

# Milton-Freewater Police Department

## REQUEST FOR PROPOSAL DISPATCH LOGGING RECORDER SYSTEM



**Release Date: July 24, 2017**

**Closing Date & Time: August 11, 2017 at 2:00 p.m. PST**

### City Officials

Mayor: Lewis Key

Councilors: Orrin Lyon  
Brad Humbert  
Jeff Anliker  
Verl Pressnall  
Steve Irving  
Ed Chesnut

City Manager: Linda Hall

# **Request for Proposals DISPATCH LOGGING RECORDER SYSTEM**

**Please carefully read and follow the instructions.**

Notice is hereby given that sealed proposals will be accepted at the address set forth below no later than August 11, 2017 by 2:00 p.m., and will be publically opened and read aloud thereafter at the City of Milton-Freewater Municipal Court Room located at 722 S Main.

One (1) signed original proposal and two (2) copies along with a CD, DVD or USB flash drive with a PDF copy, in a sealed envelope with the RFP title marked on the outside mailed or personally delivered to:

Milton-Freewater Police Department  
722 S Main, PO Box 6  
Milton-Freewater, OR 97862  
Attention: Luz Garcia, Lead ECS

No oral, facsimile or telephonic proposals or modifications will be considered unless authorized in writing by the Milton-Freewater Police Department. Proposals received after this deadline will be rejected regardless of postmark date and will be returned to the sender unopened.

Questions concerning the proposal shall be addressed to the Lead ECS Luz Garcia via email at [Luz.Garcia@milton-freewater-or.gov](mailto:Luz.Garcia@milton-freewater-or.gov). Site visits are highly encouraged and shall be scheduled by contacting Luz Garcia at 541-938-5511.

The Milton-Freewater Police Department reserves the right to reject any and all proposals, to postpone making the award for a reasonable length of time, or waive informalities, and accept the proposal deemed best in the interest of the Milton-Freewater Police Department.

## Description

The Milton-Freewater Police Department is soliciting proposals from vendors qualified to plan, execute and deliver a new Dispatch Logging Recorder System.

## Department Background

The Milton-Freewater Police Department (MFPD) is unique in the sense that aside from being a police department, it is a 911 Public Safety Answering Point (PSAP), which simply means a call center that answers emergency phone calls for police, firefighting and ambulance services. It was also the first PSAP to be established in the state of Oregon. It is the primary PSAP for the city limits of Milton-Freewater and the secondary PSAP for the rural areas of Milton-Freewater. It is one of the two PSAP's in Umatilla County, Oregon. The police department and PSAP are considered one entity and operate within the same building located in the basement of City Hall.

The Milton-Freewater Police Department is staffed 24/7 by both Police Officers and Emergency Communications Specialist (ECS, also known as dispatchers). It provides continuous law enforcement services to the citizens inside the city limits of Milton-Freewater, as well as after-hours utility services to its City Light & Power, and Public Works customers. The department also dispatches round-the-clock fire and medical services to the citizens inside and outside the city limits of Milton-Freewater.

The ECS wear multiple hats, as they are call-takers, dispatchers and records clerks. There are two positions in the center with almost the same capabilities, with the exception that the primary position is the only one that operates the radio console.

The department operates Tyler Technologies' (formerly New World Systems) Computer Aided Dispatch (CAD) and records systems. It currently operates a Zetron 4010 radio dispatch console that is presently in the process of being upgraded.

We are also looking to replace our Total Recall Voice Logger Recorder system. The system records telephone and radio channels digitally, which are archived nightly onto a CD. The radio dispatch console upgrade may add additional radio channels that will need to be included in the logging recorder system upgrade.

# VENDOR PROPOSAL COVER SHEET

**IMPORTANT:**

- Vendors should read the entire document before submitting information.
- Proposal must be signed in ink.
- The Proposal must be a firm offer open for 120 days from the Proposal due date.
- Please complete the below and return this page with the Proposal attached.

Vendor Name	
Vendor Address	
Vendor Contact Person	
Vendor Contact Person Phone Number	
Vendor Contact Person Email	

\_\_\_\_\_  
Handwritten signature of Authorized Vendor Representative (in ink)

## Background of Channels

The Milton-Freewater Police Department is looking to improve the functionality of its dispatch center by updating its current legacy dispatch logging recorder system with a new IP logging recorder system for communication that originates and terminates at the PSAP.

Our PSAP has two phone positions and one radio position (but may be obtaining a second radio position within the next few months). Our current system records the following:

- Three (3) Trunk 9-1-1 phone lines
- Three (3) inbound 10-digit administrative phone lines on the City's PBX
- Two (2) outbound 10-digit administrative phone lines on the City's PBX
- One (1) 10-digit emergency POTS line
- Six (6) radio channels, but there may be additional channel(s) added with the radio dispatch console system upgrade.

## Requirements from Vendors

The overall design should incorporate redundancy to the degree that loss of audio is practically impossible. It shall be designed to record in a 24/7/365 continuous operation with 99.9% reliability and resiliency.

### Recording

The system shall have the ability of automatically recording from the existing and future equipment: VESTA phone system and our current Zetron 4010 radio console system, and allow for necessary expansion. It must also allow for simultaneous recordings on all channels.

### Playback

It shall be capable of providing instant playback of all telephone calls and radio traffic with variable speed, and shall not interrupt the recording of any channel. This shall be done without the loss of any data and without deterioration to the rest of the system processes.

### Archiving

The system shall have the ability to provide unattended and automatic archiving per the user defined schedule. It shall perform a full, automatic, periodic backup of the call records database without interfering with playback, searching or archiving and shall not require the system to shut down. It must provide a web based, user-friendly interface for the end user so that searching, retrieving and exporting recordings shall be simple.

## **Next Generation 9-1-1 (NG911)**

The system must be compliant with APCO & NENA standards. It should have the capability of being compatible with NG911. Once the standard is adopted by NENA the vendor must commit to complying with the adopted standards within a reasonable time. If the system is not compliant with the standards after the upgrade, the vendor will be solely responsible for the cost to do so.

## **General Requirements**

The system must include built-in diagnostic software that will automatically monitor the status of the equipment and initiate audible and visual alarms in the event of any errors in the system performance. Remote performance monitoring 24/7/365 and physical maintenance support for the system is required.

The vendor shall properly label cables and also remove existing cables that will not be used with the new system.

The vendor shall provide proper system documentation in electronic format.

The vendor shall train system administrators and users, perform any and all software upgrades, maintain any and all updates, and keep antivirus software current.

The vendor shall support console parts for five (5) years after installation. The vendor shall also guarantee full functionality of the system upon acceptance and ensure that the system remains fully functional for one (1) year after acceptance at no cost to the Milton-Freewater Police Department. If for any reason the system is not fully functional during the first year, the vendor will bear the material and labor cost of any equipment replacement, redesign, or software upgrades necessary to correct the issue.