



**SANTA CRUZ REGIONAL 9-1-1
RFP # 24-08-001**

**REQUEST FOR PROPOSALS
For
MULTI-AGENCY LAW ENFORCEMENT
RECORDS MANAGEMENT SYSTEM**

**DUE DATE: October 7, 2024
@ 3:00 P.M. Local Time**

**SANTA CRUZ REGIONAL 9-1-1
495 UPPER PARK ROAD
SANTA CRUZ, CA 95065**

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- **Appendix A: Proposal Response Forms**
- **Appendix B: Functional Requirements**
- **Appendix C: System Volume Requirements**
- **Appendix D: System Performance Expectations**
- **Appendix E: Acceptance Test Requirements**

Part 1.0 Introduction

Santa Cruz Consolidated Emergency Communications Center JPA d.b.a. Santa Cruz Regional 9-1-1 (“SCR9-1-1”), on behalf of the Santa Cruz Sheriff’s Office (“SCSO”), Santa Cruz Police Department (“SCPD”), Capitola Police Department (“CPD”) and Watsonville Police Department (“WPD”), collectively referred to as the Participating Agencies, is soliciting Proposal(s) from firms interested and qualified to perform the design, implementation and support of a commercial-off-the-shelf (COTS) Multi-Agency Law Enforcement Records Management System (RMS) solution, hereinafter referred to as “System”. Through the procurement of a new system, Participating Agencies would like to modernize their current Report Writing and RMS functionality, improve the end-users’ experience with the applications, increase end-user efficiency and form a beneficial long-term partnership with a systems provider.

SCR9-1-1 intends to contract with one Prime Contractor who will be solely responsible for the system’s performance and will be the sole point of contact for SCR9-1-1 regarding contractual matters. The proposal must include all components of the System (Report Writing, RMS and associated interfaces). It is expected that the Prime Contractor will provide the implementation, training, maintenance and other services described within this RFP. Should the Prime Contractor elect to partner with a third-party to provide desired functionality, the Prime Contractor will be solely responsible for managing all contractual matters with its third-party partner(s) and the proposal should clearly indicate the functionality that will be provided by a third-party.

The RFP is divided into five (5) sections as follows:

Part 1.0 Introduction

Part 2.0 Scope of Work

Part 3.0 Terms and Conditions

Part 4.0 Proposal Response Format

Part 5.0 Evaluation Procedure and Contract Award

1.1 RFP Coordinator/Communications/Inquiries

Upon release of this RFP, all communications should be directed in writing via email to the RFP Coordinator listed below. Unless authorized by the RFP Coordinator, no other agency official or employee is empowered to speak for SCR9-1-1 with respect to this procurement. Unauthorized contact with any employee of SCR9-1-1 or Participating Agencies may result in disqualification from the RFP process. Any oral communication will be considered unofficial and non-binding by SCR9-1-1.

Following the proposal submittal deadline, Proposers shall not contact the RFP Coordinator or any other SCR9-1-1 or Participating Agency official or employee, except to respond to a request by the RFP Coordinator.

The Coordinator for this RFP is:

Wolff Bloss
Systems Division Manager
Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz, CA 95065
(831) 471-1019
wolff@scr911.org

1.1.1 Background

Santa Cruz Consolidated Emergency Communications Center JPA d.b.a. Santa Cruz Regional 9-1-1 (“SCR9-1-1”) was created in 1991 as a Joint Powers Authority (JPA) to provide public safety and 9-1-1 dispatch services for the Santa Cruz County Sheriff’s Office, Santa Cruz Police and Fire Departments, Capitola Police Department and Watsonville Police and Fire Departments and added services for other Law, Fire, and EMS agencies in 1996 and 2011. SCR9-1-1 is the primary PSAP for Santa Cruz and San Benito Counties, serving more than 330,000 residents.

In addition to handling call taking and dispatch responsibilities, SCR9-1-1 also provides support for comprehensive law enforcement records management tools to a subset of the consortium of agencies it serves. This subset is collectively known as the Santa Cruz Metropolitan Records System (SCMRS). The three police agencies, Santa Cruz, Capitola and Watsonville, use the Alliance PD Central RMS while the Santa Cruz Sheriff’s Office uses EIS Records RMS. The SCSO has decided to partner with the Santa Cruz, Capitola and Watsonville Police Departments to jointly select a new RMS in order to streamline operations countywide and seamlessly share data. Together these Departments comprise the Participating Agencies for this endeavor.

The Participating Agencies desire to replace their existing law enforcement records management systems to improve productivity and data sharing, eliminate redundant tasks and hardcopy reports, improve officer situational awareness and consolidate the number of disparate databases used to manage law enforcement records-related data, where feasible and necessary. The future system should provide the flexibility to incorporate changes as necessitated by local, state and federal mandates and/or data collection requirements. In addition, it should be designed to support agency-level configurations and meet or exceed industry standard security requirements. While SCR9-1-1 prefers a cloud/SaaS or hybrid on-premise/cloud-based system, SCR9-1-1 will also consider on-premise solutions. Further, compliance with the Appendix B – Functional Requirements and other scoring criteria as defined herein will also be factored in the Participating Agencies’ evaluation of proposals. The

selected Proposer should also provide system training, product support, warranty and maintenance as specified in this RFP.

It should be noted, CAD, Mobile and JMS are not included in the current system scope. These applications are included in the system interface descriptions and interface functional requirements. The following sections provide further details regarding the current report writing and records management environment.

1.1.2 Current Report Writing and Records Environment

1.1.2.1 Overview

There are approximately 600 combined impacted report writing and RMS users across the Participating Agencies. The Core RMS systems (Alliance PD Central and EIS Records) are on premise with physical footprints at the SCR9-1-1 communication center and County facilities, respectively. Administration and support for Alliance is provided by SCR9-1-1, while County IT and EIS collaboratively provide support for the EIS Records application. While the Alliance PD Central and EIS Records systems have provided the respective agencies a basic level of report writing and records management functionality, each Participating Agency also relies upon numerous additional applications to support their report writing and RMS needs, as described further in Section 1.1.2.2 Technology.

1.1.2.2 Technology

Users in Participating Agencies rely on multiple applications to conduct their daily operations, as outlined in the table below.

Table 1. Current Environment

System/Vendor	Purpose
Motorola PremierOne CAD/Mobile	Call For Service Data
Crossroads	E-Citations and Crash Reporting
FileOnQ	Property and Evidence
DigitalOnQ	Digital Evidence
AXON	Digital Evidence/Body Worn Cameras
Coplogic	Online Citizen Reporting
Veritone	RIPA Data Collection and Reporting
CrimeTracer (formerly COPLINK)	Investigations Data Collection and Query
CommSys	Message Switch for NCIC/CLETS Queries
Data Posse	FI Cards
Tyler	Courts/Warrants
Moon	Coroner Medical

System/Vendor	Purpose
Teleosoft	Civil Paper Tracking
Cogent	Mugshots
Karpel	DA Court Case Management
LexisNexis Accurint	Research/Crime Analysis
LEAP	Crime Analysis
IA Pro	Internal Affairs
Guardian Tracking	Personnel Evaluations
LEFTA	Field Training
Agency360	Field Training
InTime	Scheduling and Equipment
Police1	Training Calendar
MS Excel/Access	Stats/Reporting/Logs
Crystal Reports	RMS Queries and Reporting
EIS	Jail Management System

Though the Alliance PD Central and EIS Records Management Systems have met the basic report writing and records management needs of the Participating Agencies, the Departments use several additional ancillary applications to support lacking and/or insufficient functionality offered by these systems. The current RMS systems in use are also not integrated with other core applications, such as CAD/Mobile and JMS, and as such, data cannot be transferred from CAD/Mobile to the Report Writing and Records Management Systems, nor from these systems to the EIS JMS. These factors, combined with limited data sharing capabilities between the current Records Management Systems has led the Participating Agencies to procure a single solution that fully addresses its business needs.

1.2 Current Technology Environment

The current Alliance PD Central is on-premise, administered and supported collaboratively by each City's IT Department, SCR9-1-1 and the vendor. SCR9-1-1 and respective City IT staff provide initial troubleshooting for end-users, and SCR9-1-1 communicates with vendor support personnel to discuss resolutions to complex system issues and are responsible for performing application updates. The EIS Records RMS is on-premise, administered and supported collaboratively by the County IT Department and the vendor.

While SCR9-1-1 and the Participating Agencies have a preference for a cloud-based or hybrid cloud/on-premise solution, entirely on-premise system architectures will be given equal consideration as well. SCR9-1-1 and Participating Agencies are also interested in learning the options available for maintaining Highly Available applications in a robust Disaster Recovery

environment including but not limited to vendor-hosted solutions, SaaS solutions and other alternatives.

1.3 Preliminary Schedule

Event	Date
RFP Released	August 19, 2024
Pre-Proposal Conference (virtual)	September 5, 2024
Deadline for Questions	September 20, 2024
Answers to Questions Released via Addendum	September 25, 2024
Proposals Due	October 7, 2024

1.4 Proposal Due-Date and Location

Proposal must be submitted no later than **October 7, 2024** at 3:00 PM local time to:

Wolff Bloss
Systems Division Manager
Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz, CA 95065
(831) 471-1019
wolff@scr911.org

Proposers must contact the Proposal Coordinator at least one week prior to the proposal submission deadline to receive a unique proposal submission link. Proposals submitted by fax or email will not be accepted.

All proposals and accompanying documentation will become property of SCR9-1-1 and will not be returned. The Proposer has full responsibility to ensure the proposal arrives before this deadline and accepts all risks of late delivery regardless of fault.

1.5 Purchasing Website

SCR9-1-1 will use its website <https://www.scr911.org/rfps> to post this RFP and all related addenda. All project correspondence will be posted on this website. It is the Proposers' responsibility to check the website regularly for updates and RFP clarifications, as well as any addenda.

