



**MACC Request for Proposal**  
**Interactive Voice Response System for Non-Emergency Public**  
**Safety Phone Calls**  
**March 12, 2024**

## 1. Introduction

The objective is to procure a comprehensive, state-of-the-art interactive voice response (IVR) phone handling system to process all incoming non-emergency public safety phone calls. The system should include:

- Artificial Intelligence (e.g. Natural language processing) for an intuitive interaction for members of the public who call the non-emergency line.
- Cloud-based or cloud-native.
- Transcription and audio recordings for each call.
- Recognize when something could be an emergency and prompt the caller to call 911 instead.
- The ability for the end user to easily modify call flows without programming knowledge.
- A dashboard showing all completed calls and any follow-up that needs to occur.
- The ability to track the follow-up performed by employees for record keeping and to avoid duplication of efforts.
- The ability to automatically transfer to another phone number and send text messages and emails.
- The ability to evaluate call flows prior to implementing them.
- Meet records retention requirements, including automatic deletion of files that are no longer required.
- API for future integration with CAD (365Labs).

MACC extends an invitation to your company to submit a written proposal to provide the following:

- System design
- Price

The Vendor should address the requirements for ease of use for both the calling public and MACC employees.

The Proposal should clearly define how the proposed system can satisfy MACC's requirements. This Request for Proposal (RFP) states the scope of the requirements and specifies the general rules for preparing the Proposal. MACC desires to purchase a complete system from a single Prime Contractor who will have complete responsibility for meeting the requirements specified within this RFP.

## 2. Rules of Preparation

### 2.1. Competitive Negotiation

The procurement of the system described in this RFP will be conducted according to a competitive negotiation, as per RCW 39.04.270.

- A copy of this RFP will be distributed to prospective Vendors.
- Notification of intent to negotiate will be received by the deadline specified in Section 2.2.
- Vendor questions will be received as specified in Section 2.3.
- Proposals must be received by the specified deadline in Section 2.4.
- The evaluation team will review and evaluate the Proposals.

- At MACC's discretion, a shortlist of the top Vendors may be assembled, and these Vendors may be asked to make oral presentations and perform demonstrations of their solution to the evaluation team; however, MACC at its sole discretion may enter into negotiations with a Vendor without developing a shortlist.
- The evaluation team will recommend one firm with which MACC will enter negotiations.

## 2.2. Notification of Intent

Vendors who plan to submit a proposal must email a Letter of Intent by 4:00PM (PST) on March 25<sup>th</sup>, 2024. The Letter of Intent must be delivered to the following:

MACC  
D.T. Donaldson  
Director  
d.donaldson@macc911.org

## 2.3. Instructions for Submitting RFP Questions

If additional information is required by the Vendor to further clarify the requirements stated within this RFP, written questions will be accepted by email until 4:00PM (PST) on March 29<sup>th</sup>, 2024. Answers to those questions will be distributed to all Vendors who submit a Letter of Intent.

All questions regarding the RFP must be emailed to the following:

MACC  
Gerrit Klein  
Technical Services Manager  
g.klein@macc911.org

## 2.4. Proposal Submission Deadline

MACC will receive sealed proposals until 9:00AM (PST) on April 5<sup>th</sup>, 2024 . Proposals not received by the specified time and date will not be considered or eligible to participate further in this RFP and procurement.

## 2.5. Proposal Submittal

### ELECTRONIC SUBMITTAL

One pdf of the technical proposal and one pdf of the cost proposal must be emailed to d.donaldson@macc911.org.

Vendors must allow sufficient lead-time to ensure receipt of their proposals by the date/time specified. Late proposals will not be accepted.

## 2.6. Proposal Modification

Proposals may be modified, withdrawn, and/or resubmitted in writing prior to the deadline for proposal submission by an authorized representative of the Vendor or by formal written notice. After this deadline, no withdrawals or resubmissions may be made for any reason. Proposals shall remain valid for 120 calendar days from the date of submission.

## 2.7. Proposal Evaluation Criteria

The evaluation criteria, in order of relative importance, will be used to evaluate the responses:

1. Capability to meet MACC's requirements with a system specific to public safety non-emergency calls and call processing.
2. Ease of use and operation
3. Pricing (initial and ongoing)

An evaluation team composed of representatives of MACC will evaluate proposals on a variety of quantitative and qualitative criteria. Cost will be only one of the determining factors in awarding the contract. The Cost Proposal will be evaluated once evaluations are completed for the Technical Proposal.

