REQUEST FOR PROPOSAL

FOR

INTEGRATED PUBLIC SAFETY SOLUTION

POLICE DEPARTMENT

CITY OF HUNTINGTON BEACH

Released on March 9, 2020

REQUEST FOR PROPOSAL (RFP)

1. BACKGROUND

The City of Huntington Beach, on behalf of its police department, is soliciting proposals from qualified vendors, organizations and individuals to provide an Integrated Public Safety Solution for the Huntington Beach Police Department (HBPD) comprised of the following core technologies:

- Police Computer Aided Dispatch (CAD)
- Police Records Management System (RMS)
- Automated Field Reporting (AFR)
- Jail Management System (JMS)
- Evidence Management Control (EMC)

The Police Department may select a single vendor solution to provide all the core technologies above or a "best of breed" solution in which a single vendor will act as prime contractor, legally and financially responsible for all hardware, software and services.

If core technologies are in development, identify status for each core technology and proposed release dates. In the references section, identify agencies anticipated to utilize specified core technology (if any).

The Current Environment

The police department employs 349 people (222 sworn) divided amongst four divisions: Administrative Operations, Administrative Services, Uniform, and Investigations. In addition to headquarters, the department has four substations. The following volumes and transactions reflect approximate 2018 levels:

- Residential Population: 190,992
- Annual visitors: 16M
- Inbound Calls to Communications: 272,000
- Calls for Service (total): 205,000
- 9-1-1 Emergency calls: 66,000
- Number of Reports Filed: 21,000 (including accident reports)
- Number of Property/Evidence Articles Processed: 25,000
- Number of Parking Citations Issued: 55,000
- Number of Moving Citations Issued: 12,000
- Number of Arrestees (Bookings in Jail Only): 6,500
- Data Conversion Statistics: 1.4 million CAD / 1.1 million RMS records
- Microsoft – IIS, SQL, WindowsServer 2016/Client (preferred)
- VMware capable environment

Hexagon Software, Interfaces, Third Party Applications

HBPD relies on the following core Hexagon software modules:

I/CAD – Computer Aided Dispatch v.9.2MR3 8 workstations
- I/Executive (CAD Reporting)
- I/Informer (Message Switch – CLETS)
- I/NetViewer (Browser-based Inquiry Tool)
- I/Tracker (Automatic Vehicle Location)
- GeoMedia Pro (CAD Map Creation/Maintenance Tool)

I/LEADS – Records Management System v.9 150 Networked Workstations
- I/IBR (Report Writing)
- I/Informer (Message Switch – CLETS)
- I/NetViewer (Browser-based Inquiry Tool)

JMS – Jail Management System 6 Networked Workstations
- Inmate Management
- Mugshot Capture

MPS – Mobile for Public Safety 50 Mobile Devices (Panasonic ToughBooks)

With the following primary interfaces:

Vesta	(Plant) intelligent workstation for call handling	E911↔I/CAD	Telephony system used by HBPD communications for receiving and transferring emergency calls.
CLETS	California Law Enforcement Telecommunication System	I/Informer↔OCMS/CLETS/NCIC	Law enforcement "intranet", providing access to state databases via Orange County Message Switch (OCMS), including: SRF, SVS, ABS, WPS, CHS, and NCIC.
IBM i2 Coplink	Brand name for law enforcement information sharing software	RMS→Export to COPLINK	Criminal justice data exchange with other law enforcement agencies.
LiveScan	System name assigned to inkless fingerprint stations	JMS↔OCMS/CLETS/NCIC	Used by HBPD in prisoner booking (and investigations) to capture electronic fingerprints and search state and federal databases.
I/LEADS-OCJ	Probable Cause Declaration to Orange County Jail	JMS→Export to OCJ	Data transfer to OCJ

The following third-party applications are used:

TurboData	Automated parking citation hardware and application software.
Brazos	Automated misdemeanor citation hardware and traffic accident reporting application.
CopLogic	Application that allows citizen-generated online police reporting for theft, vandalism, hit and run, lost property, vehicle burglaries, and harassing phone calls.
CrossRoads	Application that enables traffic-related reporting, analysis, and electronic dissemination.
GEAC	Prior CAD/RMS database, available for inquiry-only. Also used for employee/personnel information.
Motorola CrimeReports	Motorola application that imports HBPD crime statistics daily (at 0400) for online presentation.

