

RELEASE DATE: May 9, 2014

PROJECT: RFP 2014-08

Project Management for Dunwoody's CAD-to-CAD Interface Project

DUE DATE: May 30, 2014 at 2:00 p.m.

Proposals are being solicited from qualified firms with experience in project management and technical skills to serve as an on-call resource for a fully designed, built, and tested interface which connects two disparate computer aided dispatch systems. The resources are requested through the end of the 2014 with the option to renew for 2015.

Firms should submit their proposals using the format provided in the "Proposal" section (on page 3) including both an hourly rate and a total not to exceed rate. Firms should also submit three case histories of recent similar projects completed by the firm and the proposed project manager's experience and qualifications.

Proposals should be submitted to the City of Dunwoody no later than **2:00 p.m., May 30, 2014**. Proposals may be submitted in hard copy to 41 Perimeter Center East, Suite 250, Dunwoody, GA 30346 or electronically to kimberly.greer@dunwoodyga.gov. Any questions should be directed to Kimberly Greer at kimberly.greer@dunwoodyga.gov.

GENERAL PURPOSE AND SCOPE

1.1 PURPOSE

The project will consist of on-going assistance on an as-needed basis to facilitate any future changes to an interface which connects two computer-aided dispatch systems.

1.2 PROJECT BACKGROUND

The City of Dunwoody incorporated in December 2008. Over the next few years, the city evaluated different services provided by the county and made services changes as it found appropriate. In October 2011, the Chattahoochee River 911 Authority (ChatComm) began answering and dispatching Dunwoody's 9-1-1 calls. Police service calls constitute approximately 90% of the City's emergency call volume. Since the transition, the average amount of time needed to dispatch police calls has been cut in half, moving from an average of 4 minutes and 33 seconds down to an average of 2 minutes and 13 seconds.

DeKalb County continues to provide fire and emergency medical service to the city including the dispatching of those resources. Since the transition, calls requiring fire or emergency medical service have been transferred to DeKalb using the industry standard, one-button transfer. Fire and emergency medical service calls constitute approximately 10% of the city's emergency call volume or roughly 10 calls per day. The average amount of time needed to transfer calls between the two centers is approximately 90 seconds.

To surpass the industry standard one-button transfer method and eliminate the associated transfer time, city staff managing the development of a Computer Aided Dispatch (CAD)-to-CAD interface to connect ChatComm's CAD system (OSSI/SunGard) to DeKalb's CAD

system (InterAct). The interface allows the call information for fire and emergency medical service calls to be electronically shared and eliminate the transfer time.

The development of the interface was completed in early 2012. The testing phase for the interface concluded in April 2014. City staff is presently managing the implementation phase for the interface.

1.3 SCOPE OF WORK

The project will consist of on-going assistance, on an as-needed basis, to facilitate any necessary future changes to the interface through the end of the 2014 with the option to renew on an annual basis. The city anticipates calling on the project manager if challenges arise that cannot be quickly addressed by following the standard operating procedure for the interface.

The project manager will not be tasked with developing code. As proprietary CAD systems, each CAD vendor will continue to complete any and all necessary development work within their systems. The two CAD vendors involved in the interface are not open to the idea of allowing a third-party access their proprietary CAD system. However, the project manager should have sufficient technical background to assist in reviewing of call transfer information, xml logs, database information, and database interaction.

1.4 METHOD OF AWARD

The city, in its discretion, may award the Contract to the responsible and responsive Proposer submitting the proposal which is deemed to be the most advantageous to the city, price and other factors being considered.

The city's award of a contract for the support period through the end of 2014 does not guarantee a renewal of the contract for the 2015 calendar year.

1.5 PROPOSER EXPERIENCE

Each proposer shall provide three case histories of recent projects of similar complexity completed by the firm. Each case history should be no more than two pages in length. Each proposer shall also document its proposed project manager's experience and qualifications by including the resume of the project manager and information as to how this person's qualifications prepare him or her to serve as a resource for project management.

1.6 ADDITIONAL INFORMATION

Each proposer may, but is not required to, submit additional information which he or she believes would assist the city in its determination.

PROPOSAL

RFP 2104-08: Project Management of the CAD-to-CAD Interface

Proposer: _____

Certification of Non-Collusion in Preparation _____
Signature Date

The City requires that all who enter into a contract for the physical performance of services with the City must satisfy O.C.G.A. § 13-10-91 and Rule 300-10-1-.02, in all manner and such are conditions of the contract.

Legal Business Name _____ Federal Tax ID _____

Address _____

Does your company currently have a location within the City of Dunwoody? Yes No

Representative Signature _____

Printed Name _____

Telephone Number _____

E-mail Address _____

2014 Support Total: _____

For project management support and on-going assistance, on an as-needed basis, to facilitate any future changes to the interface from July 1, 2014 – December 31, 2014.

Proposed Hourly Rate: _____

Total Estimated Number of Hours: _____

Total Not to Exceed Cost: _____

2015 Support Total: _____

For project management support and on-going assistance, on an as-needed basis, to facilitate any future changes to the interface from January 1, 2015 – December 31, 2015.

Proposed Hourly Rate: _____

Total Estimated Number of Hours: _____

Total Not to Exceed Cost: _____