

CITY OF LYNDEN

POLICE DEPARTMENT



REQUEST FOR QUOTATIONS
FOR
Mobile Computer Systems
City of Lynden, Washington

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LYNDEN POLICE DEPARTMENT

Mobile Computer Systems

Foreword

This is the specification for selection of Mobile Computer Systems for the Lynden Police Department.

Background Information

The City of Lynden is located in the northwest corner of Washington, approximately 3 miles south of the Canadian/US border and 12 miles from Bellingham, the largest city in Whatcom County. Lynden and the surrounding area is primarily an agricultural community, with many family dairy and berry farms. We have a strong light industrial base (primarily agricultural in nature) and retail & tourist trade centered on a European theme, which has its roots in the Dutch heritage a significant percentage of Lynden's population enjoys.

Lynden is the 2nd largest and the fastest growing community within Whatcom County with a current population of approximately 11,000 and 4.12 square miles within the city limits.

The Lynden Police Department has 14 commissioned officers including a Chief of Police, 1 Deputy Chief, 2 Sergeants, 1 detective, and 9 patrol officers; 3 civilian employees and 1 limited commission codes enforcement officer control officer. LPD also has 2 volunteer reserve officers who assist the regular full time officers with numerous special events and patrol.

The Lynden Police Department patrol cars currently use Mobile Computer Systems from Palomar Data Systems and Polaris Digital Systems to access the Washington Department of Licensing for driver and vehicle checks via software from Voyager Systems using Sprint Mobile Broadband Cards. We need additional compatible systems for newer vehicles we have purchased.

Part 1 - General

1.01 Purpose of Request for Quotation

The purpose of this Request for Quotation (RFQ) is to present to interested vendors the specific requirements for the acquisition of Mobile Computer Systems for use by the City of Lynden Police Department in our patrol vehicles.

1.02 Definition of Terms

For the purpose of this RFQ the following terms will be used:

- **Mobile Computer System** – is defined as the entire computer system solution including hardware, operating system, documentation, implementation support, and training.
- **Cabling** – is defined as the cables necessary to connect the Mobile Computer System computer in the trunk to the LCD monitor, keyboard, and integrated keyboard touchpad located on or just in front of the dashboard and above the central console of the Specified Vehicles.
- **Operating System** – is defined as the computer hardware operating systems software related directly to the operation of the computer and peripheral devices.
- **Application(s)** – are the software used to perform the targeted business functions as defined in the specific system requirements.
- **Documentation** – is the written and computer based instruction used to instruct the end user or system operations staff in operating and maintaining the system. This should include operating and user manuals and on-line help screens.
- **Warranty** – is the manufacturer guarantee on all hardware and software for a 5 year period from time of purchase.

1.03 Confidentiality

Any data or information received by the vendor in responding to this RFQ is confidential and should be treated as such by the vendor. City of Lynden will treat any vendor information marked as confidential or proprietary accordingly.

1.04 Rejection of Quotations

The City of Lynden reserves the right to reject any and all Quotes or to obtain modified quotes from any vendor.

1.05 Quotation expiration dates

All Quotation responses, including costs, must be valid for 90 days from the RFQ due date noted in section 2.03.

1.06 Evaluation process

All Quotations received will be evaluated using the criteria outlined in this document. Vendors will be notified as to the result of the selection process.

Hardware and Software identified in this Quotation will be acquired either on an integrated basis from one vendor or City of Lynden may select the best products from several vendors.

1.07 Incurred cost

City of Lynden is not liable for any costs incurred by vendors in connection with quotation preparation, demonstrations, and pre-sales meetings or contract negotiation.

1.08 Liquidated damages

The time for completion of this contract is set forth herein. Time is of the essence of this contract. Vendor and the City agree that damages for failure to timely perform the Vendor's obligations hereunder will be impossible to ascertain with any degree of certainty. Vendor therefore agrees that, if Vendor shall fail to complete this contract by the time set forth herein, Vendor will pay, and does hereby promise to pay, to the City as liquidated damages, a total of \$100 per day for each day that lapses beyond the time set for completion of the contract. The contractor further authorizes the City to deduct from any amount due, or to become due to Vendor, any money that becomes due hereunder as liquidated damages. The Vendor further agrees that payment of such liquidated damages does not release the Vendor from full completion of all of its obligations under this contract.

The City, at its sole discretion, may extend the time for completion of this contract at the request of the Vendor, if such an extension is in the best interest of the City, and is permitted by law.

Part 2 - Directions for preparation

2.01 Preparation

Quotations should be prepared simply and any vendor brochures, exhibits, or preprinted materials should be clearly referenced to the appropriate section of the quotation.

2.02 Submission

4 sealed copies of each Quotation should be submitted and sent to:

Project Coordinator:

Tony Velasco
Administration 300 Fourth Street
Lynden, WA 98264
(360) 354-1170

2.03 RFQ Due Date

Responses are due no later than 1:00 P.M. PST September 30th, 2009. See RFQ Schedule Part 5 for the RFQ selection process schedule dates.