1.6 Pre-Proposal Conference

A Pre-Proposal Conference is scheduled for **September 5, 2024** from 10:00 AM to 11:00 AM local time. Please email the RFP Coordinator at wolff@scr911.org to register for the Pre-Proposal Conference and obtain the meeting link.

While the Pre-Proposal Conference is not mandatory, Proposers are highly encouraged to attend. SCR9-1-1 shall have key personnel in attendance to answer questions and discuss issues that may arise. Proposers are expected to raise any questions or issues they have concerning the RFP document at this point in the process. In order for questions to be answered at the Conference, they shall be submitted via email to the RFP Coordinator by 3:00 PM local time on **August 29, 2024**. Questions not submitted in advance may be asked at the Conference, but may or may not be answered at the Conference. Please note that questions submitted by the aforementioned deadline will not necessarily be answered at the Conference.

SCR9-1-1 does not intend to issue minutes or notes from the Conference. However, written clarifications or addenda deemed necessary by SCR9-1-1 will be posted on the SCR9-1-1 transparency portal website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses or notices issued by SCR9-1-1 as a result of the Conference.

Proposers shall note that only SCR9-1-1's written answers provided after the Conference will be binding. The written responses shall represent SCR9-1-1's official position and will supersede any previous oral statements made during the Conference or at any time by SCR9-1-1 or Participating Agency personnel.

1.7 Questions and Clarifications Regarding the RFP

Any explanation desired by a Proposer regarding the meaning or interpretation of the Request for Proposal must be submitted in writing to the RFP Coordinator. The deadline for all questions and requests for clarifications or interpretations is 3:00 PM local time on **September 20, 2024**. SCR9-1-1 is not obligated to respond to questions or requests for clarifications or interpretations not received by the stated deadline.

If SCR9-1-1 determines that clarifications, supplemental instructions, or changes to this RFP are necessary, it will issue an official written addendum that will become part of this RFP and be included as part of the Contract. Oral explanations or instructions given before the award of the Contract shall not be binding.

Questions (and answers) that warrant an addendum will be posted on the SCR9-1-1 website. It is the obligation and responsibility of the Proposer to learn of any addenda, responses or notices issued by SCR9-1-1 and posted on the website. Proposers shall not be allowed to take advantage of any errors or omissions found in this RFP. Full instructions will be given if such error or omission is discovered and called to the attention of SCR9-1-1 point of contact in a timely manner.

It is the responsibility of Proposers to ensure that they have received addenda if any are issued. For each addendum, the Proposer must include a signed copy of the addendum acknowledging receipt and include it as part of the proposal.

Part 2.0 Scope of Work

2.1 Project Overview

SCR9-1-1 seeks to procure a state-of-the-art Report Writing and law enforcement Records Management System (RMS) as well as identified interfaces (collectively “System”). SCR9-1-1 intends to work with a single Proposer serving as the Prime Contractor. SCR9-1-1 desires the successful Proposer to provide the software, hardware and services described in the remainder of this RFP. However, SCR9-1-1 reserves the right to purchase hardware from sources other than the Proposer.

2.2 Scope of Services

2.2.1 **Software Systems**

SCR9-1-1 expects the Proposer to provide all software necessary to ensure a fully functioning system at the time of implementation. Proposers are responsible for providing a system with sufficient functionality and performance capabilities to support all of the Participating Agencies’ needs. The proposed system should be sized to meet the performance standards for the projected volumes plus a margin for unexpected growth. The selected Proposer will assume any and all costs associated with increasing the system capabilities as required to support potential increases in volume within a five-year period after Final System Acceptance.

All proposed software versions must be available and operational in a live environment on or before the proposal deadline. The version for each module proposed must be identified in the Proposer’s response.

The following is a list of systems that must be included in the Proposer’s solution:

- 1) **Law Enforcement Records Management System (RMS):** A fully integrated, NIBRS/CIBRS-compliant RMS to perform a broad range of functionality as further defined in Appendix B. The system should also have tools to assist with data integrity and accuracy and users should be able to search and access external databases from a single query. The RMS solution should include all requested interfaces and provide for a seamless transfer of information between all applications.
- 2) **Report Writing:** A Report Writing application that allows field users to complete reports in a mobile environment and submit those reports electronically to the RMS via a Department-specified report review and approval process. The application should provide for the pre-population of report forms via interface with the Participating Agencies’ Mobile application. Additionally, the system should support unique workflow requirements as dictated by Participating Agencies.

2.2.2 **Interfaces**

In addition to the integration of the proposed System applications, the Proposer will be responsible for providing interfaces to the SCR9-1-1, City, County and external systems described in this section. The specific functional requirements for each of the following interfaces are included in **Appendix B** to this RFP.

- 1) **Motorola PremierOne CAD/Mobile:** Participating Agencies require Call For Service data to be transferred from the Motorola PremierOne CAD and Mobile applications to the RMS at Participating Agency-defined intervals and points in the workflow to be used throughout officer/deputy report writing and records-related queries and workflows.
- 2) **CLETS/NCIC:** The interface should allow Participating Agencies to query and allow entry into CLETS and NCIC databases from within the RMS application using the County's CommSys message switch. Query returns should populate the appropriate fields in the RMS, the report writing module, and the booking module upon user request. Returned information should be displayed in an easily readable format with agency-defined words highlighted. Mobile users should be able to save a query return to a "clipboard" and import subject, vehicle, or article information into the RMS for use when writing reports. Authorized users also require the ability to enter, modify, locate, and cancel required NCIC data from within the RMS applications. This includes information pertaining to warrants, protection orders, sex offenders, property, vehicles, persons of caution, gangs and gang members, guns and missing persons, gun permits, etc. The RMS interface should comply with state security-level requirements, with NCIC warrant submission standards and all state and federal audit requirements.
- 3) **Crossroads e-Citations, Crash Reporting and Impounds:** Participating Agencies require an interface that allows the RMS to consume the information entered into the Crossroads application as soon as the citation data entry is completed. If a subject exists in the MNI, the citation should be linked to that subject. An MNI record should not be created unless it is verified that the subject record does not already exist in the MNI. Participating Agencies should be able to configure the point in the workflow at which the transfer of information occurs. The interface should transfer citation data in such a way that either system can reproduce a printed copy of the citation from the resulting RMS citation record. The citation should be linked to the call for service record in the RMS Call for Service module and any associated incident reports or forms. It should also be linked to master files such that a search on a person will retrieve any associated citations and/or warnings.

The interface should also support the synchronization of statute tables in the Crossroads and RMS applications.

Participating Agencies are also seeking a two-way interface from the Crossroads Crash Reporting application to import and export Participating Agency-defined fields and

- complete reports between Crossroads to the RMS system at Participating Agency-defined intervals. Additionally, Participating Agencies are seeking a one-way interface from the Crossroads Impounding module to the RMS at Participating Agency-defined intervals. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' e-Citations, Crash Reporting and Impounds needs natively or through a third-party.
- 4) **FileOnQ Property and Evidence:** Some Participating Agencies will continue using FileOnQ to manage their property and evidence. The Agencies are seeking a two-way interface with FileOnQ to transfer Agency-defined property and evidence data between FileOnQ and the RMS at Agency-defined intervals. Users would also like to be able to query the FileOnQ system from within the RMS application, update data in the RMS when updates are made to property/evidence items in FileOnQ, and transfer Participating Agency-defined case information from the RMS to FileOnQ at Participating Agency-defined intervals. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Property and Evidence needs natively or through a third-party.
 - 5) **DigitalOnQ Digital Evidence:** Some Participating Agencies use the DigitalOnQ system to manage their Digital Evidence. The Agencies are seeking a two-way interface with DigitalOnQ to transfer Agency-defined digital evidence data between DigitalOnQ and the RMS at Agency-defined intervals. Users would also like to be able to query the DigitalOnQ system from the RMS, update data in the RMS when updates are made to property/evidence items in DigitalOnQ, and transfer Participating Agency-defined case information from the RMS to DigitalOnQ at Participating Agency-defined intervals. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Digital Evidence requirements natively or through a third-party.
 - 6) **Axon:** Participating Agencies require a two-way interface between Axon Evidence.com and the RMS. Today, agencies track digital evidence in a variety of methods. Some Participating Agencies utilize Axon for digital evidence management (DEMS). These agencies should be able to query the RMS and identify any digital evidence in the Axon DEMS. Users should be able to search the Axon DEMS from the RMS and view files stored within the Axon DEMS from within the RMS. The Participating Agencies should have the ability to compress Axon DEMS files before viewing.
 - 7) **Tyler Warrants:** Participating Agencies desire a two-way interface that transfers data between the Tyler Warrants database and the RMS. Participating Agencies are seeking the ability to define the fields that are transferred between the applications and intervals at which the fields are transferred as well as the ability to edit any data that is received in

the RMS from the Tyler Warrants system and append data in the Master Name Index from data received from the Tyler Warrants system. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Warrants requirements natively or through a third-party.

- 8) **LexisNexis Accurint:** Investigators and Crime Analysts from Participating Agencies use the LexisNexis Accurint application to analyze data and conduct research for cases. The Participating Agencies desire a one-way interface to transfer Participating Agency-defined data from the RMS to the LexisNexis Accurint system for crime analysis purposes.
- 9) **CrimeTracer (formerly COPLINK):** Investigators in Participating Agencies use the CrimeTracer database to conduct queries and research during the course of investigations. The Department desires a one-way interface to export Department-defined data from the RMS to CrimeTracer as well as the ability for authorized users to query the CrimeTracer database from within the RMS.
- 10) **Karpel Court Case Management:** Attorneys in the County use the Karpel court case management system. The Participating Agencies desire a two-way interface between Karpel and the RMS to transfer Participating Agency-defined data between the application at Participating Agency-defined intervals/points in the process. The Participating Agencies are seeking the ability to transfer case information from the RMS to Karpel and for data held in the RMS to be automatically updated when case and evidence status changes are made in Karpel and the ability to update the disposition of evidence in the RMS when Participating Agency-defined case and /or evidence status changes occur in Karpel.
- 11) **Coplogic:** Some Participating Agencies use the Coplogic application for online citizen reporting purposes and desire a one-way interface from Coplogic to the RMS to enable reports submitted by the public to follow the Participating Agency-defined report submission and approval process. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Citizen Online Reporting requirements natively or through a third-party.
- 12) **EIS JMS:** Participating Agencies desire a two-way interface between the RMS and the SCSO's EIS Jail Management System (JMS) to send booking information from the RMS to the JMS and retrieve prisoner status and disposition information, mugshots, and other identifiers held in the JMS from the RMS.

