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Boone County Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201

Melinda Bobbitt, CPPB, Director
Phone: (573) 886-4391 Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org

Proposal Number: 72-12NOV02
Commodity Title: DIGITAL DICTATION SYSTEM – BOONE COUNTY
SHERIFF DEPARTMENT

DIRECT PROPOSAL FORMAT OR SUBMISSION QUESTIONS TO THE PURCHASING DEPARTMENT

Proposal Submission Address and Deadline
Day / Date: **TUESDAY – November 12, 2002**
Time: **1:25 P.M. C.S.T. (No late proposals will be accepted)**
Location / Mail Address: Boone County Purchasing Department
Boone County Johnson Building
601 E. Walnut, Room 208
Columbia, MO 65201
Directions: The Johnson Building is located on the Northeast corner at 6th Street and Walnut Street. Enter the building from the East Side. Wheel chair accessible entrance is available on the West side of the building.

Proposal Opening
Day / Date: **TUESDAY – November 12, 2002**
Time: **1:30 P.M. C.S.T.**
Location / Address: Boone County Government Center
801 E. Walnut, Commission Chambers
Columbia, MO 65201

Proposal Contents
1.0: **Instructions and General Conditions**
2.0: **Introduction and General Information**
3.0: **Specifications**
4.0: **Proposal Submission Information**
5.0: **Response Page**
Exhibit A **Prior Experience**



NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

BID #: 72-12NOV02 – Digital Dictation System – Boone County Sheriff Department

Sealed proposals will be accepted until **1:25 p.m. on Tuesday, November 12, 2002** in the Boone County Purchasing Office, Boone County Johnson Building, Room 208, 601 E. Walnut Street, Columbia, MO 65201.

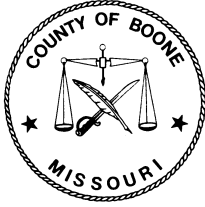
The Request for Proposal is scheduled to be opened at 1:30 p.m. on Tuesday, November 12, 2002 in the Boone County Purchasing Department, Boone County Johnson Building, Conference Room 213, 601 E. Walnut Street, Columbia, MO 65201.

Specifications are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4391; fax (573) 886-4390 or e-mail: mbobbitt@boonecountymo.org.

Vendors may view Bids, Bid Tabulations, and Bid Awards on the Boone County Web Page at <http://www.showmeboone.com>.

Melinda Bobbitt, CPPB
Director of Purchasing

Insertion: October 23, 2002
COLUMBIA MISSOURIAN



1. INSTRUCTIONS AND GENERAL CONDITIONS

1.1 **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions of Bidding and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with the material and/or supplies, equipment or services as detailed in the following proposal.

- a) **Proposal Closing:** All proposals shall be delivered before 1:25 P.M., C.S.T., on
- b) Tuesday, November 12, 2002 to:

Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
601 E. Walnut Street, Room 208
Columbia, Missouri 65201-4460

- c) The County will not accept any proposals received after 1:25 P.M. and shall return such late proposals to the Offeror.
- d) Offerors must submit one (1) original, and five (5) copies of the proposal (total of six). Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, only names of Offerors will be read aloud.
- e) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Request for Proposal enclosed."
- f) If you do not care to submit a proposal, please return *Response Page* and note your reason. No fax or electronic transmitted bids will be accepted.
- g) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal.

1.2 . **Evaluation of Proposals (Procedure):**

- a) The County will first examine proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, Offerors should exercise particular care in reviewing the Proposal Format required for this RFP.

- b) The evaluation committee shall then score all proposals based upon the evaluation factors detailed herein. Upon completion of the scoring, the committee may recommend short listing the proposals that are potentially acceptable.
- c) At this point, the County may request presentations by Offerors, and carry out negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short listed proposers.
- d) The County reserves the right to contact any and all references to obtain, without limitation, information regarding the Offeror's performance on previous projects. A uniform sample of references will be checked for each short-listed Offeror.
- e) The County reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.
- f) Receipt of a proposal by the County or a submission of a proposal to the County offers no rights upon the Offeror nor obligates the County in any manner.
- g) No negotiations, decisions, or actions shall be initiated by any firm as a result of any verbal discussion with any County employee prior to the opening of responses to the Request for Proposal. Boone County reserves the right to select the Offeror which best meets its goals and objectives, needs, fiscal constraints, quality levels and service expectations.