2.04 General instructions to vendors

Prices quoted shall be in U.S. currency and include all applicable packaging and transportation cost to the City of Lynden, and all training and documentation fees.

If the vendor does not charge Washington State Sales Tax, it will be added to their quote as Use Tax so all quotes have tax factored in.

2.05 Defects in request for quotation

Vendors are requested to carefully review this RFQ immediately for defects and questionable matters. Any questions, objections or comments should be submitted in writing to the **Project Coordinator noted in Section 2.02 above**, so that any necessary amendments may be published and distributed to bidders to prevent any misunderstanding that would cause deficiencies in vendor specification or prices. Vendor's protest based upon any omission, errors, or the content of this RFQ will be disallowed if not made known as defined herein.

2.06 Prior information

Any information, which may have been released either verbally or in writing before the issuance of the RFQ, is to be disregarded.

2.07 Assigned personnel

The City of Lynden reserves the right to request changes in vendor representative if, at City's sole discretion, assigned personnel are not satisfying City's needs adequately.

2.08 Third party claims

City of Lynden must be held harmless from any third party legal claims involving the use by City of Lynden of any software product or technique provided by the vendor.

2.09 Contractual obligations

If the proposed services include the use of products or services of any other company, the prime vendor will be fully responsible for the entire proposed system.

Part 3 - General Specification

3.01 Vendor Qualifications

- A. PERFORMANCE HISTORY: Vendor must have successfully provided similar Mobile Computer Systems for at least three organizations of similar or larger scope, within 1 year of the date of this RFQ. Proof of performance shall be in the form of reference sheets which shall include contact information for each organization, a brief description of the equipment provided, and the total cost of the equipment provided.
- B. SYSTEMS INSTALLATION EXPERIENCE: Vendor must be able to prove to the satisfaction of the City of Lynden that it has significant experience in the configuration, installation, end user training and support of Mobile Computer Systems. Vendor must provide a minimum of three references supporting its claim of experience for similar law enforcement projects within the 3 years before the quotation date. Documentation must be included with the quotation documents submitted.
- D. TIME IN BUSINESS: Vendor must have been in business and in the business of installing and supporting Mobile Computer Systems, continuously, for a period of at least three years, prior to the date of this project. Vendor must submit at least one project reference for each of the three years before the date of this project. These project references shall contain the same information required in Paragraph B above.

3.02 System installation and support

The vendor will be responsible for the physical installation of the computer systems, and installation costs should be included with the pricing of the Mobile Computer Systems. The vendor shall be responsible for installation support, warranty support, and help desk support during the installation period. In addition, the vendor, as part of the submitted quotation, shall provide support services necessary to insure successful operation of the system including, but not limited to the following:

- Support for Mobile Computer Systems installation, testing and implementation, including phone and email support with City of Lynden staff and the vendors own subcontractors.
- Training support for City of Lynden computer technology staff in the use, maintenance, and management of the Mobile Computer Systems.
- Hardware and software support via phone, email, or onsite as specified in the warranty during the initial operating period of each Mobile Computer System.

3.03 Orientation and training

The selected vendor must provide manuals and documentation for all phases of Mobile Computer System operation and control. This documentation and training should include, but is not limited to: system care, maintenance, power up, power down, and troubleshooting. The vendor shall provide written documentation on

the Mobile Computer Systems and operation of the Mobile Computer Systems, in either electronic or traditional paper forms.

3.04 RFQ Response format for Evaluation

Vendor response must address, in detail; each element outlined in Part 4 below. In addition, the vendor's response will be evaluated based on response to all sections of the RFQ. Any sections not addressed will be scored against the vendors overall rating.

The vendor must include the following information and detail on their response:

- For each Mobile Computer System the vendor must provide in detail the one-time and recurring cost for annual maintenance and support.
- One-time cost for user training.

3.05 Payment Terms

The vendor shall be compensated via NET 30 terms after acceptance by City of Lynden after test and verification of all Mobile Computer System equipment by City of Lynden Computer staff.

Part 4 - Specific Requirements

4.01 Quantity to be quoted

- A total of 4 units should be quoted, 3 for use in Ford Crown Victoria, and 1 for use in Chevy Tahoe.

