as described in the existing system description
- 7. Interviews with Project Teams – Points awarded proportional to the following:
 - a. Commitment of proposer to the assigned project team
 - b. Demonstrated experience and knowledge of the project team
 - c. Anticipated ease to work with the project team and compatibility with Kitsap project team
 - d. Low turnover of project team resources

8. References Interviews – Interviews will be conducted with Proposer’s references and other references contacted by Kitsap. Points awarded proportional to the following:
 - a. Meeting user requirements
 - b. The overall performance on similar projects
 - c. Proposer’s performance in meeting and correcting deficiencies and bugs in CAD software both for dispatch consoles, mobile clients, and interfaces both custom and COTS
 - d. Responsiveness, quality, and knowledge of technical support staff, development staff, and engineers
 - e. Proposer’s performance in past changes, updates, and new configuration of additional interfaces, services, and change orders
 - f. Cost certainty and predictability
9. Expectation of Delivery Performance Based on Past Delivery Performance – The best predictor of future performance is past performance. Points awarded proportional to the following:
 - a. Delivery of system against initial schedule
 - b. Proactive project management to address schedule slips and cost overruns
 - c. Adequate technical resources for timely designs, system migration, system configuration, staging, and implementation
 - d. Staying within budget with a small number of anticipated change orders
10. System Demonstrations – Points awarded proportional to the following:
 - a. Hands-on user CAD demonstrations at a location to be determined in Kitsap County of all proposed types of dispatch console and mobile software preferably with some Kitsap law enforcement and fire units, agencies, response plans, and configurations programmed into the CAD and Mobile systems
 - b. Adherence to Kitsap provided Demonstration Checklist of features and functionality that must be shown by all proposers. Multiple lists will be provided for both Dispatch Consoles and mobile software and will be made available to proposers prior to the onsite demonstration as a separate addendum
11. Annualized costs for Software, Services, Interfaces, and Recurring Expenditures for Comparable Systems – Points awarded by comparing the annualized costs for equipment, services, and recurring expenditures for comparable systems. The Proposal with the lowest annualized costs for a comparable system will receive 40 points. Proposer(s) with higher annualized costs for a comparable system will be awarded proportionate points by dividing the lowest annualized costs by Proposer’s annualized costs, then multiplying the quotient by 40.
 - a. Comparable systems are generally described as reasonably equivalent in the capacity, coverage, required features, and other capabilities. Adjustments to the proposed annualized costs may be made to align them for comparable systems
 - b. Awarded points may be reduced for the following conditions:
 - i. Proposer does not correctly and accurately complete the four Pricing Form tables. Instructions for completing the Pricing Form are included in the Pricing Form spreadsheet
 - ii. Proposer does not include Excel spreadsheet of completed Pricing Form tables
 - iii. Proposer does not commit to pricing in years 1 through 5
 - iv. Proposer does not provide per unit/interface pricing

- v. Proposer does not provide costs and recommended frequency for software updates including time and materials for staff if Proposer's staff is required to perform updates
- vi. Proposer does not provide concurrent licensing options, per seat licensing may be provided but is not preferred
- vii. Proposer does not provide annual maintenance costs
- viii. Proposer does not provide costs (if any) for additional Training, Test, and Development environments including server, workstation, and mobile client licenses
- ix. Proposer does not provide labor rates with assumptions

By submitting a proposal, Proposer agrees Kitsap may make such investigation as it deems necessary to determine the ability of Proposer to perform the work. Proposer will be required to furnish Kitsap with all such information and data as may be requested for this purpose. Kitsap reserves the right to reject any proposal if evidence submitted by Proposer or investigation fails to satisfy the condition that Proposer is properly qualified to carry out the obligations of the Contract and to complete the work contemplated therein.

4.22 NOTICE TO PROCEED

The successful Proposer shall not commence work before a written Notice to Proceed is issued by Kitsap.

4.23 VERIFICATION OF WORK

Before installing or configuring any systems or doing any work, Proposer shall verify all information, settings, interface requirements, network/system configurations, and other essential details for every end point (dispatch console, mobile terminal, server, interface, etc.) with Kitsap, or via Kitsap's designated representative(s). Proposer shall be responsible for ensuring their software and interface solutions will successfully integrate with verified conditions and shall immediately notify Kitsap in writing of any discovered discrepancies. Proposer shall not proceed with ordering, scheduling work, configuration, installation, or integration until any identified discrepancies have been reconciled with Kitsap in writing.

4.24 TIME FOR COMPLETION

All work contemplated under the Contract shall be complete and ready for service not later than the date committed to by Proposer in the proposal. Proposer may assume award of the Contract will occur not later than the date established for this event in the Schedule of Events. Proposer shall include with the proposal an estimated schedule showing ordering and delivery interval, mobilization, installation, testing, training, and acceptance activities. This estimated schedule shall identify principal milestones and critical path dates where Kitsap actions are required. Kitsap reserves the right to negotiate scheduling details for the various equipment and systems with any Proposer.

****** End of Section 4 – Instruction to Proposers ******

5 SECTION 5 – CONTRACT TERMS AND CONDITIONS

These Contract Conditions shall become part of the Contract Documents except as specifically stated otherwise and shall apply to the work of *all* parties engaged in the performance of the Contract.

5.1 DEFINITIONS

A. Consultant

None currently designated

B. Contract

The Contract represents the entire and integrated agreement between the parties and supersedes prior negotiations, representations, or agreements whether written or oral. The Contract may be amended or modified only by a written modification signed and dated by both parties. The Contract shall be construed to create a Contractual relationship only between Kitsap and Proposer. The Contract consists of the Contract documents.

C. Proposer and Contracting Party

Proposer is selected to do the Work of the project Contract and identified as such in the Contract. The term "Proposer" and "Contracting Party" means Proposer or its authorized representative.

D. Contract Documents

The Contract Documents consist of the Agreement between Kitsap and Proposer, Instructions to Proposers, Proposal, Proposal Bond, Performance Bond, Payment Bond, General & Supplementary Conditions, Specifications, Diagrams, and addenda as may be issued prior to execution of the Contract, plus other documents listed in the Agreement and modifications issued after execution of the Contract.

E. Final Acceptance

The event and date when Kitsap affirms the Furnished System and services supplied by Proposer has been designed, furnished, installed, tested, and is operational according to the RFP, specifications and Contract.

F. Furnished System

The complete program of work and equipment described in this RFP and incorporated in the Contract.

G. Modification

A modification is a written amendment to the Contract signed by both parties or a Change Order.

H. Owner

The Owner is Kitsap. The term "Kitsap" also means Kitsap's authorized representative. Owner is also referred to in these documents as "Kitsap."

I. Kitsap's Forces

Those employees, agents, proposers, or others utilized by Kitsap to perform Work or provide services related to this Contract.

J. Project Manager & Designated Representative

Project Manager and designated representative for Kitsap shall be identified prior to contract award.

K. Subcontractor

Any individual, firm, or corporation to whom Proposer sublets any part of the Contract for supplying labor and/or materials.

L. Specifications

The Specifications are that portion of the Contract Documents consisting of written requirements for materials, equipment, standards, performance, and workmanship for the Work and delivery of related services.

M. The Furnished System

The work in its entirety, including labor and other services, required by the Contract. At the completion of the project, and/or at certain milestones agreed to in the Contract, the Furnished System shall be fully tested and demonstrated to be operating reliably and to the satisfaction of Kitsap pursuant to the requirements of the Contract.

N. Work

Work means all labor, materials, transportation, expenses, freight, and such other costs necessary to complete the project or related drawings and specifications. The work is included in the Furnished System.

O. Written Notice of Order

A written notice or order shall be deemed to have been duly served on the date it is delivered in person to an individual or an officer of a corporation for whom it is intended, or on the date it is sent by certified mail to the last known business address of the addressee.

5.2 TITLES

Titles to divisions and paragraphs in these Contract Documents are used merely for convenience and shall not form a term or provision of the Contract. No responsibility, either direct or implied, is assumed

by Kitsap for omissions or duplications by Proposer, due to real or alleged error in arrangement of materials in these Contract Documents.

5.3 INSURANCE

A. Insurance Term

Proposer shall procure and maintain insurance, as required in this Part, without interruption from commencement of Proposer's work through the term of the Contract and for thirty (30) days after the Physical Completion date, unless otherwise indicated herein.

B. No Limitation

Proposer's maintenance of insurance, its scope of coverage and limits as required herein shall not be construed to limit the liability of Proposer to the coverage provided by such insurance, or otherwise limit Kitsap's recourse to any remedy available at law or in equity.

C. Minimum Scope of Insurance

Proposer's required insurance shall be of the types and coverage as stated below:

1. Automobile Liability insurance covering all owned, non-owned, hired, and leased vehicles. Coverage shall be at least as broad as Insurance Services Office (ISO) form CA 00 01.
2. Commercial General Liability insurance shall be at least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent proposers, products-completed operations, stop gap liability, personal injury and advertising injury, and liability assumed under an insured contract. The Commercial General Liability insurance shall be endorsed to provide a per project general aggregate limit using ISO form CG 25 03 05 09 or an endorsement providing at least as broad coverage. There shall be no exclusion for liability arising from explosion, collapse, or underground property damage. Kitsap shall be named as an additional insured under Proposer's Commercial General Liability insurance policy with respect to the work performed for Kitsap using ISO Additional Insured endorsement CG 20 26 and Additional Insured-Completed Operations endorsement CG 20 37 10 01 or substitute endorsements providing at least as broad coverage.
3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Professional Liability Insurance appropriate to the Consultant's profession

D. Minimum Amounts of Insurance

Proposer shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$2,000,000 each occurrence, \$2,000,000 general aggregate, and \$2,000,000 products-completed operations aggregate limit.

3. Professional Liability Insurance shall be written with limits no less than \$2,000,000 per claim and \$2,000,000 policy aggregate limit

E. Kitsap Full Availability of Proposer Limits

If Proposer maintains higher insurance limits than the minimums shown above, Kitsap shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by Proposer, irrespective of whether such limits maintained by Proposer are greater than those required by this Contract or whether any certificate of insurance furnished to Kitsap evidence limits of liability lower than those maintained by Proposer.

F. Other Insurance Provision

Proposer's Automobile Liability and Commercial General Liability insurance policies are to contain, or be endorsed to contain, that they shall be primary insurance as respect Kitsap. Any insurance, self-insurance, or self-insured pool coverage maintained by Kitsap shall be in excess of Proposer's insurance and shall not contribute with it.

G. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A: VII.

H. Verification of Coverage

Proposer shall furnish Kitsap with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsements, evidencing the insurance requirements of Proposer before commencement of the work. Upon request by Kitsap, Proposer shall furnish certified copies of all required insurance policies, including endorsements required in this Contract and evidence of all subcontractors' coverage.

I. Subcontractors' Insurance

Proposer shall cause each and every Subcontractor to provide insurance coverage that complies with all applicable requirements of Proposer-provided insurance as set forth herein, except Proposer shall have sole responsibility for determining the limits of coverage required to be obtained by Subcontractors. Proposer shall ensure that Kitsap is an additional insured on each and every Subcontractor's Commercial General liability insurance policy using an endorsement as least as broad as ISO CG 20 26 for ongoing operations and CG 20 37 10 01 for completed operations.

J. Notice of Cancellation

Proposer shall provide Kitsap and all Additional Insureds for this work with written notice of any policy cancellation within two business days of their receipt of such notice.

K. Failure to Maintain Insurance

Failure on the part of Proposer to maintain the insurance as required shall constitute a material breach of contract, upon which Kitsap may, after giving five business days' notice to Proposer to correct the breach, immediately terminate the Contract or, at its discretion, procure or renew

such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to Kitsap on demand, or at the sole discretion of Kitsap, offset against funds due Proposer from Kitsap.

5.4 INDEMNIFICATION / HOLD HARMLESS

Proposer shall defend, indemnify, and hold Kitsap, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with the performance of the Contract, except for injuries and damages caused by the sole negligence of Kitsap.

However, should a court of competent jurisdiction determine that the Contract is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of Proposer and Kitsap, its officers, officials, employees, and volunteers, Proposer's liability hereunder shall be only to the extent of Proposer's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes Proposer's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of the Contract.