2. RULES OF PREPARATION

Vendors electing to submit a response to this RFP must prepare and submit a comprehensive response to all requested information. It is understood and agreed upon by the vendor in submitting a proposal that HBPD has the right to withhold, until after contract award, all information regarding this procurement, including but not limited to: the number of proposals received, competitive technical information, competing price information, and HBPD evaluation concerns regarding competing proposals.

Errors and Omissions

The vendor shall point out to HBPD, and not be allowed to take advantage of any obvious errors and/or omissions within this offering or the vendor's response.

Rights to Pertinent Materials

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the vendor that are submitted as part of the proposal shall become the property of the HBPD upon receipt.

Right to Reject Offerings

The HBPD reserves the right to reject any and all offerings or any part of any offering, to waive minor defects or technicalities, or to solicit new offerings on the same project or on a modified project which may include portions of the originally proposed project as the HBPD may deem necessary in its interest.

The HBPD reserves the right to cancel the award of a contract at any time. In all matters relating to the cancellation of this RFP, the HBPD shall be the sole judge of its best interest and vendor compliance with terms and conditions.

Demonstrations

As part of the evaluation process the HBPD may require demonstrations of similar systems and/or specific applications that are installed and operational. Finalist vendors should be prepared to demonstrate applications and answer questions with HBPD representatives. All costs of the demonstrations are the vendor's responsibility.

Additionally, the HBPD may require visits to existing installations of comparable systems.

3. CONTRACTUAL OBLIGATIONS

The HBPD will require certain contractual obligations (regardless of any current agreements between the vendor and the HBPD). These terms will include, but are not limited to, the following:

1. *Requirement to Meet All Provisions* - Each firm submitting an offer shall meet all the terms and conditions of the RFP. By virtue of its offering submittal, the vendor acknowledges agreement with and acceptance of all provisions of the RFP specifications. By signing and submitting an original proposal in response to this RFP, the bidder agrees to the standard conditions and terms and certifies it maintains a drug free work place.

2. *Inclusion of Offering* - The offer submitted in response to this RFP will be required to be included as part of the final contract with the selected vendor.

3. *Accountability* - The selected vendor will be required to attend, at a minimum, monthly project status meetings and submit monthly status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken.

4. *Warranty* - All equipment and software are to be under warranty for at least one year from the date of system acceptance. If the original warranty provided by the manufacturer is longer than the one year period, the HBPD shall receive the benefit of the additional warranty period. The warranty shall require the vendor to be responsible for all cost of parts, labor, field service, and pickup and delivery service charges related to repairs or corrections during the warranty period. There is to be no cost to the HBPD beyond those identified in the offering. Further information is provided under the "Warranty and Maintenance" section of this RFP.

5. *Costs* - All costs must be detailed specifically in the vendor cost summary section of the offering in US dollars (only); no additional charges (e.g., for transportation, installation, training, out-of-pocket expenses, etc.) will be allowed unless so specified in the offering. Vendors must fill out all appropriate cost pages (or replicas of these pages).

6. *System Acceptance* - The final contract with the HBPD will contain items such as performance guarantees for system availability, response time, loading capacity, functionality, and system acceptance criteria. Some of the specific guarantees

4

required are identified in the Vendor Response Section. The selected vendor should be prepared to include such items within the scope of services and pricing.

7. ***Ability to Perform*** - The selected vendor warrants that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all federal, state, and local ordinances and regulations.

8. ***Laws to be Observed*** - The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable local, State, and Federal laws, regulations, adopted codes, and statutes and regulations regarding civil rights laws and equal opportunity employment during its performance of the work. Neither the contractor nor any subcontractors shall discriminate against any employee or applicant for employment, to be employed in the performance of such contract, with respect to the employee or applicant's tenure, terms, conditions, or privileges of employment, because of his race, color, religion, sex, disability, or national origin

9. ***Payment of Taxes*** - The offering costs shall include full compensation for all taxes which the selected vendor is required to pay.