2.2.3 Hardware and System Software

The Proposer shall supply all necessary hardware or cloud infrastructure and system software to ensure that the application software provided by the Proposer will perform at its optimum capabilities for users. Microsoft Windows is the preferred platform for any application. It is expected that the system will be able to maintain compatibility with the participating agencies' multiple versions of MS Windows products but also accommodate Windows applications as they migrate to new versions.

Participating Agencies will provide all workstation hardware (excluding peripherals), but expects the Proposer to provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance. These specifications should include maximum age of hardware and software versions. SCR9-1-1 expects a minimum of three (3) environments: Production, Training, and Staging/Testing. A Backup/Disaster Recovery environment is also desired.

SCR9-1-1 reserves the right to purchase hardware from sources other than the Proposer.

2.2.4 Implementation and Support

The Proposer, with appropriate involvement from Participating Agency employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training, and construction of interfaces. The Proposer must include in its proposal a comprehensive Project Plan showing time and resources required to accomplish tasks.

To assist in developing the Project Plan, SCR9-1-1 has identified implementation tasks, system modules and functionality as either Phase 1 or Phase 2 throughout this RFP. In this context, Phase 1 refers to those tasks, modules and functionality SCR9-1-1 considers of highest priority to have available in the production environment at system cutover. Phase 1 tasks/functionality will receive the primary focus of Participating Agency resources during the system implementation phase of the project. Phase 2 items refer to tasks, modules and functionality that are of lower priority for Participating Agencies to have available at system cutover than Phase 1 items, and if necessary, may be implemented post go-live. Proposers should include all requested functionality in their proposals, regardless of the Phase (Phase 1 or Phase 2) to which it has been assigned by SCR9-1-1.

The proposed project schedule, implementation plan and any other materials submitted in Proposer's response should reflect the Phase to which the task, module and/or functionality has been assigned herein. SCR9-1-1 reserves the right to re-assign any Phase 1 items to Phase 2, and vice-versa, and expects to discuss each item with the selected vendor when developing the Statement of Work during contract negotiations. Any relevant changes will be clearly identified prior to commencing system implementation with the selected Proposer.

Further Implementation and Project Management requirements are described in Section 4.9 of this RFP.

2.2.5 Project Management

The successful Proposer will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, configuration management, quality assurance, test planning and execution, training, change management, business process re-engineering, and post-implementation support.

- Proposer must describe the location in which they intend to perform the different phases of the project.
- The Proposer shall provide a project manager who, along with SCR9-1-1's project manager, will be responsible for the overall success of the Project.
- During the course of the project, until Final System Acceptance, the contracting firm's Project Manager will:
 - Attend regular status meetings
 - Submit regular status reports, covering such items as:
 - Progress of work being performed
 - Milestones attained
 - Resources expended
 - Problems encountered
 - Corrective action taken
 - Status of issues/problems
 - Participate in weekly project status conference calls
 - Provide agendas, post-trip reports, and other similar documentation, as required by SCR9-1-1
 - Coordinate all resources and meetings in concert with the SCR9-1-1 Project Manager

2.2.6 Business Process Re-Engineering

SCR9-1-1 believes this Project will alter Participating Agencies' current business processes. Participating Agencies plan to work with the Proposer to identify process changes and develop training tools and materials to facilitate the transition to the new systems using new business processes.

2.2.7 Documentation

Documentation must be developed to support the software and the Participating Agencies' business processes. Any software tools or utilities that are desirable to tune, test, maintain or support the system must be specified in the documentation. Any tailoring or configuring must be documented and delivered to SCR9-1-1 and the Participating Agencies.

All user documentation, including application and interface documentation, help documentation and software tutorials shall be available online and accessible from within the relevant application. Additionally, the successful Proposer is expected to provide sufficient copies of each type of user documentation to each user group.

2.2.8 Configuration and Training

SCR9-1-1 recognizes the involvement, understanding, and commitment of employees is essential to the successful implementation of the proposed System. As such, SCR9-1-1 and Participating Agency employees will assist in all key process design and configuration decisions.

It should be noted that training may need to take place in various locations throughout Santa Cruz County and at times that are convenient to personnel working non-regular hours. The Proposer is expected to provide the following types of training programs:

1. A training program for SCR9-1-1's core project implementation team that includes the training necessary for SCR9-1-1, Participating Agency and City/County IT personnel to understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.
2. A training program for application administrators that includes the training necessary to configure, tailor, monitor and administer the system's technical and functional aspects.
3. A training plan and training documentation to support the training of all end-users in the functionality of the various proposed system components relevant to their job duties.
4. Post-implementation training for ongoing end-user training of the initial system, as well as for future version releases.

Except for post-implementation training, all training must be completed in a satisfactory manner before SCR9-1-1 will give formal Final System Acceptance. Proposers shall make available post-implementation training as requested by SCR9-1-1.

Additionally, the Proposer shall provide a training system that will allow users to simulate live operations for the System without degrading system performance.

2.2.9 System Testing

System implementation must include adequate provisions for functional, performance and reliability testing before Final System Acceptance. SCR9-1-1 requires the Proposer's involvement in the development and execution of all test plans to assure the System delivers the expected results.

Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required, as is a final acceptance test. The acceptance test will include a

confirmation of each functional requirement identified in Appendix B of this RFP, in addition to required performance and reliability acceptance procedures that SCR9-1-1 may require.

2.2.10 Reliability and Performance Standards

2.2.10.1 Warranty

The entire system solution as proposed in this RFP must include a first-year warranty, including all software updates, enhancements and refinements and interfaces, for a minimum of twelve (12) months after the Final System Acceptance date. The warranty shall conform to contractually agreed upon specifications and protect against any defects or damage caused by manufacturers, Proposers, or proposed Subcontractors, in the System's equipment or software. Additionally, the Proposer will warrant its responses to the functional requirements included in **Appendix B** to this RFP and any other element of this RFP and will agree to attach its RFP response to any contract reached with SCR9-1-1.

Final System Acceptance shall be determined by the SCR9-1-1 according to an agreed upon testing plan. All repairs and expenses to cover repairs made under warranty, including parts, software, labor travel expenses, meals, lodging and any other costs shall be borne by the Proposer. All repairs and expenses to cover repairs that are due to the Proposer's inability to perform based upon warranty guidelines shall be borne by the Proposer.

2.2.10.2 Support and Maintenance

SCR9-1-1 expects that a six (6) year maintenance and support agreement will be offered. It is expected that Year 1 of maintenance (defined as one year from date of final system acceptance) will be at no charge. Furthermore, a 24 x 7 x 365 support plan shall be mandatory. The SCR9-1-1 support agreement must describe priority levels for system errors and include a guaranteed response time for each priority level in accordance with the system performance expectations defined in Appendix D.

2.2.10.3 Account Manager

The selected Proposer will provide SCR9-1-1 with an Account Manager who will be the single point of contact throughout the Proposer's relationship with SCR9-1-1.

Part 3.0 Terms and Conditions

3.1 No Obligation to Proceed

SCR9-1-1 is under no obligation to proceed with this project and may cancel this Request for Proposal at any time without the substitution of another, if such cancellation is deemed to be in the best interest of SCR9-1-1.

3.2 Withdrawal or Modification of Proposal

SCR9-1-1 may allow a Proposer's representative bearing proper authorization and identification to sign for, receive and withdraw the Proposer's unopened proposal prior to the submission deadline. A Proposer wishing to modify its proposal may do so by uploading new files with a notation on the cover page indicating that it contains a modification to the original proposal and identifying the proposal by name, number and updated submission date and time. No Proposal may be withdrawn after the scheduled closing time for receipt of Proposals.

3.3 Proposal Validity Period

Submission of a proposal will signify the Proposer's agreement that its proposal and the content thereof are valid for one-hundred eighty (180) days following the submission deadline unless otherwise agreed to in writing by both parties.

3.4 Proposal Verification

Proposer responses are subject to verification. Misleading and/or inaccurate answers may be grounds for disqualification at any stage in the procurement process.

SCR9-1-1 may contact individual Proposers for clarification or correction of minor errors and omissions. Upon such a request, the Proposer must furnish any requested information to SCR9-1-1 within five (5) business days or the proposal will be evaluated as originally received. Major errors or omissions may result in rejection of the proposal from further consideration.

3.5 Rejection and Waiver

SCR9-1-1 reserves the right to reject any or all proposals and to waive informalities and minor irregularities in offers received. Furthermore, SCR9-1-1 may issue a new or modified Request for Proposal, if doing so is found to be in the best interest of SCR9-1-1.

3.6 Purchase Orders

The Proposer shall furnish no services, equipment materials or labor unless a properly executed order is received from SCR9-1-1.

3.7 Subcontractors

SCR9-1-1 intends to contract with one Prime Contractor who will be solely responsible for contractual performance and who shall be the sole point of contact for SCR9-1-1 with regard to contractual matters. In the event the Prime Contractor utilizes one or more subcontractors, the Prime Contractor will assume all responsibility for performance of services by the subcontractor(s).