5.5 GOVERNMENT APPROVALS

Contracting Party acknowledges that various undertakings of Kitsap described in this Agreement may require approvals from the Kitsap Board and/or other public bodies, some of which may require public hearings and other legal proceedings as conditions precedent thereto. Contracting Party further acknowledges that this Agreement is subject to appropriation of funds by the Kitsap Board. Kitsap's obligation to perform under this Agreement is conditioned upon obtaining all such approvals in the manner required by law. Kitsap cannot assure that all such approvals will be obtained; however, it agrees to use good faith efforts to obtain such approvals on a timely basis.

5.6 STANDARDS OF PERFORMANCE

Contracting Party agrees that the performance of the services, pursuant to the terms and conditions of this Agreement, shall be performed in a manner consistent with the degree of care and skill ordinarily exercised by members of the same professions currently practicing under similar circumstances providing like services. Contracting Party agrees to abide by all applicable federal, state and local laws, regulations and ordinances, and all provisions of this Agreement.

5.7 FULLY QUALIFIED

Contracting Party represents that all personnel engaged in the performance of the services set forth in this Agreement shall be fully qualified and shall be authorized or permitted under state and local law to perform the services.

5.8 SCOPE OF SERVICES

Contracting Party is required to perform, do and carryout in a satisfactory, timely, and professional manner the services set forth in this Agreement. The Contracting Party is required to furnish all services and labor necessary as indicated in this Agreement, including without limitation materials, equipment,

supplies, and incidentals. The scope of services to be performed shall include, without limitation, those services set forth in this Agreement. Kitsap may from time to time request the Contracting Party to perform additional services which are not set forth in this Agreement. If such a request is made, the performance of such services shall be subject to the terms, conditions and contingencies set forth in this Agreement.

5.9 CHANGE OF SCOPE

The scope of service set forth in this Agreement is based on facts known at the time of the execution of this Agreement, including, if applicable, information supplied by Contracting Party. Scope may not be fully defined during initial phases. As projects progress, facts discovered may indicate that the scope must be redefined. Parties shall provide a written amendment to this Agreement to recognize such change.

5.10 NON-DISCRIMINATION

Proposer agrees to comply with all federal, state, and local laws, ordinances, rules and regulations pertaining to unlawful discrimination on account of race, color, creed, religion, national origin, sex, affectional preference, marital status, status regarding public assistance, disability or age insofar as they relate to Proposer's performance of the Contract. Such action shall include but not be limited to employment, promotion, demotion, transfer, advertising for employees, layoff, termination, rate of pay and other forms of compensation, selection for training, and apprenticeship.

It is unlawful and Contracting Party agrees not to willfully refuse to employ, to discharge, or to discriminate against any person otherwise qualified because of race, color, religion, sex, sexual orientation, age, disability, national origin or ancestry, lawful source of income, marital status, creed, or familial status; not to discriminate for the same reason in regard to tenure, terms, or conditions of employment, not to deny promotion or increase in compensation solely for these reasons; not to adopt or enforce any employment policy which discriminates between employees on account of race, color, religion, sex, creed, age, disability, national origin or ancestry, lawful source of income, marital status or familial status; not to seek such information as to any employee as a condition of employment; not to penalize any employee or discriminate in the selection of personnel for training, solely on the basis of race, color, religion, sex, sexual orientation, age, disability, national origin or ancestry, lawful source of income, marital status, creed or familial status.

Contracting Party shall include or cause to be included in each subcontract covering any of the services to be performed under this Agreement a provision like the above paragraphs, together with a clause requiring such insertion in further subcontracts that may in turn be made.

5.11 INDEPENDENT PROPOSERS

The parties, their employees, agents, volunteers, and representative shall be deemed independent proposers of each other and shall in no way be deemed because of this Agreement to be employees of the other. The parties, their employees, agents, volunteers, and representatives are not entitled to any of the benefits that the other provides for its employees. The parties shall not be considered joint agents, joint ventures, or partners.

5.12 SUBCONTRACTORS

A. Permission to Subcontract

Proposer shall not sublet any part of his Contract without the written consent of Kitsap. If any of the services are subcontracted, the performance of such services shall be specified by written contract and shall be subject to each provision of this Agreement. Contracting Party shall be as fully responsible to Kitsap for the acts and omissions of its subcontractors and of person either directly or indirectly employed by them, as it is for acts and omissions of persons directly employed by it.

B. Responsibility of Proposer

Proposer agrees that it is fully responsible to Kitsap for acts and omissions of its subcontractors and of persons either directly or indirectly employed by it, as it is for acts and omissions of persons directly employed by it.

C. Contractual Relationships

Nothing contained in the Contract Documents shall create any Contractual relationship between any subcontractor and Kitsap nor any obligation on the part of Kitsap to pay, or to see to the payment of, any sums to any subcontractor.

D. Terms of Subcontracts

Proposer shall not write any subcontract at variance with the Contract Documents and the provisions of the Contract Documents shall be incorporated into any subcontract agreement.

5.13 ENTIRE AND SUPERSEDING AGREEMENT

This writing, all Exhibits hereto, and the other documents and agreements referenced herein, constitute the entire Agreement between the parties with respect to the subject matter hereof, and all prior agreements, correspondences, discussions, and understandings of the parties (whether written or oral) are merged herein and made a part hereof. This Agreement, however, shall be deemed and read to include and incorporate such minutes, approvals, plans, and specifications, as referenced in this Agreement, and in the event of a conflict between this Agreement and any action of, granting approvals or conditions attendant with such approval, the specific action of Kitsap shall be deemed controlling. To the extent that any terms and conditions contained in this Agreement, all Exhibits hereto, and the other documents and agreement referenced herein conflict with these Contract Terms and Conditions, the Contract Terms and Conditions shall take precedence.

5.14 SEPARATE CONTRACTS

A. Rights Reserved

Kitsap reserves the right to let other Contracts or issue purchase orders in connection with the Work and/or perform work with Kitsap's Forces. Proposer shall afford other proposers a reasonable opportunity for introduction and storage of their materials and execution of their work. Proposer shall confer with all other proposers on work to be done to the end that construction shall proceed in a manner to cause the least delay to all concerned and that work

of all other trades may be installed without conflict. All work shall be coordinated with Kitsap insofar as time of installation and covering up of work is concerned.

B. Coordination of Work

If any part of Proposer's work depends, for proper execution or results, upon the work of any other proposer, Proposer shall inspect and promptly report to Kitsap any defects in such work that renders it unsuitable for such proper execution and results. Failure to inspect and report such defects shall constitute an acceptance of the other proposer's work as fit and proper for reception of the Work, except as to defects which may develop in the other proposer's work after execution of Proposer's Work.

C. Work by Kitsap's Forces

Nothing in the Contract Documents shall preclude Kitsap's right to do work on the systems during the period the Contract is in effect. Proposer shall not object to or impede Kitsap's access to the system for the purpose of such work.

D. Workday

Proposer shall perform work during a normal working day of eight hours in accordance with Kitsap's time zone whenever possible. Proposer and subcontractors shall confine their operations on the system to a normal working day beginning and ending at the same time whenever possible.

5.15 ASSIGNMENT

No party to the Contract shall assign the Contract or sublet it in whole or in part without written consent of the other party, nor shall Proposer assign any monies due or to become due to it hereunder, without previous written consent of Kitsap.

5.16 CORRELATION AND INTENT OF DOCUMENTS

A. Complementary Documents

Contract Documents are mutually complementary, and what is called for by one shall be as binding as if called for by all. The intention of the documents is to include all labor, materials, equipment, and transportation necessary for proper execution of the Work.

B. Descriptive Terms

Materials or work described in words which have a well-known technical or trade meaning shall be held to refer to such meaning.

5.17 ERRORS OR OMISSIONS

A. Discovery

If Proposer discovers any error or omission in the Contract diagrams or specifications or in the Work, it shall immediately notify Kitsap in writing who shall be permitted to make such

corrections and interpretations as may be deemed necessary for fulfillment of the intent of the drawings and specifications. Proposer shall not take advantage of any apparent error or omission in the drawings or specifications.

B. Priority of Instructions

In case of discrepancy, specifications shall govern over diagrams.

C. Knowledge of Error or Omission

If, knowing of an error or omission and prior to correction thereof, Proposer proceeds with any work affected thereby, it shall do so at its own risk. Work so done shall not be considered as work done under the Contract unless and until approved and accepted.

D. Correction of Error or Omission

Kitsap will furnish additional instructions with reasonable promptness, by means of drawings, addendum, or other manner, necessary for proper execution of the Work. All such instructions shall be consistent with the Contract and reasonably inferable therefrom.

5.18 AUTHORITY OF KITSAP

A. Amending Work

Kitsap shall have the right, as the work progresses, to alter the specifications or Work subject to the limitations set forth in the Contract documents.

B. Suspend Work

Kitsap shall have authority to suspend Proposer's operations, wholly or in part, for such period or periods of time as may be necessary because of reduced staffing (working short) or high priority events in progress or other conditions which Kitsap considers unfavorable for the performance of the Work, or because of non-completion of work being done under other contracts in the same or adjacent systems or servers, or for such time as may be necessary because of failure of Proposer to comply with provisions of this Contract. Such suspension of work will be in writing when practical³¹ and will state the reason for such suspension, the effective date, and operations suspended. Any work done by Proposer, contrary to such suspension of work notice will be considered unauthorized work and as having been done at the sole cost and expense of Proposer. A resumption of work notice will be issued by Kitsap in writing when, in Kitsap's opinion, conditions which justified the suspension no longer exist.

C. Other Authority

In addition to the above authority, Kitsap shall have such other rights and powers as are specified elsewhere in the Contract Documents. Decisions and determinations and the exercise

³¹ Responses to emergency events may require immediate suspension to work without following defined procedures and practices

of Kitsap's authority, where additional costs are involved, are subject to review by Kitsap and to Kitsap's approval before becoming effective.

5.19 DISPUTES

The Contract shall be interpreted and construed in accordance with the laws of the State of Washington. Except as otherwise provided, any dispute concerning a question of fact arising under the Contract which is not resolved by agreement shall be decided by Kitsap, who shall reduce the decision to writing and mail, or otherwise furnish, a copy thereof to Proposer at the addresses shown in the Contract. Such decision shall be final and conclusive unless, within 14 days of the date of the decision, a written request for mediation is given to Kitsap. Pending final decision of a dispute hereunder, Proposer shall proceed diligently with performance of the Contract in accordance with Kitsap's decision. Nothing in this section shall preclude appropriate legal remedies available to any party.

5.20 CLAIMS BY OTHER PROPOSERS

If, through acts of neglect on the part of Proposer, any other proposer or subcontractor shall suffer loss or damage, Proposer agrees to settle with such other proposer or subcontractor by agreement or arbitration if such other proposer or subcontractor will so settle. If such other proposer or subcontractor shall assert any claim against Kitsap on account of any damage alleged to have been sustained, Kitsap shall notify Proposer, who shall indemnify and hold harmless Kitsap against any such claim.

5.21 PATENTS, COPYRIGHTS, AND ROYALTIES

A. Hold Harmless

Proposer shall hold harmless Kitsap and its officers, agents, servants, and employees from liability of any nature or kind, including costs and attorney's fees, for, or on account of, any patented, copyrighted, or not patented/not copyrighted invention, process, computer program however accessed or used, article, or appliance manufactured or used in the performance of this Contract, including its use by Kitsap, unless otherwise specifically provided in the Contract Documents.

B. Fees

License and/or royalty fees for the use of a process or copyright must be reasonable and paid to the holder of the patent or copyright, or its authorized licensee, directly by Kitsap and not through Proposer except as provided otherwise in writing by Kitsap.

C. Agreements

If Proposer uses any design, device, program, or material covered by letters of patent or copyright, it shall provide for such use by suitable agreement with Kitsap of such patented or copyrighted design, device, program or material. Without exception, the Contract price shall include all license and/or royalty fees or costs arising from the use of such design, device, program, or material in any way involved in the work. Proposer and/or its sureties shall indemnify and save Kitsap harmless from any and all claims for infringement by reason of use of such patented design, device, material, trademark, or copyright in connection with work agreed to be performed under this Contract, and shall indemnify Kitsap for any costs and expenses

including attorney's fees, or damages which it may be obligated to pay by reason of such infringement at any time during the performance of the Work or after completion of the Work.

5.22 PERMITS, LICENSES, AND REGULATIONS

A. Kitsap Furnished

Permits and licenses, if any, for permanent changes in existing facilities will be secured and paid for by Kitsap, unless otherwise specified.

B. Proposer Furnished

Proposer shall give all notices and comply with all laws, ordinances, rules, and regulations bearing on the conduct of the Work. Permits and licenses of a temporary nature necessary for performance of the Work shall be secured and paid for by Proposer as appropriate.