10. ***Permits and Licenses*** - The contractor shall procure and pay for all permits, licenses and approvals necessary for the execution of the contract. The contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders and regulations related to the performance of the contract

11. ***Selection and Award of Contract*** - The final award of a contract is subject to the approval of the HBPD, which reserves the sole right to select the successful vendor, to reject any and all proposals as non-responsive or unsatisfactory, to award a contract to a vender on criteria other than lowest cost proposal, or to not award a contract at all as a result of the responses to this RFP.

12. ***Payment Schedule*** - The HBPD and the selected vendor will negotiate a payment schedule based on defined and measurable milestones and deliverables. <u>Under no circumstances will payments be made in advance of work performed</u>. The HBPD will require substantial holdback of contract monies until acceptable performance is demonstrated (a minimum of 10%).

13. ***Knowledge of Conditions*** - Before submitting an offering, vendors must carefully examine this RFP and inform themselves thoroughly as to all the difficulties involved in the completion of all work pursuant to the requirements of this document. Pleas of ignorance of conditions or difficulties that may be encountered in the execution of the work pursuant to this document as a result of a failure to make the necessary examinations or investigations shall not be accepted for any failures or omissions on the part of successful vendors to fulfill, nor shall they be accepted as a basis for any claims whatsoever for extra compensation or for the extension of time.

14. ***Training*** - The HBPD and the vendor will develop a mutually agreeable training schedule. Training will be conducted at the HBPD facilities and consist of both

operational and administrative information. Training is a critical issue for HBPD personnel. In preparing your response, be prepared to address the number of persons to be trained, estimated hours of training and the availability of training medium materials (including photocopies, electronic formats and video media).

15. *Software Defects* - The vendor shall promptly correct all software defects for which the vendor is responsible, within a time period agreed upon by the HBPD and the vendor.

16. *Patents and Royalties* - Vendor, without exception, shall indemnify and hold harmless the HBPD, its officers, officials, employees, designated volunteers (reserves) and agents from any liability of any nature or kind, including costs and expenses for or on account of trademark, copyrighted, patented, or non-patented invention, process or article manufactured or used in the performance of the contract, including its use by HBPD. If the vendor uses any design, device or materials covered by patent, trademark or copyright, it shall be mutually understood and agreed without exception that the offering prices shall include all royalties or costs arising from the use of such design, device or materials in any way involved in the work.

17. *Current Manufacture -* Equipment furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer's latest design. All material and equipment offered shall be new and unused.

18. *Prior Use -* The HBPD reserves the right to use equipment and material furnished under this offering prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the HBPD.

19. *Current Version -* "Packaged" application and system software shall be the most current published or vendor's version in use, as of date of system delivery.

20. *Changes -* No alteration in any of the terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the HBPD.

21. *Penalties -* The HBPD may wish to include in the final contract penalty provisions for non-performance such as liquidated damages.

22. *Unavailability of Funds -* If funds are not available to the HBPD, this award will be postponed, canceled, or phased. The HBPD makes no guarantee by release of this RFP that any offerings will be selected and/or funded.

23. *Background Checks -* The successful vendor will be required to authorize the investigation of its personnel proposed to have access to non-public areas of the HBPD facilities. The scope of the background check is at the discretion of the HBPD. Proposed staff will be required to provide their full legal name, date of birth and social security number.

24. *Notice to Proceed -* Will be issued after the HBPD receives the fully executed contract.

25. *Violation of Terms and Conditions -* Violations of the terms and conditions contained in this RFP or any resultant contract, at any time before or after the award, shall be grounds for action by HBPD which may include, but is not limited to, rejection of a bidder's proposal.

26. *Insurance* - The Contractor shall not commence work under a resulting contract until he or she has obtained all the required insurance hereunder and has provided HBPD with proof of insurance. The Contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and provided proof of insurance.

    a) Proof of the insurance submitted by the contractor to HBPD shall not limit, relieve or decrease the liability of the Contractor.

    b) If by the terms of any insurance includes a mandatory deductible, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

    c) The Contractor shall take out and maintain during the life of this Contract Commercial General Liability Insurance and Commercial Automobile Liability Insurance to protect contractor and any subcontractor performing work covered by this Contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this Contract, whether such operation be by the Contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

    d) The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury and Contractual Liability coverage. The policy shall include HBPD, and others as required by the Contract Documents, as an Additional Insured. This policy shall be primary, and any insurance or self-insurance carried by HBPD shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned and Hired vehicles.