1.3 Ambiguity, Conflict, or Other Errors in the RFP:

- a) If an Offeror discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, they shall immediately notify the Department of such error in writing and request modification or clarification of the document. The County will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP from the County.
- b) The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.
- c) Implied Requirements: Products and services that are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed by the Offeror, shall be included in the proposal.
- d) The County will not be liable in any way for any costs incurred by any Offeror in the preparation of their proposal in response to this RFP, nor for the

presentation of their proposal and/or participation in any discussions or negotiations.

1.4 Rejection of Proposals: The right is reserved to accept or reject in whole or in part any or all proposals submitted, to waive technicalities, and to accept the offer the County considers the most advantageous to the County. Further, the County shall reject the proposal of any Offeror that is determined to be non-responsive. The unreasonable failure of an Offeror to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

1.5 Acceptance of Proposals: The County will accept all proposals that are submitted properly. However, the County reserves the right to request clarifications or corrections to proposals.

1.6 Requests for Clarification of Proposals: Requests by the Department for clarification of proposals shall be in writing.

1.7 Validity of Proposals: Offeror should state how many days or months proposals remain valid beyond the 120 days minimum.

1.8 Receipt and Opening of Advertised, Sealed Proposals: The Offeror(s) and public are invited, but not required, to attend the formal opening of proposals. Offeror(s) names only will be read aloud to the public. No decisions related to an award of a contract or creation of any contractual or lease relationship, or purchase order will be made at the opening.

- a. Information provided in your response will be considered proprietary and will not be divulged during the selection process. The successful firm's proposal will become public record after its acceptance by the County Commission. All proposals and tabulation sheets are kept by the County for a period of time established by regulation or statutes after the award is made and are available for inspection at any time during regular working hours.
- b. Proposals will be opened in the Boone County Purchasing Department on Tuesday, November 12, 2002 at 1:30 P.M., C.S.T. located at the following address:

Boone County Purchasing
Johnson Building
601 E. Walnut, Conference Room 213
Columbia, Missouri 65201

**NOTE: Proposal Closing and Proposal Opening times are different.
Refer to paragraph 1.1, a. for Proposal Closing time.**

1.9 Withdrawal of Proposals: Proposals may be withdrawn without prejudice any time before the deadline for receipt of proposals. If a mistake or error is discovered by the Offeror or by the County after the proposal opening, the County has the right to call this error to the Offeror's attention and request verifications of the proposal. If the Offeror acknowledges the mistake and requests relief, the County will proceed in the following manner:

- a. **Withdrawal:** Permission to allow an Offeror to withdraw their proposal without prejudice may be given when clear and convincing evidence supports the existence of an error. If there is a significant and obvious disparity between the prices of the lowest Offeror and of the other Offerors, an Offeror may be permitted to withdraw without prejudice, upon submission of evidence that a non-intentional error occurred.



2. INTRODUCTION AND GENERAL INFORMATION

2.1 Introduction:

- 2.1.1 This document constitutes a request for competitive, sealed proposals for a **Digital Dictation System located at the Boone County Sheriff Department**, as set forth herein.
- 2.1.2 Organization – This document, referred to as a Request for Proposal (RFP), is divided into the following parts:
- 1) Instructions and General Conditions
 - 2) Introduction and General Information
 - 3) Specifications
 - 4) Proposal Submission Information
 - 5) Response Page
 - 6) Exhibit A – Prior Experience

2.2. Guideline for Written Questions:

- 2.2.1 All questions regarding this Request for Proposal shall be submitted in writing no later than 5:00 p.m., November 7, 2002. All questions must be mailed, faxed or e-mailed to the attention of Melinda Bobbitt, CPPB, Director of Purchasing. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet.
- a. Melinda Bobbitt, CPPB
Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org
- 2.2.2 The responses and usage will become a part of a written addendum, which will be mailed or faxed prior to proposal opening.