5.23 TAXES, SOCIAL SECURITY, INSURANCE, AND GOVERNMENT REPORTING

Sales tax payments, personal income tax payments, social security contributions, insurance and all other government reporting and contributions required because of the Contracting Party receiving payment under this Agreement shall be the sole responsibility of the Contracting Party.

5.24 SUPERINTENDENCY AND STAFFING

A. Plans/Specifications on the Job Site

Proposer shall have a complete set of specifications available to all personnel working on the project at all times while work is in progress (regardless of whether work is performed onsite or remote), shall assume full responsibility for supervision of the work irrespective of the amount of work sublet and shall give the work the constant attention necessary to facilitate satisfactory progress and to assure completion in accordance with the terms of the Contract.

B. Superintendent

Throughout the term of the Contract, Proposer shall provide and always have a trained, experienced, and competent superintendent in charge of the project who will personally be available onsite or remote on 24 hours' notice. Name and contact information of the project superintendent shall be promptly disclosed to Kitsap upon notice of pending Contract award. The superintendent may be either Proposer himself or a responsible employee who has been authorized to act on Proposer's behalf. This individual shall be fully authorized to conduct business with subcontractors; to execute orders and directions of Kitsap without delay; and to promptly supply materials, tools, labor, and incidentals necessary for performance of the Work.

C. Services

Proposer agrees the superintendent shall perform regular and significant services hereunder throughout the term of the Contract. This person shall also render significant services with respect to obligations of Proposer to be fulfilled subsequent to acceptance of the Work by Kitsap, unless said person is no longer in the employ of Proposer or a disability due to mental or

physical illness or accident or any reason outside reasonable control of Proposer precludes the superintendent from rendering services for a period of eight consecutive days, or Kitsap consents in writing to the superintendent performing less or no services under the Contract.

D. Job Foreman/Product Kitsap

At all times while work is actually being performed at the work sites, Proposer shall have available(onsite or remote) to the work a competent individual who is authorized and fully capable of managing, directing, and coordinating the work; who is thoroughly experienced in the type of work being performed; who is capable of reading and thoroughly understanding the specifications, contract and related documents; and who is authorized to receive instructions from Kitsap and its representatives. If this individual is an employee of someone other than Proposer, the individual shall have written authorization from Proposer to act in a supervisory capacity. This individual and the superintendent having overall responsibility for proper execution of the Contract may be one and the same person so long as this individual is constantly available in person at the work site and is fully qualified in all other respects.

E. Adequate Staff

Proposer shall engage such persons as may be required to fulfill Proposer's obligations herein. Proposer hereby agrees that all individuals working under this Contract shall be properly trained, qualified, and competent to perform tasks assigned to them. Proposer may replace any and all persons not specifically named above provided any such substitute person possesses the training and qualifications above specified. Proposer shall replace, with an expeditious and good faith effort, any and all of the persons performing services hereunder when requested by Kitsap whenever Kitsap deems the same to be in its best interest. Any such substitute person shall commence his/her responsibilities hereunder no later than fifteen days after receipt of Kitsap's replacement request. When requested by Kitsap, Proposer shall forthwith furnish résumé, statement of qualifications, and other information to permit a proper review of the qualifications of any substitute person.

5.25 INSPECTION OF WORK

Kitsap shall have access to the work³² whenever it is in preparation or progress. Proposer shall provide proper channels for such access and inspection. Proposer shall give Kitsap and/or anyone designated by Kitsap, ample notice of readiness for inspection and testing of any work ordinarily requiring inspection and testing.

5.26 PROTECTION OF WORK AND PROPERTY

A. Safety

Unless specifically included as a service to be provided under this Agreement, Kitsap specifically disclaims any authority or responsibility for general job site safety, or the safety of persons or property. Contracting Party shall be responsible to follow all safety regulations per state and federal guidelines and to create and maintain a safe working environment.

³² Files, folders, configurations, documentation

B. Adequacy

Proposer shall continuously maintain adequate protection of all the work from damage and shall protect Kitsap's property from injury or loss arising from the work. Proposer shall adequately protect adjacent property as provided by law and the Contract Documents. Proposer shall make good any damage, injury, or loss, except as may be directly due to errors in the Contract Documents or caused by agents or employees of Kitsap. The unscheduled or uncoordinated disruption of communications systems, circuits, equipment, services, or processes shall be considered a prima facie breach of this contract.

C. Emergencies

In an emergency affecting safety of life or damage to property, Proposer, without special instructions or authorization from Kitsap, is hereby permitted to act, at its discretion, to prevent such threatened loss or injury, and shall so act, if so instructed or authorized by Kitsap. Any compensation claimed by Proposer on account of emergency work shall be determined by agreement between Kitsap and Proposer.

5.27 MATERIALS AND WORKMANSHIP

A. Quality

Unless otherwise specified, all, software, equipment, materials, and articles incorporated into the Work covered by the Contract shall be new and of the best grade of their respective kinds for the purpose. Proposer shall, if required, furnish evidence as to the kind and quality of materials proposed to be incorporated into the work. Proposer shall furnish to Kitsap for its approval the name of the manufacturer/developer of equipment/software which it contemplates installing, together with their performance capacities and other pertinent information.

B. Assumed Standards

If not otherwise provided, materials or work called for in the Contract shall be furnished and performed in accordance with established practice and standards.

C. Qualification of Workers

Workers shall be qualified for their respective trades. Workers of Proposer, and any subcontractor used, shall have been regularly engaged in installing similar equipment for at least the past year. Laborers or unskilled workers shall not be used in lieu of skilled tradesmen when skilled tradesmen are called for.

D. Product Information

When required by the Contract or called for by Kitsap, Proposer shall furnish Kitsap for approval full information concerning materials or articles which it contemplates incorporating into the work. Samples of materials shall be submitted for approval when so directed. Equipment, materials, software, interfaces, and articles installed or used without approval shall be done so at Proposer's risk and if subsequently rejected will be at no cost to Kitsap.

5.28 OR EQUAL CLAUSE, SPECIFIED SOFTWARE/EQUIPMENT

A. Equality

Where specific software, material, or equipment is named in the specifications and includes the words "or approved equal", it is understood that other makes of equal capabilities, quality, and performance will be accepted, if approved as equal by Kitsap in writing prior to the submission of proposals. Requests for such approval must be made to Kitsap not later than the date for final questions established at the time of the pre-proposal conference. Approval of software, material, or equipment as equal to that specified will be made in writing in the form of an addendum issued by Kitsap. The proposal and any alternate proposal shall be based on materials only as specified or approved. Where software, material, or equipment is specified and states "or equal", it shall be understood other makes of equal capabilities, quality, and performance will be accepted without prior specific approval.

5.29 CHANGE ORDERS TO THE CONTRACT

A. Changes

Kitsap, without invalidating the Contract, may order extra work or make changes by altering, adding to, or deducting from, the Work within the general scope of the Contract through a change order. The Contract price shall be adjusted accordingly. All such work shall be executed under conditions of the original Contract except that any claim for extension of time caused thereby shall be adjusted at the time of ordering such change. No changes in the Work covered in the Contract Documents shall be made by Proposer without prior written consent of Kitsap.

B. Procedure

Change Orders shall be executed in accordance with the procedures required by Kitsap. No work involving the change shall be done by Proposer until a copy of the approved Change Order has been received by Proposer. Verbal Change Orders may be authorized by Kitsap only where loss of life or property or interruption of service appears imminent. Such changes shall be reduced to writing within a reasonable length of time in accordance with the procedures herein stated.

C. Basis for Change

Change Orders will be issued for any change in the Contract price, materials used, manner of construction, quantities, or change in completion time. Change in amount of the Contract price will be determined by either of the following:

1. Unit prices previously approved. This option shall remain available to Kitsap through the date of final acceptance of the work.
2. Equipment details and costs must be provided to assign costs to the correct locations.

D. Communication

Proposer's superintendent shall communicate changes in the Contract to all other trades involved with the work.

E. Minor Changes

Minor changes and/or adjustments as may be authorized by Kitsap involving no change in the Contract price shall be verified by a no-cost change statement signed by Proposer.

F. Price List

Proposer shall submit an itemized price list after Contract award for all items awarded. Where an item consists of several product items, unit prices shown on the list shall total the cost of the item unit cost. This price sheet will be used as the basis for costing Change Orders and increasing or decreasing quantities in the future at Kitsap's sole option.

5.30 CLAIMS FOR EXTRA COST

If Proposer claims that any instructions issued after opening of its proposal involve extra cost not provided for under the Contract, it shall give Kitsap written notice thereof within a reasonable time after receipt of such instructions, and in any event before proceeding with the Work, except in an emergency endangering life or property or interrupting service. Such claims shall be reviewed by Kitsap and may be negotiated with Proposer.

5.31 CONTRACT EXPANSION OR AMENDMENT

Kitsap reserves the right to negotiate extended maintenance terms at the time of Contract execution.

This Agreement shall be amended only by formal written supplementary amendment. No oral amendment of this Agreement shall be given any effect. All amendments to this Agreement shall be in writing executed by both parties.

5.32 DEDUCTION FOR UNCORRECTED WORK

A. Acceptance

If Kitsap deems it expedient to accept work that is incomplete in functionality, contains critical bugs/errors, or not done in accordance with the Contract, Kitsap shall make an equitable adjustment with proper deduction from the Contract price for unsatisfactory work.

B. Condemned Work

Proposer shall promptly remove from the uninstall/remove and replace or redo, in accordance with the Contract and without expense to Kitsap, all work condemned by Kitsap as failing to conform to the Contract, whether or not incorporated into the project.

C. Removal of Condemned Work

If Proposer does not uninstall/remove condemned work within a reasonable time fixed by written notice, Kitsap may remove it and charge a Time and Materials Consulting rate for the removal to be paid at the expense of Proposer. If Proposer does not pay the expense of such removal within ten days thereafter, Kitsap may, ten days after written notice, sell such materials or equipment at auction or at private sale and shall account for the net proceeds thereof, after deducting all the costs and expenses that should be borne by Proposer.

D. Extended Responsibility

Neither the final certificate for payment nor any provision in the Contract shall relieve Proposer of responsibility for faulty software or workmanship and, unless otherwise specified, shall remedy any defects thereto and pay for any damage to other work resulting therefrom, which shall appear within a period of one year from date of the final certificate. Kitsap will give notice of observed defects with reasonable promptness. See Guarantee for details concerning equipment maintenance during the guarantee period. All questions arising under this article shall be decided by Kitsap.

5.33 APPLICATION FOR PAYMENTS

A. Procedure

Applications for payment shall be made in the form required by Kitsap. Proposer shall submit concurrently to Kitsap, not more than one application for payment each month and, if required, receipts or other vouchers, showing its payments for material and labor, including payments to subcontractors. The application together with a copy of Proposer's monthly payment estimate shall be presented to Kitsap for processing, approval, and payment.

B. Supporting Evidence

In applying for payment, Proposer shall submit its applications for payment based upon the approved schedule of work, itemized in such form, and supported by such evidence, as will show its right to the payment claimed.

5.34 PAYMENTS TO PROPOSER

A. Compensation

Contracting Party will be compensated by Kitsap for the services provided under this Agreement and subject to the terms, conditions and contingences set forth herein. Payments to Contracting Party for services rendered under this Agreement will be based on itemized invoices submitted monthly by the Contracting Party to Kitsap. These invoices must be itemized to include labor costs and the Contracting Party's direct expenses, including subcontractor costs. In addition, such invoices shall show the hours worked by the Contracting Party's staff and the amount of work completed as a percentage of the work to be performed. The final payment of the balance due the Contracting Party for the completed service shall be made upon completion and acceptance of the services performed by the Contracting Party under this Agreement.

B. Schedule

A payment of 10% of the contract price will be made to Proposer upon written Notice to Proceed, provided that Kitsap has received a certificate of insurance, the performance bond, and the payment bond. Unless progress of the Work is unsatisfactory as determined by Kitsap, or for other good and valid reasons, Kitsap will make a partial payments basis on the project milestone schedule. In no case shall the sum of payments made exceed the percent of the Contract price allocated to installation of equipment until fully completed at all work sites, and then payments shall not exceed the percent of the Contract price allocated to training and pre-

cutover testing plus installation until fully completed. Partial payments will be made according to the following:

The project payment milestone schedule is as follows:

- 10% payment upon written Notice to Proceed from Kitsap
- 20% upon completion of the Detail Design – Sufficient for Configuration, including but not limited to: plan for system upgrade and configuration, plan for all interface upgrades, detailed network and system design documents
- 10% upon completion of the Staging Tests with the system staged alongside the live environment including mobile software
- 40% on the delivery and installation of the software and successful go live.
- 5% upon completion of System Acceptance Testing and post go live Priority 1 issue resolution
- 15% System Close Out includes creation and sign off of all additional environments and interface upgrades

C. Title

All work covered by partial payments shall become the sole property of Kitsap, but this provision shall not be construed as relieving Proposer from reasonable responsibility for the care and protection of work installed by, or to be installed by Proposer, upon which payments have been made or the restoration of any damaged work, or as a waiver of the right of Kitsap to require fulfillment of all terms of the Contract.