## 2.8. Proposal Structure

All Vendors must structure their proposals in the following manner:

- **Cover Letter** — a cover letter, signed by an authorized representative of the Vendor, must be submitted. It must contain the name and address of the corporation or business submitting the proposal, as well as the name, email address, telephone number, and title of the person authorized to represent the Vendor. A contact should be named in the cover letter as the initial point of submitting questions regarding the proposal. The cover letter should also include a validity period for the Proposal for a minimum of 120 days from the Proposal submittal date
- **RFP Addenda** — copies of all addenda, if issued
- **Executive Summary (Section 1)** — the Vendor shall submit an executive summary of the Company's experiences and history, the proposed system, covering the main distinguishing features and benefits, in non-technical terms. The Executive Summary shall condense and highlight the contents of the solution being proposed by the Vendor in such a way as to provide the Evaluation Committee with a broad understanding of the Proposal
- **Functional Requirements (Section 2)** — this section of the Proposal must begin with an overview of the proposed system. Next, include descriptions of the proposed components in terms of their value/benefit to MACC. RFP content may not be modified with the exception of changes indicated by issued addenda.
- **Project Management and Implementation (Section 3)** — this section shall contain responses to RFP Section 7
- **Training and Documentation (Section 4)** — this section must contain responses to RFP Section 8
- **Warranty, Maintenance, and Support (Section 5)** — this section must contain responses to RFP Section 9
- **Reference Information (Section 6)** — this section shall begin with a brief history and background on the company for both the Prime/Vendor and any subcontractors proposed/optioned.
- **Appendices** — the Vendor may include supplemental information and reference it from within the Proposal response.
- **Cost Proposal** — detailed cost information must be included in a separate proposal marked "Cost Proposal". Section 10 of the RFP provides the format for the Cost Proposal.

### **3. General Information, Background, and Overview**

The following information is intended to provide the Vendor with an overview of the communications environment for MACC.

#### **3.1. Background**

MACC provides emergency and non-emergency public safety communications within Grant County, Washington. MACC serves a population of approximately 100,000. MACC processes incoming 911 and non-emergency phone calls for Police, Fire, and EMS. MACC handles approximately 80,000 non-emergency calls per year. Most calls will be entered into CAD as a dispatchable call for service, but some calls may need to be referred to other agencies.

#### **3.2. Sample IVR Call Flow**

Community member calls MACC non-emergency line to report a crime. The IVR obtains the caller's name, address, phone number, and what they are reporting. The information is compiled in a single location that allows a MACC employee to quickly enter the information into CAD to create a dispatchable call for service. The MACC employee is able to mark the call as entered into CAD within the system.

### **4. Terms and Conditions**

#### **4.1. Proposal Cost**

Vendors are responsible for all costs incurred in the development and submission of their proposals. MACC assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a proposal by a Vendor, the evaluation of an accepted proposal, or the selection of finalists. MACC is not contractually bound until a written contract is executed.

#### **4.2. Proposed Contract**

Vendors should enclose with its Response its proposed contract. MACC desires a relationship-based contract of a three (3) year duration, with the option to auto-renew in subsequent years.

#### **4.3. Duly Authorized Signature**

The proposal must contain the signature of a duly authorized officer of the Vendor, empowered with the right to bind the Vendor.

#### **4.4. Prime Vendor Responsibility**

The selected Vendor shall be responsible for meeting all Vendor accepted requirements. Further, MACC will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including the performance of services and the payment of any and all charges resulting from contractual obligations.

Upon contract award, the selected Vendor will be directly responsible for all of the Vendor's subcontractors, if any. The selected Vendor will designate a project manager to serve as the point of contact for MACC and manage the project.

#### 4.5. Party Relationships

The Vendor should clarify its relationships with parties supplying portions of the solution and specify what each party is providing.

#### 4.6. Proposal Validity Period

All submitted proposals must be binding for a period of 120 days from the proposal submission deadline. Vendors must indicate willingness to extend the validity period upon request.

#### 4.7. Contract Includes Proposal and Addenda

The proposal submitted in response to this RFP and all addenda (if issued) will be required to be included as part of the final contract with the selected Vendor and amended during final negotiations.

