City of Moore

117 E. Main Street
Moore, OK 73160

REQUEST FOR PROPOSAL

RFP Number:	**2025-006**
RFP Title:	**Integrated Public Safety System RFP**

Submittal Deadline	
Date:	April 3, 2025, 2:00 PM CST
Time:	**2:00 PM CST**
Location:	City of Moore
Address:	City of Moore Attn: Major Chris Maddocks 117 E. Main Street Moore, OK 73160

RFP TIME LINE: The **anticipated** schedule for this RFP is as follows:

RFP Issue Date	February 11, 2025
Pre-Proposal Conference Call	February 27, 2025, 10:00–11:00 AM CST
Final Written Questions Due	March 6, 2025, 5:00 PM CST
Reponses Addenda Posted	March 20, 2025
Proposal Submission Deadline	April 3, 2025, 2:00 PM CST
Shortlist Notification	May 2025
Onsite Demonstrations	June 2025
Contract Negotiations	July 2025
Recommendation to Council	August 2025

Table of Contents

This Page Intentionally Left Blank

1.0 INTRODUCTION AND VENDOR INSTRUCTIONS

1.1 Introduction

The City of Moore, Oklahoma invites your company to provide a proposal for the implementation of a replacement of its Public Safety Systems.

The City is looking for a systems integrator (SI) proposal that provides the functionality to replace its current systems with either a single vendor or best of breed solution, where the SI Vendor provides a single proposal and assumes total responsibility for the integration, implementation and ongoing support of the integrated solution.

The City is soliciting proposals for replacement of the following components:

- Computer Aided Dispatch System (CAD)
- Law Records Management System (LRMS)
- Mobile - CAD Mobile Data Terminal (MDT) and Field Based Reporting (FBR)

The proposed system must integrate with the new City FRMS (First Due).

The City recognizes that this project will have a significant impact on the City staff and is looking to minimize that impact insofar as possible. To the extent vendor is able, the City is looking for the vendor to **conduct a thorough business analysis** at the start of each module and to provide the City with a **pre-configured system** using its best practices and experience as a model. The City is expecting to review and test this pre-configured system, requesting changes as required.

Overall services associated with the implementation of all proposals must include:

- Business Analysis,
- Systems integration design,
- Project management,
- Hardware,
- Any software customization to meet specifications,
- Data migration,
- Testing,
- Training and
- Ongoing Maintenance.

1.2 City of Moore Background

The City of Moore is in central Oklahoma, strategically positioned along the I-35 corridor between Oklahoma City and Norman.

With a population of approximately 68,000 as of 2024, Moore is one of the fastest-growing cities in Oklahoma and serves as an integral part of the Oklahoma City metropolitan area.

Historically a railroad town, Moore has evolved into a thriving suburban community while maintaining its close-knit, small-town charm. Geographically, the city is part of the Cross Timbers region, known for its mix of forest and prairie landscapes, which offers a diverse ecological setting.

Moore is known for its resilience, having rebuilt multiple times after devastating tornadoes, most notably in 1999 and 2013. In the aftermath of these natural disasters, the city has invested in stronger infrastructure, advanced storm shelters, and early warning systems, showcasing its commitment to safety and preparedness. Despite these challenges, Moore's economy has flourished, with major retail developments, small businesses, and cultural landmarks contributing to the city's growth. Moore is also home to a variety of parks and recreational facilities, including Buck Thomas Park and the state-of-the-art Moore Central Park and Station recreation center, making it a family-friendly destination.

Moore operates under a council-manager form of government, with an elected city council representing the interests of residents. The council is composed of district representatives and a mayor elected at-large. The city manager, appointed by the council, oversees the day-to-day operations of the city, ensuring efficient public services and community initiatives.

Police Department

The mission of the Moore Police Department is as follows: "The Moore Police Department is here to walk alongside residents to create a city desirable to live in. Forging strong partnerships, we will find answers and apply solutions to problems. Compassionately serving and seeking the best outcomes with the community. Fighting crime, Passionately Protecting the community, and humbly putting service before self."

In April 2023, the Moore Police Department achieved accreditation through the Oklahoma Association of Chiefs of Police, becoming one of only 18 accredited agencies in the state. The Oklahoma Law Enforcement Accreditation Program (OLEAP) includes over

180 standards that represent best practices for police operations. The accreditation process required extensive and dedicated effort to ensure that the department adhered with the program's policies and procedures. To earn the accreditation, every phase of the police department's operations was assessed by a team from OACP.

The department has a staff of 127 law enforcement and civilian members, responsible for an area of 22 square land miles.

Fire Department

Moore Fire Rescue protects a population of over 68,000 with 88 uniformed and civilian personnel staffing 4 fire stations strategically located throughout the city. They are an ISO Class 1 fire department. Moore's Class 1 rating is the highest possible and places them in the top 1% of fire departments nationally. Some of the many services they provide are:

- Fire Suppression
- Emergency Medical Services
- Disaster Management
- Public Fire Prevention Education

1.3 Project Intent

The City of Moore is currently using CAD and Law RMS from PTS Solutions. The current system has ineffective CAD Mobile capabilities, and the city has adapted by using the third-party product namely GeoSafe Mobile for Police/Fire Mobile. PTS also does not provide field reporting nor crime analysis capabilities.

The City is seeking to replace the PTS Solutions CAD/LRMS with a fully integrated CAD/LRMS/Mobile solution that has a seamless information flow between CAD Mobile and Law FBR, and interface with First Due FRMS.

The City Law Enforcement uses GeoSafe Mobile which only provides CAD mobile functionality. The City will evaluate the CAD Mobile and integrated workflow capability of the vendor's solution. If the vendor solution is equivalent to the current GeoSafe Mobile in CAD capability and provides the integrated workflow to FBR, the City with transition fully to the vendor's integrated Mobile solution. Otherwise, the City will require an interface between the vendor CAD, GeoSafe Mobile application, and FBR.

Similarly to Law, the City Fire Department is looking to replace GeoSafe Mobile with a vendor CAD Mobile solution. The City will require that the vendor's CAD Mobile provide push to respond features for time reporting purposes and transfer the time reports to the First Due FRMS.

In summary, the City is looking for an improved Mobile workflow, Field Reporting, and Analytics with the integrated CAD/LRMS/Mobile system.

1.3.1 Project Scope

Proposals are being sought through this RFP for a project that includes acquisition of:

- Call Taker Capabilities (i.e., Event Initiation and Processing, Event Updates, Address Validation, Processing Duplicate Calls for Service, Event Priorities)
- Police Dispatch Capabilities (i.e., Dispatch Decision Support, EPD, BOLO, Dispatch Units, Unit Status Management, Call Management, Supplemental Resources Tracking, Call Disposition)
- Fire Dispatch Capabilities (i.e., Fire Suppression, Mutual Aid, Move-Ups, Dispatch Apparatus, Toning, Rip & Run, Digital Dispatch to Mobile, ALS or BLS,)
- Emergency Medical/Fire Dispatch Capabilities (i.e., EMD, EFD)
- Administration Capabilities (i.e., Geofile Maintenance, Security, Logging, Configuration, Table Maintenance, Communication Center Relocation, CAD Catch-Up)
- Reports Management Capabilities (i.e., Report Entry/Edit/Approval, Report Indexing, Database Inquiry, Agency Reporting (NIBRS), Management Reporting, Incident Reporting, Racial Profile Reporting, Payments & Accounts, Productivity Reports)
- Mobile Citation Capabilities (i.e., Electronic Field Ticketing, Driver's License Swipe, Management Reporting, Demographics and Trends)
- Crime Analysis Capabilities (i.e., Statistical Data, Traffic Summary, Arrests, Master Name Index, GIS mapping, Crime Patterns, Criminal History)
- Case Management Capabilities (i.e., Case Initiation, Document Management, Reports Management, Master Name Merging, NIBRS Reporting, Warrants, Electronic Ticketing, Scheduling and Calendar)
- Interfaces to certain City systems (e.g., Brazos Citations, ESRI GIS, First Due FRMS, Interface to IP based Fire Station Alerting)
- Business Analysis,
- Project management,
- System Integration Services
- Any software customization to meet specifications,
- Data migration,
- Testing,
- Training and
- Ongoing Maintenance.

1.3.2 City's Preferred Solution

The preferred solution is an industry standard Commercial off the Shelf (COTS) system that is SaaS or locally hosted and provides for a limited number of software vendors, ensuring streamlined integration, reduced complexity, and ease of ongoing maintenance. Additionally, the proposed solution must be one that the systems integrator has successfully deployed in previous projects, demonstrating their proven expertise in delivering and integrating the proposed technologies.

If locally hosted it must operate on the Microsoft Operating Systems, Windows 10/11 desktops and Toughbook Rugged Mobile tablets (for MDCs). SaaS browser-based solutions that incorporate Web Services Internet technology will also be considered.

It is critical to the success of this project that the vendors perform extensive business analysis and provide process improvement recommendations to take full advantage of the proposed solution's potential. The City is looking for a system that allows for configuration changes to adjust the software to meet their needs.

The City is looking to establish a long-term relationship with a vendor. As such, the City is looking for a vendor whose primary business is the Public Sector and has a proven track record of:

- Financial stability
- Successfully implementing its system with similar sized cities to Moore
- Sustained history of significant re-investment in its software to keep it modern in terms of functionality and platform.

1.3.3 City Objectives

The objectives of this deployment include:

- Obtain new CAD/LRMS that is user-friendly and functional for first- and second-line staff that allows officers to complete reports in the field, optimizing active time and maintaining officer presence in the community.
- CAD/LRMS, integrated Mobile (MDT and Field reporting) and integrated CAD with FRMS
- Provide tighter workflow integration and improved functionality with the Digital Dispatch capabilities for both Law Enforcement and Fire
- Provide tighter integration and improved functionality with both Police and Fire Records and related Field Based Reporting Systems
- Automate and integrate functions currently requiring manual intervention to reduce staff workloads
- Reduce/eliminate redundant data entry
- Improve crime analysis and crime resolution using integrated GIS mapping, internal and external databases and modern data mining tools
- Ability to interface CAD with ESRI GIS for address validation
- Interface capability to surveillance systems such drones, Flock Cameras, and access to public cameras
- Have a fully integrated Electronic Document Management System with audit trail for file scanning, storage, electronic forms processing, and workflow
- Ability to rapidly recover the CAD/LRMS/Mobile system from a critical event
- Would also like to see a vendor that is innovative and looking to add functionality as technology, such as AI, progresses
- A system that comes highly recommended and has other user groups in the state

- It would also be an advantage to go with a company that has an accessible and knowledgeable customer support

The City requires that a single Vendor propose all project elements, subcontracting certain aspects as necessary. The City requires proposals with the following project elements:

- Process analysis and redesign in the context of the offered system
- Server hardware and software setup, if required, to include the operating system
- Application Software to include:
  - CAD System
  - LRMS System
  - Mobile (MDT and FBR) System
- Software Implementation
- Mapping System Integration
- Data Migration
- Internal and External System Interfaces
- Comprehensive System Training
- Software Maintenance & Support.