27. *Workers' Compensation -* Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this Contract and, in case any such work is sublet. The Contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for the subcontractor's employees who are intended to be engaged in such work.

2. SCHEDULE OF EVENTS

This request for proposal will be governed by the following schedule:

Release of RFP	03-09-2020
Deadline for Written Questions	03-30-2020
Responses to Questions Posted on Web	04-06-2020
Proposals are due	04-23-2020 @5pm PST
Proposal Evaluation Completed	05-05-2020
Identification of Finalist(s)	05-07-2020
Vendor Selection	06-01-2020

4. SCOPE OF WORK

The selected vendor will provide a public safety solution to make personnel more effective in advancing public safety. The technologies employed for specific purposes (CAD/RMS/AFR/JMS/EMC) must be measurable and achievable. Contractor will work closely and report directly to the Project Manager and Administrative Services Division Manager.

5. PROPOSAL FORMAT GUIDELINES

Interested vendors are to provide the City of Huntington Beach with a thorough proposal using the following guidelines:

Proposal should be typed using a 12-point font size, including transmittal letter and resumes of key people. Each proposal will adhere to the following order and content of sections. Proposal should be straightforward, concise and provide "layman" explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. Proposals, which appear unrealistic in the terms of technical commitments, lack of technical competence or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected. The following proposal sections are to be included in the bidder's response:

A. <u>Vendor Application Form and Cover Letter</u>
Complete Appendix A, "Request for Proposal - Vendor Application Form" and attach this form to the cover letter. A cover letter, not to exceed three pages in length, should summarize key elements of the proposal. An individual authorized to bind the consultant must sign the letter. The letter must stipulate that the proposal price will be valid for a period of at least 180 days. Indicate the address and telephone number of the contractor's headquarters, the office located nearest to Huntington Beach, California and the office from which the project will be managed.

B. <u>Vendor Response</u>
Complete Appendix B, "Vendor Response".

6. PROCESS FOR SUBMITTING PROPOSALS

All proposals must be submitted in PDF file format for written portions and EXCEL format for Appendix C.

- ♦ **Content of Proposal**
  The proposal must be submitted using the format as indicated in the proposal format guidelines.

- ♦ **Preparation of Proposal**
  Each proposal shall be prepared simply and economically, avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate and reliable presentation.

- ♦ **Number of Proposals**
  Via the Planetbids.com web site, submit one (1) PDF file format and Excel copy of your proposal in sufficient detail to allow for thorough evaluation and comparative analysis.

- ♦ **Submission of Proposals**
  Complete written proposals must be submitted in the specified file formats via the Planetbids.com website no later than 4:00 p.m. (P.S.T.) on October 31, 2018. Proposals will not be accepted after this deadline. Faxed or e-mailed proposals will not be accepted.

- ♦ **Inquiries**
  Questions about this RFP must be submitted via PlanetBids.com. Answers to all questions will be posted on website and will not be directly responded to. No questions other than those on PlanteBids.com will be accepted and no response other than posted via PlanetBids.com will be binding upon the City.

- ♦ **Conditions for Proposal Acceptance**
  This RFP does not commit the City to award a contract or to pay any costs incurred for any services. The City, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualified source, or to cancel this RFP in part or in its entirety. All proposals will become the property of the City of Huntington Beach, USA. If any proprietary information is contained in the proposal, it should be clearly identified.