#### 4.8. Insurance

The following are insurance preferences; the successful Vendor must provide insurance certificates after receiving notice of award.

- Commercial General Liability Insurance coverage of \$1,000,000 combined single limit per occurrence for personal injury and property damage
- Worker's Compensation and Employers' Liability coverage with Workers' Compensation limits of \$1,000,000 per accident
- Technology, Electronic or a Professional Liability Errors and Omissions policy of \$1,000,000 general aggregate limit
- Automobile Insurance - \$1,000,000 Automobile Liability including owned and non-owned and hired auto coverage as applicable

#### 4.9. Costs

All costs must be detailed in a separate Cost Proposal. All components necessary to meet requirements, as proposed, must be included in the base cost, with all extra cost options specifically stated. Vendors are not to option software, services, and products needed to comply with the RFP requirements, but may option items and services for the MACC's consideration.

#### 4.10. Confidentiality of Documents

All responses to this RFP will become the property of MACC and reasonable precautions to ensure the confidentiality of the material will be taken. The successful proposal will become public information after contract award subject to any valid exceptions under applicable law. Under no circumstances shall any material reflected in the Cost Proposal be considered a trade secret or otherwise withheld pursuant to a public records request.

#### 4.11. Right to Reject Proposals

MACC reserves the right to reject any and all proposals or any part of any proposal; waive defects or technicalities; or solicit new proposals on the same project or a modified project, which may include portions of the originally proposed project, as MACC may deem necessary or in its interest.

#### 4.12. Demonstrations

MACC may require demonstrations of the proposed system. All demonstrations conducted at MACC's site will be the Vendor's responsibility. Virtual demonstrations are acceptable.

### 5. Functional Requirements

Vendor shall provide a system overview, including a list of specific functions to meet MACC's needs. If a function is not yet fully developed, provide anticipated timelines.

### 6. Platform Requirements

The system should be accessible from any typical internet browser.

#### Impact

The failure of the system should automatically revert to call handling by live operators.

### 7. Project Management

#### 7.1. Project Management Methodology

Vendors must include a description of the methodology that the cost, schedule, and performance of the proposed project are aggressively managed.

#### 7.2. Sample Project Plan/Schedule

Include a sample Project Plan that shows the major milestones of the proposed system. The final Project Schedule will be one that is mutually agreed and approved by MACC and the Vendor.

#### 7.3. Resumes

Attach sample resumes for representative personnel that may be associated with the implementation and completion of the project.

#### 7.4. Acceptance Testing and Cutover

The Vendor should provide an overview of its testing plan to validate the functionality of the proposed solution.

### 8. Training

The Vendor must furnish a copy of its training plan to support this project.

### 9. Warranty, Maintenance, and Support

#### 9.1. Defects

Vendor should describe how it provides support for its software procured directly from Vendor. During a support contract or warranty, Vendors will be required to provide support for its software procured through the Vendor.

## 9.2. Warranty Coverage

Vendors should provide a one-year warranty for its software from cutover and describe the framework for its warranty and support.

## 9.3. Warranty

For all software proposed, describe when warranty begins; when warranty ends; what the warranty includes (such as labor and software upgrades).

## 9.4. Maintenance

Support must be available for all products that have been proposed, as part of an ongoing maintenance program that begins at the end warranty.

## 9.5. Product Upgrades

Describe any product upgrades that will be provided as a part of maintenance and whether these upgrades incur additional costs.

## 9.6. Products Covered

Specify the proposed products that will and will not be covered during the maintenance period.

## 9.7. Support During Maintenance

Describe the support services that will be provided during the maintenance period.

## 9.8. Support Availability

Support services must be available during normal business hours (24/7 preferred) for any type of problem. Vendor must provide a detailed discussion of support availability offered.

# 10. Cost Proposal

## 10.1. Cost Proposal Guidelines

The Cost Proposal is to be bound separately and labeled clearly.

## 10.2. Base Cost

Please include the following items in the base cost:

- Software costs
- Services cost (including implementation, training, and testing)
- Total cost
- 5 years of maintenance/support

### 10.3. Optional Costs

Please list all optioned costs. Provide a description or a reference to the appropriate Proposal section in the pricing to assist in evaluating the option.