Additionally, the City of Moore seeks assurance of:

- Effective Vendor Project Management
- Long-term useful life of the system
- Vendor's commitment to keeping the system state-of-the-art
- Competitive prices.

The City of Moore desires to procure the most appropriate system within its financial means from a qualified vendor at a firm, fixed price. The City of Moore prefers to purchase an existing system that is in use by other similar agencies and is proven effective. Contracts shall be made only with a responsible Vendor who possesses the ability to successfully perform the requirements of this procurement. Consideration shall be given to such matters as software and hardware quality, Vendor integrity, record of past performance including prior successful implementation of proposed products, and financial and technical resources.

Each firm submitting a proposal must have established a state and/or national reputation for the planning, supplying, installing and maintaining of their systems. Firms are required to provide, as part of their normal updates, all changes to federal and state reporting forms and reports as they are issued by those agencies.

The City of Moore is interested in purchasing the best functional fit that it can afford. Consequently, although the City is requesting proposals for complete systems, including hardware, software, and services that include any and all third-party components, the City of Moore may choose not to acquire all system components proposed. The City may also exercise the option to procure third-party components directly using vendor-provided specifications (e.g., servers, field mobility devices).

It is important for the proposers to understand that the City has invested in its infrastructure and expects to leverage that infrastructure. The Vendor is expected to (a) specify hardware and network requirements as part of its proposal, and (b) propose services that enable it to certify that the hardware and network utilized by the City meets its minimum standards so that the Vendor can comply with performance requirements specified in this RFP.

1.4 Key System Functions

Certain key system functions are of particular interest to the City. These will be given a higher weight during the evaluation process and must be shown during the Demonstration phase of the evaluation process.

- Fully integrated Computer Aided Dispatch, Law Records Management, and Field Mobile functions with a preference for a single CAD Mobile and FBR application with automatic information flow between the two.
- Provide closest unit recommendations on request by dispatcher
- Ensure concurrent operation of the CAD/LRMS system so performance will not be degraded due to a single service request or transaction
- A system that enables fully field-based reporting capability and simplifies the process for field units when documenting field events (i.e., case reports, automated forms, associated case media)
- Fully integrated digital evidence management system with audit trail
- Functional ESRI-based GIS map for CAD, Mobile, and LRMS
- Comprehensive and highly effective statistical gathering, data analysis functions, and customizable reporting tools that are user friendly and easily manipulated to suit departmental needs
- Cleanup and migration of data from current PTS system and the legacy Global Systems data, OR the cleanup and archive of all data into an external database for legacy queries
- CAD function must be rapidly recoverable in the event of application failure

1.5 RFP Outline

The following table provides an outline of the RFP.

#	Section	Purpose
1.0	Introduction & Vendor Instructions	This section contains background information, instructions on how to submit a proposal and a guideline for the proposal contents and format.
2.0	Background and Functional Requirements	This section provides an operational background of the agency and a description of the current systems, as well the requirements for new ones.
3.0	Infrastructure Requirements	This section provides the requirements for the technical infrastructure supporting the system, whether Vendor-Hosted or On-Premise, as well as ongoing performance/update requirements.
4.0	Service & Maintenance Requirements	This section contains requirements for ongoing system maintenance and other services over the life of the system(s).
5.0	Acceptance Testing Requirements	This section contains requirements for the initial acceptance of the system.
6.0	Implementation Requirements	This section contains requirements for the conduct and completion of the implementation period.
7.0	Contractual	This section intended to assist the City preparing for the contracting process.
8.0	Price Requirements	This section describes the pricing details required and the payment and other related terms.
	Attachments	Attached files: ▪ A1 - Proposal Response Forms ▪ A2 - Functional Requirements Response Forms o FRR 1 – General System o FRR 2 – Computer Aided Dispatch System o FRR 3 – Law Records Management System ▪ A3 – City Documents

1.6 Proposal Process Instructions

1.6.1 Significant Dates

It is intended that the following dates will govern this procurement. They are subject to change at the discretion of the City of Moore.

Activity	Date/Time
RFP Issue Date	February 11, 2025
Pre-Proposal Conference Call	February 27, 2025, 10:00–11:00 AM CST
Final Written Questions Due	March 6, 2025, 5:00 PM CST
Reponses Addenda Posted	March 20, 2025
Proposal Submission Deadline	April 3, 2025, 2:00 PM CST
Shortlist Notification	May 2025
Onsite Demonstrations	June 2025
Contract Negotiations	July 2025
Recommendation to Council	August 2025

1.6.2 Communication with the City of Moore

All communications regarding this RFP from Vendors and other sources must be directed to the RFP Coordinator as follows:

Title	**Purchasing Agent**
Name	Barbara Furgiani, Purchasing
Address	City of Moore 301 N Broadway Moore, OK 73160
Email	bfurgiani@cityofmoore.com
Phone	405.793.5022

Contact with the City of Moore or any of their employees regarding this procurement is expressly prohibited without prior consent of the RFP Coordinator.

1.6.3 Pre-Proposal Conference Call & Questions

The purpose of the Pre-Proposal Conference Call is to provide interested vendors with an opportunity to obtain clarification, from subject matter experts, regarding the specifications and requirements outlined in this RFP.

The Pre-Proposal Conference Call date is listed in Section 1.6.1; this meeting is NOT mandatory. The meeting will be held via audio conference. Instructions for the dial-in to the audio conference can be obtained by sending an email to the RFP Coordinator at the address in Section 1.6.2.

It is preferred that all questions, comments and requests be received via e-mail no later than one (1) business day prior to the conference call. This will allow the RFP Coordinator time to review the questions and prepare responsive information prior to the pre-proposal conference call. Vendors may also ask questions, make comments, or request information during the pre-proposal conference. Verbal questions may be discussed at this conference call. However, all answers provided verbally will not be considered binding. The only official answers will be posted in writing in the form of an RFP Addendum on or before the date listed in Section 1.6.1.

Vendors are encouraged to submit questions or comments or make requests for information or clarifications until the Final Written Questions Due date identified in Section 1.6.1. All questions must be submitted via email to the address in Section 1.6.2. No additional questions will be responded to after the Written Questions Due date listed in Section 1.6.1.

1.6.4 Proposal Submittal

Vendors must deliver one (1) electronic copy (flash drive) of the Proposal Response Forms and Functional Requirements Response Forms (spreadsheets) in their native Word and Excel formats on or before the Proposal Submission Deadline identified in Section 1.6.1. Electronic images or .pdf versions of these files will not be accepted as compliant. In addition, Vendors must deliver a hard copy of one (1) original signed copy, three (3) bound copies, and current insurance certificate to the address shown below. Submissions must be signed by the person authorized by your company to commit your company to all instructions, conditions and pricing as defined, or entered in or on, the proposed documents. The proposals containing original signatures must be clearly marked "**ORIGINAL**".

Proposals submitted via email or facsimile will not be accepted. Proposals returned in a non-compliant format may be considered "non-responsive" and can be rejected. For supplemental information, place that information at the end of the section marked: "Vendor Supplemental Information".

All hard copy proposals must be delivered to the address shown below on or before the Proposal Submission Deadline identified in Section 1.6.1. Packages must be marked as follows:

Address	City of Moore Attn: Major Chris Maddocks 117 E. Main Street Moore, OK 73160
Title	Integrated Public Safety System Proposal
Date	April 3, 2025, 2:00 PM CST
RFP #	2025-006

In addition, Vendors must conform to the following:

- Vendors must follow the format outlined in Section 1.5 and fill out completely the form(s) furnished in:
  - A1 - Proposal Response Forms;
  - A2 - Functional Requirements Response Forms; and
  - A3 – City Documents
- Any costs associated with preparing proposals in response to this RFP are the sole responsibility of the Vendor.
- All proposals and supporting materials as well as correspondence relating to the RFP become the property of the City when received.
  - Any proprietary information contained in the proposal should be so indicated.
- The Vendor is responsible for assuring proposal delivery on or before the stated date and local time as well as for any associated delivery costs. The City is not responsible for lateness for any reason (e.g., mail, carrier). Proposals submitted after that date will not be considered.
- The City reserves the right to refuse all proposals in their entirety or select certain components and/or services from various proposals.
- Any exceptions to the specifications must be stated on the Proposal Response Forms.
- The City of Moore reserves the right to reject any or all proposals at any time, with or without cause.

1.7 Definitive List of Proposal Contents

The City of Moore requires a uniform proposal format so that all proposals can be fairly evaluated.

1.7.1 Response Format

Vendors are advised that the City of Moore's ability to evaluate proposals is dependent on the Vendor's ability and willingness to submit proposals which are well-ordered, detailed, comprehensive, and readable. Clarity of language and adequate, accessible documentation is essential.

Vendors must follow the response format outlined in the table below. In addition, response forms have been provided and must be used to allow each Vendor to provide a uniform response. The forms include:

- **Proposal Response Forms**. The Vendor is required to use the Proposal Response Forms contained in this volume for their proposal response. This volume contains response information from the Vendor related to qualifications and references, functional requirements, hardware and network requirements, contractual requirements and price proposal. All proposal responses must be entered into the electronic form (MS Word) provided as part of the Vendors proposal response. Electronic images or .pdf versions of these files will not be accepted as compliant.
  - Vendors may bid with either or both of the following system integration options:

- **On-Premise** – The City purchases software and implementation services from the Vendor, but elects to implement on the City's infrastructure.
- **Vendor-Hosted SaaS** – The City purchases the Vendor's SaaS services.

Sections corresponding to each proposal type are labelled in accordance to this (On-Premise solutions must respond to all sections with numbering that includes A, while Vendor-Hosted SaaS solutions should respond to all sections with numbering including B). Vendors capable of providing either solution should respond accordingly to both.

- **Functional Requirements Response Forms.** The Vendor is required to use the Functional Requirements Response Forms contained in this volume for their proposal response. This volume contains detailed descriptions of all technical and functional specifications and requirements for the proposed system. These forms can be found in Attachment A2 – Functional Requirements Response Forms and include:
  - FRR 1 – General System
  - FRR 2 – Computer Aided Dispatch System
  - FRR 3 – Law Records Management System

  All Technical proposal responses must be entered into the electronic form (MS Excel) provided as part of the Vendors proposal response. Electronic images or .pdf versions of these files will not be accepted as compliant.
- **City Documents –** The Vendor is required to complete the City Documents, found in Attachments A3.

Item	Instructions
Cover Letter	Submit a copy of the cover letter on your letterhead signed by the responsible official in your organization, certifying the accuracy of all information in your proposal, and certifying that your proposal will remain valid for a period of two hundred seventy (270) calendar days from the date of proposal opening. It should also include the names of individuals within the company to contact for technical, pricing, and contractual questions.
Use the Proposal Response Forms to respond to the following sections:	
Section 1.0: Qualifications and References Response	Use the attached MS Word file titled, **"Proposal Response Forms,"** to respond to this section.
Section 2.0: Functional Requirements Response	The requirements for all the software systems covered by this procurement are described in the MS Word file titled **"Proposal Response Forms".** Respond directly into MS Word File. Respond to the functional requirements by entering directly into the MS Excel spreadsheets under **Functional Requirements Response Forms"**.