3.8 Requirement to Meet All Proposal Provisions

Each Proposer shall respond to all of the specifications and proposal terms and conditions contained herein. By virtue of the Proposal submission, the Proposer acknowledges agreement with and acceptance of all of the specifications except as expressly qualified in the Proposal.

3.9 Proposal to Become Part of Contract

The submitted Proposal, along with this Request for Proposal, will become part of the Contract that is negotiated between SCR9-1-1 and the successful party.

3.10 Contract Negotiation

SCR9-1-1 reserves the right to negotiate all elements of the requirements, submittals, proposals, terms and conditions and/or scope of services as part of the contract negotiation process prior to any formal authorization of the contract by SCR9-1-1.

If at any time the contract negotiations are judged to be ineffective, SCR9-1-1 may cease all activities with a Proposer and begin contract negotiations and preparation activities with a different Proposer, continuing the process until a Contract is executed. As a part of this process, SCR9-1-1 may obtain “best and final offers (BAFOs)” from any or all Proposers. SCR9-1-1 reserves the right to cease all contract negotiation activities at any time and reject all proposals if such action is determined by SCR9-1-1 to be in its best interest. Please note that further negotiations may take place after the receipt of BAFOs.

3.11 Modifications to Scope of Work

In the event that sufficient funds do not become available to complete each task in the Scope of Work, the Scope of Work may be amended, based upon the cost breakdown required in the Cost Proposal.

3.12 Prohibited Contracts

SCR9-1-1 shall not contract with, and shall reject any proposals submitted by the persons or entities specified below, unless SCR9-1-1 finds that Special Circumstances exist which justify the approval of such a contract.

- Profit-making firms or businesses in which employees described in this solicitation serve as officers, principals, partners or major shareholders;
- Persons who, within the immediately preceding twelve (12) months, came within the provisions this solicitation and who (1) were employed in positions of substantial

- responsibility in the area of service to be performed by the contract, or (2) participated in any way in developing the contract or its service specifications; and
- Profit-making firms or businesses in which the former employees described in this solicitation serve as officers, principals, partners or major shareholders.

3.13 Award of Contract

If a contract is awarded, the contract will be awarded to the Proposer that best presents a product that will be the most advantageous to SCR9-1-1. SCR9-1-1 will negotiate with the selected Proposer to acquire the combination of functionality and implementation assistance that best meets SCR9-1-1 and Participating Agencies' needs.

SCR9-1-1 may in its sole discretion, negotiate and award a contract without presentations, interviews or best and final offers, based solely on information provided in the proposal responses.

3.14 Public Records

After award of contract, proposal responses shall be considered public record and subject to review. If the Proposer believes any specific section(s) of its proposal response is confidential or proprietary, the Proposer shall clearly mark the page(s) and select text confidential and isolate the pages marked confidential in a specific and clearly labeled section of its proposal response. Additionally, the Proposer shall include a written statement as to the basis for considering the selected information confidential and the material will be reviewed.

3.15 Conflict of Interest

SCR9-1-1, Participating Agencies and Participating Cities/County comply with all California statutes and regulations related to conflicts of interest.

No person performing services for SCR9-1-1, in connection with the establishment of any agreements or any projects resulting from this solicitation, shall have a financial or other personal interest other than employment or retention by SCR9-1-1 or Participating Agency/City/County, in any contract or subcontract in connection with this solicitation or any resulting project. No officer or employee of such person retained by SCR9-1-1 or Participating Agency/City/County shall have any financial or other personal interest in the resulting project, unless such interest is openly disclosed upon the public records of SCR9-1-1, Participating Agency/City/County and such officer, employee, or person has not participated in the acquisition of such property for or on behalf of SCR9-1-1.

3.16 Partial Award

SCR9-1-1 reserves the right to award portions of this contract only and is not required to procure all systems identified within this RFP, if deemed to be in the best interest of SCR9-1-1.

3.17 Reimbursements

There is no express or implied obligation for SCR9-1-1 to reimburse responding firms for any expenses incurred in preparing Proposals in response to this Request for Proposal and SCR9-1-1 will not reimburse responding firms for these expenses, nor will SCR9-1-1 pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services.

3.18 Management

Should there be a change in ownership or executive management, the contract shall be canceled unless a mutual agreement is reached with the new owner or manager to continue the contract with its present provisions and prices. This contract is nontransferable by either party.

3.19 Disclosure

After Proposals are submitted there will be no disclosure of contents to competing firms, and all Proposals will be kept confidential during the negotiation process. Except for trade secrets and confidential information which the firm identifies as proprietary, all Proposals will be open for public inspection after the contract award.

3.20 Equal Employment Opportunity/Non-Discrimination

During and in relation to the performance of this Contract, Proposer agrees as follows:

A. The Proposer shall not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. The Proposer agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.

B. If this Contract provides compensation in excess of \$50,000 to Proposer and if Proposer employs fifteen (15) or more employees, the following requirements shall apply:

(1) The Proposer shall, in all solicitations or advertisements for employees placed by or on behalf of the Proposer, state that all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment;

advertising, layoff or termination, rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. In addition, the Proposer shall make a good faith effort to consider Minority/Women/Disabled Owned Business Enterprises in Proposer's solicitation of goods and services. Definitions for Minority/Women/Disabled Owned Business Enterprises for the purposes of this agreement are available from Santa Cruz County's General Services Purchasing Division.

(2) In the event of the Proposer's non-compliance with the non-discrimination clauses of this Contract or with any of the said rules, regulations, or orders said Proposer may be declared ineligible for further contracts with SCR9-1-1.

(3) The Proposer shall cause the foregoing provisions of subparagraphs 8B(1) and 8B(2) to be inserted in all subcontracts for any work covered under this Contract by a subcontractor compensated more than \$50,000 and employing more than fifteen (15) employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

3.21 Indemnification

To the fullest extent permitted by applicable law, the Proposer shall exonerate, indemnify, defend, and hold harmless SCR9-1-1 (which shall include, without limitation, its officers, agents, employees and volunteers) from and against:

A. Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which SCR9-1-1 may sustain or incur or which may be imposed upon it as a result of, arising out of, or in any manner connected with the Proposer's performance under the terms of this Contract, excepting any liability arising out of the sole negligence of SCR9-1-1. Such indemnification includes any damage to the person(s), or property(ies) of the Prime Contractor and third persons.

B. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to the Proposer and Proposer's officers, employees and agents engaged in the performance of this Contract (including, without limitation, unemployment insurance, social security and payroll tax withholding).

3.22 Insurance

Proposer, at its sole cost and expense, for the full term of this Contract (and any extensions thereof), shall obtain and maintain, at minimum, compliance with all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects SCR9-1-1 and any insurance or self-insurance maintained by SCR9-1-1 shall be considered in excess of Proposer's insurance coverage and shall not contribute to it. If Proposer normally carries insurance in an amount greater than the minimum amount required by SCR9-1-1 for this Contract, that greater amount shall become the minimum required amount of insurance for purposes of this Contract. Therefore,

Proposer hereby acknowledges and agrees that any and all insurances carried by it shall be deemed liability coverage for any and all actions it performs in connection with this Contract. Insurance is to be obtained from insurers reasonably acceptable to SCR9-1-1.

If Proposer utilizes one or more subcontractors in the performance of this Contract, Proposer shall obtain and maintain Contractor's Protective Liability insurance as to each subcontractor or otherwise provide evidence of insurance coverage from each subcontractor equivalent to that required of Proposer in this Contract, unless Proposer and SCR9-1-1 both initial here ____ / ____.

A. Types of Insurance and Minimum Limits

(1) Workers' Compensation Insurance in the minimum statutorily required coverage amounts. This insurance coverage shall be required unless the Proposer has no employees and certifies to this fact by initialing here ____/____.

(2) Automobile Liability Insurance for each of Proposer's vehicles used in the performance of this Contract, including owned, non-owned (e.g. owned by Proposer's employees), leased or hired vehicles, in the minimum amount of \$1,000,000 combined single limit per occurrence for bodily injury and property damage. This insurance coverage is required unless the Proposer does not drive a vehicle in conjunction with any part of the performance of this Contract and Proposer and SCR9-1-1 both certify to this fact by initialing here ____/____.

(3) Comprehensive or Commercial General Liability Insurance coverage at least as broad as the most recent ISO Form CG 00 01 with a minimum limit of \$1,000,000 per occurrence, and \$2,000,000 in the aggregate, including coverage for: (a) products and completed operations, (b) bodily and personal injury, (c) broad form property damage, (d) contractual liability, and (e) cross-liability.

(4) Professional Liability Insurance in the minimum amount of \$1,000,000 combined single limit, if, and only if, this Subparagraph is initialed by Proposer and SCR9-1-1 ____ / ____.

B. Other Insurance Provisions

(1) If any insurance coverage required in this Contract is provided on a "Claims Made" rather than "Occurrence" form, Proposer agrees that the retroactive date thereof shall be no later than the date first written above (in the first paragraph on page 1), and that it shall maintain the required coverage for a period of three (3) years after the expiration of this Contract (hereinafter "post Contract coverage") and any extensions thereof. Proposer may maintain the required post Contract coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post Contract coverage being both available and reasonably affordable in relation to the coverage provided during the term of this Contract. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the

term of this Contract in order to purchase prior acts or tail coverage for post Contract coverage shall be deemed to be reasonable.

(2) All policies of Comprehensive or Commercial General Liability Insurance shall be endorsed to cover SCR9-1-1, its officials, employees, agents and volunteers as additional insureds with respect to liability arising out of the work or operations and activities performed by or on behalf of Proposer, including materials, parts or equipment furnished in connection with such work or operations. Endorsements shall be at least as broad as ISO Form CG 20 10 11 85, or both CG 20 10 10 01 and CG 20 37 10 01, covering both ongoing operations and products and completed operations.