5.35 PAYMENTS BY PROPOSER

A. Schedule

Proposer shall promptly pay for transportation (i.e. freight and shipping), expendable material, tools, other equipment, travel, accommodations, per diem, and other services so as not to incur any late payment penalties.

B. Payment of Subcontractors

Proposer shall pay each of its Subcontractors not later than the date owed so as not to incur any late payment penalties.

5.36 PAYMENTS WITHHELD BY KITSAP

Subject to state law, Kitsap may withhold issuance of approval of any application for payment to the extent necessary to protect Kitsap from loss on account of:

- Defective work not remedied.
- Claims filed or reasonable evidence indicating a probability that a claim will be filed.
- Failure of Proposer to make prompt payment to Subcontractors for material and labor.
- Reasonable doubt that the Contract can be completed for the balance then unpaid.
- Damage to another proposer.
- Failure to complete the Contract within time specified.

- Failure to carry out the Contract in any other respect.

When the reason(s) for withholding payment are satisfied, a payment request certificate will be issued for the amount previously withheld.

5.37 KITSAP'S RIGHT TO WITHHOLD CERTAIN AMOUNTS AND MAKE APPLICATION THEREOF

Kitsap shall comply with applicable law in the payment of all bills arising from this Contract. Proposer agrees to pay each and all its Subcontractors pursuant to applicable law. Proposer agrees that it will indemnify and save Kitsap harmless from all claims growing out of the lawful demands of Subcontractors, laborers, workers, mechanics, materialmen, and furnishers of machinery and parts thereof, equipment, power tools, and all suppliers, incurred in furtherance of the Contract.

Proposer shall furnish satisfactory evidence that all obligations of the nature hereinabove designated have been paid, discharged, or waived.

If Proposer fails to do so, then Kitsap may, after having served written notice on Proposer, either pay directly unpaid bills of which Kitsap has written notice, or withhold from Proposer's unpaid balance a sum of money deemed reasonably sufficient to pay any and all such lawful claims until satisfactory evidence is furnished that all liabilities have been fully discharged, whereupon payment to Proposer shall be resumed, in accordance with the terms of this Contract, but in no event shall the provisions of this sentence be construed to impose any obligations upon Kitsap to either Proposer or his Surety. Any payment so made by Kitsap shall be considered as payment made under the Contract by Kitsap to Proposer. Kitsap shall not be liable to Proposer for any such payment made in good faith.

5.38 PRICE STABILITY & ADDITIONAL QUANTITIES

The quantities specified are estimates for this project contemplated for immediate purchase. In the event additional proposed equipment is required or requested by Kitsap, Proposer shall agree to provide that equipment, software, licenses, and associated services at the unit price contained in the Proposal for a period of one year after Final Acceptance of the Furnished System. Proposer shall further ensure that proposed equipment, software, and licenses shall be available for a period of five (5) years after acceptance of the entire system, either identical to that provided, or functionally and operationally compatible and meeting or exceeding the specifications of the equipment provided.

5.39 PROGRESS CHART, SCHEDULE OF WORK

A. Reports

Within 15 days of receipt of Notice to Proceed, Proposer shall furnish to Kitsap a schedule for accomplishment of the Work. The schedule shall be revised and published periodically, and whenever deviations occur, until the Work is substantially complete. The schedule shall include a forecast of timing of principal events from date of publication to conclusion of the Contract; summary of work then in progress and planned for the next 30 days; work behind schedule and what is being done to regain lost time; and summary of other problems which may affect the work. The report shall be furnished to Kitsap, who shall rely upon the information to coordinate activities of other contracts and proposers associated with the Work.

B. Coordination with others

Proposer shall schedule work so as not to interrupt the daily routine of other functions at the work site and shall coordinate with Kitsap and others. During transition from existing CAD and mobile computer systems to the Furnished System, it is important that no interruption occur in the ability of any user to use the system. To this end Proposer will be required to work closely with Kitsap to schedule work to avoid disruption to dispatch activity. It may be necessary to make temporary connections to new or old systems to meet this objective and work outside normal working hours. It is expressly understood that all costs required for such situations is to be included in the Contract price. No claim for extra payment will be considered except as provided in the Contract Documents.

C. On-Time Performance

Proposer shall furnish sufficient forces and equipment and, notwithstanding other provisions, shall work such hours, including night shifts, overtime operations, Sundays and holidays, as may be necessary to ensure the performance of the Work in accordance with the approved progress schedule. If, in the opinion of Kitsap, Proposer falls behind the progress schedule, Proposer shall take such steps as may be necessary to come back on schedule. Kitsap may require Proposer to increase the number of shifts and/or overtime operations, and/or days of work, all without additional cost to Kitsap.

5.40 TIME COMPUTATION

Any period described in this Agreement by reference to a number of days includes Saturdays, Sundays, and any state or national holidays. Any period described in this Agreement by reference to a number of business days does not include Saturdays, Sundays or any state or national holidays. If the date or last date to perform any act or to give any notices is a Saturday, Sunday or state or national holiday, that act or notice may be timely performed or given on the next succeeding day which is not a Saturday, Sunday or state or national holiday.

5.41 DELAYS

If performance of Kitsap's obligations is delayed through no fault of Kitsap, Kitsap shall be entitled to an extension of time equal to the delay.

5.42 USE OF KITSAP PROPERTY

Any property belonging to Kitsap being provided for use by Contracting Party shall be used in a responsible manner and only for the purposes provided in this Agreement. No changes, alterations or additions shall be made to the property unless otherwise authorized by this Agreement. The property shall be returned to Kitsap in the same condition as it was furnished to Proposer, normal wear and tear excepted.

5.43 TESTING OF SOFTWARE AND EQUIPMENT

A. Access

Kitsap shall be permitted access to the Work at all times to make inspections and tests of materials and equipment. Proposer shall provide assistance to Kitsap to perform all necessary operation and quality tests on the work systems.

B. Notice

If the Specifications, Kitsap's instructions, laws, ordinances, or any public authority require any work to be specially tested or approved, Proposer shall give Kitsap timely notice of its readiness for inspection, and if the inspection is to be done by someone other than Kitsap, the date for such inspection. Inspection by Kitsap will be promptly made.

C. Re-Testing

Re-examination of questioned work may be ordered by Kitsap. If such work is found to conform to Contract Requirements, Kitsap will pay the cost of reexamination and replacement. If such work is found not to conform to Contract requirements, Proposer shall pay such cost, unless Proposer can show that the defect was caused by another proposer.

D. Final Inspection

Proposer shall make all tests, inspections, and checks necessary to make the Work ready for regular service. When, in its opinion, all work required by the Contract has been completed, Proposer shall notify Kitsap and request a date for final inspection of the work, including any test of operation or correct installation which may be appropriate. In presence of Kitsap, Proposer shall conduct complete functional performance tests of the system to demonstrate it meets performance guarantees and Contract specifications.

E. Final Payment

If Kitsap finds the work acceptable under the Contract Documents and the Contract is fully performed, Kitsap will promptly issue a certificate for payment stating that on the basis of Kitsap's observations and inspections, the Work has been completed in accordance with terms and conditions of Contract Documents and that the entire balance due to Proposer and noted on the final certificate for payment is due and payable. The final certificate shall not operate to release Proposer from any obligation under the Contract or from any legal responsibilities, guarantees, warranties, or maintenance duties required by the Contract.

5.44 NON-COMPLIANCE

Acceptance of the Work shall not release Proposer from completing or correcting through the guarantee period any faulty, incomplete, or incorrect work discovered after acceptance.

5.45 KITSAP'S RIGHT TO DO WORK OR TERMINATE CONTRACT

A. Termination for Cause

If, through any cause, the Contracting Party shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Contracting Party shall violate any of the covenants, agreements, or stipulations of this Agreement, Kitsap shall thereupon have the right to terminate this Agreement by giving written notice to the Contracting Party of such termination and specifying the effective date, at least ten (10) days before the effective date of such termination. In such event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, reports, or other material related to the services performed by the Contracting Party under this Agreement for which compensation has been made or may be agreed to be made shall, at the option of Kitsap become the property of Kitsap. Notwithstanding the foregoing, the Contracting Party shall not be relieved of liability to Kitsap for damages sustained by Kitsap by virtue of this Agreement by the Contracting Party, and Kitsap may withhold any payments to the Contracting Party for the purpose of setoff until such time as the exact amount of damages due to Kitsap from the Contracting Party is determined.

B. Termination for Convenience

Kitsap may terminate this Agreement at any time and for any reason by giving written notice to the Contracting Party of such termination and specifying the effective date, at least ten (10) days before the effective date of such termination. If this Agreement is terminated by Kitsap pursuant to this provision, Contracting Party shall be paid an amount which is the same ratio to the total compensation as the services actually and satisfactorily performed for the total services of the Contracting Party covered by this Agreement, less payments for such services as were previously made. The value of the services rendered and delivered by Contracting Party shall be determined by Kitsap.

C. Proposer Default

If Proposer should be adjudged bankrupt, or if it should make a general assignment for the benefit of its creditors, or if a receiver should be appointed on account of its insolvency, or it should persistently or repeatedly refuse or fail to supply properly skilled workers or proper materials in the judgment of Kitsap, or if it should fail to make prompt payment to subcontractors or for material or labor, or persistently disregard laws, ordinances, or the instructions of Kitsap or otherwise be responsible for a substantial violation of any provisions of the Contract, then Kitsap, upon written certificate of Kitsap that sufficient cause exists to justify such action may declare Proposer in default, and without prejudice to any other rights or remedies, and after giving Proposer and sureties twenty-one (21) days' notice in writing, terminate the Contract and take possession of the work sites and of all materials, tools, appliances, and equipment thereon. In such case, Proposer shall not receive any further payment until the work is finished.

D. Contract Violations

In the event that any of the provisions of the Contract are violated by Proposer, or by any of its subcontractors, Kitsap may serve written notice upon Proposer and its surety of its intention to

terminate the Contract and, unless within twenty-one (21) days after the serving of such notice upon Proposer, such violation or delay shall cease and satisfactory arrangement or correction be made, the Contract shall, upon expiration of said twenty-one days, cease and terminate.

E. Performance By Surety

In the event of any such termination, Kitsap shall immediately serve notice thereof upon the surety and Proposer, and the surety shall have the right to take over and perform the Contract as provided by the performance bond, provided, however, that if the surety does not commence performance thereof within twenty-one (21) days from the date of mailing to such surety of notice of termination, Kitsap may take over the Work and complete it at the expense of Proposer and surety. In such event Kitsap may also take possession of and utilize such materials, tools, equipment, supplies, appliances, and plant as may be on the work sites work and necessary, therefore. Proposer and its surety shall be liable to Kitsap for any and all excess cost occasioned thereby.

5.46 PROPOSER'S RIGHT TO STOP WORK OR TERMINATE CONTRACT

A. Grounds for Stopping Work

If the Work should be stopped under an order of any court, or other public authority, for a period of three months, through no act or fault of Proposer or of anyone employed by it, or if Kitsap's designated representative should fail to issue any certificate for payment within seven days after it is due, or if Kitsap should fail to pay Proposer within thirty days of the issuance of a certificate for payment any sum certified by Kitsap, then Proposer may, upon seven days written notice to Kitsap, the default not having been corrected within that period, stop work or terminate the Contract and recover from Kitsap payment for all work executed and any loss sustained upon any plant or materials and reasonable profit.

B. Exception

Work which has been suspended, wholly or in part, by Kitsap in accordance with the part of this contract – Authority of Kitsap – or certificates for payment withheld by Kitsap, shall not constitute grounds for termination of the Contract.