6. EVALUATION CRITERIA

The HBPD will employ an evaluation team composed of representatives from the City, which may or may not include a consultant, to evaluate proposals on a variety of quantitative and qualitive criteria. The criteria upon which the evaluation of the proposals will be based includes, but it not limited to, the following: (the parentheses indicate the weighted percentage of importance)

A. Compliance with RFP requirements. (5)

B. Design, capability and functionality of the system. (10)
C. Level of integration between applications and interfaces with external systems/devices. (10)
D. Recent experience in conducting similar scope, complexity, and magnitude for other public agencies. (10)
E. Availability and ability to demonstrate installation of the proposed software applications required by HBPD. (10)
F. Financial stability and resources of the vendor. (5)
G. Price. (15)
H. Quality and depth of references (5)
I. Level of service and responsiveness the vendor commits to providing after implementation. (15)
J. Feasibility, timeliness and quality of software implementation schedule and conversion plans. (10)
K. The number of hours and extent of user training. (5)

The City may also contact and evaluate the bidder's and subcontractor's references; contact any bidder to clarify any response; contact any current users of a bidder's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation committee shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of the City.

7. STANDARD TERMS AND CONDITIONS

♦ Amendments
The City reserves the right to amend this RFP prior to the proposal due date. All amendments and additional information will be posted to the Huntington Beach Procurement Registry, Huntington Beach - Official City Web Site - Business - Bids & RFP's; bidders should check this web page daily for new information.

♦ Cost for Preparing Proposal
The cost for developing the proposal is the sole responsibility of the bidder. All proposals submitted become the property of the City.

♦ Confidentiality Requirements
The staff members assigned to this project may be required to sign a departmental non-disclosure statement. Proposals are subject to the Freedom of Information Act. The City cannot protect proprietary data submitted in proposals.

♦ Financial Information
The City is concerned about bidders' financial capability to perform, therefore, may ask you to provide sufficient data to allow for an evaluation of your firm's financial capabilities.

Please carefully review the Sample Agreement and Insurance Requirements before responding to the Request for Proposal enclosed herein. The terms of the agreement,

including insurance requirements have been mandated by City Council and can be modified only if extraordinary circumstances exist. Your response to the Request for Proposal must indicate if you are unwilling or unable to execute the agreement as drafted as well as providing the insurance requirements. The City will consider this in determining responsiveness to the Request for Proposal.

Appendix A: Request for Proposal - Vendor Application Form

REQUEST FOR PROPOSAL

VENDOR APPLICATION FORM

TYPE OF APPLICANT: ☐ NEW ☐ CURRENT VENDOR

Legal Contractual Name of Corporation: _____

Contact Person for Agreement: _____

Corporate Mailing Address: _____

City, State and Zip Code: _____

E-Mail Address: _____

Phone: _____   Fax: _____

Contact Person for Proposals: _____

Title:_____   E-Mail Address: _____

Business Telephone: _____   Business Fax: _____

Is your business: (check one)

☐ NON PROFIT CORPORATION   ☐ FOR PROFIT CORPORATION

Is your business: (check one)

☐ CORPORATION   ☐ LIMITED LIABILITY PARTNERSHIP
☐ INDIVIDUAL   ☐ SOLE PROPRIETORSHIP
☐ PARTNERSHIP   ☐ UNINCORPORATED ASSOCIATION

Names & Titles of Corporate Board Members
(Also list Names & Titles of persons with written authorization/resolution to sign contracts)

Names   Title   Phone

_____ _____   _____

_____ _____   _____

_____ _____   _____

_____ _____   _____

_____ _____   _____

_____ _____   _____

Federal Tax Identification Number: _____

City of Huntington Beach Business License Number: _____
(If none, you must obtain a Huntington Beach Business License upon award of contract.)

City of Huntington Beach Business License Expiration Date: _____

Appendix B: Vendor Response

A.   Qualifications and References

The information requested in this section should describe the qualifications of the firm, key staff and sub-contractors performing projects within the past five years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:

1.   Names of key staff that participated on named projects and their specific responsibilities with respect to this scope of work.

2.   A summary of the your firm's demonstrated capability, including length of time that your firm has provided the services being requested in this Request for Proposal.

3.   Vendor must provide a minimum of ten (10) references from law enforcement agency/agencies currently using proposed system(s). The City of Huntington Beach reserves the right to contact any of the organizations or individuals listed. Information provided shall include:

   a. Client Name
   b. Project Description
   c. Project award date
   d. Project implementation start and end dates
   e. Client project manager name, telephone number, and e-mail address

B.   Software

1.   Vendor agrees that total service level agreement is to exceed 99.999% (less than approximately 5 minutes annually)?

Y/N _____

2.   Vendor agrees to provide HBPD with source code escrow?

Y/N _____

3.   Vendor agrees to provide read-only database access?

Y/N _____

4.   Vendor agrees to provide write access to database?

Y/N _____

5.   Vendor agrees to provide a comprehensive assessment to ensure all components are included up to 5 years from go-live date, per functional requirements?