Item	Instructions
Section 3.0: Infrastructure Requirements Response	Respond to RFP Section 3. Use the attached MS Word file titled **"Proposal Response Forms"** to respond to this section. Where the RFP asks for lists or detailed supplemental information, place that information in the Vendor Supplemental Information at the end of the section. Include a schematic of the system.
Section 4.0: Service and Maintenance Requirements Response	Respond to RFP Section 4. Use the attached MS Word file titled **"Proposal Response Forms"** to respond to this section. Where the RFP asks for lists or detailed supplemental information, place that information in the Vendor Supplemental Information at the end of the section.
Section 5.0: Performance Requirements Response	Respond to RFP Section 5. Use the attached MS Word file titled **"Proposal Response Forms"** to respond to this section. Where the RFP asks for lists or detailed supplemental information, place that information in the Vendor Supplemental Information at the end of the section.
Section 6.0: Implementation Requirements Response	Respond to RFP Section 6. Use the attached MS Word file titled **"Proposal Response Forms"** to respond to this section. Place the following information in the Vendor Supplemental Information: ▪ Proposed Implementation Schedule; ▪ Project organization chart; and ▪ Resumes for the persons who will work on this project.
Section 7.0: Contractual Response	This section is intended to assist the City preparing for the contracting process. Note responses in Section 7 of the **"Proposal Response Forms".**
Section 8: Price Proposal	Follow the instructions in RFP Section 8 for preparing cost summary, explanatory notes, and back-up details. Use the attached MS Word file titled **"Proposal Response Forms"** to respond to this section.
Attachments:	Appendix 1 - Brochures / specification / contracts for proposed products as necessary (if any)

1.8 Evaluation & Award Process

The City will conform to the evaluation and award process below, subject to change at the agency's discretion.

- Proposals will be objectively evaluated by a committee based on conformity to the specifications as determined by the evaluation criteria in RFP Section 1.9, and a short list will be developed.
- Short-listed Vendors may then be evaluated based on references, oral presentations, demonstrations and site visits to similar installations. Written responses to queries for further clarification may also be required.
- Final scoring will be based on the criteria given in Paragraph 1.10;
- Best and Final offers may be requested from the Short-listed Vendors; and
- Contract negotiations will begin immediately with the selected Vendor.

1.9 Initial Evaluation Criteria

The City will evaluate Vendors' proposals based on the completeness and quality of their responses to all sections.

Section	Description	Value
1.0	Qualifications & Experience	15
2.0	Functional Requirements	35
3.0	Infrastructure	10
4.0	Service & Maintenance	10
5.0	Performance	5
6.0	Implementation	10
7.0	Contractual	5
8.0	Price	10
Subtotal		**100**

1.10 Final Evaluation

Once a short list of Vendors has been invited to continue with the process, other Vendors will be notified. The short list of Vendors will be engaged to demonstrate their products; based on their performance in the demonstration, references and, if the City desires, site evaluations, up to two Vendors will be asked to participate in a best and final process.

Element	Value
Initial Evaluation Criteria (Table Above)	100
Demonstration & References	100
TOTAL	**200**

2.0 BACKGROUND AND FUNCTIONAL REQUIREMENTS

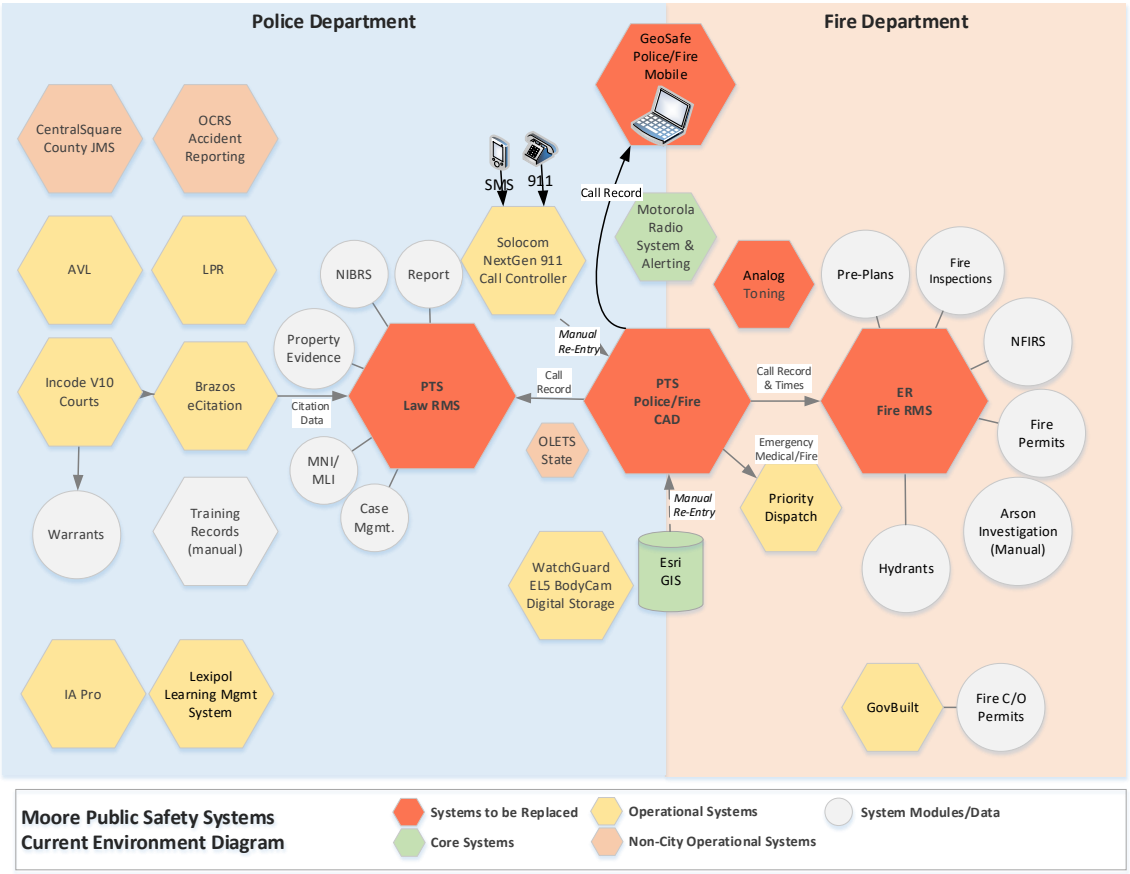
2.1 Introduction

This section provides agency operational background and detailed description of the systems being replaced by those systems outlined in Section 1.1 above.

2.2 Current Environment

2.2.1 Application Systems Overview

The organization's current public safety system environment consists of CAD and LRMS from PTS, Police/Fire Mobile from GeoSafe, and Fire RMS from Emergency Reporting (First Due FRMS will replace Emergency Reporting FRMS). Due to the lack of integration and modern functionality many manual workarounds are required. This segregation in software and lack of capabilities for the field has prompted the department to begin looking at new options which will enable them to integrate workflows, have robust field reporting capabilities, and provide accurate analytics. The core CAD/LRMS/Mobile systems operate in a traditional MS Windows based client/server environment. As shown below in **Figure 2.2.1 - Current Applications Diagram**, the systems are disjointed and data flow between them is minimal.



2.2.2 Current Applications

The City utilizes a series of applications that are critical to the overall service delivery function. These applications are summarized in table 1.1 below.

Table 1.1 - Ancillary CAD/LRMS/Mobile Applications

* Legend for Current Applications	
Action	**Description**
Replace	The City is intending on replacing this application with the selected solution.
Interface	The City is intending on keeping the application and interfacing/integrating it with the selected solution.

Current Public Safety Application/ Interface	Application & Version	Notes/Comments	Replace or Interface *
Dispatch			
▪ NextGen 911	Solacom	Provided by ACOG	Interface
▪ Call Taking/Dispatching	PTS 1.63		Replace
▪ Radio System	Currently Motorola (MCC7500) but will be transitioning to Harris	City May be purchasing Harris equipment in the next few years. *Interface to current Moto Console*	Interface
▪ Timeclock	City Server Time Sync	City Selecting New Vendor *Provide List of Compatible Vendors*	Interface
▪ Toning/Alerting	Analog	Being replaced by City with IP based fire station alerting with crescendo ability & audible tone delineation *Provide list of compatible vendors*	Interface
▪ Alerting	Currently Motorola	Will be replaced by new IP Alerting System	
▪ Mapping	ESRI	Arc Server 10.9.1	Interface
▪ Priority Dispatch	EMD/EFD/EPD	PDS V 14 & Aqua 7.1.1.7	Interface
▪ State Crime Database	OLETS		Interface
▪ Reporting	PTS V 1.63		Replace
▪ Alarm Billing	None	N/A	
▪ Fire RMS	FirstDue	City is Procuring	Interface

Current Public Safety Application/ Interface	Application & Version	Notes/Comments	Replace or Interface *
Police Records			
▪ Report Entry/Approval	PTS 1.63		Replace
▪ Case Management	PTS 4.40.7		Replace
▪ Property & Evidence	PTS 4.40.9		Replace
▪ Body Cameras / Digital Storage Management	Motorola Watchguard EL4 & EL5	Body Cameras and Digital Storage System	Interface
▪ Digital Evidence Management	Sharefolders	Provide New LRMS integrated Digital Evidence Management	Replace
▪ Crime Analysis	MS Access, Accurint	Provide Import/Export Capabilities	Import/Export
▪ Warrants	Incode V10		Interface
▪ Citation	Brazos		Interface
▪ Mugshots	None		
▪ Community Policing	None		N/A
▪ Crash Reporting	OCERS/crash docs		Interface
▪ Tow-Impound	PTS		Replace
▪ UCR/NIBRS	PTS		Replace
▪ Training Records	None	Done manually. City may explore 3rd Party System *Provide list of compatible vendors*	Replace
▪ Professional Standards	Lexipol/IAPro/Blue Teams		Import/Export
Detention			
▪ Booking	None	Handled by County Jail	
▪ Identification	None	Handled by County Jail	
▪ AFIS Interface	None	Handled by County Jail	
▪ Inmate Tracking	None	Handled by County Jail	
▪ Inmate Property	None	Handled by County Jail unless the property is to be logged into our evidence room	
▪ Reporting	PTS	Arrest Reports	Replace

Current Public Safety Application/ Interface	Application & Version	Notes/Comments	Replace or Interface *
Police Mobile			
▪ CAD Mobile	GeoSafe		Replace
▪ Field-based Reporting (FBR)	None		New
Fire & Rescue			
▪ CAD Fire Mobile	GeoSafe/PTS		Replace
▪ EMS	GeoSafe/Emergency Reporting/PTS	ESO/ER no longer supported. City Purchasing First Due	New First Due FRMS needs to interface with New CAD
▪ Fire Records/NFIRS	Emergency Reporting/PTS	ESO/ER no longer supported. City Purchasing First Due	New First Due FRMS needs to interface with New CAD
▪ Fire Mobile	GeoSafe		Replace
▪ Inspections	Emergency Reporting	ESO bought ER, will no longer be supported. City pursuing separate procurement of First Due	New First Due FRMS needs to interface with New CAD
▪ Incident Command	Everything previous mentioned		N/A
Other Systems			
▪ In-Car Cameras	Motorola		Interface
▪ Body Cameras	Motorola		Interface
▪ Surveillance Cameras	N/A		

These applications, although critical to the overall functionality of the organization, are not integrated into an efficient workflow. The public safety application architecture is characterized by CAD and records functions with little integration amongst them. Most of the processes are complex and must be manually inputted each day.