3. SPECIFICATIONS

3.1 Scope:

- 3.1.1 Boone County – Missouri intends to purchase a Digital Dictation System for the Boone County Sheriff’s Department. Proposals shall include the provision of a Digital Dictation System which includes recorder, system management user interface, input and output functions. In addition, training, warranty and maintenance shall be provided by the successful Contractor.

3.2 Background Information:

- 3.2.1 Boone County is situated in Central Missouri and is dissected by Interstate 70 and US Highway 63. It is a fast-growing county known for its highly educated work force, low cost of living, award-winning schools, and unique blend of rural and urban lifestyles. Boone County includes nine communities: six cities (Columbia, Centralia, Ashland, Rocheport, Sturgeon, Hallsville) and three other communities (the Town of Harrisburg, the Village of Hartsburg and McBaine). The County has a population of approximately 132,000 and contains 685 square miles.
- 3.2.2 The primary function of the Sheriff’s Department is to protect and preserve the general safety and welfare of the Boone County residents through effective law enforcement. Duties include patrol of 685 square miles; responding to approximately 45,000 calls for service per year from the citizens of Boone County; investigation of reported crimes; service to the 13th Judicial Court system which includes: transporting inmates to court and guarding them while there; service of criminal warrants and all civil process papers issued to the department.
- 3.2.3 Additional information about the County of Boone – Missouri can be obtained from the following internet web site at: <http://www.showmeboone.com>
- 3.2.4 Although an attempt has been made to provide accurate and up-to-date information, the County of Boone – Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

3.3 Minimum Requirements:

- 3.3.1 For the Furnishing, Delivery, Installation, Training and Maintenance of a Digital Dictation System for the Boone County Sheriff’s Department (BCSD)

Law Enforcement Officers and Detectives to phone in their reports from both the field and in-house. Transcriptionists can then access reports from their individual work stations for processing. The system shall provide full management and reporting capabilities on all officer and transcriptionist activity. It shall enable designated supervisors and personnel to access dictated reports from any touch-tone phone for review prior to or following transcription.

- 3.3.2 The software must be designed to operate in conjunction with current BCSD written report forms by providing voice forms with a minimum of 30 different sectional prompts for reports accessible by the officer that shall serve to walk the officer through all sections of a report to be dictated. For each type of [sheriff](#) report, a different list of voice prompts will be provided to the officer. Different prompts will be utilized for each section (i.e. incident, victim, suspect, witness, vehicle, property, etc.). Each section shall be capable of up to 30 or more different prompts. The sections must link together, on demand. During transcription, transcriptionists must be able to listen to all prompts or answers to the prompts. The successful Offeror must demonstrate completely the above functionality prior to bid award.
- 3.3.3 The proposed system shall be a Digital Reporting System consisting of 100% IBM compatible hardware components utilizing Microsoft Windows 2000 as its core operating system. The system must be Network compatible and include a network card. As installed, the system must be equipped to provide 12 ports of simultaneous input/output activities within one recorder cabinet with growth in that cabinet to 24 ports minimum. The system must include a minimum of 1,000 hours of redundant voice recording storage. The system must be installed with a programmable smart uninterruptible power supply. The system shall include anti-virus software designed for the Digital Dictation System.
- 3.3.4 Five (5) existing BCSD computer workstations will be equipped with software with a foot control and headset to allow the dictated reports to be listened to and transcribed through the BCSD Local Area Network. This capability will not be streaming audio technology. This software must allow for dictated reports to be compressed and transmitted as data files via TCP/IP connections preserving network bandwidth and security. The system must be installed with five (5) software user interfaces running on five (5) or more BCSD PC workstations for accessing system management functionality.
- 3.3.5 The system must have a minimum of five (5) years useful life without major modification, and all system hardware and software must be capable of expansion. The Offeror must provide a warranty covering no less than 90 days, complete parts and/or replacement. The Offeror must provide support 24 hours per day, 7 days per week and maintain a supply of replacement parts, consumable supplies and accessories within a 50 mile radius. The Offeror must have a local established and fully functional service office with factory trained personnel. The Offeror must provide on-site training for all system users.