5.47 TIME FOR COMPLETION OF WORK

A. Agreement

It is hereby understood and mutually agreed by and between Proposer and Kitsap that the date of beginning, rate of progress, and time for completion of the Work to be done are essential conditions of the Contract; and it is further mutually understood and agreed that work embraced in the Contract shall be commenced within ten calendar days after date of issuance of Notice to Proceed. Proposer agrees that work shall be performed regularly, diligently, and at such rate of progress as will assure completion of the Work by the date designated for completion.

B. Extension of Time

Date of Contract completion as described in Project Description will only be extended by Kitsap for delays beyond the control and without the fault or negligence of Proposer, such as acts of God, acts of the public enemy, acts of a governmental entity, acts of Kitsap, its agents or employees, fire, strikes, floods, epidemics, quarantine restrictions, freight embargoes, or unusually severe weather.

5.48 LAYING OUT WORK

A. Installation Details

Proposer shall lay out work from information given in these Specifications and agreed to by the Contract. Before ordering any material or doing any work, Proposer shall confirm space availability³³, space required³⁴, system capabilities, networking, software interfaces, and confirm with Kitsap the details of the project to include verification of how continuity of service will be preserved. Proposer alone shall be responsible for such information.

B. Extra Charges

No extra charge or compensation will be allowed on account of differences between actual conditions and the Specifications without written approval of Kitsap. Any differences between these Specifications and actual conditions shall be submitted to Kitsap for consideration before proceeding with the Work.

C. Work by Others

Before starting any operation, Proposer shall examine existing work and facilities, including work performed by others, to which its furnished system or related work adjoins or is applied and shall report to Kitsap any conditions that will prevent satisfactory accomplishment of the Contract. Failure to notify Kitsap of deficiencies or faults in other work shall constitute acceptance thereof and waiver of any claim of its unsuitability.

5.49 PROJECT REPORTING AND SCHEDULE

Successful completion of this project shall require periodic timely and thorough project status reports from Proposer. Unless exceptions are made by Kitsap, a written status report shall be prepared by Proposer at least monthly measured from date of contract award until the project is determined “substantially complete” by Kitsap. The status report shall be prepared to arrive at Kitsap’s office not later than 4:00 PM pacific time, on the same day every month as established in the project kickoff meeting (holidays excepted). If the normal delivery date for a status report falls on a holiday, its arrival may be delayed until the following business day. Failure to observe project reporting requirements may result in withholding of progress payments due to Proposer until appropriate reporting is brought current.

³³ Space can be physical space for equipment or virtual such as space for system installation

³⁴ Space can be physical space for equipment or virtual such as space for system installation

The status report shall include the project name, the date of its preparation, a distinguishing sequential number, and the following information, at minimum:

- A summary listing of all project correspondence which has transpired with Kitsap since the preceding status report.
- A summary of project responsibilities undertaken by Proposer since the preceding status report (e.g., materials ordered, materials delivered, installation activities undertaken, etc.)
- Schedule updates to include milestones.
- Obstacles encountered and corrective measures undertaken.
- Issues requiring Kitsap attention.
- Issues which may affect project price, implementation, inventory, completion status and Proposer's recommendation concerning the issues.
- The latest complete list of close out documents.
- Anticipated next steps for the forthcoming reporting period.

5.50 LATEST VERSION

Software and Interfaces supplied shall be new and of the latest design presently in production for systems furnished by the manufacturer. If release of any software proposed has commenced during six months preceding the contract award, Proposer may be required to supply information concerning quantities deployed to date, field performance reports, repairs/bug fixes required, and specific customers supplied. Kitsap reserves the right to require Proposer to furnish samples/demonstrations for approval of such software, interfaces, or systems at Proposer's sole cost and expense before making an award or, upon mutual agreement with Kitsap, to permit Kitsap to inspect an installation(s) which is in-service and operating which uses systems comparable to that proposed.

5.51 CONTINUITY OF SERVICE

Proposer shall cooperate with Kitsap to minimize interruptions to existing communications systems, technologies, circuits, or facilities. Where needed, temporary equipment or systems shall be arranged by Proposer, with the cost of such to be paid by Kitsap, provided that these costs have been identified, in writing and included in the Contract. Proposer, at its sole cost and expense, shall maintain continuity of Kitsap's telephone and internet service to facilitate set-up, testing, or other Contract activities. In no event shall dispatch operations be interrupted without prior coordination with and approval from Kitsap. Proposer shall maintain a continuous voice link with Kitsap when any existing communication path is interrupted and be prepared to immediately return it to service if required by Kitsap.

5.52 BENEFICIAL USE OF SYSTEM

Proposer shall make no claim against Kitsap concerning beneficial use of new equipment before final acceptance is requested. Kitsap will not consider any claim which requires CAD to not be made operational to avoid "beneficial use" or constructive acceptance of new systems before Proposer successfully demonstrates compliance with the Specifications including formal final acceptance of the completed go live.

5.53 TECHNICAL SUPPORT AND TRAINING

The following training practices shall be considered the minimum acceptable from Proposer. Proposer shall utilize this information in formulating baseline training cost quotations for their proposal. To achieve both First and Second Echelon support, a program of training is needed.

A. First-Echelon Technical Support

First-echelon technical support, provided by Kitsap, may include:

- Initial response to alarm or outage conditions.
- Preliminary diagnosis or triage of the problem to determine if second-echelon support request is required.

B. Second-Echelon Technical Support

Second-echelon technical support describes the level of in-depth technical familiarity typically possessed by a factory trained and experienced technical support team whose full-time work entails installation, set-up, configuration, diagnostic assessment / trouble shooting, repair, and on-going upgrades of the manufacturer's product line. The Contract anticipates maintenance services including second-echelon support and, via the maintenance agreement, Kitsap desires a program of diagnosis, prevention, repair, service restoration, and such other hardware maintenance as may be needed to preserve continuous operation of the Furnished System.

C. Training

I. Training Course Content & Methods

Proposer shall describe and recommend specific on-site training with the costs for both first and second echelon support relating to the new systems. Training shall use actual functioning equipment installed on Kitsap's premises. Requirements for special test/training environments and equipment to facilitate training shall be described in the proposal. Sample training syllabus content shall be provided with the proposal for each type of training required.

Proposer shall describe and recommend specific on-site training with the costs for end user dispatch, call taker, and supervisor training relating to the new systems.

Proposer shall describe and recommend specific on-site training with the costs for mobile user end user training relating to the new equipment.

Proposer shall also describe and recommend specific factory training with the costs as an alternative to on-site training for Kitsap personnel not available for on-site training.

Proposer may also describe and recommend train the trainer training with the costs as an alternative to on-site training for dispatch and mobile end user training.

Training course content will be subject to review and approval of Kitsap. Proposer shall furnish student pamphlets, notes, and/or other written material which cover topics to be studied for every class type and in quantities sufficient for the number of students in

each class. All material shall be furnished in both printed and electronic (soft) formats for use by Kitsap. Acceptable soft formats are pdf (portable document format) and Microsoft 365.

Student materials will become the property of Kitsap for continued reference. Kitsap may make audio and/or visual recordings of training sessions for later use by Kitsap. Proposer shall cooperate with Kitsap to make these recordings. Proposer may also provide audible and visual recordings which have been developed and produced by Proposer.

Final training will occur prior to system acceptance or cutover but after the system is installed at Kitsap's sites, on dates coordinated with Kitsap.

II. Post Acceptance Technical Training

Proposer shall take affirmative steps to ensure that Kitsap's internal technical support team is placed on a distribution list and automatically notified of all future training opportunities offered by the primary equipment and software manufacturers essential to the operation of the Furnished System.

5.54 PROJECT CLOSE OUT DOCUMENTATION

A. Project Close Out

Project close-out will begin with the completion of the System Acceptance Testing. Proposer will provide the system documentation and applicable dossier in its final form and as-built for the project to include:

- System Description
- System Acceptance Certificate
- Staging Acceptance Certificate
- As-Built / As-Installed Documentation:
 - System Network Diagram(s)
 - Help Files
 - Configuration change log
 - GUI Files
 - Equipment Configuration and Settings Documentation
- Licensing Documents
- Warrantee and Support Documentation
- Product Literature
- Specifications Sheet for Each Type of Software and Interface Supplied by Proposer
- User Manuals, Installation Manuals, Operations, Maintenance, and Configuration Manuals for Each Type of Software and/or Interface Supplied by Proposer

Three (3) printed copies of a comprehensive "System Manual" shall be furnished documenting all equipment, operating and software parameters and connections (including nominal performance values or table settings).

Two (2) electronic (soft) copies shall also be provided without copy protection and delivered to Kitsap on pages 11 inches high. Pages wider than 8½ inches shall be folded to 8½ inches.

A Draft Version of the System Manual shall be delivered to Kitsap for review prior to Preliminary Acceptance. Drawings and text shall be neatly prepared and suitable for reproduction.

Each copy of the entire manual shall be furnished in a durable binder or notebook for easy reference. If the notebook size is thicker than 3 inches, it shall be split into a logically organized binder identified as 1 of # where # denotes the total number of binders of a complete set.

The System Manual shall include:

- A simple diagram showing logical system layout plan for the installed system and interfaces shall be provided. Equipment plans shall include all required systems, and any required interfaces and their connection protocols or software parameter settings including IP and subnet addressing.
- Diagram showing inter-relationship between principal pieces of the system, including directly connected items not furnished by Proposer shall be provided. Items shall be identified by manufacturer, common name, and model number.
- Narrative summary of system operation which briefly states the purpose of each item and how it relates to the whole system shall be furnished.
- Proposer shall furnish a diagram identifying all wiring between equipment furnished by Proposer plus other equipment connected to these items.
- Proposer shall meet and confer with Kitsap to coordinate production of these records in a fashion which integrates with Kitsap's existing cable records.

Identification shall include common trade description of wire or cable, Proposer name and catalog number, and color codes where appropriate. Connectors, tie points, and connecting blocks shall be identified by common trade name if applicable, and location on the premises of the various sites. It shall be possible to trace each function from its origin to every connecting point in a continuous manner.

B. Cost of Documentation

Documentation is considered an installation cost and shall be included as part of the proposal. The Contract will not be complete until correct and complete copies of the System Manual have been delivered.

C. Delivery

Complete documentation including markups, corrections, or comments arising from review at the time of Preliminary Acceptance shall be delivered to Kitsap prior to the request to schedule the Final Acceptance test. Any change made in equipment or operation resulting from modifications flowing from the acceptance test shall be promptly reflected in all copies of the documentation provided to Kitsap.

D. Service, Maintenance, and Technical Support Bulletins

Proposer shall take affirmative steps (and shall notify Kitsap in writing) confirming that Kitsap has been placed on the regular distribution list for all service, maintenance, software upgrade, and technical support bulletins issued by the manufacturers of hardware and the creators of software furnished under this contract.

5.55 GUARANTEE / WARRANTY

A. General

This sub-section sets forth the framework defining maintenance, warranty, and guarantee responsibilities for the Furnished System after Final Acceptance. Proposer shall warrant to Kitsap that its software Interfaces shall conform to the Specifications and be free from bugs and defects in materials and workmanship. The foregoing warranty is exclusive of all other warranties whether written, oral, or implied. In addition, Proposer shall guarantee its equipment for the following conditions:

- I. Free from imperfections in design, development, configuration, or construction which would create hazards, operational difficulties, or failure to meet specified performance quality.
- II. Capable of continuous and satisfactory performance under normal operating conditions at ratings and capacities specified herein.

Proposer's proposal shall quote a comprehensive program of software maintenance which commences when the one-year warranty period described herein ends. The intent of this requirement is to both acquire appropriate second-echelon technical support for the system and to identify and budget long term operating costs for the Furnished System.

This Contract requires a one (1) year comprehensive system and interface warranty starting on the date of Final Acceptance. Proposer shall guarantee all systems, interfaces, configurations, and the successful operation of the system subject to the terms of this paragraph. If any defect, bug, or malfunction occurs or is discovered after the system and/or interfaces are delivered or is being placed into service, system and/or interface shall be promptly replaced/updated/reconfigured/corrected at no additional cost to Kitsap to achieve Preliminary and ultimately Final Acceptance. In addition to base warranty, during the installation and warranty period, Proposer shall provide, at no additional cost, commercially available upgrades of software delivered to Kitsap as part of this project. The frequency and timing of installation of upgrades during this period will be at the sole discretion of Kitsap based on availability by Proposer.

B. New Software and Interface Purchases

New equipment purchased after Final Acceptance will be covered by its warranty period which shall be stipulated as part of any Contract Change Order, or additional purchase order based on the terms of the contract. Any maintenance contract shall accommodate the new software on a prorated basis from the date of go live to the expiration of the term of the maintenance contract in place at that time.