Further analysis of the organization's functional processes shows that this lack of integration forces the patrol units, records staff, and investigations to supplement automated activities with extensive paper tracking, manual workflows, and re-entry of information into multiple systems. A new integrated system with fewer interfaces will help bridge these gaps and create more efficient workflows.

With the current systems in place, it is difficult to extract crime statistics, hot spots, or trend analytics. With a new CAD/LRMS/Mobile system, units will have the information they need in a timely manner to give the best possible service to the City's citizens.

2.2.3 Current Infrastructure and Technical Environment

The PTS system is currently being hosted locally by City IT. The City IT has a primary datacenter at the Public Safety building which utilizes a VMware environment. The datacenter is housed in an F5 tornado-rated center. There is no backup data center, but they do perform offsite data backups. Data backups are performed in several different ways: Barracuda backup on-premises which is then backed up to the cloud; Backup using Veeam locally, which is then backed up offsite at the County Jail. They can boot up a server from the hardware at the County Jail.

Shown in the table below is a summary of the current technology in the City.

Question	Response
Operating Systems (OS) & Related Software	
Desktop operating system(s)	Windows 10 and Windows 11
Mobile device operating system(s)	Windows 11 and IOS 17
Server operating system(s) and version levels	Windows Server 22, 19, and 16
Relational database	SQL 19, SQL 16
Geographic information system (GIS)	ESRI 10.9.1 (Non-existent, 20 layers are used for Dispatch GIS with 270 layers available).
Business application environment	Munis 2021.10
Document management system	None
Hardware	
Server hardware (VM, hypervisor), version level	VM 7 and VM 8
Desktop hardware	65 total units
Mobile devices (MDCs, tablets, ticket readers)	40 laptops, 70 iPads, 50 ticket writers
Data Center	
City Data Center space, rack space, and environment (e.g., AC, power)	City has rackspace and power for a server
Backups and software used	City backs up using Veeam to backup VMs, that is then backed up to an offsite storage, City also uses barracuda to back up, and then send a backup of that to the cloud.
Disaster Recovery Site Details	City uses Veeam backup at a remote site. We can boot up a server on that hardware if needed.
Network	
Network equipment (e.g., switches, routers)	Cisco Catalyst switches, Fortigate routers
Secondary Internet Point of Presence (POP	City has a backup internet at another building that communicates across dark fiber. No load balancing, just backup.

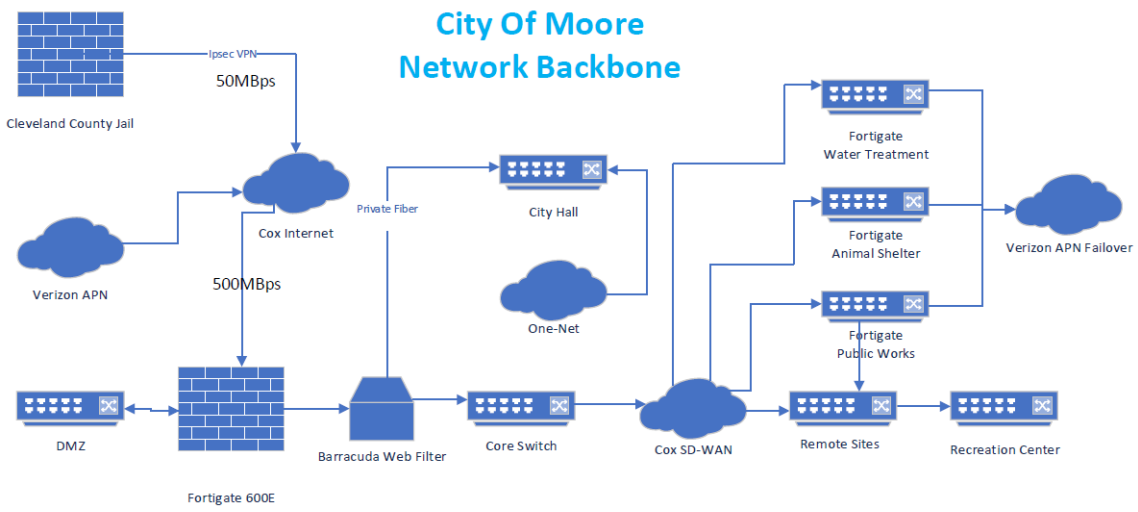
2.2.4 Current Storage Environment

The City has a primary storage site with 62 TB at the Public Safety Facility and backup data site at the Cleveland County Jail with 75 TB. These support all City and Public Safety Applications/Data and File Shares storage needs. City IT would like to continue to utilize these existing storage platforms to incorporate the new Public Safety system storage needs.

2.2.5 Current Network Environment

The current network within the City meets the current City operational needs. The Public Safety Facility has a 500 MB Internet POP with a backup Internet POP at City Hall that communicates over City Fiber. The backup site provides for internet backup but no load-balancing or automatic failover to the Public Safety facility.

Shown below is the current network diagram for the City.



2.2.6 Geographic Information Systems (GIS)

GIS is fundamental to the addressing integrity of the new public safety system. The primary geo-base platform, ESRI, accepts pre-validated addressing data. The ESRI platform acts as an address repository that is uploaded periodically into the CAD geo-base. The new LRMS system (and the new First Due FRMS selected independently by the Fire Department) will need to interface with the CAD geo-base for address validation. The City has ESRI GIS capabilities and is able to provide the requisite data to support CAD, mobile, and advanced analytics. However, the current PTS architecture limits the ability to effectively utilize the GIS for effective address validation.

2.3 City Sizing Parameters

Sizing parameters are provided below.

Table 2.2 Sizing Parameters

Sizing Statistics	Current
City Statistics	
City of Moore Total Population	68,000
Jurisdictional Area (Square Miles)	22
Number of Jurisdictions Covered	1
Number of PSAPs	1
Total 911 Calls per Year	10,525
Total Annual CAD Incidents	56,153
Total Fire/EMS Calls per Year	8,000
Number of Users per System	
Number of Call Takers/ Dispatchers	Total Licenses: 15 total dispatchers, unknown on licensing
Number of CAD Mobile Users	Total Licenses: 125, using GeoSafe
Number of FBR Mobile Users	Total Licenses: 125
Number of RMS System Users	Total Licenses: 125, unknown on licensing
Police Department	
Full time sworn/uniformed	105
Full time civilians	22
Number of Police Districts	6
Number of Police Stations	1, with an offsite training facility.
Number of Police Vehicles with MDCs	90
Law Enforcement – # of Dispatched Calls per Year	47,643
Average Response Time to Incidents	6 minutes
Number of Incident Reports/Cases per Year	6,400
Number of Arrests/Bookings per Year	1,310
Number of Field Interviews per Year	Unknown
Number of Traffic Citations per Year	26,796 tickets and warnings
Number of Warrants Issued per Year	2,440
Number of Subpoenas Processed per Year	None
Fire Department	
Full time sworn/uniformed	87
Full time civilians	1, with the desire for several more.
Number of Fire Stations	4
Number of Fire Vehicles with MDCs	23
Fire – Number of Dispatched Calls per Year	600
Number of EMS Units	0
EMS – Number of Dispatched Calls per Year	6400
Communication & Dispatch	
Number of Communication Centers	1

Number of Dispatch Consoles	4
Radio System	Currently Motorola (MCC7500) but will be transitioning to Harris
Number of Radio Channels	18
Number of Dispatch Protocols	66 between EMD and EFD
Integration with NG911 (Next Generation 911)	Solacom (in the process of implementing)

2.4 Future Direction

2.4.1 Application Systems

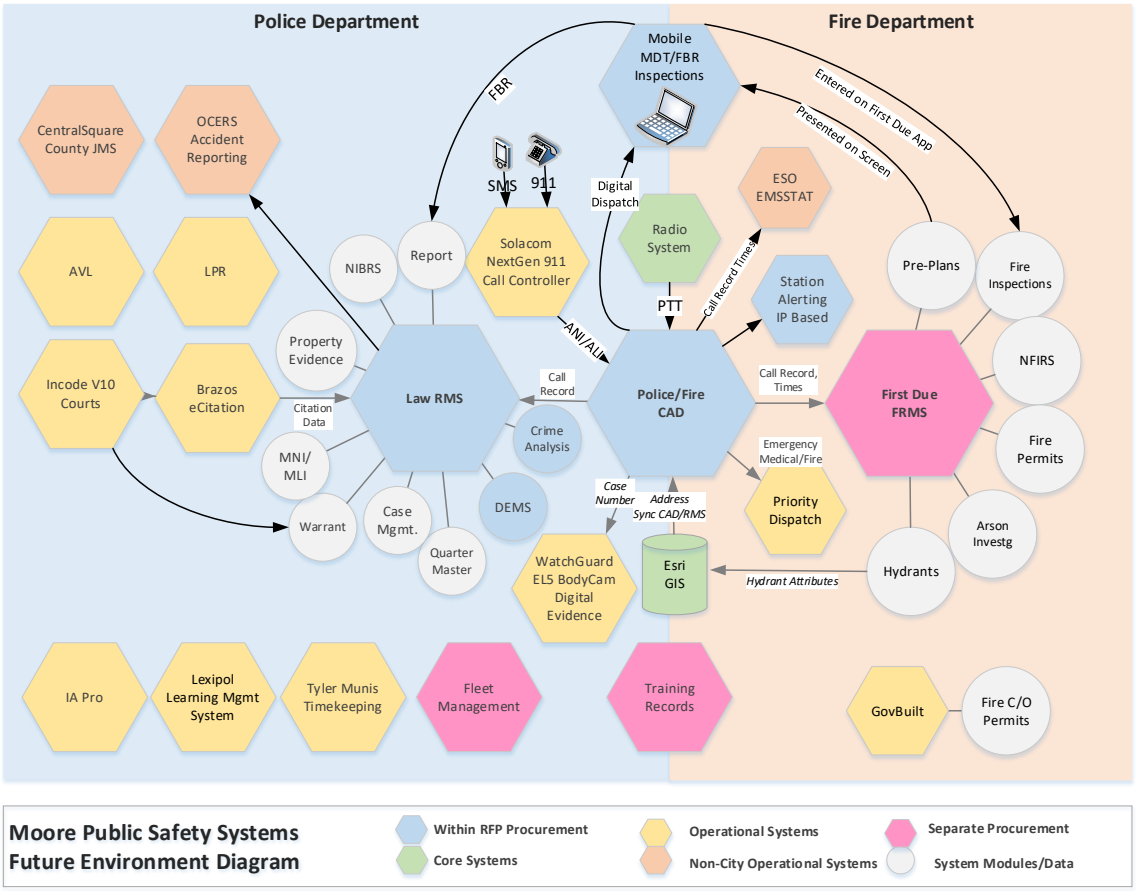
The City of Moore has chosen to invest in a next generation integrated CAD/LRMS/Mobile application suite in order to streamline the information flow within the City and improve the efficiency of its workforce.