- 3.3.6 All required equipment and features must be included in the basic price of the proposed system.
- 3.3.7 All optional equipment and features must be proposed with separate pricing. Such equipment may or may not be included in the final contract agreement.
- 3.3.8 All equipment proposed shall be new and current production models.

3.4. Dictation System Specifications/Functionality

All Offerors must indicate their product’s level of conformance to each specification, based on this conformance scale:

- 2 Exceeds requirement as stated. Include a written explanation on company letterhead, signed by any executive, if your system exceeds the specification.
- 1 Meets requirement as stated.
- 0 Does not meet requirement.

3.4.1.	RECORDER:	CONFORMANCE LEVEL
3.4.1.1.	The system must have a minimum wired capacity of 24 universal access ports and 1,000 hours voice recording storage within a single server. The system must be equipped, delivered and installed with 12 universal ports and 1,000 hours Redundant Voice Recording Storage.	
3.4.1.2.	The system shall operate on the Microsoft Windows 2000 operating system platform with an SQL Database.	
3.4.1.3.	The system shall consist of 100% IBM compatible hardware components. Complete specifications and documentation for all system components, peripherals and adapters will be provided.	
3.4.1.4.	The system’s CPU shall utilize the Intel Pentium Series, 600MHz, 256 MB RAM or better.	
3.4.1.5.	The access ports shall be universal access channels capable of being used in a dedicated fashion or for multi-purpose use (i.e. dictate, transcribe, review).	
3.4.1.6.	The system shall be equipped with a programmable smart uninterruptible power supply providing power for a minimum of 15 minutes at full load and 30 minutes at half load.	
3.4.1.7.	The system must be compatible with any type of analog or digital system for re-recording locally or remotely with ID information separating each report.	
3.4.1.8.	The system must provide dictators and transcriptionists the capability to mark a report open/pending and return the report to them upon next access of the system.	
3.4.1.9.	The system must have an on-line help feature accessible to all types of users on demand.	
3.4.1.10.	The help prompts shall be customizable and can be changed if necessary.	
3.4.1.11.	The system must allow for the changing and customizing of voice forms by the system administrator.	
3.4.1.12.	All voice forms must be able to be overridden or not by the user as authorized by the system administrator.	

3.4.1.13.	The system must provide a means by which those voice forms are able to be stored on a floppy disk for back-up purposes and the system must be able to allow the system manager to create additional directories in the operating system for the forms used only occasionally.	
3.4.1.14.	The system must be able to support remote diagnostics with Windows NT RAS (Remote Access Server) through a standard telephone line and modem. The modem will be provided with the system.	
3.4.1.15.	The system must be able to operate in temperature ranges from 50 degrees Fahrenheit to 90 degrees Fahrenheit.	
3.4.1.16.	The system must generate automatically in real-time, hard copy reports of all system activity for service and support purposes.	
3.4.1.17.	This report must include all ID information based on the type of access whether dictated, transcribed or reviewed.	
3.4.1.18.	This report must show the last 10 commands entered by the user, for use in on-site and remote diagnostics.	
3.4.1.19.	The system must not require that the user utilize any command functions between the various ID fields (i.e. # sign).	
3.4.1.20.	The system must be capable of interfacing and downloading ID field and job information to a Computer Aided Dispatch System.	
3.4.1.21.	It must be possible to add the option of Integrated Voice Messaging to the System.	
3.4.1.22.	The system must include and be installed with anti-virus software designed specifically for the Digital Dictation System.	

3.4.2.	SYSTEM MANAGEMENT USER INTERFACE:	CONFORMANCE LEVEL
3.4.2.1.	System must be capable of attaching to BCSD Local Area Network providing Windows 95, 98, NT, or Windows 2000 Client Access.	
3.4.2.2.	The system must provide management information system/software to generate management system reports and various screens with a minimum of five (5) user interfaces.	
3.4.2.3.	The system must be equipped with a SVGA color management console and keyboard.	
3.4.2.4.	The system must be easy to use and thus allow for a SVGA color monitor to assist in the distinguishing of color coded job status, pull-down windows, bar graphs, etc.	
3.4.2.5.	The system management must provide for the sorting of the user name database in numerical order or alphabetical order with a single keystroke.	
3.4.2.6.	The system must provide a single key display indicating the amount of backlog in hours, minutes, number of reports and lines.	
3.4.2.7.	A comprehensive help key with context sensitive help shall be available to assist unfamiliar users in the operation of the management system.	
3.4.2.8.	The system shall provide the capability to search for information based on any single or multiples of the following: Job Number DSN Number Dictator Name Report Type	