Y/N _____

6.   Vendor agrees to provide technical specifications and IT requirements?

Y/N _____

7.   Vendor agrees to provide, in an attachment, the project management methodology and implementation approach, including names of agencies where these methodologies have previously been applied?

<div align="right">Y/N _____</div>

8.   Vendor agrees to creating an onsite pilot/test environment?

<div align="right">Y/N _____</div>

9.   Vendor agrees to provide, in an attachment, a comprehensive list of configuration options, customizations, product updates, and upgrades (which must be capable of patching and updating)?

<div align="right">Y/N _____</div>

10.   Vendor agrees that all configurations and customizations are provided at no cost to the customer (excluding major upgrades)?

<div align="right">Y/N _____</div>

11.   Regarding the proposed mobile solution, vendor confirms it supports both iOS and Android platforms?

<div align="right">Y/N _____</div>

12.   HBPD requires the vendor to provide Entity Relationship Diagrams (ERDs), data dictionaries, and other data documentation/schematics for the system. Identify whether this information will be provided with the system and summarize the contents that will be provided?

<div align="right">Attached? Y/N _____</div>

13.   Describe how the proposed system is in compliance with current FBI Criminal Justice Information Security (CJIS) policy and standard security practices, including a description of how the solution encrypts data transmissions (particularly NCIC).

<div align="right">Attached? Y/N _____</div>

14.   HBPD prefers three system environments be established prior to cutover to live production: testing, training, and production. The testing environment will be used to test new versions, new data, and alternative configurations of the system both during implementation (i.e., for Functional Acceptance Tests). The system's training environment will also be used both during implementation (e.g., to train system users) and post cutover to live operations. The system's production environment must be fully tested and ready prior to cutover to live operations of the system and will be used as the main operational environment for the system. The three environments should be independent of each other, meaning that transactions occurring in one environment will not impact or modify data contained in the other environments nor impact their performance (i.e., system response times and system availability). Please fully describe the equipment and software contained in each environment, when each environment will be fully operational, and how system users and administrators will be able to access each of these environments?

Attached? Y/N _____

15.   Please describe in detail the process of initially installing the system's client applications on PC and mobile workstations, including all manually performed procedures (i.e., staff having to install or configure system components manually on each PC hosting the client applications.

Attached? Y/N _____

16.   Please identify the minimum and recommended mobile/wireless workstation configurations necessary to effectively host the clients of the system. Offerors should note that HBPD will provide all required MDC-based and PC-based workstations along with all other required end user devices (e.g., printers, modems, docking stations, etc.)?

Attached? Y/N _____

17.   Vendor shall describe their standards, policies, and procedures for the following?

    a.   System software upgrades and updates

    b.   Change control

    c.   Configuration management

    d.   System testing and releasing of new system software versions and major patches

Attached? Y/N _____

18.   With the exception of end user workstations, mobile workstations, other mobile devices, printers, and network/communication infrastructure, HBPD requires that vendors include in their response to this RFP a "turnkey" system configuration consisting of all computer equipment, interface equipment, server-related communications equipment, server-related cabling, server-related terminals, server-related workstations, server-related printers, files, operating system software, application software, database management systems, databases, etc., necessary to meet the functional and operational requirements of this RFP. Please explain how the proposed system complies with the specified "turnkey" requirements and identify any exceptions.

Attached? Y/N _____

C.   Cloud Solutions

Please respond to the following questions which pertain to cloud-based solutions:

1.   Vendor agrees to provide a backup solution following the 3-2-1 rule (3 copies of data, 2 media types, 1 off-site)?

Y/N _____

2. Vendor provides local failover in the event of a local or regional internet outage?

Y/N _____

3. Define the solution's recovery point objective (RFO).

4. Define the solution's recovery time objective (RTO).

5. Define the solution's bandwidth requirement and maximum latency.

D. Implementation

1. Methodology

   a. Attach an implementation plan and schedule for a project of similar size and complexity that your company has completed with your offering response.

   b. Attach a Microsoft Project work plan to the offering that includes the following:

      - Specific milestones and deliverables
      - Estimated milestone completion dates
      - System design and implementation plan
      - Software integration and installation plan
      - Detailed test plan
      - Detailed training plan
      - Follow up and evaluation plan

   c. What software modules are typically grouped and installed together?

   d. What amount of elapsed time in months is typically required to implement a project of this size and complexity?

