



## **REQUEST FOR PROPOSALS**

### TOWN OF BEDFORD AND BEDFORD COUNTY COMPUTER AIDED DISPATCH/RECORD MANAGEMENT SYSTEM SOLUTION

**Issue Date:**

May 11th, 2019

**Deadline for Submissions:**

May 31, 2019

Bedford County Administration Office  
Attn: Tom Boaz  
122 East Main Street, Suite 202  
Bedford, VA 24523

## 1. Introduction

- a. The purpose of this Request for Proposal (RFP) by the Town and County of Bedford, Virginia, (Town and County) is to solicit sealed proposals from qualified Offerors to furnish, deliver, install, configure, implement (including multiple sources of data migration), service and maintain a multi-jurisdictional, tightly integrated Computer Aided Dispatch (CAD)/Public Safety Software Solution, Records Management System (RMS), and mobile field reporting software (collectively the "System") for use by the Bedford Joint Communications Center, Town of Bedford Police, Bedford County Sheriff's Office (BCSO), Bedford County Department of Fire & Rescue and other Town and County public safety agencies. The Bedford CAD / RMS system will be a multi-jurisdiction / agency solution that will provide enhanced information sharing and has the potential to greatly improve the overall effectiveness of each of the individual and collective stakeholders in this project. A single system will facilitate this for the stakeholders by improving the integration, analysis, and dissemination of information both within and across agencies. Offeror should be prepared to fully train, assist, support, and trouble shoot any and all issues related to the System in accordance with the specifications contained herein.

**All proposals shall be turned in no later than 5/31/19 to the Department of Information Technology located at 122 East Main Street, Bedford, Virginia 24523. If proposals are sent via a mailing service or hand delivered, please address the proposals to the issuing department listed above. Any proposals that are submitted by e-mail, phone, or facsimile shall not be considered. Any proposals received after the deadline shall be deemed non-responsive and returned unopened. It is the Offeror's sole responsibility to insure all information; including addendums are complete and delivered on time. Bedford Town and County reserve the right to reject any and all proposals, to waive informalities, and to negotiate with the successful Offeror(s). If the Owner closes its offices due to inclement weather scheduled receipt of proposals will be extended to the next business day, same time. Changes, updates and additional information will be posted on the website only. Offerors are responsible for checking the website for future notifications.**

## 2. Background

Bedford County consists of 764 square miles in the west-central portion of Virginia known as the Piedmont Plateau. The Town of Bedford, the county seat, is located in the heart of the county on the U.S. Route 460 corridor, midway between the cities of Lynchburg to the east and Roanoke to the west. The County's boundaries consist of the Blue Ridge Mountains on the west, the James River on the northeast, and Smith Mountain Lake on the south. The area has a rolling to hilly terrain with elevations from a low of 800

feet above sea level, with some mountainous areas reaching an elevation of 4,200 feet. The County's 2017 population was estimated at approximately 78,000.

### **3. Purpose**

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals to establish a contract through competitive negotiations to provide a holistic Computer Aided Dispatch (CAD) and Records Management Solution (RMS), collectively called "System" to provide at a minimum the following:

- Law Enforcement & Fire CAD
- Law Enforcement RMS
- Mobile Data Computing (MDC)
- Automated Field Reporting (AFR)
- Automated Vehicle Location (AVL)
- Interfaces to existing systems
- Data conversion/migration

The overarching purpose of this project is to implement an updated System for use by the public safety departments, empowering end users to better analyze public safety trends, link crimes and events, identify suspects, and improve the quality of field reporting and statistical reports.

The primary drivers of the project are the limited level of functionality offered by existing systems, aging hardware and software, and technical support concerns.

### **4. Project Goals**

- a.** Implementation of a fully functioning comprehensive System that supports the goal of continuing to ensure that the Town of Bedford and Bedford County remain a safe and desirable place to live, learn, play and do business. The end goal is to create an integrated public safety system that encompasses joining communication functionality for law enforcement, fire, emergency medical resources.
- b.** Improve the efficiency and effectiveness of receiving calls for emergency services from the public and dispatching the appropriate law enforcement, fire, and emergency medical units in response.
- c.** A true multi agent/multi user environment enterprise solution that will satisfy the requirements of the Town, County and 911 Communications Center as set forth herein.
- d.** Ease of use by staff with varying levels of computer proficiency.
- e.** Reduce potential liabilities of the agencies involved with the system.
- f.** Do business with a software company with a proven track record of consistently implementing new technological advances as they emerge in the market.