	Case Number All other ID fields singularly or in combination Transcriptionist Number Transcriptionist Name Job Status Date Dictated Time Dictated Date Transcribed Time Transcribed	
3.4.2.9.	The system shall include a minimum of five (5) user interface licenses and software to allow access from a minimum of five (5) BCSD PC workstations to system management information.	
3.4.2.10.	The system shall be able to limit access to management information by password with a minimum of 10 levels of security.	
3.4.2.11.	The system shall have the capability of notifying the system manager when the system has reached an unacceptable level of dictation backlog and when the system has reached the disk capacity that is set up by the system manager.	
3.4.2.12.	The system must provide a means by which the system manager is able to configure each access channel for the type of use desired.	
3.4.2.13.	All voice forms must be able to be recalled at any time by the system manager for dictation, transcription or review.	
3.4.2.14.	The system must allow the system manager to pick and choose functions which they desire to allow the individual users to have access to.	
3.4.2.15.	If certain functions are not used they must be eliminated as options, thereby eliminating the chance of a user accidentally accessing those functions.	
3.4.2.16.	The database shall contain at a minimum the following information that is able to be set up on a per-user basis.	
3.4.2.16.1.	On hang-up, should the system automatically leave the report in the open or closed status?	
3.4.2.16.2.	When rewind is touched, how far will it rewind for that user?	
3.4.2.16.3.	When playing a report, should the system automatically go into record at the end of the play function?	
3.4.2.16.4.	How long is the user allowed to put the system on hold?	
3.4.2.16.5.	How many ID fields should the system prompt the user for in between reports?	
3.4.2.17.	The system shall allow the system manager to set the system operating parameters in a manner that best meets their operating conditions.	
3.4.2.18.	If those set-up parameters need to be changed, then those changes shall be able to be made without causing interruption to any system operation and thus the changes may be made on the fly.	
3.4.2.19.	The system must provide verbal annotation of all ID field information or any combination of the management information associated with that report for all users.	
3.4.2.20.	The voice annotation shall be able to be customized according to the type of user.	

3.4.2.21.	All users shall have the ability of accessing and interrupting the voice annotated information at any time while in a report.	
3.4.2.22.	The system shall provide a real-time display of current system activity showing the following minimum information: Port Number, Mode (dictate, transcribe, and review), DSN Number, Report Type, Case Number, Job Number, and Access Time.	
3.4.2.23.	The system must provide archival management data onto any size hard disk, floppy disk, streaming tape, removable hard drive or over a local area network.	
3.4.2.24.	If floppy disk is recommended, it must be 1.44 MB, “off-the-shelf”, non-proprietary, floppy disk and must be able to hold a minimum of 15,000 job entries.	
3.4.2.25.	The system must automatically clean up system directories in the background with no downtime providing 24 hour user availability.	
3.4.2.26.	The universal access ports shall be definable by the system manager, on the fly, without interrupting system operation.	
3.4.2.27.	The system must be able to manually or automatically hold and purge dictated reports in hourly increments by any one or multiple ID fields and/or the system must be able to allow for the holding or purging of work according to user definable percentage of maximum disk capacity to maintain as a level of fullness.	
3.4.2.28.	The archival process shall not interrupt normal system operation and thus shall not require that the archival process halt the use of the system for dictation, transcription or review.	