The City is embracing digital government with a focus on improved field-based reporting and efficient operations. In the time since acquisition of the organization's current systems, processes and internal demands have evolved and expanded, creating functional gaps between the system's available capabilities and those being demanded by users.

The City desires to interface the replacement CAD/LRMS/Mobile system with several systems in order to service the community as best as possible. These are expected to include:

- NextGen 911 - Solacom (ANI/ALI to CAD)
- Timeclock (City is Selecting New Time Sync System)
- Mapping - ESRI GIS (Address Validation to CAD/RMS/Mobile)
- IP Based Fire Station Alerting (City is Selecting New Vendor)
- Radio - Motorola (PTT to CAD)
- Motorola Watchguard EL5 Body and Dash Cam (Case Number from CAD)
- Priority Dispatch ProQA (EMD, EFD, EPD into CAD Call Record)
- First Due FRMS (Call Times to First Due)
- ESO Emergency Medical Services RMS (Call Record & Call Times to ESO)
- Warrants/Court System - Tyler Incode V10 (Warrants to LRMS)
- Brazos (Citations to LRMS)
- OLETS System (Crime Search)
- OCERS (Crash Reports to State)

Figure 2.4.1 - Future Public Safety Systems Interaction Diagram below depicts the required systems architecture including the desired interfaces with a description of the data to be transferred.



2.4.2 Infrastructure and Network

It is expected that if a self-hosted option is chosen, the primary applications will be installed in the City of Moore's primary data center. Any ancillary or additional systems that may be required (e.g., imaging server) will also be installed at the primary data center, which also houses most of the users of the integrated system. Alternatively, a Cloud-based option will be operated from the Vendor's data center.

Nearly all users of this system on the Local Area Network are supported by fiber. It is expected that the Vendor will review the City's network and identify any network concerns it might have that would impede it from meeting the performance requirements specified in Section 5.

The mission critical applications are vital to the ongoing operation of the organization, and it is requested the Vendor propose a backup solution for both cloud and on-premises solutions. Please use the **A1 - Proposal Response Forms**, Section 3.3A.3, OP: Disaster Recovery Solution or Section 3.3B.3, SaaS: Disaster Recovery Management to propose a backup solution and give any details regarding City requirements for the site.

If the solution provided is not Cloud-based, rack space for equipment specified by the Vendor will be provided. The Vendor will provide specifications for its equipment as well

as the servers used to support the system. These systems will be installed by the City of Moore at the City Hall data center.

2.5 Functional Requirements

The City will replace the existing public safety systems to include all Call Taker, Dispatch, CAD Administration, Fire Dispatch, Police Records Management, Digital Evidence Management, Crime Analysis, Case Management, Property and Evidence, Reporting and Mobile Dispatch and Field Based Reporting functionality.

Core components of the optimal design for the City include the Overall Functional Requirements identified in Section 2.5.1, below, as well as the Software Functional Requirements referred to in Section 2.5.2, below, and identified specifically in the Functional Requirements spreadsheets.

2.5.1 Overall Functional Requirements

In evaluating overall functional requirements, the City will consider the following:

- **Industry Standard Architecture** – The architecture will be flexible and will be based on widely accepted standards. This will make it easier to integrate/interface the mission critical applications and other internal and external /modules. It can also improve the systems' ability to interoperate with several modern technologies, such as:
    - Document and imaging management systems
    - Powerful and flexible ad hoc reporting tools
    - Mobile CAD Field Reporting and mobility tools
    - Web-based self-service functions for employees and citizens
    - Geographic information systems (GIS).
- **High Availability** – The architecture will need full redundancy and fail-over capabilities and should contain no single point of failure.
- **Secure** – The system will incorporate the elements of authentication, authorization, encryption, monitoring/detection, and physical security that adhere to industry standards.
- **Web-Based Architecture** – The systems will take advantage of the integrating capabilities of the web services architecture. This will provide many users with the ability to interact with the applications via a Web browser.
- **Scalable** – Scalability will be critical to support expansion and workload variability.
- **Full Integration** – The system must act as a single unified workflow with required data flowing between modules or systems as required to act as a single system. Data that is entered once must update all applications and relevant portions of associated systems.
- **Workflow Functionality** – Fully-integrated field applications (e.g., Mobile CAD to FBR, FBR approvals) flowing data to all relevant portions of associated systems. Electronic

workflow enables the specification of management rules, roles, and routings that can be used to automatically route electronic documents (e.g., case reports and forms) to supervisors and detectives for notification, review, and approval.

- **Relational Database Management System** –The database system should ensure that sensitive data is protected, the system is always available when needed, it can handle real-time operations, it can grow as the demands of the organization evolve and be compatible with various public safety systems (e.g., CAD systems, RMS systems, or 911 dispatch) and external data sources (e.g., national crime databases, weather data, etc.).
- **Data Integrity and Validation Tools -** The system will facilitate the validation of the key parameters of address and personal identity. The system will validate address entries through integration with the system geo-database.
- **External Integration Flexibility** – The system will adhere to the use of industry standards. This will make it easier to integrate the mission critical systems and to share data with external systems.

2.5.2 Software Functional Requirements

The City requires that the selected vendor:

- Provide a commercial, off-the-shelf (COTS) system that is configurable.
    - If SQL, it must support:
        - Microsoft Server 2022 (or higher) environment, unless the vendor is hosting
        - Microsoft SQL 16 and 19 environments
        - Microsoft Windows 10/11 operating system on the desktop
    - If NoSQL, it must support:
        - JavaScript Object Notation (JSON)
        - Can handle both structured and unstructured data
- Support for IOS and Windows
- Support VMWare environments, unless the vendor is hosting
- Provide competitive pricing for both their On-Premises and SaaS hosted solutions

The requirements for the software systems covered by this procurement are described in the attached (3) MS Excel spreadsheets:

- **A2 - Functional Requirements Response Forms**
    - FRR 1 – General System
    - FRR 2 – Computer Aided Dispatch System
    - FRR 3 – Law Records Management System

For each specification, Vendors will be required to provide one of the four following standard responses. Respond directly to each spreadsheet; failure to do so may cause your response to be considered non-compliant.

- **Compliant** - Proposed system meets or exceeds the requirement. This is the only response category that will result in full credit for complying with this requirement.
- **Alternative Method** – The requirement is met by the proposed system but uses a method (e.g., entry screen, workflow, form[s]) that differs from that specified in the requirement. Detail the method to be used to meet the requirement.
- **Modification Required** – A modification must be provided to comply with this requirement. The requirement will be provided with the initial install of the software. Specify the modification to be made and include cost, if any, in the pricing proposal.
- **Non-Compliant** - The proposed system does not meet the requirements and will not do so within twelve months of the RFP release date.

Explanations of responses should be entered into the "Comments" field if you can reasonably do so; if not, include the explanation in the "**Proposal Response Forms,"** Section 2. Submit any additional information in the attached "**Proposal Response Forms**." Include all these documents as part of your proposal submission.

3.0 INFRASTRUCTURE REQUIREMENTS

3.1 Introduction

This section describes the servers, peripherals, data communications equipment, hosting environments, performance and reliability requirements, and workstations required for operation of the proposed system(s) to support the application software requirements, volumes, and processing characteristics defined previously.

Use Section 3 to develop an understanding of the existing and future environment. Respond to each of the points as described in the section by using the attached response forms. Vendor-Hosted and On-Premise solutions should respond to their respective sections as labelled, and Vendors able to provide either option should respond to both sections. For each of the sections and subsections state in the **Proposal Response Forms** whether you meet the requirements with explanation of your compliance or non-compliance.

3.2 System Architecture

Provide an introductory narrative of how the proposed system meets the overall objectives and functional requirements. It should cover the main features and benefits that distinguish your system.

Vendors may bid with either or both of the following system integration options:

A. **On-Premise** - The purchases software and implementation services from the Vendor, but elects to implement on the City's infrastructure; or
B. **Vendor-Hosted SaaS** – The City purchases the Vendor's SaaS services.

Sections corresponding to each proposal type are labelled in accordance to this (On-Premise solutions must respond to all sections with numbering that includes **A**, while Vendor-Hosted SaaS solutions should respond to all sections with numbering including **B**). Vendors capable of providing either solution should respond to both.

For both On-Premise and Vendor-Hosted solutions, subsequent to the introductory paragraph, expand upon your plan for future system enhancements; your investment plans are considered to be a reflection of your company's commitment to the long-term viability of the system architecture. The installed system must be capable of expansion in a modular and incremental fashion.

3.2A On-Premise

If proposing an On-Premise solution, your response should include a **System Diagram** that depicts the overall design of the system.

.

3.2B Vendor-Hosted SaaS

If proposing a Vendor-Hosted solution, your response should include a **Multi-Data Center Topology Diagram** depicting the Vendor's primary and backup data center locations and the method by which the connection is routed to primary data center as well as to how the connection is rerouted to the City in the event of a Catastrophic Service Interruption.

3.3 Infrastructure Specifications or Hosting Environment

The intent is to pursue one of two paths and desires proposals for both if available:

A. Purchase software and services from the vendor to install on the City of Moore's servers, elaborated in Section 3.3A below.

B. Purchase the vendor's Software-as-a-Service (SaaS), elaborated in 3.3B below.

Vendors should utilize the response forms sections for either 3.3A for On-Premise proposals, 3.3B for Vendor-Hosted SaaS proposals, or both if each option is available.

3.3A Infrastructure Specifications [For On-Premise Proposals]

3.3A.1 Server Specifications

The Vendor is to specify the required servers that support the application performance. The Vendor should specify the application servers that they recommend that could be used in a virtual environment.

3.3A.2 Operating System and Related Software

The City has standardized on Microsoft Windows. The future solution must be capable of supporting real-time applications that are actively supported by the CPU hardware manufacturer. Licenses for the operating systems will be received. All proposals must provide the name and version number of the proposed operating system. Proposals that incorporate a non-Microsoft operating system solution must contain an explanation for the choice of operating systems and must indicate whether it is the Vendors intention to migrate to a Windows environment in the future.

3.3A.3 Disaster Recovery Solution

3.3A.3.1 Identify your business continuity and disaster recovery options, with their respective costs.

3.3A.3.2 Identify how and where the disaster recovery data may be stored.

3.3A.3.3 Describe the replication and synchronization strategy for restoring the complete system (both data and application software) within the Vendors operating environment (e.g., intra and inter data center replication).