- g.** Data conversion required for the project must be completed in accordance with best practices in the industry and approved by the Town and County.
  - h.** Ensure the efficient and effective deployment of resources to calls for service.
  - i.** Provide timely and consistent data to enhance management of resources and personnel.
  - j.** Perform comprehensive crime analysis utilizing analysis tools that support individual and department accountability.
  - k.** Enhance the searching and field reporting capabilities of mobile units.
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- l.** Provide flexible reporting capabilities to extract and/or create ad hoc reports to enhance service to the community

## **5. General Expectations**

The Town of Bedford and Bedford County reserve the exclusive right to disqualify incomplete proposals, waive irregularities, request additional information, modify scope, negotiate terms with one or more of the respondents, reject any proposals, and take any and all steps necessary to act in the Town and County's best interest without penalty. Offerors shall be equipped to perform the seamless migration of data from the current system to the new System, facilitate the daily operations to the new System, provide adequate training, maintenance, warranty and other support services. The System shall be broadly defined to include the new System itself, hardware, software, technology infrastructure, support, and equipment of any kind related to the System as provided by the Offeror.

- a.** Offerors should submit a full written plan for the new System and shall include the costs of all products, services, labor, materials, or other items being a part of, or required for, the System (the Services on the System is broadly defined to include any work, services, training, materials, equipment, installation, products, data migration, or other item being a part of or related to the System as defined in this solicitation).
- b.** Offerors shall provide all necessary hardware, software, and related equipment and materials required to implement the System. Offerors are to deliver and install all necessary software and hardware, lead the program and data migration to the new System platform and to provide all necessary service and support to implement the new System. Any and all materials, products or items being a part of the system shall be in new condition and not refurbished or of a similar nature and shall come with the manufacturer's warranty which will be assigned to the Town and County.

- c. The System shall provide an integrated solution that provides shared access with enhanced security protocols that set permission or access to the CAD/RMS systems, records, and data fields and provides enhance security audit ability (a timestamped record of who viewed or made changes)
- d. The Offeror must be able to update the System as updates become available and when changes are required by the Town or County or required under applicable law, ordinance or regulation of any local, state, or federal authority. The System should be easily adapted to the current operation without requiring custom programming or new hardware (other than the new CAD/RMS and mobile field reporting software being parts of the System itself) except as specifically laid out in the Offeror's proposal.
- e. The System shall allow for modularity and ease of expansion to NG911 or any other unique growth requirements for future implementation within the Town and County.
- f. The System shall be user friendly, offer point and click capability as well as command line capability, be intuitive to use, and require a minimal number of screens to complete transactions.
- g. The Offeror shall describe in full all System backup and redundancy procedures and processes.
- h. The System shall provide software security controls to restrict unauthorized use of applications and associated data. The integrity of the data in the system is of utmost importance to the Town and County and Offerors are to clearly define the security features of their proposed System.

## **6. Technology Plan Requirements**

The Offeror will define all technology requirements to support the proposed system. The Offeror will submit pricing for computer equipment, operating system, database management system, and other related components including but not limited to any and all hardware and software for System implementation and use.

Any software being a part of the System must be by "perpetual licenses" (i.e. the Town and County purchases and retains the license to the use of the software forever). A concurrent user license is desired.

The technology plan included in the proposal must at a minimum include the following:

- a. Define all computer hardware/equipment requirements, including server(s), specifications, processor, memory, disk space, UPS, operating system (version), etc.
- b. All technology requirements: computer, laptop, MDTs, tablet, scanners, printers, etc.
- c. Provide operating system requirements and any other desktop software needs.
- d. Define all network requirements, including data speed, protocols, topology and other needs.

- e. Define database management system options.
- f. Define all other technology related requirements.

## **6. Data Migration**

- a. Offeror will coordinate data migration activities to minimize the disruption of normal operations. The chosen Offeror will perform all installation, data migration (from various systems), implementation, and other related project work and effort for the new System. Training and availability of Offeror personnel for user support must be planned to assure a smooth transition to the new System.
- b. Offeror will provide a detailed plan for retrieving all data from the previous System, including all electronic data. It is anticipated that data retrieval will be accomplished within a reasonable time frame after contract award. The Offeror shall include its recommended start date and time to accurately complete record conversion in the proposal submittal.
- c. All proposals shall clearly define the Owner's role in the conversion process.
- d. Offerors must define the conversion process, note what measures are in place to ensure an accurate record conversion and include checks and information on how the Offeror plans to monitor the effectiveness and quality of the data migration process.
- e. Offeror must describe any limitations to the format of conversion records and include a description of the data scrubbing process.
- f. Offeror must include the post data reconciliations performed to ensure accuracy of data conversion.