C. Annual Maintenance Period

Proposer shall provide details and cost of the one-year warranty in the proposal.

5.56 SOFTWARE RELEASES DURING GUARANTEE PERIOD

Following Final Acceptance of the Furnished System, prior to the end of the Warranty period, Proposer shall notify Kitsap of any software releases which may be issued relating to the products furnished under the Contract. Installation of the newly released software shall be at Kitsap's discretion following consultation with Proposer. Proposer shall identify cost of typical software releases, post warranty, and use past practice as a basis, in the proposal.

5.57 SYSTEM ACCEPTANCE TESTING PROCEDURES, AND SYSTEM FINAL ACCEPTANCE

As described above, implementation of the System shall be in two phases. Acceptance phases shall be "Preliminary" and "Final". System acceptance includes a description of plans, tests and procedures to measure and verify proof of performance to ultimately gain acceptance and achieve use of the Furnished System by Kitsap. Proposer shall:

- I. Specify in its Proposal the degree to which it anticipates the system to be in a staging environment.
- II. Include a Final System Acceptance Test Plan and the estimated duration of time required to complete the tests in its Proposal.
- III. Include in its Proposal, a discussion of how Proposer will perform interface testing.

A. Preliminary Acceptance Testing

Preliminary acceptance shall mean that the sub-systems are ready for beneficial use by Kitsap. Preliminary Acceptance shall not occur until the software, interfaces and professional services have been delivered and configured to the satisfaction of Kitsap.

A local "burn-in" period of not less than 360 hours of continuous operation, without failure, shall have occurred before Proposer presents the Furnished System to Kitsap for beneficial use. A burn-in period of lesser duration for individual systems and interfaces shall be considered by Kitsap following negotiation with Kitsap at time of deployment.

Proposer shall supply written certification that the Furnished System is ready for Preliminary Acceptance and beneficial use. Kitsap and Proposer shall collaborate to determine the minimum documentation requirements appropriate to support Preliminary Acceptance.

B. 30 Day Fault Free Operational Period

Following certification by Proposer that the Furnished System is ready for beneficial use, Kitsap may schedule "Go Live" and after the cutover begin to use the Furnished System to process actual "live" traffic for a period of 30 calendar days. The 30-day period shall provide fault-free operations and shall commence at such a time as Kitsap notifies Proposer that it is taking possession of the system under the terms of this paragraph.

The furnished System shall operate without substantive interruption or failure for the 30-day period. In the event of a substantive interruption or failure of the Furnished System, Kitsap shall notify Proposer, in writing, of the issues and circumstances which, in Kitsap's opinion, constitute a basis to correct the problem. Proposer shall notify Kitsap after correction of the problem and schedule a 30-day fault-free operational period.

In the event of minor, non-substantive interruptions or failures, Kitsap and Proposer may agree to incorporate the issues needing minor attention onto a final completion "punch list" for later resolution. In no event shall the System be presented to Kitsap for Final Acceptance until a period of 30 days of fault-free operation has passed.

C. Final Acceptance

Final Acceptance shall mean that the Furnished System and all associated professional services shall have been performed to the satisfaction of Kitsap and shall only occur after Preliminary Acceptance has been realized. A request for Final Acceptance shall be submitted by Proposer to Kitsap, in writing. Upon approval of the Final Acceptance by Kitsap, all remaining contract retainage shall be paid, and the Performance Bond shall be released.

5.58 POST WARRANTY SUPPORT SERVICE PROGRAM

Following the expiration of the one (1) year warranty period, Kitsap may elect to invoke an ongoing support service program. Proposer shall provide details and cost of four (4) additional, successive annual renewable maintenance contracts encompassing all systems, interfaces, services, and licenses. Applicable discounts and payment terms for advance procurement of extended maintenance shall be described in the proposal.

The proposed post-warranty maintenance program shall include all parts, labor, local and remote support professional service time, equipment, and all other incidental charges necessary to maintain the Furnished System within recommended factory performance standards and tolerances. The post-warranty maintenance program shall exclude parts or equipment which fail due to catastrophic damage (i.e., lightning or falling tree) but shall include the second-echelon labor necessary to assess the failure condition and determine a corrective course of action.

Pricing for the post-warranty maintenance shall be reflected in the appropriate lines on the cost spreadsheet published with the proposal form. Pricing for post-warranty maintenance shall be considered an ongoing operating cost and, as such, should not be included in the purchase price information blanks on the proposal form.

5.59 GOVERNING LAW

This Agreement and all questions and issues arising in connection herewith shall be governed by and construed in accordance with the laws of the State of Washington. Venue for any action arising out of or in any way related to this Agreement shall be exclusively in Kitsap County, Washington. Each party waives its right to challenge venue.

5.60 NOTICES

- A. Any notice, demand, certificate, or other communication under this Agreement shall be given in writing and deemed effective:
- i. When personally delivered; or
 - ii. Seven (7) days after deposit within the United States Postal Service, postage prepaid, certified, return receipt requested; or
 - iii. One (1) business day after deposit with a nationally recognized overnight courier service, addressed by name and to the party or person intended as follows:
Kitsap
Attention Executive Director
911 Carver Street
Bremerton, WA 98312-4300
- B. At the time of execution of the Agreement, the contracting party shall identify in writing and provide to Kitsap the contact person and address for notices under this Agreement.
- C. As soon as possible, and in any event within a reasonable period after the occurrence of any default, Proposer shall notify Kitsap in writing of such default and set forth the details thereof and the action which is being taken or proposed to be taken with respect thereto.
- D. Promptly notify Kitsap of the commencement of any litigation or administrative proceedings that would cause any representation and warranty of Proposer contained in this Agreement to be untrue.
- E. Notify Kitsap, and provide copies, immediately upon receipt, of any notice, pleading, citation, indictment, complaint, order or decree from any federal, state, local or Tribal government agency or regulatory body, asserting or alleging a circumstance or condition that requires, or may require, a financial contribution by Proposer or any guarantor of a violation, investigation, clean-up, removal, remedial action or other response by or on the part of Proposer or any guarantor under any environmental laws, rules, regulations, ordinances or which seeks damages or civil, criminal or punitive penalties from or against Proposer or any guarantor.

5.61 SEVERABILITY

The provisions of this Agreement are severable. If any provision or part of this Agreement or the application thereof to any person or circumstance shall be held by a court of competent jurisdiction to be invalid or unconstitutional for any reason, the remainder of this Agreement and the application of such provision or part thereof to other persons or circumstances shall not be affected thereby.

5.62 ASSIGNMENT, SUBLET, AND TRANSFER

Proposer shall not assign, sublet, or transfer its interests or obligations under the provisions of this Agreement without the prior written consent of Kitsap. This Agreement shall be binding on the heirs, successors, and assigns of each party hereto. Proposer shall provide not less than forty-five (45) days advance written notice of any intended assignment, sublet or transfer.

5.63 NO WAIVER

The failure of any party to insist, in any one or more instance, upon performance of any of the terms, covenants, or conditions of this Agreement shall not be construed as a waiver, or relinquishment of the future performance of any such term, covenant, or condition by any other party hereto but the

obligation of such other party with respect to such future performance shall continue in full force and effect.

5.64 INCORPORATION OF PROCEEDINGS AND EXHIBITS

All motions adopted, approvals granted, minutes documenting such motions and approvals, and plans and specifications submitted in conjunction with any and all approvals as granted by Kitsap, including but not limited to adopted or approved plans or specifications on file with Kitsap, and further including but not limited to all exhibits as referenced herein, are incorporated by reference herein and are deemed to be the contractual obligation of Proposer whether or not herein enumerated.

5.65 CONSTRUCTION

This Agreement shall be construed without regard to any presumption or rule requiring construction against the party causing such instrument to be drafted. This Agreement shall be deemed to have been drafted by the parties of equal bargaining strength. The captions appearing at the first of each numbered section of this Agreement are inserted and included solely for convenience but shall never be considered or given any effect in construing this Agreement with the duties, obligations, or liabilities of the respective parties hereto or in ascertaining intent, if any questions of intent should arise. All terms and words used in this Agreement, whether singular or plural and regardless of the gender thereof, shall be deemed to include any other number and any other gender as the context may require.

5.66 CONFLICTS OF INTEREST

Proposer covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. Proposer further covenants that in the performance of this Agreement no person having any conflicting interest shall be employed. Any interest on the part of Proposer or its employee must be disclosed to Kitsap.

5.67 ACCESS TO RECORDS

Proposer, at its sole expense, shall maintain books, records, documents, and other information pertinent to this Agreement in accordance with accepted applicable professional practices. Kitsap, or any of its duly authorized representatives, shall have access, at no cost to Kitsap, to such books, records, documents, papers, or any records, including in electronic format, of Proposer which are pertinent to this Agreement, for the purpose of making audits, examinations, excerpts, and transcriptions.

5.68 PUBLIC RECORDS LAW

Contracting Party understands and acknowledges that Kitsap is subject to the Public Records Act of the State of Washington. As such, Contracting Party agrees to retain all records as defined by Washington RCW 42.56 applicable to this Agreement for a period of not less than what is required by the Code.

Proposer agrees to assist Kitsap in complying with any public records request that Kitsap receives pertaining to this Agreement. Additionally, Proposer agrees to indemnify and hold harmless Kitsap, its elected and appointed officials, officers, employees, and authorized representatives for any liability, including without limitation, attorney fees related to or in any way arising from Proposer's actions or omissions which contribute to Kitsap's inability to comply with the Public Records Act. Should Proposer

decide not to retain its records for the period required by RCW 42.56, then it shall provide written notice and the records to Kitsap whereupon Kitsap shall take custody of Proposer's records. This provision shall survive the termination of this Agreement.

5.69 FORCE MAJEURE

Kitsap shall not be responsible to Proposer for any resulting losses and it shall not be a default hereunder if the fulfillment of any of the terms of this Agreement is delayed or prevented by revolutions or other civil disorders, wars, acts of enemies, strikes, fires, floods, acts of God, adverse weather conditions, legally required environmental remedial actions, industry-wide shortage of materials, or by any other cause not within the control of the party whose performance was interfered with, and which exercise of reasonable diligence, such party is unable to prevent, whether of the class of causes hereinabove enumerated or not, and the time for performance shall be extended by the period of delay occasioned by any such cause.

5.70 GOOD STANDING

Proposer affirms that it is qualified, duly formed, validly existing and in good standing under the laws of the State of Washington and other jurisdictions, and has the power, financial resources, and all necessary licenses, approvals, permits and franchises to own its assets and properties and to carry on its business.

5.71 AUTHORITY

The persons signing this Agreement warrant that they have the authority to sign as, or on behalf of, the party for whom they are signing.

5.72 EXECUTION OF AGREEMENT

Proposer shall sign and execute this Agreement on or before thirty (30) days after its approval by Kitsap, and Proposer's failure to do so will render the approval of the Agreement by Kitsap null and void unless otherwise authorized.

5.73 COUNTERPARTS

This Agreement may be executed in one or more counterparts, all of which shall be considered but one and the same agreements and shall become effective when one or more counterparts have been signed by each of the parties and delivered to the other party.

5.74 SURVIVAL

All express representations, indemnifications and limitations of liability included in this Agreement will survive its completion or termination for any reason.

***** End of Section 5 – Contract Terms and Conditions *****

EXHIBIT A

SCHEDULE OF EVENTS

Kitsap CAD RFP

Date	Event
December 17, 2024	Release RFP
December 17, 2024	Publish Public Notice RCW 39.26.150
January 20, 2025	Proposer's Written Questions are Due via Email to Kitsap
January 21, 2025	Addendum Released with Zoom access credentials for Mandatory Pre-Proposal Virtual Conference
January 23, 2025 at 0900	Mandatory Pre-Proposal Proposer Virtual Conference using Zoom Video Credentials
February 10, 2025 by 1600	Proposals are Due to Kitsap
February 11, 2025	Credentials for proposal opening provided
February 13, 2025	Proposals will be opened at Kitsap 911 via Zoom
April/May 2025	Question and Answer Sessions with Proposers, Hands on Demonstrations with Users
May/June 2025	Anticipated Contract Award

EXHIBIT B

CHECKLIST OF PROPOSAL REQUIRED SUBMISSIONS

Kitsap CAD RFP

This Exhibit is provided to aid Proposers with ensuring that requirements described in the RFP are included. It is not intended to include the complete content of a Proposal. Complete Proposals require all the items described in the RFP.