3.3A.3.4 Will the vendor offer a local data replication and synchronization strategy for restoring the complete system (both data and application

software) within the City's operating environment (e.g., data center replication with the City)?

3.3A.3.5 Identify the disaster recovery timeline.

3.3A.3.6 Identify whether the synchronization of backup data is real-time.

3.3A.3.7 Describe the System Restoration Plan (including any cost associated) that allows the City to continue to operate the complete system (including application software) in the event of a system failure.

3.3A.4 Upgrades and Expansion

The hardware specifications for the proposed locally-hosted system provided by the vendor must, at initial installation, using data volumes and processing characteristics described in this RFP, operate at no more than thirty-five percent (35%) of capacity (for CPU, memory, and I/O performance). The proposed server specifications must support 5 years of transactions based upon five percent (5%) per year increase to present transaction volumes.

3.3A.5 Concurrent Operation

If the CAD/LRMS subsystems share the same database, general queries that span many tables might place undue stress on the database server. In addition, a request that locks many rows on a frequently used table could cause contention issues. These types of situations could affect other requests, overall system throughput, and response times. All application systems must be to operate concurrently.

Explain the safeguards and design patterns that have been used in the application to ensure that a single request could not consume a disproportionate level of server-side resources. The City will expect the Vendor to meet the acceptance requirements specified in Section 5.

If the Vendor cannot meet these requirements, an explanation must be provided that addresses how the performance will not be degraded due to a single service request or transaction.

3.3A.6 Network Operating System and Protocol

A description of the City's network is covered in Section 2. The Vendor must provide a system compatible with the City's network.

3.3B Hosting Environment [For SaaS Proposals]

Beyond their functional capabilities for Vendor-Hosted SaaS solutions, evaluations of the Vendors proposed hosted environment will take place. The following specifications apply to the Vendors SaaS service infrastructure and their ability to meet the needs of the organization.

3.3B.1 Hosting Provider and Infrastructure

3.3B.1.1 Identify the SaaS service hosting provider and data center locations.

3.3B.1.2 Identify the infrastructure (hardware, software, operating system, technology platform) used in hosting services.

3.3B.1.3 Identify the primary location where the City's data would be stored.

3.3B.1.4 If the Vendors' hosting provider utilizes virtualization software, Identify the virtualization software (e.g., VM Ware).

3.3B.1.5 Identify the network bandwidth that can be provided by the Vendor and identify options for dedicated bandwidth.

3.3B.2 Data Security

3.3B.2.1 Identify the Hosting Environment as either dedicated (The City's solution and data will be managed in a system independently – single tenant) or shared (the City's solution and data will be managed in a shared system – multi tenant) environment.

3.3B.2.2 If the Vendor operates in a multi-tenant Hosting Environment, identify how the City's data is separated from other solutions.

3.3B.2.3 If the Vendor operates in a multi-tenant Hosting Environment, identify what controls are in place to manage the security of the City's data.

3.3B.2.4 The Vendor shall have administrative, physical, and technical safeguards in place to make the hosting environment HIPAA and CJIS compliant.

3.3B.2.5 Provide the data ownership policy.

3.3B.2.6 Once the service is initiated, the Vendor will identify if the data can be encrypted, what encryption schemes are used, Vendor decryption plan, and encryption testing plan.

3.3B.2.7 The Vendor will perform comprehensive, independent third-party audits as part of their data privacy and information security program and provide such audit findings to the City when service is initiated.

3.3B.2.8 The Vendor will provide a web-portal or separate application that allows management to view the following service audit criteria:

- Load Performance – ability to see service utilization and performance during select times.
- User Statistics – ability to view specific user's utilization of services including times utilized and application utilization
- Problem Records – ability to view active, including status, and resolved problems reported to the vendor

3.3B.2.9 Describe the Data Extraction Plan (including format and any cost associated) for the return of all City data and the expungement of City data from the Vendor's systems, in the event of service termination.

3.3B.3 Disaster Recovery Management

3.3B.3.1 Identify your business continuity and disaster recovery options, with their respective costs.

3.3B.3.2 Identify how and where the disaster recovery data is stored.

3.3B.3.3 Describe the replication and synchronization strategy for restoring the complete system (both data and application software) within the Vendors operating environment (e.g., data center replication).

3.3B.3.5 Identify the disaster recovery timeline.

3.3B.3.6 Identify whether the synchronization of backup data is real-time.

3.3B.3.7 If the primary hosting environment is down, the Vendor will enable an active environment which is capable of sustaining City operations until primary hosting environment is functional and secure.

3.3B.4 Identity Management

3.3B.4.1 Describe the identity management solution, including access levels and their respective user rights.

3.3B.4.2 Describe the solution's ability to support Single Sign-On (SSO) and other authorization capabilities (e.g., SAML, HTTP-Fed, Open Auth.) within the identity management solution.

3.3B.4.3 Describe the solution's ability to integrate with the existing identity management solutions (i.e., Active Directory) utilized by the member agencies.

3.3B.4.4 Identify what other user security, authentication, and authorization options are available.

3.3B.5 Standards, Policies, and Regulatory Compliance

3.3B.5.1 Describe Vendor technology standards, policies, and procedures.

3.3B.5.2 Does the vendor utilize certified PMP project managers for the implementation of their systems?

3.3B.5.3 Describe the solution's compliance with current CJIS requirements and explain how compliance is enforced.

3.3B.5.4 Does the solution support current SSAE 16 reporting standards?

3.3B.5.5 Provide audit reports of the City's solution usage and records on a regular basis.

3.4 Integration Services

3.4.1 System Integration

Vendors shall identify the hardware specifications, software, databases, licensing, and connectivity required to support the Statement of Work, end-users, and administrators for the following environments:

- Production
- Training
- Test
- Development

3.4.1A On-Premise Solution Services

The Vendor is to provide design services as follows:

- Recommended specifications or requirements for:
  - Server configurations
  - Storage – Specify requirements for expansion of the City's existing Enterprise Storage based on projected system storage requirements over the next 5 years. The City will acquire any additional storage required.
  - Disaster Recovery Solution – Engineer and design the system's disaster recovery option utilizing either on-site VM and/or a Cloud-based solution.
- Recommendations for any Wide Area Network and reconfiguration enhancements to be implemented;
- Work with the IT Department to effect the necessary changes to the member agencies Active Directory to integrate the Vendor provided systems;
- Configuration of all application software at all servers. Deployment includes development and integration of interfaces to key external databases;
- Perform needed file conversion activities (as previously defined);
- Describe what types of APIs and web-services, if any, are available to utilize in pushing data to and from the solution, descriptions of API security and encryption, and limitations the hosting environment places on access to APIs;
- Detailed training of IT administrative personnel and network administrators in the use and operation of the server hardware management systems and tools;
- Detailed training for application software as specified in Section 6.8.

3.4.1B Vendor-Hosted SaaS Solution Services

The Vendor is to provide design services as follows:

- Describe what types of APIs and web-services are available to utilize in pushing data to and from the solution, descriptions of API security and encryption, and limitations the hosting environment places on access to APIs;

- Describe the customization capabilities of the system components within the hosting environment, including: URL naming options, system layout (e.g., header, footer, and login page), workflow, data fields, and customer triggers or organization logic (e.g., incident reports automatically routing to supervisors for review);
- Recommendations for any WAN network enhancements required to maintain SaaS response time performance;
- Work with the IT Department to effect the necessary changes to the member agencies Active Directory for integration with other systems;
- Configuration of application software including development and integration of interfaces to key external databases;
- Perform needed data conversion activities (as previously defined);
- Detailed training of IT administrative personnel and network administrators in the use and operation of the server hardware management systems and tools;
- Detailed training for application software as specified in Section 6.8.

3.5 Reliability Requirements

The following specification describes the uptime requirements for Vendor's Services following the City's formal acceptance of the Services and throughout the life of the contract between the City and the Vendor.

3.5.1 Processes and remedies in place that support that the system will be available to authorized users for normal use 99.99% of the Scheduled Uptime.

3.6 Performance Requirements

The following specification describes the performance requirements for Vendor's services following the City's formal acceptance of the Services and throughout the life of the contract between the City and the Vendor.

3.6.1 Processes and remedies in place that the system transactions have a response time of 5 seconds or less for the full duration of the Scheduled Uptime.

3.7 End User Equipment

3.7.1 Desktop Workstations

The City utilizes Microsoft Windows 10/11 on its workstations. Vendor must verify that their products will operate on the Windows 10/11 operating system.

3.7.2 Bar Coding

Provide specifications for compatible bar code printers and handheld readers for any inventory tracking. These will be purchased by the City at a later time.

3.7.3 Scanners

Provide specifications for scanners that are compatible with your system and capable of simultaneously scanning documents and reading bar codes including:

- 8 ½ x 11-inch single workstation scanners
- 8 ½ x 11-inch high speed batch scanners
- Large form factor (minimum 36 x 48 inch) scanners.

3.7.4 Mobile Data Computers (MDCs)

The Vendor will specify recommended hardware and operating system required to run any of their CAD Mobile and field-based reporting application(s).

4.0 SERVICE AND MAINTENANCE REQUIREMENTS

4.1 Vendor Instructions

This RFP section contains general and specific requirements related to the provision of system maintenance and repair and other services throughout the life of the contract between the City of Moore and the Vendor. Services described are both warranty and non-warranty services for any equipment and software whose warranty or maintenance is provided by the Vendor.

4.2 General Maintenance Provisions

The following requirements are applicable to maintenance and repair services supplied by the Vendor or Vendor's sub-vendors. Respond to sections corresponding to the proposed solution type (On-Premise and/or Vendor-Hosted SaaS).

4.2A On-Premise Maintenance Provisions

4.2A.1 The proposed system must include a minimum first year maintenance after acceptance and assure availability and fixed price for 5 years support and maintenance.

4.2A.2 The City may purchase one or more additional years of support and maintenance, and other specified ongoing services, on a year-by-year basis, or purchase a five-year support agreement.

4.2A.3 The production environment must be designed for 24-hour per day and 7-day per week (24x7) high availability with load tolerance and real-time failover. Maintenance must not disrupt service.

4.2B Vendor-Hosted SaaS Maintenance Provisions

4.2B.1 Assure availability for support and maintenance of application software and hosting services.

4.2B.2 The City may purchase one or more additional years of support and maintenance, and other specified ongoing services, on a year-by-year basis.

4.2B.3 The production environment must be designed for 24-hour per day and 7-day per week (24x7) high availability with load tolerance and real-time failover. Maintenance must not disrupt service.

4.2B.4 The City expects the Vendor to provide a sample Service Level Agreement of similar scope to the City.

4.2B.4.1 Provide standard policy for remedies associated with Service Level Agreement violations (e.g., uptime and response time).

4.3 Updates & Enhancements

The following requirements are applicable to all maintenance and repair services supplied by the Vendor and Vendor's sub-vendors.

4.3.1 Operating and Database Software updates for enhancements, and refinements to purchased capabilities will be provided by the Vendor as part of the maintenance

4.3.2 Vendor will allow for the submission for any system modifications required by the City after system cutover. The vendor shall provide feedback to the City in the form of a price proposal, or the planned development cycle for the change request.