## **7. Training**

- a. The Offeror shall describe relevant training offerings and provide costs for implementation and ongoing support (preferably accessible online) of their proposed solution. The training should include offerings for the following:
  - 7.a.1. Project management and implementation team(s) (system architecture, interface configuration, data import/export, etc.)
  - 7.a.2. Application administrators (configure, monitor, and administer the system and reporting capabilities)
  - 7.a.3. End users
  - 7.a.4. A training plan should be provided that includes the number of training days required for each functional area broken down by the three (3) tiers noted above, the estimated number of staff that will be trained in this time, and options for on-site and off-site training. The Offeror shall facilitate workshops with end users from various departments in the Town and County demonstrating specific tasks and procedures they will use to interact with the proposed system solution. Offerors may propose a train-the-trainer approach for certain areas, but the Town and County desire to use a collaborative training effort using Offeror and Town and County resources, so the training plan should be designed appropriately. Offeror should clearly list

training available after implementation (for the life of the contract) for new hires, etc.

## **8. Implementation Services**

- a.** Offeror shall provide a detailed plan for implementing the proposed System. Offerors are expected to define a logical plan to implement the system in achievable and realistic phases for both the Offeror and the Town and County. The implementation plan and rollout strategy is to be based on previous experience that limits the risk to the Town and County.
- b.** The plan at a minimum should include:
  - 8.b.1. An overview of project implementation methodology that describes their method for achieving a fully functioning System based on the functional and technical requirements defined in this solicitation.
  - 8.b.2. Project management plan
  - 8.b.3. Resumes and qualification of Offeror project personnel
  - 8.b.4. On-site “go live” support for implementation
  - 8.b.5. The Offeror shall describe its project management methodology that includes resource requirements and assignments, timeline with tasks, milestones and deliverables of each stage of the implementation. These services should include: resource management; project monitoring; configuration management; quality assurance; test planning; post-implementation support; and documentation. The Offeror shall provide a Project Manager for the project who should be prepared to draft and submit project plans and project status reports and attend regular status meetings.
  - 8.b.6. The Town and County require assurances as to the consistency and quality of Offeror staffing for this project. The Offeror shall designate key personnel assigned to the project and shall provide resumes of these individuals. Resumes shall include typical qualifications, including relevant experience with similar projects. The Town and County will work with the selected contractor to ensure the appropriate key personnel are assigned to the project. Once the team has been established, the County must be notified by the Offeror of any changes to key personnel after contract approval. The Town and County shall have the right to request key personnel be removed from the project team and replaced with a substitute.

## **9. Patent Indemnity**

- a.** The selected Offeror shall pay all royalty and license fees relating to the items covered hereby. In the event any third party shall claim that the manufacture, use and sales of these goods covered hereby constitutes an infringement of any copyright, trademark or patent, the Offeror shall indemnify and hold the Town and/or County and its representatives harmless from any cost, expenses, damage, or loss incurred in any manner by The Town and/or County because any such alleged infringement.

## **10. Maintenance/Support Program**

- a.** The Offeror is to submit a post-implementation maintenance and support program (the “maintenance agreement”). If any maintenance agreement and/or support is included in the System costs such should be specifically noted in the Proposal.
- b.** The Offeror shall provide Call Center support, including a toll-free hotline, hours of operation. The Offeror shall define problem reporting and resolution procedures.
- c.** The Offeror shall define delivery methodology for future software upgrades, including frequency of upgrades.
- d.** If maintenance is not included in the System Cost, then the Offeror shall submit a one (1) year maintenance agreement for overall maintenance, general repairs, and technical assistance related to the System at a fixed annual cost.
- e.** Proposals shall include a detailed list of any maintenance and support included in the System or any Maintenance Agreement.
- f.** Such Maintenance Agreement shall be optional at the sole option of the Town and County, but should the Town and County opt to purchase such maintenance agreement services the following shall apply:
  - 10.f.1. The Town and County anticipates such maintenance agreement would commence on the day that the System was fully operational and accepted by the Town and County
  - 10.f.2. Such agreement would be for the term of one (1) year with four (4) one-year renewals permissible under the original contract.
  - 10.f.3. The maintenance services would be a flat rate per year for the initial term and all renewals.