Item	RFP	
	Section	Item #
Mandatory Bidder Responsibility Checklist	Exhibit D	
Certification of Compliance with Wage Payment Statutes	Exhibit E	
Non-collusion Affidavit	Exhibit F	
RFP Addendum Acknowledgement	Exhibit G	
Proposer Information	Exhibit H	
Reference Form	Exhibit I	
Proposal Bond Form	Exhibit J	
Letter Agreeing to Provide Performance Bond Form	Exhibit K	
Letter Agreeing to provide Payment Bond Form	Exhibit L	
Proposal Submission Address Format	Exhibit M	
Sealed Proposal with Pricing (Printed and softcopy on USB)	Exhibit F	

EXHIBIT C

RCW 39.04.350

Kitsap CAD RFP

RCW 39.04.350 Bidder responsibility criteria—Sworn statement—Supplemental criteria. (1) Before award of a public works contract, a bidder must meet the following responsibility criteria to be considered a responsible bidder and qualified to be awarded a public works project. The bidder must:

(a) At the time of bid submittal, have a certificate of registration in compliance with chapter 18.27 RCW;

(b) Have a current state unified business identifier number;

(c) If applicable, have industrial insurance coverage for the bidder's employees working in Washington as required in Title 51 RCW; an employment security department number as required in Title 50 RCW; and a state excise tax registration number as required in Title 32 RCW;

(d) Not be disqualified from bidding on any public works contract under RCW 39.06.010 or 39.12.085(3);

(e) If bidding on a public works project subject to the apprenticeship utilization requirements in RCW 39.04.320, not have been found out of compliance by the Washington state apprenticeship and training council for working apprentices out of ratio, without appropriate supervision, or outside their approved work processes as outlined in their standards of apprenticeship under chapter 49.04 RCW for the one year period immediately preceding the date of the bid solicitation;

(f) Have received training on the requirements related to public works and prevailing wage under this chapter and chapter 39.12 RCW. The bidder must designate a person or persons to be trained on these requirements. The training must be provided by the department of labor and industries or by a training provider whose curriculum is approved by the department. The department, in consultation with the prevailing wage advisory committee, must determine the length of the training. Bidders that have completed three or more public works projects and have had a valid business license in Washington for three or more years are exempt from this subsection. The department of labor and industries must keep records of entities that have satisfied the training requirement or are exempt and make the records available on its website. Responsible parties may rely on the records made available by the department regarding satisfaction of the training requirement or exemption; and

(g) Within the three year period immediately preceding the date of the bid solicitation, not have been determined by a final and binding citation and notice of assessment issued by the department of labor and industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of chapter 49.46, 49.48, or 49.52 RCW.

(2) Before award of a public works contract, a bidder shall submit to the contracting agency a signed statement in accordance with chapter 5.50 RCW verifying under penalty of perjury that the bidder is in compliance with the responsible bidder criteria requirement of subsection (1) (g) of this section. A contracting agency may award a contract in reasonable reliance upon such a sworn statement.

(3) In addition to the bidder responsibility criteria in subsection (1) of this section, the state or municipality may adopt relevant supplemental criteria for determining bidder responsibility applicable to a particular project which the bidder must meet.

(a) Supplemental criteria for determining bidder responsibility, including the basis for evaluation and the deadline for appealing a

determination that a bidder is not responsible, must be provided in the invitation to bid or bidding documents.

(b) In a timely manner before the bid submittal deadline, a potential bidder may request that the state or municipality modify the supplemental criteria. The state or municipality must evaluate the information submitted by the potential bidder and respond before the bid submittal deadline. If the evaluation results in a change of the criteria, the state or municipality must issue an addendum to the bidding documents identifying the new criteria.

(c) If the bidder fails to supply information requested concerning responsibility within the time and manner specified in the bid documents, the state or municipality may base its determination of responsibility upon any available information related to the supplemental criteria or may find the bidder not responsible.

(d) If the state or municipality determines a bidder to be not responsible, the state or municipality must provide, in writing, the reasons for the determination. The bidder may appeal the determination within the time period specified in the bidding documents by presenting additional information to the state or municipality. The state or municipality must consider the additional information before issuing its final determination. If the final determination affirms that the bidder is not responsible, the state or municipality may not execute a contract with any other bidder until two business days after the bidder determined to be not responsible has received the final determination.

(e) If the bidder has a history of receiving monetary penalties for not achieving the apprenticeship utilization requirements pursuant to RCW 39.04.320, or is habitual in utilizing the good faith effort exception process, the bidder must submit an apprenticeship utilization plan within ten business days immediately following the notice to proceed date.

(4) The capital projects advisory review board created in RCW 39.10.220 shall develop suggested guidelines to assist the state and municipalities in developing supplemental bidder responsibility criteria. The guidelines must be posted on the board's website. [2020 c 255 § 2; 2019 c 232 § 15; 2018 c 243 § 1; 2017 c 258 § 2; 2010 c 276 § 2; 2009 c 197 § 2; 2007 c 133 § 2.]

Effective date—2018 c 243: "This act takes effect July 1, 2019." [2018 c 243 § 2.]

Findings—2017 c 258: "The legislature finds that government contracts should not be awarded to those who knowingly and intentionally violate state laws. The legislature also finds that businesses that follow the law and pay their workers appropriately are placed at a competitive disadvantage to those who reduce costs by willfully violating the minimum wage act and wage payment act. In order to create a level playing field for businesses and avoid taxpayer contracts going to those that willfully violate the law and illegally withhold money from workers, the state should amend the state responsible bidder criteria to consider whether a company has willfully violated the state's wage payment laws over the previous three years." [2017 c 258 § 1.]

Rules—Implementation—2009 c 197: See note following RCW 39.04.320.

RCW (9/9/2022 2:28 PM)

[2]

EXHIBIT D

MANDATORY BIDDER RESPONSIBILITY CHECKLIST

Kitsap CAD RFP

This information is in a separate document on Kitsap 911's RFP website.

EXHIBIT E

COMPLIANCE WITH WAGE PAYMENT STATUTES FORM Kitsap CAD RFP

Insert agency
logo/seal
here

Certification of Compliance with Wage Payment Statutes

The bidder hereby certifies that, within the three-year period immediately preceding the bid solicitation date, the bidder is not a “willful” violator, as defined in RCW 49.48.082, of any provision of chapters 49.46, 49.48, or 49.52 RCW, as determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction.

I declare under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

Bidder’s Business Name

Signature of Authorized Official*

Printed Name

Title

Date

City

State or country

Check One:

Sole Proprietorship ☐ Partnership ☐ Joint Venture ☐ Corporation ☐

State of Incorporation, or if not a corporation, State where business entity was formed:

If a co-partnership, give firm name under which business is transacted:

** If a corporation, proposal must be executed in the corporate name by the president or vice-president (or any other corporate officer accompanied by evidence of authority to sign). If a co-partnership, proposal must be executed by a partner.*

EXHIBIT F

NON-COLLUSION AFFIDAVIT

(Proposer/Proposer)

State of Washington)

) ss

County of Kitsap)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to Kitsap for consideration in the award of a Contract on the Project described as follows:

_____.

Name of Firm (Proposer)

Authorized Signature

Title

(Affix Corporate Seal)

STATE OF WASHINGTON

COUNTY OF KITSAP



I certify that I know or have satisfactory evidence that _____, is the person who appeared before me, and said person acknowledged he signed this instrument, and on oath stated he was authorized to execute it on behalf of _____, a Washington _____; and he acknowledged it as the authorized signer of said _____, to be the free and voluntary act of such _____ for the uses and purposes mentioned in the instrument.

Dated: _____

Print Name: _____

NOTARY PUBLIC in and for the State of

Washington, residing in _____

My Commission Expires: _____



NON-COLLUSION AFFIDAVIT

(Subcontractor)

State of Washington)

) ss

County of Kitsap)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to subcontract work in connection with the Project as specified in the proposal submitted by _____.

Name of Firm (Subcontractor)

Authorized Signature

Title
(Affix Corporate Seal)

STATE OF WASHINGTON)
) ss

COUNTY OF KITSAP)

I certify that I know or have satisfactory evidence that _____, is the person who appeared before me, and said person acknowledged he signed this instrument, and on oath stated he was authorized to execute it on behalf of _____, a Washington _____; and he acknowledged it as the authorized signer of said



_____, to be the free and voluntary act of such _____ for the uses and purposes mentioned in the instrument.

Dated: _____

Print Name: _____

NOTARY PUBLIC in and for the State of
Washington, residing in _____

My Commission Expires: _____

EXHIBIT G

RECEIPT OF ADDENDUM

Kitsap CAD RFP

Receipt of the following Addendum to the Kitsap CAD Request for Proposal is hereby acknowledged.

Proposer _____

Addendum #	Date of Receipt	Signature of Recipient

Note: Failure to acknowledge receipt of every Addendum may be considered an irregularity in the proposal and may be cause for Kitsap to discard the proposal

EXHIBIT H

PROPOSER INFORMATION

Proposer shall provide the following information with its Proposal:

1. Company Name
2. Legal name if different than Company Name
3. Website
4. Mailing Address
5. Washington State Department of Licensing Registration Number
6. Washington State Department of Labor and Industries Workman's Compensation Account Number
7. Number of years Proposer has been engaged in the business of providing CAD Systems & Services
8. Gross dollar amount of work currently under contract
9. Gross dollar amount of work under contract and not yet completed
10. Type of work performed by Proposer
11. Bank References
12. Bonding Companies during the most recent three years
 - a. Reason for changing Bonding Company
 - b. Amount of any Bond called
13. Number of Project Managers currently employed, and the length of employment for each
14. RFP Representative Name
15. RFP Representative Phone Number
16. RFP Representative E-Mail Address
17. Technical Support Phone Number
18. Description of the company's projects and experience that are like this project. Provide specific information relating to CAD Servers, Dispatch console system, CAD Interfaces, and deployments within 1000 miles of Bremerton, Washington, and mechanisms for requesting service (i.e., Network Operations Center, call center, local on-call technician, answering service, on-site response times, etc.) See Exhibit F
19. Name any government client that has filed suit or made a claim in any court
 - a. Provide reason for the suit or claim
 - b. Describe Disposition of suit or claim

The format of the required information is at the discretion of Proposer.

EXHIBIT I

REFERENCES

Instructions to Proposer:

1. Five References are required from Public Safety Customers.
2. Use a separate page for each Reference.
3. If subcontractors are to be used, provide a separate page for each subcontractor.

Name of Proposer _____

Project Name:	
Organization:	
Contact Name:	
Contract Address: City, State, Zip	
Contact Telephone	
Contact e-mail:	
Contract Start Date:	
Contract Completion Date:	
Provide a brief description of the services you provided for the organization along with the make, model and quantities of the equipment installed.	



EXHIBIT J

PROPOSAL BOND FORM

Kitsap
911 Carver Street
Bremerton, WA 98312

KNOW ALL PERSONS BY THESE PRESENTS: That we _____, as
Principal, and _____, as Surety, are held
firmly bound unto Kitsap, Bremerton, Washington, as Obligee, in the penal sum of

Amount Written Out Above

_____ *Amount in Numbers*

for the payment of which the Principal and the Surety bind themselves, their heirs, executors,
administrators, successors, and assigns, jointly and severally by these presents. The condition of this
obligation is such that if the Obligee shall make any award to the Principal for the CAD system at Kitsap
County, Washington, according to the terms of the proposal made by the Principal therefore, the
Principal shall duly make and enter into a contract with the Obligee in accordance with the terms of
said proposal and award and shall give bond for the faithful performance thereof, with Surety or
Sureties approved by the Obligee, or if the Principal shall, in case of failure to so do, pay and forfeit to
the Obligee the penal amount of the deposit specified in the call for proposals, then this obligation shall
be null and void; otherwise, it shall be and remain in full force and effect, and the Surety shall forthwith
pay and forfeit to the Obligee, as penalty and liquidated damages, the amount of this bond.

SIGNED, SEALED, AND DATED THIS _____ DAY OF _____, _____.

_____ Principal
_____ Surety

Received return of deposit in the sum of \$ _____

EXHIBIT K

PERFORMANCE BOND FORM

Kitsap

911 Carver Street

Bremerton, WA 98312

Contract Number _____

KNOW ALL PERSONS BY THESE PRESENTS, That, _____ Proposer, as Principal, and
as surety whose address is _____ hereby
acknowledged and recognize ourselves held and firmly bound to Kitsap as Obligee, in the sum of

Amount Written Out Above

_____ *Amount in Numbers*

lawful money of the United States of America, for the payment of which we bind ourselves, our heirs, executors, administrators, successors, and assigns for the faithful performance of a certain written contract dated the _____ day of _____, 202__ between the Principal and Kitsap for CAD System, a copy of which is incorporated herein by reference and is made a part hereof as if fully copied herein.