4.3.3 The vendor is to provide the City with their stated update strategy, timeline (e.g., updates annually, bi-annually, etc.), and their requirements for the City to accept such updates.

4.3.4 The City will not be required to upgrade the overall system more than twice per year.

4.3.5 Vendor will provide software and other materials and expenses necessary to maintain the application software system in good operating condition as part of the price for maintenance, for those years in which maintenance is purchased from the Vendor, in conformance with the application specifications and performance requirements stated in this RFP. The Vendor will notify the City prior to making updates or changes to the system.

4.4 System Maintenance

The following requirements are applicable to all maintenance and repair services supplied by Vendor or Vendors sub-vendors.

4.4.1 The entire system solution as proposed in this RFP must include all first-year maintenance costs (for Vendor-supplied software) to conform with contractually agreed specifications, and to protect against any defects or damage, caused by Manufacturer, Vendor, or Vendor's sub-Vendors, in the system's software, as well as offering a 5-year support agreement.

a). 7 x 24 Maintenance to be provided as part of year one maintenance.

4.4.2 Year one maintenance will begin (for products accepted in phases) at the point that the System is officially accepted by the City, as defined in RFP Section 5.3, System Acceptance.

4.4.3 All software resolutions made under maintenance will be at the sole expense of the Vendor including labor, travel expenses, meals, lodging and any other costs associated with resolution.

4.5 Support Requirements

The following specification describes the support requirements for Vendor's Services following the City's formal acceptance of the Services and throughout the life of the contract between the City and the Vendor.

4.5.1 Provide telephone and email support ("Technical Support") 24 hours per day, 7 days per week, and 365 days per year. Support will include any research and resolution activity performed by Vendor.

4.5.2 Client will access support by calling or emailing the Vendor's Technical Support staff or by submitting a request via the Vendor's customer service web portal.

4.5.2.1 Incident Resolution Process

The City needs to understand the typical process that will be followed by the vendor in order to troubleshoot a user support call. Provide the location of your primary support center, trouble ticket system used, incident analysis tools used (e.g., Zendesk, Jira Service Management, Freshdesk, and PagerDuty) and what support groups (e.g., application software, database, infrastructure) are involved in the resolution of a support call.

a) Do the support specialists have direct physical access to the programmers and database managers for incident troubleshooting?
b) For Vendor-Hosted solutions, do the support specialists have direct physical access to the hosting infrastructure engineers and systems software administrators for incident troubleshooting?
c) Are the support specialists, programmers, database administrators, systems software administrators and infrastructure engineers all staffed by Vendor employees? If not, what sub-vendors are responsible with each of these areas?

4.5.3 The Vendor will adhere to the following Problem Severity Levels:

- Problem Severity 1
    - Description: This Problem Severity Level is associated with: (a) The services or system are non-functional or are not accessible; (b) unauthorized exposure of all or part of the City's data; (c) loss or corruption of all or part of the City's data.
    - Request Response Time: 30 minutes.
    - Request Resolution Time: 2 hours.
- Problem Severity 2
    - Description: This Problem Severity Level is associated with significant and / or ongoing interruption of a User's use of a critical function (as determined by the User) of the system/services and for which no acceptable (as determined by the User) work-around is available.
    - Request Response Time: 1 hour.
    - Request Resolution Time: 4 hours.
- Problem Severity 3
    - Description: This Problem Severity Level is associated with: (a) minor and / or limited interruption of a User's use of a non-critical function (as determined

by the Authorized User) of the Services; or, (b) problems which are not included in Problem Severity Levels 1 or 2.
    - Request Response Time: 8 hours.
    - Request Resolution Time: 24 hours.

- Problem Severity 4
    - Description: This Problem Severity Level is associated with: (a) general questions pertaining to the system/services; or, (b) problems which are not included in Problem Severity Levels 1, 2, or 3.
    - Request Response Time: 8 hours.
    - Request Resolution Time: 48 hours.

4.5.4 If a problem resolution is not met within the Request Resolution Time, the Vendor will adhere to the following protocol:

- If a Problem Severity Level 1 or 2 request cannot be corrected to the reasonable satisfaction of the requestor within the Request Resolution Time after the requestor makes the initial request for Technical Support, Vendor will: (a) immediately escalate the request to Vendor's management; (b) take and continue to take the actions which will most expeditiously resolve the request; (c) provide a hourly report to the requestor of the steps taken and to be taken to resolve the request, the progress to correct, and the estimated time of correction until the request is resolved; and, (d) every four (4) hours, provide increasing levels of technical expertise and Vendor management involvement in finding a solution to the request until it has been resolved.
- If a Problem Severity Level 3 or 4 request cannot be corrected to the reasonable satisfaction of the requestor within the Request Resolution Time after the requestor makes the initial request for Technical Support, at the sole election of requestor: (a) Vendor will work continuously to resolve the request; or, (b) requestor and Vendor will mutually agree upon a schedule within which to resolve the request.

5.0 PERFORMANCE REQUIREMENTS

5.1 Vendor Instructions

This RFP Section contains general and specific requirements related to the performance of the proposed system, both at the point of system acceptance and throughout the life of the contract between the City of Moore and the Vendor.

System Acceptance will occur in phases as various milestones identified in the implementation plan and agreed to by the City of Moore are reached. The Vendors implementation plan must clearly define the hardware and software deliverables, tasks or other criteria associated with each milestone.

5.2 Testing

5.2.1 A sample test plan will be provided with each proposal. The successful Vendor must, as one of the early milestones, submit an acceptance test plan for the City's approval. The test plan must document how each of the functional specifications are to be tested, the method of verifying the results, and the expected results. The test plan must also include a scenario test that allows for the System (integrated hardware/software) to operate under a simulated test situation.

5.2.2 The performance requirements specified in this RFP must be met before the system is accepted. Vendor is to specify any requirements it has for performance testing.

5.2.3 The Vendor must prepare a plan for correcting failures in any part of the system. Said plan must include reasonable remedies for the City to exercise if failures are not corrected in a timely manner.

5.3 System Acceptance

The following specifications apply to the requirements for the City's acceptance of the Vendor's system after phase in begins.

5.3.1 The City expects the starting date for the project to be immediately following the execution of the contract.

5.3.2 Beginning with the first day after the completion of each phase (phases will be specified in the implementation plan) that the proposed system phase is operational and available to the City for testing; an acceptance test will be conducted for thirty consecutive calendar days (the Acceptance Period).

5.3.3 During the Acceptance Period, the proposed system will undergo a live test that confirms the configuration, data conversion, performance and reliability requirements using the mix of users, applications, and functions as described in this RFP.

6.0 IMPLEMENTATION REQUIREMENTS

6.1 Vendor Instructions

RFP Sections 6 contains all general and specific requirements related to the period between site planning and our final acceptance of the system. RFP Section 6.10 contains a list of required contents for your implementation plan.

6.2 General Implementation Requirements

6.2.1 Conduct of Work

All work will be conducted in a professional and orderly manner. Installation must be completed in a skillful manner.

6.2.2 Use of Facilities

Reasonable office facilities will be provided based upon the stated requirements of the Vendor. Access to any area outside of normal business hours is restricted; necessary access must be arranged each day as needed by the City's Project Manager.

6.2.3 Qualifications of Implementation Staff

Vendor implementation staff must be fully trained and certified by the manufacturer(s) of the system(s) you propose. Their training must be up to date for the specific systems being installed. In addition, all key implementation staff must be experienced in similar prior installations of the system(s).

Additional requirements include:

- Submission of qualifications by Vendor and approval of all key staff members by the City prior to project start
- Maintaining the involvement of Vendor's personnel essential to the project throughout the life of the project, up to and including training, implementation and acceptance
- Timely replacing any staff deemed unqualified by the City
- Directing staff to comply with City rules and regulations.

Staff may be subject to a security check.

6.2.4 Documentation

6.2.4.1 General

a. If selected, the Vendor must be able to supply comprehensive hard and soft copy documentation for the system which covers at least the following subjects:

   i) Systems Administration and Management (user privileges, access and security administration, etc.) integrated with Microsoft Active Directory.

   ii) Utilities and tools to monitor resource utilization

iii) Web development tool kit, including API's

iv) System wide Entity Relationship Diagram (ERD) with documentation

v) Toolkit manuals

vi) Report generation scripts/Change Control tools

vii) Legacy Data Migration (Extract, Transfer, Load – ETL)

b. The system documentation must be consistent with the instructions supplied by the internal help systems for the application.

i) The system must include no less than three original copies of documentation describing the use of the system, and its administration. The City requires authority to copy documentation for internal use.

ii) Strong preference to support internal, context sensitive, help which is granular enough to provide help to specific item on the screen without having to scroll through a help file to find the description of the item.

iii) The Vendor must provide a printed database schematic and data dictionaries to assist the customer with the addition of site-specific fields and support for the system. Electronic copy to be provided.

6.2.4.2 Software Documentation

The proposal must include a list and description of the software that is required to operate the proposed hardware/software configuration. Once selected the vendor must provide documentation. Examples of these are:

- Application System Reference
- Application System Tutorial

The City requires that the Vendor provide documentation (1) electronic copy for any software that the Vendor supplies as part of the system configuration.

6.2.4.3 System Implementation Documentation

Prior to commencing work, the Vendor must provide documentation to include systems design for Vendor installed components, with clearly identified interface points to other systems, Implementation Plan, System Test Plan and Procedures, and Training Plan. The delivery of these and certain key documents are expected to be indicated as milestone points on the Work Breakdowns Structure (WBS) of a Microsoft Project Schedule, which will be provided by the Vendor as their first deliverable.

6.2.4.4 Training and Operations Documentation

Several documents will be prepared that will be used in training personnel and/or in operating the system. The Vendor must describe these documents in its proposal and specify the number of each that will be delivered to the City.

6.3 Project Management

The City of Moore will have a project manager for this implementation project. The City's Project Manager will be the point of contact with the Vendor's project manager in all areas indicated in this RFP section. He/she will be empowered to resolve disputes and make decisions about any changes to the implementation plan or technical aspects of the system. He/she will also provide liaison with City department heads and will assist in coordinating work with the Vendor.

The City is looking for each vendor to provide a project manager for the duration of the project. After the project award, the Vendor will present the project manager to City management for the City's approval. The City expects the project manager to be onsite at least quarterly for a two-day onsite project review with the City; onsite visits should include kickoff and go-live for each module.

Key expectations for this individual include that this person:

- Will be empowered to authorize project changes.
- Will provide periodic written status reports at a mutually agreed upon time frame.
- Will maintain the involvement of the same Project Manager throughout the project and through implementation.

6.3.1 Coordination

Vendors must include a review of the project plan in each weekly teleconference briefing, and monthly on-site meeting, or more often if necessary. This briefing must include a review of the tasks accomplished and items delivered or installed. The Vendors Project Manager must keep the City's Project Manager fully informed of any change in schedule and must provide a modified project plan including Gantt Chart for each schedule change of more than one day.

