

Milton-Freewater Police Department

REQUEST FOR PROPOSAL RADIO DISPATCH CONSOLE SYSTEM



Release Date: July 21, 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 Radio Dispatch Console 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 must be 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. 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 Radio Dispatch Console System for one or both of its two positions.

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 Oregon State. 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.

It currently operates a Zetron 4010, which is a self-contained, single-radio console system. The same model has been used for over 20 years. MFPD recently upgraded its police data and records system and is looking to do the same with its radio dispatch console system.

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)

Radio Console

The Milton-Freewater Police Department is looking to improve the functionality of its dispatch center by updating its current legacy radio dispatch console system with a state-of-the-art IP radio dispatch console system. The system must be APCO P25 Trunked Radio Systems compliant as well as NG911 compatible and compliant and have the capability of integrating with the current Computer Aided Dispatch (CAD) system by New World/Tyler Technologies, as well as the VESTA phone system. All of the materials, parts, etc. shall be new and consistent with the current best engineering practices. The new system shall also comply with the applicable US Federal Communications (FCC) rules and regulations.

As previously mentioned, the dispatch center operates a Zetron 4010 radio console. There are two positions-- Station 1 and Station 2. Both positions operate the CAD and phone systems. Station 1 is the only position that operates the radio console. We are looking to upgrade the radio console at Station 1 with the possibility of adding one at Station 2. If it is not within our budget to add a second radio console, we would need a back-up of some sort so that dispatch can continue to function if Station 1 were to go down.

Our current radio console controls five (5) channels: 690, 616, 601c, 516 and LERN. It also has the ability for multiple channel patching. It controls three (3) door locks (AUX I/O) within the facility. We currently don't have the ability to instantly recall the most recent radio transmission, but would like this feature for each channel.

We would like to have six (6) wireless headsets that will allow for the dispatchers to use the one headset to operate both the radio and phone. A monitor with touch screen and a mouse along with a desk microphone or gooseneck (whichever is best) and foot switch is a necessity for each position.

Radios

There are six (6) channels that will need to be connected to the new radio dispatch console, but capability of adding additional channels in the future is desired:

- 690 - Milton-Freewater Police Department
- 616 - City Fire & City of Milton-Freewater Utilities
- 516 - Rural Fire & Ambulance
- 601 - Umatilla County Sheriff's Office 601c
- LERN - Mutual Aid frequency, also a two-frequency channel

All are tone radios with the exception of 616 which is DC controlled. The LERN channel is used as a backup for 690 by selecting F1/F2 on the console so that 690 is broadcasted through the antenna that is located on the roof of City Hall.

The radios themselves are located in two different locations. LERN and 601c are located in the attic of City Hall. The other radios are located at a cell phone tower about a quarter mile from the Police Department. All radios are connected by a wire line.

Fire and Medical calls are paged out via the 616 channel regardless of the call for service location, using the below paging tones:

City Fire	645.7	716.1
Rural Fire	794.3	645.7
Rural Ambulance	794.3	716.1

The City of Milton-Freewater currently has four (4) DC remote controls located at City Hall and four (4) DC remote controls located at the Public Works department, 501 Lamb Street. Two (2) of the remote controls located at City Hall will need to be compatible with the upgrade as well as three (3) of the remote controls located at Public Works.

UCSO installed a stand-alone Motorola MCS 2000 radio in our center with their frequency 450. It is desired that the 601c frequency that is currently monitored on our radio dispatch console be replaced with the 450 frequency. If possible, we would like to add Oregon State Police's local radio frequency to the new radio dispatch console.

Requirements from Vendors

The vendor shall provide for full functionality of the dispatch center during the transition phase.

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.

The vendor shall provide proper training on the system.

The vendor shall provide proper system documentation in an electronic format that can be saved.

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