(3) All required policies shall be endorsed to contain the following clause:

“This insurance shall not be canceled until after thirty (30) days’ prior written notice (10 days for nonpayment of premium) has been given to:

Amethyst Uchida, General Manager

SCR9-1-1

495 Upper Park Rd

Santa Cruz, CA 95065

amethyst@scr911.org

Should Proposer fail to obtain such an endorsement to any policy required hereunder, Proposer shall be responsible to provide at least thirty (30) days’ notice (10 days for nonpayment of premium) of cancellation of such policy to SCR9-1-1 as a material term of this Contract.”

(4) Proposer agrees to provide its insurance broker(s) with a full copy of these insurance provisions and provide SCR9-1-1 on or before the effective date of this Contract with Certificates of Insurance and endorsements for all required coverages. However, failure to obtain the required documents prior to the work beginning shall not waive the Proposer’s obligation to provide them. All Certificates of Insurance and endorsements shall be delivered or sent to:

Amethyst Uchida, General Manager

SCR9-1-1

495 Upper Park Rd

Santa Cruz, CA 95065

amethyst@scr911.org

(5) Proposer hereby grants to SCR9-1-1 a waiver of any right of subrogation which any insurer of said Proposer may acquire against SCR9-1-1 by virtue of the payment of any loss under such insurance. Proposer agrees to obtain any endorsement that may be

necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not SCR9-1-1 has received a waiver of subrogation endorsement from the insurer.

3.23 Termination of Contract

SCR9-1-1 or the Proposer may terminate the contract for convenience by providing written notice to the other party not less than 30 calendar days prior to an effective termination date. SCR9-1-1 or Proposer may terminate the contract for material breach of contract by providing written notice to the other party not less than 14 calendar days prior to an effective termination date. Upon notice of termination, the Proposer will immediately take action not to incur any additional obligations, costs or expenses, except as may be reasonably necessary to terminate its activities. SCR9-1-1's only obligation to the Proposer will be just and equitable payment for materials and/or services authorized by, and received to the satisfaction of, SCR9-1-1 up to and including the effective date of termination. All finished or unfinished materials, supplies, goods, or documents procured or produced under the contract will become property of SCR9-1-1 upon the termination date. SCR9-1-1 reserves the right to purchase or obtain the supplies or services elsewhere, and the defaulting vendor will be liable for the difference between the prices set forth in the terminated order and the actual cost to SCR9-1-1. In no event will SCR9-1-1 be liable for any loss of profits on the resulting order or portion thereof so terminated. After the effective date of termination, Proposer will have no further claims against SCR9-1-1 under the contract. Termination of the contract pursuant to this paragraph may not relieve the Proposer of any liability to SCR9-1-1 for damages sustained by SCR9-1-1 because of any breach of contract by Proposer, and SCR9-1-1 may withhold any payments to Proposer for the purpose of set-off until such time as the exact amount of damages due SCR9-1-1 from Proposer is determined. The rights and remedies provided in this section will not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

Part 4.0 Proposal Response Format

4.1 Proposal Response Format

Proposals must be submitted in the format described in Section 4.3 of this RFP, using supplied forms where indicated. Failure to follow the format requested, or failure to use the provided forms where indicated, may result in the rejection of a proposal.

4.2 Proposal Submission

The Proposer's sealed proposal must be in the proposal response format outlined in Section 4.3 of this Request for Proposal and delivered pursuant to the following requirements:

1. Offers and modifications thereof shall be submitted electronically to a unique proposal submission link. This link shall be obtained from the Proposal Coordinator at least one week prior to the proposal submission deadline. Each Proposal shall include the following information on a cover page:
 - Name, Physical Address and E-mail Address of Proposer
 - Submission Date and Time
 - Request for Proposal Number
 - Title of RFP
2. The Proposer must submit the Functional Proposal and Cost Proposal as two distinct electronic files, in .PDF format. The Proposals should be submitted in their entirety (functional and cost proposals separate) as opposed to separate files broken down by section. The only exception is the Appendix B Excel Workbook which should be submitted in the original Excel format. Documents that require an authorized signature must include a scanned copy of the original signature.
3. The Proposer shall submit a formal transmittal letter on official company letterhead that contains the following:

Statement of Interest: This statement shall indicate the firm's general interest and capability to perform the project. It shall also include a brief summary of any information that might be especially important to SCR9-1-1.

Statement of Proposal Life: The proposal must have a proposal life of at least one-hundred eighty (180) days or the length of contract negotiations from the RFP due date. This is the time during which the proposal is a firm offer and a contract may be entered.

Contact Person: The Proposer shall include the name, title, address, telephone number, and email of the key contact person for any questions regarding the proposal.

Signature of Authorized Representative: An authorized representative of the firm must sign the proposal and the name and title of the representative must be typed below the signature.

4.3 Proposal Format

SCR9-1-1 expects the Functional Proposal to be divided into ten (10) clearly marked and identified sections which are bookmarked to allow reviewers to navigate between each section of the PDF document. The Cost Proposal (Section 11) must be submitted separately as described elsewhere in this RFP. The proposal must follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals. **Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.**

The following table describes each section. Proposers should label each section as described in the table and provide a table of contents that includes page number references and links to each section. The paragraphs following the table explain the detail requested for each section, and are referenced accordingly in the table. Paragraph numbering within proposals should correspond to question numbers in the detailed RFP.

Table 2. Proposal Format Overview

Proposal Format Overview		
Section	Description	Reference
1	Letter of Transmittal/Executive Summary/Table of Contents	N/A
2	Proposer Background and Experience	4.4
3	Proposer References	4.5
4	System Architecture	4.6
5	System Software and Application Software	4.7
6	System Testing and Acceptance	4.8
7	Implementation and Project Management	4.9
8	Documentation and Training	4.10
9	Support, Warranty, and Maintenance Provisions	4.11
10	Contract Provisions	4.12
11	Cost Proposal	4.13

4.4 Proposal Section 2: Proposer Background and Experience

1. Identify the Prime Contractor and all subcontractors.

2. For each Contractor and Subcontractor, complete and include the Contractor/Subcontractor Information Form (Appendix A – Form A).
3. If the Proposer is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation should be submitted with the proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is not sufficient.
4. Provide background information about:
 - a. The Proposer's company history and experience in the market for public safety information systems
 - b. If a subcontractor is proposed, provide a history on previous work completed together by the proposer and subcontractor. Include the following for each project in which the proposer and subcontractor have worked together:
 - Agency (include point of contact)
 - Project date
 - Applications installed
 - Responsibilities of each party
5. For the Prime Contractor, complete and include the Contractor Financial Qualifications Form (Appendix A – Form B).

4.5 Proposal Section 3: Proposer References

1. Each vendor (Contractor and Subcontractor) must complete and include the Reference Form (Appendix A – Form C). Each vendor must provide ten references, including at least three references for recent installations (within the past 3 years), three references representing long-standing relationships and installations (greater than 3 years ago) and three references in California. All references must include the applications being sought (Report Writing and RMS).
2. Include definitions for all acronyms used within Appendix A – Form C.

4.6 Proposal Section 4: System Architecture

4.6.1 **System Diagram**

1. Provide a diagram of the proposed System architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobile data components and interface points, as well as a

representation of the System environments (Production, Backup, and Training/Testing).

- Note: All items listed in Hardware Costs section of the Cost Proposal or associated with implementing a proposed cloud solution must be included in the diagram and vice versa.

4.6.2 Proposed Hardware Configuration

1. Complete and include the Server Configuration Form (Appendix A – Form D).
 - All servers required to implement the proposed solution must be included in the Server Configuration Form.
2. Describe the ability of the proposed servers to support the requirements and processing performance characteristics for the volumes described in Appendix C for at least five years from the date of Final Acceptance.
3. Complete and include the Recommended Workstation Hardware Form (Appendix A – Form E).

4.6.3 Performance and Reliability

1. Describe the immediate back-up/failover parameters that the System provides in the Production Environment.
2. Describe any impact to systems (e.g., interference to normal operations, system shutdown) that will occur during:
 - a. Server upgrades and/or replacements
 - b. Application software upgrades/updates
3. SCR9-1-1 expects all System applications to operate concurrently at designed capacity. How will Proposer ensure concurrent operation of all System components without any System degradation?
4. SCR9-1-1 expects the Report Writing and RMS application will be available 99.95 percent of the time. Describe how the Proposer will guarantee this level of System availability both initially and during the life of any license and maintenance contract.
 - a. Should the System fail to meet its performance standards, what remedies will be provided to SCR9-1-1?

4.6.4 System Failover and Restoration

The following subsection refers to the back-up/disaster recovery environment and not the production environment. SCR9-1-1 is assuming that the production environment is designed

in such a way that will allow for immediate fail-over and back-up (e.g., through the use of clustered servers or similar).

1. Provide a detailed description of the proposed back-up/disaster recovery environment.
2. Do operations automatically failover to the back-up/disaster recovery environment in the event of a failure in the production environment?
 - a. What actions must be taken to activate the back-up/disaster recovery environment?
 - b. How much time is required until operations commence in the back-up/disaster recovery environment when operations in the production environment fail?
3. Describe any limited functionality with which the system will operate during the restoration process.

4.6.5 **Network Compatibility**

1. Describe the network that will be necessary to provide connectivity to the application(s) across participating agencies.
2. Will a dedicated network solely for the proposed applications be required?
3. Describe how the Report Writing application works in an environment of intermittent mobile computer connectivity.
 - a. Describe any functional limitations of the Report Writing and RMS applications in an environment of intermittent mobile computer connectivity.