Vendors must deliver written notice to the City no less than two weeks prior to the completion of each milestone. The purpose of this notice must be to allow the City to schedule personnel who may be required to participate in testing or other activities associated with a pending milestone.

6.3.2 Scheduling

6.3.2.1 All proposals must include a preliminary schedule for the complete implementation of the proposed system components where the expected order of deployment is:

- Computer Aided Dispatch
  - Call Taker
  - Dispatch
  - Administration
  - Fire
  - CAD Mobile

- Law Records Management System
  - Case/Records Management
  - Property
  - Warrants
  - Field Reporting
  - Crime Analysis

6.3.2.2 The preliminary proposal schedules must include clearly identified milestones and tasks for each of the major activities and events that are planned for completion of the System through the complete system acceptance.

6.3.2.3 The Vendor (or Vendors) must be required to finalize a detailed schedule and Implementation Plan, for approval by the City, as part of the contract negotiation process.

6.3.2.4 The detailed schedules must be included as part of the Contract and must be maintained by the Vendor (or Vendors), and must be updated and reviewed with the City at regular intervals as part of normal project management functions by the Vendor.

6.3.2.5 All scheduled changes are subject to the prior approval of the City.

6.3.2.6 Coordination with the City's project manager is required. The City will not be responsible for any extra costs in the implementation phase that are caused by failure on the Vendors part to coordinate with the project manager.

6.3.2.7 Installation of the main system components must also be coordinated with the City's project manager. Specify what specific interactions will be required, and what time will be required to make any required interfaces.

6.3.2.8 Installation of user equipment in occupied areas must minimize disruption to normal business activities. Specify how this requirement will be met.

6.3.2.9 Implementation of application systems must follow a logical progression, with testing and acceptance of predecessor systems prior to the implementation of additional systems.

6.3.2.10 During testing and startup of the new systems, on-site Vendor technical support is required.

6.4 Site Planning

The Vendor, as part of a walkthrough scheduled with the City after award, will verify the operating environment and recommend the appropriate action for optimal implementation and usage of system by agency staff.

6.5 Business Process Review

Vendor is required to analyze the workflow for each of the work areas that will be impacted by the new applications to determine the appropriate configuration settings for the system.

6.6 Coordination Meetings

Vendor is required to integrate with the City's network and other current applications. Coordination meetings will be required to ensure mutual understanding and shared expectations concerning the nature and extent of interface and integration activities. Further, to assure timely compatibility and connectivity, the schedule, as preliminarily detailed below, must be accommodated.

6.7 Phase-in Requirements

Project schedule expectations are provided below.

6.6.1 Vendor is required to analyze the workflow for each of the work areas that will be impacted by the new applications in order to determine the appropriate configuration settings for the system.

6.6.2 All system components must be tested and the results of the testing presented to the City project manager per Section 5.

6.6.3 A Phase-in plan is required as part of your implementation plan, covering testing, and the sequence and timing of events.

6.6.4 Vendors must have their own personnel at the City site during testing and start-up ("go live") periods in order to ensure a smooth phase in process.

6.8 Data Migration

The City currently uses the PTS CAD/LRMS system and the Emergency Reporting (will be replaced with First Due) FRMS system. The new system must be able to utilize accumulated data from the systems currently in place. The migration path from the existing systems must include any necessary modifications to currently existing systems which are not being supplanted by the new system as well as any necessary data conversion and importation from current systems.

Much of the data within PTS is not "clean" (e.g., MNI), that is, the data would require manipulation by the agency staff before it would be worthy of conversion into the new system. This is the result of a variety of issues, principally:

- The need for manual data entry
- Imports of records from external apps, such as Brazos citation writer
- Lack of address and name validation requirements by the system.

When making any decisions about what data is converted, the City's chief goal is to ensure that the new system maintains its integrity and is not populated with data that brings the

system's utility into question by the users. In addition, the City currently has data from a previous system (Global Systems) which will need to be incorporated into the overall data set.

In order for the City to determine the best path forward, the Vendor must provide proposals for the following:

1: Data Migration

a) Programs/scripts used for scrubbing PTS data (e.g., addresses) prior to data migration
b) Testing of conversion programs
c) Data migration of both the PTS and Global Systems
d) Provide information on:
    i. The methodology used to ensure all data was properly migrated
    ii. The vendor team utilized for conversion with their experience converting for similarly sized agencies

2: External Legacy Database

a) Development of an external database for legacy queries of:
    i. Current PTS Data
    ii. Global Systems Data (from pre-PTS System)

Use the **Proposal Response Forms, Section 6** to supply this information.

6.9 Training

6.9.1 Training Guidelines

The general training approach desired will be training of System Administrators and support personnel for general systems administration and operations and select staff for application operations. The Vendors training programs must be designed and conducted to provide complete familiarization in applicable system operation.

The Vendor must describe the types of training classes that will be conducted, the number of persons that can be trained in each session, and the total number of hours required for each person to be trained. The training plan must provide for rotating shift operations.

All training, insofar as possible, is to be conducted on-site in City facilities. A copy of all training materials used by the Vendor is to be delivered to the City upon conclusion of the training.

6.9.2 System Training and Documentation Requirements

The minimum training requirements are outlined at the end of this Section. The Vendor should use this as a guideline of requirements and should comment on suggested training.

6.9.3 Training Schedule

With the Implementation Plan, the Vendor must submit a schedule of all proposed training modules with the following information:

- Course summary/outline
- Duration of training for each module
- Maximum class size
- Audience
- Location of training
- Student prerequisites

6.9.4 Training Environment

- The system shall include a training environment that provides the real system and allows users to access training databases.
- Users logged on to the training database must utilize the same commands, forms and system features as users logged on to the live system.
- No data entered or command invoked while logged to the training database must corrupt the live system or noticeably impede the performance of the live system.

6.9.5 Training Volumes

Training proposals must provide for System Administration, Application Software and Report Generation, primarily through on-site training. Additional Vendor classroom training may be proposed. The training requirements are shown on the next page.

Class	Total Trainees	Training Method (Onsite, Train-the-Trainer)
▪ System Administration	5	Onsite
▪ All contracted modules	15 - 30	Onsite
▪ Ad Hoc Report Generation	10 - 15	Onsite

6.9.6 Ongoing Training

The following requirements are applicable to the provision by Vendor of various categories of training after Implementation and Acceptance:

- Train-the-Trainer capability to be provided with the above.
- Vendor is asked to describe their program for follow-up training, when needed. This training is a separately chargeable item.
- Rates for subsequent years are subject to negotiation.
- Vendor may make training available at both Vendors' training facility and, at the City's option, at the City's site.
- Charges for training must be included in Price Proposal Sheet.

6.10 Implementation Plan

Your response to these implementation requirements should be included in the implementation plan. This plan can be in your format, but it must:

a. Include a complete schedule of events, consistent with Section 6.6, in narrative and GANTT chart form.

b. Show an implementation schedule that has specifically designated phases; each phase should have its acceptance plan and milestones. The overall implementation plan should combine all phases into a coherent plan.

c. Respond to all the requirements in this RFP section in the narrative using the same numbering scheme as shown in this RFP. State how each requirement will be met.

d. Be able to be used as a stand-alone document for use by the project managers and implementation staff.

e. Incorporate training on Preventative Maintenance procedures and software, if offered (please describe).

7.0 CONTRACTUAL

7.1 General Information

The following is intended to help the City prepare for the contracting process.

Please provide responses to the following contract-related questions within section 7 of A1 – Proposal Response Form.

7.2 Contract Negotiation and Execution Planning

The following questions will help the City assess how much time and staffing will be involved in the contract negotiation and finalization process.

7.2.1 Staffing Requirements

- Who will be involved from your side (e.g., legal, sales, technical) in the contract negotiation process and what is the expected role of each person involved?
- Do you have a designated project manager or point of contact for this negotiation?
- Which specific internal resources (e.g., legal, IT, finance) will the City need to involve to assist in the process?

7.2.2 Timeframe and Process

- What is the typical timeframe for negotiating a contract of this nature? Please outline the key stages and milestones in the negotiation process.

7.2.3 Finalization and Execution

- Once we reach an agreement, what is the estimated time to finalize and sign the contract?
- What is the standard turnaround time for contract execution after all terms are agreed upon?

7.3 Contract Structure

The following questions will help the City understand the type and structure of the contract issued by your organization.

7.3.1 Dynamic vs Fixed Terms

- Does your contract allow for your organization to make updates or changes to terms, policies, or referenced documents during the agreement? If so, which terms do you reserve the right to modify during the term of the agreement?
- Are there any portions of your contract that are guaranteed to remain fixed throughout the term of the agreement?

7.3.2 Version Control of Referenced Documents

- Do you maintain version control for policies or terms that are subject to change?
- Will the City have access to prior versions for auditing or historical reference?
- How do you ensure transparency in the process of updating referenced documents?

8.0 PRICE REQUIREMENTS

8.1 General Information

8.1.1 Important Notice

Please provide your Price Proposal. Vendor shall identify the software and services required to support their Statement of Work.

8.1.2 Price Proposal Format

The price proposal response forms provide specified areas for either On-Premise or Vendor-Hosted SaaS solutions. Vendors are to respond to either section in accordance with their proposed solution. If the Vendor is proposing both solutions, complete two separate price proposals, one for On-Premise and one for Vendor-Hosted.

Submit your price proposal exactly as listed below:

- A summary price proposal, for each option being offered, either on the sheet provided or on a comparable form. See RFP Section 8.3 below.
- A set of supporting price details, on the sheets provided or comparable form. See RFP Section 8.3 below.
- Explanatory notes further clarifying how you derived the prices in your proposal, listed on or attached to the supporting price detail sheet.
- A strong preference exists for a software site license to be provided to the City. Explain limitations if otherwise.
- You may also add any further narrative as needed to describe your price proposal.
- Optionally, provide any further narrative as needed to describe your price proposal.

8.1.3 Evaluation Period

Our price evaluation will use a uniform method for all proposals. The method will be a 5-year life cycle net present value analysis using uniform assumptions for economic analysis. We will also consider Vendor supporting price details in the context of the related sections of your functional proposal.

Time for Consideration: Vendor warrants by virtue of submitting the proposal that costs as outlined in his proposal will be good for an evaluation period of two hundred seventy (270) calendar days from the date of proposal opening. *Vendors will not be allowed to withdraw or modify their proposals after the opening time and date.*

8.2 Summary Price Proposal

- The attached summary price sheet is clearly marked.
- Complete the sheet as instructed. Use duplicate or additional sheets as necessary.
- Add explanatory notes as required for clarity.

8.3 Supporting Price Detail

8.3.1 Response Sheets

In addition to the price summary, there are several supporting price detail sheets, in Section Eight, Price Proposal, of the **Proposal Response Forms**; each supporting price detail sheet corresponds to major lines on the Summary Price Proposal. Complete all sheets as instructed on the form. Use duplicate or additional sheets as necessary, but do not change the formats. Add explanatory notes as required for clarity.