## **Warranty**

- g.** The Offeror shall warrant all work relating to the System for at a minimum a period of two (2) years from the date of final completion (the date of final completion shall be the date all work is final on the System and it is paid for, approved and accepted by the Town and County in their sole discretion).
- h.** The Offeror shall provide a warranty for both the software and implementation services, as specified below:
  - 10.h.1. Software: The Offeror shall warrant that the proposed software will conform to the requirements and specifications as stated in this RFP. The detailed requirements as stated in this RFP will become part of the selected Offeror’s contract and will be warranted as such. The Offeror shall warrant that the content of its proposal accurately reflects the software’s ability to satisfy the technical and functional requirements as included in this RFP. Furthermore, the warranty, at a minimum, shall be valid for a period of twenty-four (24) months from the acceptance of the software.
  - 10.h.2. Implementation Services: The Offeror shall provide a warranty for implementation services (Ex. work products, developed

modifications, and system configuration) for a minimum of twenty-four (24) months after the System acceptance date of the respective modules.

10.h.3. All manufacturer's warranties shall be assigned to the Town and County.

## **11. Stakeholder Agencies**

The public safety agencies that be served by the new CAD/RMS system are described below:

### **Bedford Joint Communications Center (911 Center)**

The Bedford Joint Communications Center is the primary Public Safety Answering Point (PSAP) for Bedford Town and County and is responsible for handling emergency calls and provides radio and dispatch services for law enforcement, fire, and medical transport services.

### **Town of Bedford Police**

The Town of Bedford Police is the primary law enforcement agency within the town's boundaries. The Town Police also work in conjunction with the Bedford County Sheriff's Office to provide law enforcement and safety services. The Town PD has 24 sworn officers as well as 5 civilian staff.

### **Bedford County Sheriff's Office**

The Bedford County Sheriff's Office is the primary law enforcement agency for all areas outside of the Town of Bedford. The Sheriff's Office also works in conjunction with Town Police to provide law enforcement and safety services for the citizens of the Town. The Sheriff's Office employs 90 sworn officers and 9 non-civilians with no arrest powers.

### **Bedford County Department of Fire & Rescue**

Bedford County Department of Fire & Rescue is a combination department made up of primarily volunteers with supplemental career staffing to aid in meeting the public service obligations of the county citizens and visitors.

## **12. Current Environment**

### **CAD**

The Bedford Joint Communications Center uses VisionCAD by Central Square, formerly TriTech for their CAD/911 platform. This system is hosted on premise.

### **RMS**

The Town of Bedford PD and Bedford County Sheriff's Office are currently using Inform RMS by Central Square, formerly TriTech, as their RMS and mobile platform. This system is also hosted on premise.

**Fire & Rescue**

The Bedford County Department of Fire & Rescue currently uses ImageTrend Elite as their emergency services platform. ImageTrend Elite is a cloud-based system and can also be used offline.

**13. Contact Information**

Proposer submissions should be sent to:

Tom Boaz

Bedford County Administration

122 E. Main Street, Suite 202

Bedford, VA 24523

**14. General Submission Information**

**a. Proprietary Information**

The Code of Virginia states: "Trade secrets or proprietary information submitted by a bidder, offeror, or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the bidder, offeror, or contractor must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary."

**b. Minority Bidders**

Bedford Town and County encourage all businesses, including small, minority and women-owned business to respond to all invitations to Bid and Requests for Proposals.

## **Availability of Funds**

It is understood and agreed between the parties that Bedford Town and County shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

### **c. Choice of Law and Venue**

Any disputes arising under a resulting contract, that cannot be resolved between Bedford Town and County and the Contractor, must be resolved in the Circuit Court of the County of Bedford. Any resulting contract shall be governed by the laws of the Commonwealth of Virginia, exclusive of its choice-of-law rules. The Contractor shall comply with all applicable federal, state and local laws and regulations now in effect or hereafter adopted.

### **d. Termination of Contract**

It shall be the sole right of the Town and County to terminate any contract upon written thirty (30) day notification to the Contractor.

### **e. Nondiscrimination Clause**

- In accordance with Section 2.2-4311 of the Code of Virginia, every contract for goods or services over \$10,000 shall include the following provisions:
- The Contractor will not discriminate against any employee or applicant for employment because of disability, race, religion, sex or national origin except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
- Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- The Contractor shall include the provisions of the foregoing paragraphs, 1, 2 and 3 in every subcontract or purchase order over \$10,000 so that the provision will be binding upon each subcontractor or vendor.