4.02 General Specifications

- Each Mobile Computer System must meet the following requirements:
 - Non-Proprietary 'Open Architecture' design, which allows substantial accommodation for increased capabilities and peripheral options.
 - Must use an Intel Pentium M or newer processor at speeds of 1.8GHz or better.
 - Minimum 80 GB Hard Drive
 - Minimum 1GB of RAM
 - Minimum 3 USB 2.0 Ports in the trunk mounted unit
 - Minimum 4 USB 2.0 Ports in the front mounted with/near the screen or integrated with it.
 - Minimum 1 10/100/1000 Ethernet Port
 - PCMCIA Card: Each unit must support PCMCIA standards such as cardbus. Each unit must support Type I, Type II, and Type III pccards. This support should be internal to the unit.
 - Sound Card
 - Internal Power Supply
 - Windows XP Professional Operating System
 - Power Management System that does not require Charge Guard or other timing devices and can be programmed to initiate an automatic and controlled shutdown of the computer operating system whenever the engine is off for a pre-programmed time delay or if a low battery condition is detected. This system should also includes the following:
 - Graphical User interface to administer and apply system settings
 - Password protection allowing administrators control of system configuration and settings.
 - Audio warning that alerts officer of initiation of the controlled operating system shutdown.
 - Battery voltage readings and settings for orderly operating system shutdown requirements
 - Display backlight control that actively monitors user input and provides time settings that will extinguish the display backlight to prevent unnecessary battery drain.

- Single button shutdown capability to perform an orderly and proper shutdown of the computer and Windows operating system.
- Rugged Sealed Backlit Keyboard with integrated touch pad pointing device
- A fully separate 12.1" Mobile Computer System screen, SVGA (1024x768) resolution minimum. Screens with higher resolutions also acceptable.
- Touch Screen that can be used with gloved hand
- Internal Stereo Speakers contained in the display housing
- Operating system shutdown switch to initiate the operating system shutdown
- Minimum 1500 nits at full brightness
- Must be fully dimmable for nighttime use
- Composite Video option that can be added to the Mobile Computer System for displaying NTSC video
- Single button switch allowing the user to switch from the display between optional NTSC video and the computer displayed information
- All system components must be able to be turned on, and operating properly in a minimum temperature range of -15 degrees Fahrenheit to 120 degrees Fahrenheit.
- All system components must be able to withstand shock of 30G at 11ms half sine during operation
- All system components must be able to withstand vibration of 3.0 G rms, 5-1000Hz
- Mounting kit to mount the keyboard and Mobile Computer System screen to the dashboard or directly in front of the dashboard in a configuration that is airbag safe. The mounting system should have an adjustable, lockable, swing arm for the keyboard.
- Tray for the trunk to mount the Mobile Computer System computer in the trunk. This tray should be a sliding tray with a locking mechanism.
- QTY 3 System Installation Cabling for Ford Crown Victoria to connect the Mobile Computer System computer in the trunk to the Display and keyboard in the front of the vehicle.
- QTY 1 System Installation Cabling for Chevy Tahoe to connect the Mobile Computer System computer in the trunk to the Display and keyboard in the front of the vehicle.
- QTY 1 Secondary Display and keyboard system for the rear of the Chevy Tahoe including any cabling and mounting equipment required for installation in that location.
- Manuals on system operation and maintenance, in electronic format, either HTML or PDF.
- 2 Year warranty minimum on ALL Mobile Computer System components listed above, and any other components not listed above that are required for total Mobile Computer System operation, with option to extend the warranty for future years.

4.03 Alternate Equipment

The quoted equipment includes A separate keyboard/integrated touchpad with backlighting, a separate 12.1” or larger touch screen LCD display, and a separate trunk mounted computer, along with all appropriate cabling and mounting kits.

Requirements may be met in a different or alternate fashion that can be demonstrated as equal or superior to the specifications listed.

It is also anticipated that a bidder may have an option, enhancement, accessory, or suggestion which may provide a better overall system, value, product, etc to Lynden Police Department and not be in the above outline.

4.04 Ongoing Maintenance Support Services

The City of Lynden has full time technical staff. Therefore, vendors will be the support channel for the City of Lynden’s computer support staff. Vendors are requested to present ongoing technical support services as part of their response. Vendors will indicate levels and cost as follows:

- | | |
|-------------------|---|
| Warranty Support: | Length of warranty, coverage of warranty (hardware, software, training, help-desk), Phone numbers and email addresses to contact for support, hardware repair/replacement policy (cross-ship/ship to vendor/onsite), response guarantees (guaranteed callback time, repair/replacement time), coverage time (is coverage eight hours a day five days a week or 24 hours a day seven days a week). |
| Cost factors: | Indicate any additional support costs outside of warranty coverage, including, but not limited to, shipping costs, and any types of support not covered under warranty. |
| Experience: | Indicate similar support experience and list of current clients for reference. |

Part 5 - RFQ Schedule

The schedule of events outlining the timetable for RFQ publishing, vendor meetings, response, reviews, and selection.

Milestone	Date(s)
Publish Request for Quotation	09/23/09
RFQ Responses Due from Vendors	09/30/09 1:00pm
Review and Selection of winning quote	09/30/09
Present quote to City Council for approval	10/08/09
City Council review and approval	10/08/09
Mobile Computer System delivery, no later than	11/2/09