4.7 Proposal Section 5: System and Application Software

4.7.1 **Operating System**

1. Provide the name and version number of the proposed Operating System for:
 - a. Servers
 - b. RMS Workstations

4.7.2 **System Software Applications and Utilities**

1. Complete and include the Recommended System Software Form (Appendix A – Form F), identifying the name, company, and release level of the following

applications and any other programs that the Proposer recommends above and beyond the main applications:

- Database Management System
- Communications Protocol
- Languages/Development Tools
- Utility/Report Writer Programs
- Administrative Tools

Note: All software must be accounted for within this section. If Proposer is assuming that SCR9-1-1 or Participating Agencies already own required software, those assumptions must be stated. Assume all Windows OS Client Access Licenses will be provided by SCR9-1-1 and Participating Agencies.

4.7.3 System Backup

1. Describe the Proposer's recommended approach for System backup.
 - a. How will the Proposer's recommended System backup process affect the live operation of the System?
 - b. Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.
2. Describe the tasks required by SCR9-1-1 and/or Participating Agency/City/County personnel and the level of technical knowledge required to perform the backup.
3. Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.

4.7.4 Software License Agreement

1. Include copies of the proposed standard software licensing agreements.
2. What type of licensing agreement is proposed for each application (e.g., concurrent, named, etc.)?
3. How many licenses are proposed per application?
4. Does the Proposer provide a site license option(s) for all system components proposed? If no, please identify those components for which site licensing is not an option and indicate why a site license would not be the most cost-effective option.

4.7.5 Major System Components

1. Use the Excel workbook provided in Appendix B to indicate how Proposer can satisfy SCR9-1-1's functional requirements. The Proposer should complete the spreadsheet, but should not modify or alter the workbook format in any manner except to provide responses where requested. Modification or alteration of the workbook format may result in rejection of the proposal. The Proposer should submit the workbook as a separate document.
 - a. The Proposer should leave the workbook as an Excel file and not convert to .pdf. If the Proposer wants to provide a .pdf version of the Excel file, it may include it in the main functional proposal document but must still submit the workbook in Excel as a separate document.
 - b. All detailed requirements in Appendix B are numbered in the Column A. These identification numbers should not be changed or omitted in the proposal.
 - c. Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal. Proposers are asked to indicate their ability to comply with the requirement using the codes described in the following paragraphs:
 - "C" indicates that the requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to SCR9-1-1. The cost of requirements receiving this response code is included in the cost of the standard application software. If the software required to meet this requirement is under development or in a test or beta phase, do not answer with a "C" response. Answer with an "N" response and indicate the development status in the "Comments" column.
 - "N" indicates that the Proposer cannot comply with the requirement. If a Proposer is answering "N" because it cannot meet the requirement in its entirety, please indicate why in the "Comments" column.
 - "A" indicates that, while the Proposer cannot meet the requirement exactly the way the requirement is stated, the Proposer can meet the requirement without modification to the standard application software and without additional cost to SCR9-1-1. The cost of a requirement receiving this response code is included in the cost of the Proposer's standard application software pricing. For example, the requirement can be met via functionality in another module, through standard features in the OS, or through an easy work-around. Responses in this column must be accompanied by an explanation in the "Comments" column. Failure to provide an

explanation will result in the response being counted as an “N” response.

- “M” indicates that the Proposer can meet the requirement by modifications to existing standard software. Responses receiving this response code may have an additional cost associated with them. Additional costs for modifications must be listed in the Cost Proposal (Appendix A – Form O) and must reference the specific functional requirement associated with the cost.
- “T” indicates that the Proposer can meet the requirement through use of third-party software. All "T" responses must have supporting explanations in the “Comments” column, including the name of the third-party provider. All third-party software necessary to meet the listed requirements must also be listed in the Cost Proposal. Failure to do so will result in a re-coding of the response as an “N.”

Note that a blank response will indicate to SCR9-1-1 that the Proposer cannot meet the requirement. Blank responses will be counted as “N” responses.

d. Column C of the “RMS” and “Interfaces” tabs in Appendix B indicates whether requirement must be implemented during Phase 1 or Phase 2, as defined in Section 2.2.4 of this RFP. Any response code provided shall apply to the requirement **and** the phase within which it is to be implemented. For example, when proposer responds “C” to a given requirement, SCR9-1-1 will evaluate that response as the baseline application is compliant with the requirement, **and** the functionality will be implemented during the phase identified in column C.

4.7.6 Interfaces and Integration

1. Complete and include the Interface Identification Form (Appendix A – Form G) for each proposed interface. If an Interface Identification Form is not provided for an interface, SCR9-1-1 will assume that it is not included in the proposed solution. For each interface:
 - Describe Proposer’s specific experience with the desired interface, including number of sites installed, date initially installed, operational status, direction of data exchange, and the development language or tool
 - Described the proposed approach to developing the interface
 - List any assumptions or constraints (e.g., communications protocol) to successfully completing the interface
 - Describe the services being provided and any assumptions regarding working with the interfacing organization to develop the interface

- If the Proposer has experience with a similar interface to a system being requested by SCR9-1-1, the Proposer should indicate as such.
2. It is likely that SCR9-1-1 will require additional interfaces over the lifetime of the application. As such:
 - a. What is the Proposer's approach to simplifying and supporting the development, installation and maintenance of interfaces developed after the contracted system has been implemented?
 - b. Is a repository/warehouse offered that will support a data dump from the proposed applications that would allow third party applications to query the database?
 - c. What training is provided for users to develop unique third-party interfaces?
 3. Does the System incorporate open data sharing models and standards such as the National Information Exchange Model (NIEM)?

4.7.7 Security Features

1. Describe to what level of depth (field, screen, module, etc.) security and permissions may be controlled within an application module.
2. Describe the auditing capabilities of the System (include screenshots).
3. Describe the process (and technical requirements) for which Proposer intends to access the proposed system after it has been deployed to provide remote diagnostics.
4. Does the system support Active Directory?
5. Are passwords enforced per CJIS security requirements?
6. Does the System support CJIS compliant encryption while the data is in transit? If so, explain how it is CJIS compliant.
7. Does the System support CJIS compliant encryption when the System is at rest? If so, explain how it is CJIS compliant.
8. Does the system support SAML for authentication?
9. Does the system support MFA at the application level?
10. What Industry Cyber Security Certifications does your organization have (e.g., CJIS, SOC 2, ISO/IEC 27001)?

11. What Cyber Security Framework(s) does your organization follow (e.g., NIST, GDPR, FISMA, CIS Controls)?

4.7.8 System Administration

1. What periodic System management functions should be performed to maintain System performance?
2. How much System Administrator time is needed per week Post-Implementation?
3. Use the Post-Implementation System Staffing Form (Appendix A– Form I) to identify the resources required to provide ongoing support for the system after implementation.

4.7.9 System Configuration

1. Describe how the RMS system can be uniquely configured, specifically addressing:
 - a. User interface
 - b. Code tables
 - c. Function keys/commands
2. Describe the mechanism to prevent system updates from overriding previous configuration decisions.
3. Describe how the RMS supports a multi-jurisdictional environment, focusing on the system's ability to support both system-wide and unique agency configurations.
 - a. How does the system accommodate unique data collection needs of each agency (e.g., if one agency would like to capture a data element that other agencies do not)?
 - b. How does the system support unique agency codes and drop-down menus? Will each agency have the ability to have its own codes?
 - c. How does the system support unique report workflow and approval processes? Will each agency have the ability to determine their own workflow?

4.7.10 General Functionality Questions

1. Describe how the system links attachments to a case. For example, is there a single folder containing all attachments, or are there individual attachments?

2. Describe in detail and illustrate with screen shots the steps required for users to complete reports in the system. Describe any limitations of the system reporting functionality.
3. Describe how data from non-Participating Agencies within and outside the County can be incorporated / tracked / reported upon to develop crime patterns not limited to the data available from Participating Agencies' jurisdictions.
4. How does the system handle case tracking to external agencies? For example, describe the functionality available to Participating Agencies to log which reports have been submitted to external agencies (e.g. CPS, Courts, etc.) and when they were sent and by whom.
5. Describe how users can share case information with agencies outside of the consortium (e.g. via a hyperlink, email or other means).
6. Describe the ability to set parameters in a multi-agency environment to allow for different levels of data sharing between agencies within the consortium. For example, can the consortium set a region-wide standard / template with the ability for Participating Agencies to add / remove fields they wish to share / not share?
7. Describe how the system will reconcile between a person's name entered in a pre-booking form and the person's name as verified through a LiveScan return, if they are different. For example, if a Deputy enters a person's name in a case report, arrest report and pre-booking form, and that name is verified to be inaccurate through a LiveScan return (e.g., fingerprint returns are different than the name entered on the pre-booking form), how are the case report, arrest report and pre-booking form updated with the verified name?
8. SCR9-1-1 is interested in permitting agencies external to the Participating Agencies (e.g., neighboring and/or state/federal law enforcement agencies, DA's Office, etc.) to access the system either on a temporary basis or for research/investigations purposes (e.g., Task Forces). Describe the recommended approach for personnel from agencies external to the Participating Agencies to access the system, how security rights will be configured for these personnel and any limitations associated with these potential users.

While the Participating Agencies intend to jointly procure and use a common Records Management System, the Agencies are not currently operating in a homogenous environment. For instance, while the Sheriff's Office utilizes FileOnQ for Property & Evidence Management, the three Police agencies utilize the Property & Evidence module in their current RMS. The Sheriff's Office thus

seeks an interface with FileOnQ while the Police agencies desire the selected vendor to provide a Property & Evidence module. Describe the recommended approach to implementing a combination of internal solutions as well as third party interfaces.