#### **f. Drug Free Workplace**

- In accordance with Section 2.2-4312 of the Code of Virginia, during the performance of this contract, the Contractor agrees to:
- Provide a drug-free workplace for the Contractor's employees.
- Post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- State in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace.
- Include the provisions of the foregoing clauses in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- For the purpose of this section, "drug free workplace" means a site for the performance of work done in connection with a specific contract awarded to a Contractor.

#### **g. Insurance**

- The chosen Contractor shall be required to indemnify and hold harmless the Town and County. The Contractor shall purchase and maintain in force, at Contractor's expense, such insurance as will protect the Contractor and the Town and County from claims which may arise out of or result from the Contractor's execution of the work, whether such execution be by Contractor's employees, agents, subcontractors, or anyone acting on Contractor's behalf. The Contractor shall furnish a copy of an original Certificate of Insurance, naming the Town and County as additional insured.
- The Contractor will provide a minimum of liability insurance as follows:
  - Workmen's Compensation - Statutory Limits
  - Contractor's liability covering all operations performed by the contractor or any subcontractor with limits of not less than \$1,000,000 combined single limit.
  - Automobile liability insurance-all owned, non-owned and hired automobiles with same limits as above.

- Certification of above insurance requirements will be required before the issuance of an award. Also required to be submitted with the insurance certificate is the complete address, phone number and contact person for the insurance company. The authorized agent signing on behalf of the Insurance Company must submit certification that they are a licensed agent to do business for the Company within the State of Virginia.

## **Hold Harmless**

The successful Proposer shall indemnify and hold harmless the Town and County and its employees, offices, and all of its departments, divisions, and authorities from all claims, loss, damage, injury liability, costs and expense of whatsoever kind or nature (including attorney's fees) caused by or resulting from the Proposer's negligent performance of any of the services furnished under any agreement resulting from this Request for Proposals.

### **15. Request for Proposal Timeline**

The following timeline will be followed during this process:

Request for Proposal (RFP) release date: 05/11/2019

Written questions about the RFP due by: 05/20/19

Note: Only questions submitted in writing will be answered and posted. Send questions to: [CADRMSRFP@bedfordcountyva.gov](mailto:CADRMSRFP@bedfordcountyva.gov)

Final proposal submissions due: 05/31/19

Town and County RFP response review and evaluation completed by: 06/12/19

Finalist submitters present proposed plan in person: 06/24/19 - 06/28/19

Final vendor selection made: by 07/09/19

### **16. Proposal Submission Guidelines**

Proposers should submit one original hardcopy of the proposal that includes the ink signature(s) of the company officer(s) authorized to submit such proposal, 5 paper copies of the proposal and 1 digital copy of the proposal including Attachment A on a CD, DVD or thumb drive. The submission should be delivered to the address listed above in a sealed envelope marked: **RFP-CAD-RMS Proposal.**

**Changes, updates and additional information will be posted on the website only. Offerors are responsible for checking the website for future notifications.**

It is the responsibility of the Proposer to inquire about and clarify any requirements of this request for proposal that are not understood.

Any information relative to interpretation to these specifications shall be requested in writing at the email address listed above by the date listed.

All formal proposals submitted shall be binding for sixty (60) calendar days following the proposal opening date.

Each proposal is received with the understanding that the acceptance in writing by Town and County of the Proposer to furnish any or all of the services described therein, shall constitute a contract between the Proposer and the Town and County. The contract shall bind the Proposer to furnish and/or deliver the services quoted at the prices stated.

Ownership of all data, materials, and documentation originated and prepared for the Town and County pursuant to the RFP shall belong exclusively to the Town and County and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by a Proposer shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Proposer must invoke the protection prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary.

## **17. Proposal Selection Process**

### **Best Value Selection Process**

This RFP is part of a competitive procurement process which helps to serve the best interest of Town and County. It also provides firms with a fair opportunity for their services to be considered. The process of selection by "best value" being used in this case should not be confused with the process of "competitive sealed bidding". The later process is used where goods or services being purchased can be precisely described and price is the sole determining factor.

With "best value", on the other hand, price isn't the sole determining factor, although it may weigh heavily, and Town and County has the flexibility that it needs to negotiate with one or more firms to arrive at a mutually agreeable relationship based on the "best value" proposal for the Town and County. Best value is a measure that not only incorporates cost but also considers other factors such as the Town and County's evaluation of the Proposer's ability to: meet the Town and County's goals and objectives, complete the project, fulfill all requirements, provide qualified resources, react to unexpected events, resolve issues, provide quality support after project completion, and others. Proposers are to make written proposals which present the Proposer's qualifications and understanding of the work to be performed.