3.4.3	INPUT:	CONFORMANCE LEVEL
3.4.3.1.	The system must be capable of recording sheriff reports dictated from inside or outside of the department using any touch-tone telephone.	
3.4.3.2.	The system shall utilize the existing Sheriff Department telephone system for dictation access.	
3.4.3.3.	The system must be capable of providing structured voice forms that shall serve to verbally walk the officers through all sections of a report to be dictated.	
3.4.3.5.	The voice forms shall be fully customizable to follow the current BCSD written report forms.	
3.4.3.6.	The system must provide a minimum of 30 different sections for voice forms which would be designed for property reports, assaults, etc. Each section must be capable of multiple prompts.	
3.4.3.7.	These forms shall be audible on playback and shall serve to ensure the accuracy and completeness of the sheriff report.	
3.4.3.8.	Typists must be able to listen to all of the prompts or a shortened version of the prompts for the voice forms.	
3.4.3.9.	The system shall enable all officers, automatically, or on demand, access to a specific job number in a voice annotated form for that particular dictation in a voice annotated form (to serve as a job receipt for tracking and inquiry purposes in	

	transcription).	
3.4.3.10.	The system must provide a way for the officers to do multiple reports using a single key without requiring them to re-enter ID information between those reports.	
3.4.3.11.	The system must provide for full function remote input to include: Job Confirmation Number, Volume and Speed Control.	
3.4.3.12.	Volume level must be adjustable for each individual officer.	

3.4.4	OUTPUT:	CONFORMANCE LEVEL
3.4.4.1.	System must include software, licenses, foot controls and headsets to equip five (5) BCSD PC Workstations to listen to and transcribe digitally compressed dictated officer reports transmitted over the BCSD Local Area Network from the Digital Reporting System.	
3.4.4.2.	The software must provide a customizable display on the workstation screen with a minimum of the following data fields: Officer Name Officer DSN Report Type Complaint # Job # Date/Time Dictated Length of Report	
3.4.4.3.	The software must have adjustable speed control.	
3.4.4.4.	The system shall provide an unlimited number of transcription routing scripts with a minimum of 15 set-ups per routing script.	
3.4.4.5.	The system must provide the capability for Listen/Review access for the purpose of designated supervisors and personnel calling the system in order to listen to previously dictated reports.	
3.4.4.6.	The Listen/Review feature shall provide an optional password for access.	

3.5.	TRAINING:	CONFORMANCE LEVEL
3.5.1.	The Contractor must provide on-site training for all system users.	
3.5.2.	The training must be conducted by a Contractor employed Customer Support and Training Specialist.	
3.5.3.	The Support and Training Specialist shall meet with BCSD personnel to plan all training activities.	
3.5.4.	The Contractor must provide on-site and remote support at any time after system installation and initial training.	
3.5.6.	On-site system support must be provided within four hours.	

3.6. Contract Requirements – The Offeror must provide the following information relating to the provision of maintenance service:

- 3.6.1. Where will the primary service be located?
- 3.6.2. How many service representatives at the primary location are trained on the equipment proposed?
- 3.6.3. Are service representatives factory or dealer trained?
- 3.6.4. Offeror must describe their policy for responding to off-hour (non-prime time) requests for service, and requests for services on holidays, weekends, and vacations.
- 3.6.5. Offeror must provide and specify training and its recommended duration.
- 3.6.6. Offeror must specify the amount of technical support they will provide to the Sheriff Department with the implementation of the new system.
- 3.6.7. Offeror must fully describe the installation procedure necessary for utilization of the proposed equipment. Offeror should also state an “installation complete” date, which may be specified as a certain number of days from date of contract award.
- 3.6.8. The Offeror must define the Sheriff Department’s responsibility and the Contractor’s responsibility pertaining to installation of the proposed equipment.
- 3.6.9. Offeror shall provide a minimum of three (preferably Sheriff Department) references of installations of systems functioning according to the BCSD bid specifications. Attached Exhibit A may be used for this purpose.

3.7. Warranty

- 3.7.1. State the warranty applicable to parts and labor. Warranty shall commence upon complete installation by the Contractor and acceptance by the Sheriff Department. The Contractor must guarantee all products against all defects and shall make adjustments and replace defective items without additional cost to the Sheriff Department during the warranty period.
- 3.7.2. Describe warranty on parts:
- 3.7.3. Describe warranty on labor:

3.8. Maintenance

- 3.8.1. The Offeror must describe all post-installation services to be contractually provided, including maintenance, preventative maintenance, and warranties.
- 3.8.2. Offeror’s organization should provide all maintenance and related services to the proposed equipment. If maintenance and related service is not to be provided by the offeror’s company, the offeror must provide the name of the organization responsible for all such services, describe specifically the experience of the

service organization in maintaining the proposed equipment, and the type of agreement the offeror's company has with the service organization.