4.8 Proposal Section 6: System Testing and Acceptance

1. SCR9-1-1 requires a review process to verify the Proposer's responses to all of the functional requirements and to confirm that the proposed software meets defined user requirements prior to commencing software implementation. Describe your approach to confirming requirements, determining modifications necessary to meet SCR9-1-1's specifications and then addressing those modifications.
2. Provide an overview of the roles and responsibilities of SCR9-1-1 and Proposer in designing and executing test plans.
3. SCR9-1-1 requires three (3) types of tests: Functional, Stress and Reliability, and Performance Testing. Please note these tests include interfaces as well as system integration. The following questions are specific to each test:

4.8.1 Functional Testing

1. Describe how each requirement in the functional requirements matrix will be tested.
2. Describe how each interface will be tested.
3. Who will be responsible for writing the test scripts for each requirement?
4. Who will be responsible for conducting the test scripts?
5. At what point in the implementation will this step occur?
6. Are there any limitations on time for completion of testing?
7. Will all applications undergo functional testing?
8. In the event that a functional requirement cannot be met, what is the remediation process that will be taken?

4.8.2 Stress Testing

1. How will the system undergo stress testing?
2. Will it occur in SCR9-1-1's production environment?
3. What actions will the Proposer take in the event the System fails stress testing?

4.8.3 Reliability and Performance Testing

1. What System performance requirements (e.g., transaction times) will be utilized for baseline performance testing?
2. What system tools will be provided to measure the performance of the system as compared to the agreed-upon standards?
3. Will the Proposer agree to meet these performance requirements over the:
 - a. Warranty period?
 - b. Lifetime of the System?
4. For how long will the performance and reliability period last? SCR9-1-1 desires a reliability period of at least 90 days.
5. Describe the process should the system fail during the reliability test period, as well as actions that will be taken by the Proposer (including time frames), as well as its effect on the length of the testing period (e.g., will testing be restarted, paused, etc.).
6. Are any actions unique to the severity of the error?
7. If the System continually fails during the acceptance test procedures, what type of reimbursement will the Proposer provide to SCR9-1-1?
8. SCR9-1-1 will apply the Acceptance Test Plan included in Appendix E. Does the Proposer accept these terms? If not, explain any exceptions and propose alternatives. If an alternative is suggested, at a minimum, provide a sample of the plan that illustrates the process and parameters underlying its test approach.

4.9 Proposal Section 7: Implementation and Project Management

Proposers must clearly label and identify each sub-section for easy reference.

4.9.1 **Project Management**

1. Describe the Proposer's approach to managing an implementation of this magnitude.
2. When configuring/building the applications:
 - a. Will SCR9-1-1 start with a "blank" system and be expected to provide all code tables from scratch, or will a baseline set of codes be installed with the delivery of the system?

- b. Will the system come pre-built with all NIBRS/CIBRS-required fields and corresponding data elements?
 - c. How will system implementers ensure that SCR9-1-1 and Participating Agencies' build teams do not overwrite or delete NIBRS/CIBRS-required fields?
 - d. What type of forms will be provided to assist in the development of code tables (e.g., Excel files)?
 3. Include in this section a Statement of Work that breaks down the System implementation into two phases with corresponding tasks to be completed during Phase 1 and Phase 2, and delineates Proposer and SCR9-1-1's responsibilities within each task.
 - a. Implementation activities corresponding to the following tasks/functionality should occur during Phase 1 of the system implementation:
 1. Implementation Tasks:
 - a. Installation
 - b. Legacy Data Access
 - c. System Provisioning
 - d. Interface Development
 - e. System Testing (with the exception of post go-live Reliability Testing)
 - f. System Training
 2. Modules and Functionality:
 - a. Security Administration
 - b. Audit Trail and Timestamps
 - c. Queries and Reports
 - d. Master Indices
 - e. CIBRS Collection and Submission
 - f. Calls For Service
 - g. Report Writing (Including RIPA and FIs)

- h. Sealings, Expungements and Redactions
- i. Arrest and Pre-Booking
- j. Property and Evidence
- k. Case Management
- l. Warrants
- m. Restraining Orders and Trespass
- n. Major Crimes Registrants

3. Interfaces:

- a. Motorola PremierOne CAD/Mobile
- b. CommSys NCIC/CLETS Message Switch
- c. Crossroads Citations and Crash Reporting
- d. FileOnQ
- e. Tyler Warrants
- f. EIS JMS

b. Implementation activities corresponding to the following tasks/functionality should occur during Phase 2 of the system implementation:

1. Implementation Tasks:

- a. Post go-live Reliability Testing

2. Modules and Functionality:

- a. Officer/Deputy Activity
- b. Citizen Online Reporting
- c. Data Analysis
- d. Inventory and Equipment
- e. Personnel
- f. Training (refers to RMS module/functionality, not end-user system training)

3. Interfaces:

- a. DigitalOnQ
 - b. AXON (Evidence.com)
 - c. CrimeTracer (Formerly COPLINK)
 - d. LexisNexis Accurint
 - e. Other tasks, modules, functionality and interfaces not identified herein
4. Provide a list of all deliverables that will be provided over the course of the project. Each deliverable listed should note the corresponding phase for which it pertains to.
5. Include in this section a realistic implementation project schedule. For simplicity, assume a January 1 start date.
6. The implementation of a COTS solution is likely to greatly alter the Participating Agencies' business practices.
- a. Describe the process by which the Proposer will work with the Participating Agencies to identify and review current business processes and provide recommendations to improve overall officer efficiency by leveraging the functionality of the System.
 - b. What specific documentation will be provided to the Participating Agencies both during and after implementation regarding current and future business processes?
 - c. Provide sample documentation of a previous client in which a business process was analyzed and a new process was developed leveraging the proposed software.

4.9.2 Project Team

1. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Note that this individual must be available for oral interviews.
2. Include in this section resumes for the proposed personnel.
3. Any personnel from the successful Proposer working directly on the project, or any third party who may be contracted to work on the project by the successful proposer will be subject to a background investigation and fingerprint check

before being allowed to work with SCR9-1-1 on the proposed system. Is there any reason that Proposer would object to this condition of the Contract?

4. Describe the process and actions available to SCR9-1-1 should the assigned project manager not meet the performance expectations of SCR9-1-1, what alternatives are available to SCR9-1-1?
5. Use the Implementation Staffing Form (Appendix A – Form H) to provide a description of the SCR9-1-1 and Participating Agency personnel required to implement the proposed system. SCR9-1-1 and Participating Agencies must be able to clearly identify from Proposer’s response the role of Agency personnel required, tasks they will each be required to complete and number of hours needed during each phase of the proposed implementation.

4.9.3 Legacy Data Access

1. The following records database statistics from July 2024 are included to provide a scope of system data size and types:
 - a. Volume (Number of records):
 1. CPD: 301,904 (96,396 Master Names)
 2. SCPD: 1,499,287(423,166 Master Names)
 3. WPD: 2,403,848 (2,040,203 Master Names)
 4. SCSO: 160,292 cases (18,998 active/pending), 10,406 warrants, 510,454 Master Names
 - b. Legacy Systems: Alliance (CPD, SCPD, WPD) and EIS Records (SCSO)
2. Participating Agencies would like access to their legacy data, either by having that data available in the new system or available for querying purposes. SCR9-1-1 is open to alternative proposals and expects to rely on the Proposer’s experience with accessing legacy data from its current system to identify the most effective manner in which to access the data. Provide a proposal for accessing legacy data. The proposal should describe:
 - a. Multiple approaches and the advantages and disadvantages of each approach
 - b. Recommended approach
 - c. Proposer’s experience with the recommended approach
 - d. Participating Agency personnel responsibilities and resource requirements to implement and support each approach

- e. Include costs for each approach as options in the Cost Proposal (Appendix A – Form O)

4.10 Proposal Section 8: Documentation and Training

1. What documentation will be provided as part of this Project?
2. Is the System documentation consistent with instructions supplied by the online help for the proposed Software Applications? Describe any inconsistencies.
3. Will all documentation be tailored to include Participating Agency-specific configuration, requirements or functionality developed during the implementation process?
4. Will the Proposer provide authority to copy documentation for internal use as necessary? State any exceptions.
5. Will the Proposer be willing to provide a complete set of user documentation for the finalist evaluation phase?
6. Is documentation available with upgrades? If so, does the Proposer provide an entirely new set of documentation, or does the documentation reflect only the changes?

4.10.1 **Training**

It is anticipated that the Proposer and SCR9-1-1 will work together to develop a final training plan that will include training formats (e.g., train-the-trainer, end user training, locations, timeframes, curriculum). SCR9-1-1 requires a preliminary Training Plan with the Proposal to assess the Proposer's approach to training.

1. Provide a training plan, including the approach to providing System, Software Application and System Administration training and impacts of a multi-Agency implementation.
2. Use the Training Hours Form (Appendix A – Form J) to provide a description of classes.

Please note, this is specific to end-user training. Hours that are dedicated to system configuration are not applicable to this section.

3. In total, how many hours are proposed for:
 - a. System Administrators
 - b. RMS End Users
 - c. Other (Describe)

4. Does the Proposer provide refresher training?
 - a. If yes, is the cost included as part of maintenance?
5. Does the Proposer provide any computer-based training options (either online or other format) to bring new employees up to speed on the System?