### **In-person Presentation/Demonstration**

Selection shall be made of two (2) or more Proposers deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors outlined in the Request for Proposals.

Presentations/demonstrations shall then be conducted with each of the Proposers so selected. Price shall be considered in the decision process, but need not be the sole determining factor. After presentations/demonstrations have been conducted with each Proposer so selected, Town and County shall select the Proposer which, in its opinion, had made the best proposal and shall award the contract to that Proposer based on a “best value” determination. Interviews with selected Proposers will be scheduled once the review committee has evaluated the submissions.

**Proposal Evaluation/Scoring Criteria**

All proposals will be evaluated on the criteria listed below:

<u>Criteria</u>	<u>Percentage Of Overall Points</u>
Understanding of the project, familiarity with the content of the proposal, quality of the response.	10%
The solution’s ability to meet the stated requirements/functionality.	40%
The overall stability, ability, capacity, and skill of the firm to perform the contract or provide the service required and as scheduled, including: specific plans and procedures used to provide required services (Implementation, training, data conversion, testing, technology, and support plans: including adequacy of personnel, facilities, equipment, and other related factors).	30%
Total cost of ownership and specific pricing of all associated hardware, software, maintenance agreements, licensing, etc.	15%
Offeror’s ability to provide a complete, concise, and clear proposal response.	5%

**Payment Terms**

**Fixed Price Bid**

Bedford Town and County are seeking a fixed price bid for this project.

**Holdback Requirement**

Invoices will be submitted to the Town and County, and payment shall be made, after the satisfactory completion and acceptance by the Town and

County of each deliverable outlined below. Each invoice will be subject to a 10% holdback that will be paid upon the successful completion and acceptance of the entire project. If the Contractor fails to complete the project according to the terms of the resulting contract, any and all retained funds shall be forfeited to the Town and County as liquidated damages.

### **Deliverable and Project Acceptance Process**

At the start of each project phase, the Town and County project manager and the successful Proposer project manager will agree on the requirements and acceptance criteria for each phase and deliverable. A deliverable or project phase will be considered completed after the Town and County have accepted and signed off on the acceptance criteria.

## **18. Proposal Requirements**

### **Executive Overview and Summary**

Proposals must include an executive summary and overview of the full proposal.

### **Proposer Company Information**

Proposals must include, at a minimum, the following company information:

Legal Name

Federal ID Number

Year founded

A list of corporate officers (names and offices held)

Headquarters address and the locations of offices from which project staff will be drawn for this engagement

Number of employees in the company

Statement of capability and experience to perform the desired work

Statement of resource commitment and availability to complete the project as proposed

Description of similar projects successfully completed

Three reference contacts for which your company has done similar projects

A list of key individuals to be assigned to the project, their resumes and their roles on the project

Any additional unique aspects of the company for the Town and County to consider in its decision making process

## **19. CAD/RMS System Requirements**

Complete the requirements matrix found in the attached **Attachment A**.

The requirements matrix spreadsheet is broken down into two tabs. One tab contains the CAD system requirements. The second tab contains the RMS system requirements. Requirements may be duplicated on each tab

depending on the specific requirement. Please respond to each line item in the requirements spreadsheet.

Proposers are required to answer with a “Y” for “Yes” or an “N” for “No” in the columns labeled “Included as Part of Standard Platform” and “Customization Required to Meet Requirement”. Proposer can use the column labeled “Comments” to add any additional information necessary to clarify their ability or inability to meet the requirement or to propose an alternative to the requirement as stated.

## **20. Project Description and Overview**

Project overview

Project Management approach

Quality Assurance approach

Project structure: roles and responsibilities between Proposer's staff and Town and County's staff.

Expected timeline

Is the proposed solution a hosted, on premise, or hybrid solution?

List the components of the technology platform being proposed.

Describe your post implementation support model including Service Level Agreements (SLAs) for production related issues and associated costs.

## **21. Project deliverables and cost details**

Provide a detailed Work Breakdown Structure that includes key milestones, specific deliverables and costs associated with each milestone/deliverable.

Include estimated travel costs

## **22. Required/Suggested Training**

Provide a description and outline of the training suggested or required for each of our different user types.