- 3.8.3. State the firm, fixed annual cost for a 12 month maintenance contract, which will begin upon expiration of the initial warranty on the *Response/Pricing Page*.



4. PROPOSAL SUBMISSION INFORMATION

4.1. RESPONSE TO PROPOSAL

4.1.1. Submission of Proposals:

4.1.1.1. When submitting a proposal, the Offeror should include the **original and five (5) additional copies**.

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department
Attn: Melinda Bobbitt, CPPB, Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, MO 65201

b. The proposals must be delivered no later than 1:25 p.m. on November 12, 2002. Proposals will not be accepted after this date and time.

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses will fully describe how the service will be performed and what hardware/software (if any) is required at the Boone County Sheriff Department to access the service.

4.1.1.3. The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any Offeror whose responses deviate from the outlined specifications may automatically be disqualified.

4.1.1.4. Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

4.1.2. Competitive Negotiation of Proposals: The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.

4.1.2.2. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.

4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

4.1.3. Evaluation and Award Process:

4.1.3.1. After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

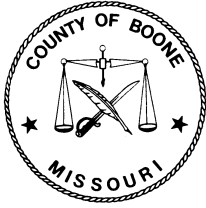
- a. Cost (Section 3.7., 3.8, and Response Page).....50%
- b. Digital Dictation System (Section 3.3, 3.4, 3.5.).....30%
- c. Experience/Expertise & Method of Performance (Section 3.6.)....20%

4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation of their proposal to the evaluation team at a designated Boone County location. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.

4.1.4. Evaluation:

- 4.1.4.1. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 4.1.4.2. The Offeror should provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP (This information may be shown on the form attached as Exhibit A to this RFP or in a similar manner):
- a. Name, address, and telephone number of client/contracting agency and a representative of that client/agency who may be contacted for verification of all information submitted;
 - b. Dates and locations of the service/contract; and
 - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.1.4.3. The Offeror should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.
- 4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method or manner in which the Offeror proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- 4.1.4.5. Where the words "shall" or "must" are used, they signify a required minimum function of system capacity that will heavily impact the Bidder's final response rating.

- 4.1.4.6. Where the words “should”, “may” or “desired” are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the Bidder’s final response rating.
- 4.1.4.7. The method by which the proposed method of performance is written will be left to the discretion of the Offeror. However, the Offeror should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.



5. **Response/Pricing Page**

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

Note: This form must be signed. All signatures must be original and not photocopies.

The Offeror shall provide a firm, fixed price for the Original Contract Period. All costs associated with the required services/equipment shall be included in the prices.

5.1. Digital Dictation System \$ _____

5.2. Maintenance \$ _____ per year.

State the firm, fixed annual cost for a 12 month maintenance contract, which will begin upon expiration of the initial warranty.

5.3. Renewal Option:

The Sheriff Department shall have the sole option to renew the maintenance portion of this contract in one year increments for a total accumulated period of additional years. If the options are exercised, the Contractor shall charge the Sheriff Department the same prices as quoted originally except as modified in the paragraph below. All modifications shall be computed against the original unit price. Offerors are to state if prices are firm for these renewal periods.

Yes _____

No _____

If no, please indicate the maximum percentage of increase or decrease for each renewal:

First Renewal:	+ _____ %	- _____ %
Second Renewal:	+ _____ %	- _____ %
Third Renewal:	+ _____ %	- _____ %
Fourth Renewal:	+ _____ %	- _____ %

Note: These renewal options will be used in the evaluation.



EXHIBIT A

PRIOR EXPERIENCE

(References of similar services for governmental agencies are preferred)

1. Prior Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Prior Services (include dates):

2. Prior Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Prior Services (include dates):

3. Prior Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Prior Services (include dates):