NOW, THEREFORE, If the Principal shall in all respects comply with the terms and conditions of said Contract and obligations thereunder including the Contract Documents and such alterations as may be approved, shall indemnify and save harmless said Kitsap against and from all costs, expenses, damages, injury or conduct, want of care or skill, negligence or default, including patent and copyright infringements on the part of said Principal agents or employees in the execution or performance of the Contract, including errors in plans furnished by the Principal, this obligation shall be void; otherwise, Principal and Surety jointly and severally agree to pay Kitsap any difference between the sum to which said Principal would be entitled on the completion of the Contract, and that which Kitsap may be obliged to pay for the completion of said Work by contract or otherwise, and any damages, direct or indirect, or consequential, which said Kitsap may sustain on account of such work, or on account of failure of said Proposer to properly and in all things, keep and execute all the provisions of the Contract.

And said Principal and Surety hereby further bind themselves, their successors, executors, administrators, and assigns, jointly and severally, that they will amply and fully protect said Kitsap against, and they will pay any and all amounts, damages, costs, attorney's fees and judgments including appellant proceedings which may be recovered against or which Kitsap may be called upon to pay to any person or corporation by reason of any damages arising from the performance of said Work, or the manner of doing the same or neglect of said Principal or his agents or servants or the improper performance of said Work by the



Principal or his agents or servants, or infringements of patents and/or copyrights by reason of use of any material furnished or work done, as aforesaid, or otherwise. And said Principal and Surety hereby further bind themselves, their successors, heirs, executors, administrators, and assigns, jointly and severally, to repay Kitsap any sum which Kitsap may be compelled to pay because of any lien for labor, material or supplies furnished for the Work.

And the Surety, for value received, hereby stipulates and agrees that no change, extension of time, alteration, or addition to terms of the Contract or to Work to be performed thereunder or the Specifications accompanying same, shall in any way affect its obligations on this bond, and it hereby waives notice of any such change, extension of time, alteration or addition to the terms of the Contract to do the work or to the specifications.

IN WITNESS WHEREOF, we have hereunto set our hands and seals this _____ day of _____, 202__.

In presence of:

Name of Proposer

Signature

Title



ATTEST:

Surety

Signature, Attorney in Fact

WITNESS:

COUNTERSIGNED:

EXHIBIT L

PAYMENT BOND FORM

Kitsap

911 Carver Street

Bremerton, WA 98312

Contract Number _____

KNOW ALL PERSONS BY THESE PRESENTS, that, _____ Proposer, as Principal,
and _____ as surety whose address is
hereby acknowledged and recognize ourselves held and firmly bound to Kitsap as Obligee, in the sum of

Amount Written Out Above

_____ *Amount in Numbers*

lawful money of the United States of America, for the payment of which we bind ourselves, our heirs, executors, administrators, successors, and assigns for the faithful performance of a certain written contract dated the _____ day of _____, 202__ between the Principal and Kitsap for the CAD System_a copy of which is incorporated herein by reference and is made a part hereof as if fully copied herein.

NOW, THEREFORE, If the Principal shall in all respects comply with the terms and conditions of said Contract and obligations thereunder including the Contract Documents and such alterations as may be approved, indemnify and save harmless said Kitsap against and from all costs, expenses, damages, injury or conduct, resulting from Proposer's statutory requirement to promptly make payments to all persons supplying him, them or it, labor, material, and supplies used directly or indirectly by said Proposer, subcontractor or sub-subcontractors.

And said Principal and Surety hereby further bind themselves, their successors, executors, administrators, and assigns, jointly and severally, that they will amply and fully protect said Kitsap against, and they will pay any and all amounts, damages, costs, attorney's fees and judgments including appellant proceedings which may be recovered against or which Kitsap may be called upon to pay to any person or corporation by reason of any damages arising from the failure to comply with this Payment Bond or related statutory provisions.

And said Principal and Surety hereby further bind themselves, their successors, heirs, executors, administrators, and assigns, jointly and severally, to repay Kitsap any sum which Kitsap may be compelled



to pay because of any lien for labor, material or supplies furnished for the Work or other failure to conform to requirements of this Payment Bond.

And the Surety, for value received, hereby stipulates and agrees that no change, extension of time, alteration, or addition to terms of the Contract or to Work to be performed thereunder or the Specifications accompanying same, shall in any way affect its obligations on this bond, and it hereby waives notice of any such change, extension of time, alteration or addition to the terms of the Contract to do the work or to the specifications.

IN WITNESS WHEREOF, we have hereunto set our hands and seals this _____day of

_____, 202__.

In presence of:

Name of Proposer

Signature

Title



ATTEST:

Surety

Signature, Attorney in Fact

WITNESS:

COUNTERSIGNED:



PROPOSAL SUBMISSION ADDRESS FORMAT

Contracts Manager
911 Carver Street
Bremerton, WA 98312-4300

Pricing Enclosed for CAD System Proposal
Received Addendum # _____
Due: _____
(date) (time)

Cut and use as label on envelope

EXHIBIT N

PROPOSAL FORMAT

Kitsap CAD RFP

(This format shall be used to submit proposal)

>>>Place on Letterhead of Proposer<<<

Month Day, 2024

Contracts Manager

Kitsap

911 Carver Street

Bremerton, WA 98312-4300

Re: Proposal for CAD System & Services

The undersigned, being familiar with local conditions affecting the work and with the contract documents, including Request for Proposals (RFP), and all applicable exhibits and addenda which govern this purchase and awarding of contract, hereby proposes to do all the work and furnish all services which pertain to a suitable CAD System (Furnished System) solution for Kitsap as provided in the Request for Proposal dated November 5, 2024 and Addenda (if any) as listed below.

Except for items described as furnished "by Kitsap" this proposal is for a complete solution and includes all design, engineering, project management, equipment, labor, hardware, operating systems, software, interfaces, integration, services, labor, travel which are required to complete the work.

Detail of each of the Price Elements shown below is described in a Microsoft Excel workbook which is included with this proposal. The Excel workbook includes individual tabs identifying by category, descriptions, quantities and costs of all hardware, software, and services summing to the total indicated in the below "Pricing Proposal" Table to make the system, in conjunction with the proposed elements, a fully functional solution.



In submitting this proposal, Proposer acknowledges that Kitsap purchases are subject to the payment of Prevailing Wages, the terms of Washington state's Public Works laws and regulations, and taxes. <https://dor.wa.gov/taxes-rates/sales-and-use-tax-rates>

Very truly yours,

Proposer Name

Signature

First Name Last Name

Title

(Remainder of this Page Left Blank)

CAD SYSTEM & SERVICES

PROPOSAL ATTACHMENT 1

Addenda Receipt Acknowledgment

The undersigned acknowledges receipt of the following addenda to the specifications. (Give number and date of each, respectively.)

Addendum Number	Addendum Issue Date

The complete system will be ready to ship _____ calendar days after the contract is fully executed.

Accompanying this proposal is a (*check one*):

_____ Certified check for five percent (5%) of the Grand Total of the Proposal payable to Kitsap, Bremerton, Washington, in the amount of \$ _____

–or–

_____ Proposal bond in the amount of five percent (5%) of the Grand Total issued by a surety authorized to do business in the State of Washington.

By submitting this Proposal, the undersigned warrants that:

1. Proposer and its subcontractors, if any, have carefully and thoroughly reviewed the Contract Documents and have found them complete, free of ambiguity, and sufficient for the purpose intended; further that,
2. Proposer and all workers, employees, and subcontractors it intends to use are skilled and experienced in the type of work represented by the Contract Documents; further that,
3. Proposer has carefully examined the sites of the work and from its own investigations is satisfied as to the nature and location of work, the character, quality, quantities of materials and difficulties to be encountered, the kind and extent of equipment and other facilities

needed to perform the work, the general and local conditions, and other items which may, in any way, affect the work or its performance; further that,

4. This proposal is based solely upon the Contract Documents and properly issued Addenda and not upon any verbal or written representation allegedly authorized or unauthorized from Kitsap, Kitsap's employees, agents, or representatives, in assembling the Proposal amount; further that,
5. Proposer hereby agrees, if awarded the contract, to furnish a performance bond, equal to one hundred percent (100%) of the contract sum as security for the faithful performance of the contract and to furnish said bond and required certificates of insurance within ten (10) days of date of acceptance of this proposal by Kitsap, and further agrees to promptly complete all work after issuance of Notice to Proceed; further that,
6. It is hereby agreed that in case of failure of the undersigned either to execute the contract or to furnish bonds or certificates of insurance which are satisfactory to Kitsap within ten (10) days after issuance of Notice of Award, the amount of this proposal guaranty shall be forfeited to Kitsap as liquidated damages arising out of the failure of the undersigned to either execute the contract or to furnish bonds or certificates of insurance as proposed. It is understood that in the case that the undersigned is not awarded the work, the proposal guaranty will be returned as provided in the contract documents; further that,
7. The Proposal to be submitted in a sealed envelope marked "Proposal Pricing Enclosed for CAD System"; further that,
8. Proposer shall pay Washington State Sales Tax; further that,
9. The undersigned, being duly sworn, deposes and says that the Proposal submitted herewith is a genuine and not a collusive or sham proposal or made in the interest or on behalf of any person herein named and that the person, firm, association, joint venture, co-partnership, or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive proposing in the preparation and submission of a proposal for consideration in the award of a contract for the project described on the first page of this Proposal Form; further that,
10. The contract is a Public Works as described in RCW 39.04; further that,
11. The prevailing rate of wages shall be paid to all workers, laborers, or mechanics per Chapter 39.12 RCW; further that,
12. The required Bonds are described in Exhibits to the Request for Proposal and the Bond forms have been completed and are included in the sealed envelope with this Proposal; further that
13. The undersigned Proposer certifies that Proposer is, at the time of proposal submission, a licensed proposer in a state in the United States, and shall be, throughout the period of the contract, licensed by the

State of Washington to do the type of work required under the terms of the Plans and Specifications. Proposer further certifies Proposer is skilled and regularly engaged in the general class and type of work called for in the Request for Proposal; further that,

14. Proposer certifies that Proposer is competent and knowledgeable of the nature, extent, and inherent conditions of the work to be performed. Proposer further acknowledges that there are certain peculiar and inherent conditions existent in the construction of the particular facilities which may create, during the construction program, unusual or peculiar unsafe conditions hazardous to persons and property. Proposer expressly acknowledges that Proposer is aware of such peculiar risks and certifies that Proposer has the skill and experience to foresee and to adopt protective measures to adequately and safely perform the construction work with respect to such unusual and peculiar hazards.

If awarded the contract, Proposer’s surety will be (name, address, and telephone):

Name:
Address
City:
Telephone:

By submitting this Proposal, it is understood that all rights set forth in the Request for Proposal and associated specifications are reserved for Kitsap including the right to reject any and/or all Proposals, to waive all informalities, and to negotiate with any Proposer or with multiple Proposers as determined to be in the best interest of Kitsap.

Proposer Name:	Signature:
Business Address:	Name Printed:
City:	Title:
State, Zip:	State of Incorporation:
Federal Tax ID:	Telephone Number:
e-mail of Person Signing:	FAX Number:



The above signature was witnessed by me: _____

On this date: _____

My Notary stamp is shown here:



Request for Proposal
Computer Aided Dispatch

>>>End of PROPOSAL FORM<<<

APPENDIX A – PROPOSAL REQUIREMENTS COMPLIANCE MATRIX

This compliance matrix for the proposal requirements and user needs lists all technical and user requirements of this RFP. Proposers should complete their responses (preferably by embedding responses in the requirements text) using the following:

Proposers must provide a completed Compliance Matrix using the following:

- **Complies and Compatible** – meets the requirements and provides demonstrated compatibility with other Proposers' equipment.
- **Proprietary** – meets the requirements but does not provide demonstrated compatibility with other Proposers' equipment.
- **Not Compliant** – equipment currently does not meet this requirement. If future compliance is planned, Proposer may clarify and define the release level or date for planned compliance.)
- **Clarification** – Text may be included to provide additional information on the user feature.

This appendix is a separate document on Kitsap 911's RFP website.