4.11 Proposal Section 9: Support, Warranty and Maintenance Provisions

4.11.1 **Customer Support**

1. Describe Customer Support options that will be provided to SCR9-1-1, including:
 - Telephone support
 - Web-based support
 - On-site support
2. SCR9-1-1 requires an on-demand model for remote support. Describe how remote support is achieved. If unattended/unescorted access is required, are all support staff approved by the FBI Clearinghouse?
3. Does the Proposer support User Groups? If so, describe the user group process as it pertains to future product enhancements.
4. Describe the support procedures for various error Priority Levels. Identify the Priority Level, Priority Description, Response Time and Resolution Time for each error Priority Level. “Priority Level” refers to the categorizing of issues; “Priority Description” refers to the definition of the applicable priority; “Response Time” refers to the time when the Proposer will reply to SCR9-1-1’s request; and “Resolution Time” refers to the time it will take for the issue to be remedied. The response and resolution times described will apply both during the testing periods and post-implementation during the warranty and maintenance period(s).
5. SCR9-1-1 does not expect to pay for service it is not receiving and will expect reduction in future maintenance fees for errors not resolved in a timely manner. Explain the compensation the Proposer will offer for:
 - Errors not remedied within an agreed upon number of hours within a given quarter
 - Errors not remedied within an agreed upon number of hours of a given year
 - Errors not remedied with the next release fix

6. Is 24x7x365 support standard or optional for the proposed systems? If it is optional, provide the cost for 24x7x365 in Appendix A, Form O – Optional Costs

4.11.2 **Warranty**

1. Provide in this section a copy of the Proposer's standard warranty.
2. Will the proposed System include a minimum first year warranty commencing at Final System Acceptance? If not, explain.
3. Does the Proposer warrant that the implemented System will conform with its responses to the functional requirements in Appendix B?
 - a. If not, explain.
 - b. List any conditions of warranty.
4. Will the Proposer agree to cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?
5. Do any Customer Support provisions differ during the Warranty Period (as compared to during Maintenance Periods)?

4.11.3 **Software Application Maintenance**

1. Include in this section of copy of the Proposer's standard maintenance agreement.
2. What is the process for delivery and installation of fixes, upgrades, and new releases? Specifically:
 - a. How often does the Proposer provide software updates and enhancements?
 - b. Are updates and enhancements included as part of the standard maintenance agreement, or are there additional costs SCR9-1-1 would incur to apply updates and enhancements?
 - c. How are changes to software tested and documented?
 - d. Will interfaces be upgraded along with the standard applications? If so, how will Proposer ensure that interfaces are not broken or compromised?
 - e. If customizations are proposed, will they be upgraded along with the standard applications? If so, how will the Proposer ensure that customizations are not lost or compromised?

- f. How will software on the MDCs be upgraded? Will updates be pushed to the devices or will updating MDCs require manual intervention?
3. Do system upgrades/enhancements require vendor intervention – either on-site installation or require the scheduling of resources to download and install the upgrade/enhancement?
4. Are updates provided to meet changes in federal and state requirements?
 - a. Is there an additional charge for these updates?
 - b. If there are additional charges, how are they determined?
5. How long is maintenance continued for older releases? Will SCR9-1-1 be required to upgrade to a latest release?
6. What training assistance for updates is provided?

4.12 Proposal Section 10: Contract Provisions

1. The successful Proposer will be required to sign a Contract for this engagement with SCR9-1-1. SCR9-1-1 intends to incorporate the terms and conditions outlined in Part 3.0.
 - a. Does the Proposer agree to incorporate SCR9-1-1's provided terms and conditions?
 - b. If the Proposer does not agree to incorporate SCR9-1-1's provided terms and conditions, identify any section number(s) that is not in concert with the Proposer's provided Contract, describe the discrepancy, and submit the Proposer's alternative language.
2. Provide a copy of the Proposer's travel policy (e.g., restrictions, per diem, etc.).

4.13 Proposal Section 11: Cost Proposal

Submit an electronic copy of the Cost Proposal in .PDF format to the unique submission link obtained from the RFP Coordinator at least one week prior to the submission deadline. The Cost Proposal must be submitted separately from the Functional Proposal. Failure to submit a separate Cost Proposal may result in disqualification of the entire proposal.

Each subsection of the Cost Proposal must be clearly identified and labeled.

Please note that:

- Proposals must be for a fixed price solution.
- All costs for every component referred to in the proposal, including options, must be included in the cost proposal.

- Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms may be considered non-responsive.
- The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
- Should the Proposer have failed to either include in the price, or to deliver to SCR9-1-1, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide same at the Proposer's own expense.

The Cost Proposal must be submitted using the Appendix A – Forms K – Q to present a detailed breakdown and summary costs by categories for the following proposed System components:

- Hardware
- System Software
- Application Software
- Implementation Costs
- Optional Costs

The sixth subsection summarizes the total one-time costs and the seventh subsection identifies recurring system costs for six (6) years following System Acceptance. Both require the use of provided forms.

In addition to the Cost Proposal, Proposers may attach pricing sheets in their own format.

4.13.1 **Hardware Costs**

1. Using the Hardware Cost Form provided in Appendix A – Form K, list all provided hardware as requested in the “Hardware and System Software” section of the Scope of Services in this RFP.
 - Include total purchase costs and total maintenance costs for each hardware item.
 - The “Annual Maintenance Cost” should represent the average cost of maintenance for 6 years.

4.13.2 **System Software**

1. Using the System Software Cost Form provided in Appendix A – Form L, list all System software proposed for the system as requested in the “Hardware and System Software” section of the Scope of Services in this RFP.
 - Include total costs and annual maintenance costs.

- The “Annual Maintenance Cost” should represent the average maintenance cost for 10 years.

4.13.3 **Application Software Costs**

1. Using the Application Software Cost Form provided in Appendix A – Form M, list all proposed Application Software.
 - a. The Application Software Cost Form includes five (5) tables that must be completed:
 - I. Table 1: Report Writing Application Costs
 - II. Table 2: RMS Application Costs
 - III. Table 3: Interface Costs
 - IV. Table 4: Other Module/Component Costs
 - V. Table 5: Total Application Software Costs
 - b. All costs required to provide the software functionality requested in this RFP must be included in these tables. The Proposer will be responsible for any costs not accounted for in these tables.
 - c. The “Annual Maintenance Cost” should represent the first year of maintenance. SCR9-1-1 does not expect to pay for maintenance during the first year of application use after Final System Acceptance.
 - d. The “Annual Yearly Maintenance Cost Increase (Percentage)” should represent the expected annual increases that SCR9-1-1 can expect for Years 2 – 6.
 - e. All interfaces included on the Interface Identification Form must be included on the Application Software Cost Form. If there is no cost, please indicate as such. Any interfaces that are additional and not requested should be added to rows at the bottom of the form. Note that the costs associated with interfaces include all costs associated with the development, testing and deployment of the defined interface.

4.13.4 **Implementation Costs**

1. Use the Implementation Cost Form provided in Appendix A – Form N to describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to the following:
 - Installation
 - System Build/Configuration

- Project Management
 - End-User Training
 - Testing
 - Go-Live On-Site Support
 - Travel
 - Escrow
 - Any other costs (describe)
2. Legacy Data Access options **should not** be included in this section.
 3. Note that costs not identified will not be accepted in a final contract.

4.13.5 **Optional Costs**

1. Use the Optional Cost Form provided in Appendix A – Form O to describe and list all optional cost items that could be associated with implementation of the System.
2. Any optional costs to which the Proposer refers in the Functional Proposal must be identified on the Optional Cost Form in order for that option to be considered in the evaluation process.
3. The Proposer must provide a cost for any proposed software modification required to meet functional requirements. If a cost is not provided, it will be assumed that there is not a cost for the modification. If ultimately there will be a cost, the Proposer will be responsible for that cost.
4. Include Legacy Data Access options within this section.
5. Please note, Optional Costs should not be included when totaling any costs, as described in the following subsections.

4.13.6 **Total One Time Costs**

1. Using the Total One Time Cost Form provided in Appendix A – Form P, present a summary of all one-time costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

4.13.7 **Recurring Costs Summary**

1. Using the Recurring Cost Form provided in Appendix A – Form Q, present a summary of all recurring costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

4.13.8 **Hourly Rates**

1. What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least two years from date of contract signing.

4.13.9 **Payment Schedule**

1. SCR9-1-1 expects the following payment schedule outlined below. Does the Proposer accept these terms? If not, explain any exceptions and propose alternatives.
 - a. 10% Upon Approval of Project Plan
 - b. 15% Upon Completion of Hardware and Software Installation
 - c. 15% Upon Satisfactory Completion of Functional Testing
 - d. 15% Upon Satisfactory Completion of Training
 - e. 20% Upon Completion of Go-Live
 - f. 25% Upon Final System Acceptance

Part 5.0 Evaluation Procedure and Contract Award

5.1 Evaluation Procedures

Proposals will be evaluated by an Evaluation Committee. The Evaluation Committee will consider the completeness of a Proposal and how well the Proposal meets the needs of SCR9-1-1 and Participating Agencies.

5.2 Scoring and Evaluation Factors

The evaluation factors reflect the totality of considerations represented in the requested proposal responses. While cost is important, other factors are also significant and SCR9-1-1 may not select the lowest Cost Proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives for a fair and reasonable cost.

SCR9-1-1 intends to review each written proposal and then invite finalist vendors for system demonstrations. Proposals will be evaluated according to the criteria presented in Table 3 below. Finalist vendors may also be subject to reference checks and site visits.

Table 3. Evaluation Criteria

Evaluation Criteria
Company Background, Experience, Financial Qualifications and References
System Architecture
Application Software, User Interface/User Experience and Integration
System Testing and Acceptance
Implementation
Customer Support, Warranty and Maintenance
Cost

The Evaluation Committee will formulate its recommendation for award of the Contract based on the totality of information provided in the RFP response and subsequent presentations and/or interviews, if required.

Please be advised that this is the Evaluation Committee's intended approach. The Committee may alter the evaluation procedure (e.g., bypass or modify steps in the process) if it is determined to be in the best interests of SCR9-1-1. Further, the Evaluation Committee is responsible for a System recommendation and is not the final decision-making body.

5.3 Contract Award and Execution

SCR9-1-1 reserves the right to enter into a Contract without further discussion of the submitted proposal. Therefore, the Proposal should be initially submitted on the most favorable terms the proposing party can offer. The RFP document and the successful party's proposal response, as amended by agreement between SCR9-1-1 and the successful party, may become part of the Contract documents. Additionally, SCR9-1-1 may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from evaluation or in Contract cancellation or termination.

SCR9-1-1 shall not be bound, or in any way obligated, until both parties have executed a Contract. The Proposer may not incur any chargeable costs prior to final Contract execution.