2. Installation

    a. Describe the software installation services included in this offering.

    _____

    _____

    b. Describe all customer installation responsibilities.

    _____

    _____

    c. Is software installation performed at the client site or at the vendor's offices?

                                                   Y/N _____

    d. If software installation is performed at the client's site, is vendor staff on-site to perform the installation, or is it accomplished remotely?

    _____

    _____

    e. Define the required HBPD staff and related training during implementation, testing and recurring support of the proposed solution:

    _____

    _____

    f. Upon completion of the system design, development, integration and installation, and prior to the start of the functional systems test, HBPD requires that vendors conduct unit tests of all software to demonstrate to the HBPD Project Manager or designee's satisfaction that the system and its components meet all required functionality and adhere to the specifications and procedures incorporated in the RFP. Describe any objections:

    _____

    _____

E. Warranty, Support and Maintenance

Complete the warranty and maintenance matrix below based on your proposed approach. Complete one matrix per vendor offering warranty/maintenance services.

Proposed Services	*Vendor* _____	
	System Software	*Application Software*
What is the length of the warranty (months)?		
(Warranty must start at acceptance)		
What are the hours of warranty coverage (e.g., M-F 0700-1800)?		
What are the hours of maintenance coverage (after the warranty expires)?		
Warranty/Maintenance Services:		
• Telephone Support (Y/N)?		
• Toll Free "800" number (Y/N)?		
• Remote dial-up software diagnostics (Y/N)?		
• Automatic monitoring of system (Y/N)?		
• Updates, enhancements and bug fixes included (Y/N)?		
• How often are enhancements provided?		
• User group membership (Y/N)?		
• Newsletter (Y/N)?		
Service/Support Response Time (hours):		
• Via telephone/modem		
- Average?		
- Guaranteed?		
• On-site		
- Average?		
- Guaranteed?		
On-Call "After Hours" Services (e.g., M-F 1800-0700):		
• Hourly rate for service personnel?		
• Minimum hours charged?		
How many years will you guarantee support of the proposed software?		

1. Please answer the following regarding the preceding matrix:

   List any exceptions or limitations to your proposed warranty/maintenance services for the software as indicated within the matrix.

   _____

   _____

2. System Maintenance and Operation

   a. Do you require downtime for scheduled maintenance or upgrades?

   b. What are HBPD's obligations following a new release/major redesign of an application?

   c. Does the vendor mandate the installation of new releases?   Y/N _____

      (1) How soon?   Months _____
      (2) Is there an additional charge for the new release?   Y/N _____
      (3) Is conversion assistance provided, if necessary?   Y/N _____
      (4) Is new documentation supplied?   Y/N _____
      (5) Is additional training provided?   Y/N _____
      (6) Is maintenance continued for the old release?   Y/N _____
      (7) If yes, for how long?   Months _____

   d. Describe problem management and escalation procedures:

      _____

      _____

3. Post Implementation Support

   Please describe post-implementation system support, including the following:

   a. Transition from implementation team to another party?

                                                              Months _____

      _____

      _____

   b. Describe all parties with which HBPD would be working.

      _____

      _____

   c. Define the response procedures for priority vs. non-priority calls.

      _____

      _____

    d.   HBPD anticipates a comprehensive support agreement to be forged with the finalist vendor. In an attachment, please identify the proposed recurring support plan, with associated options and pricing:

<div align="right">Attached? Y/N _____</div>

F.   Pricing Forms

This section requires a detailed price breakdown for the proposed systems. Vendors should provide all prices as firm fixed amounts, except where requested on a different basis. All prices must be detailed. No additional charges (e.g., for sales tax, transportation, container packing, installation, training, out-of-pocket expenses) will be allowed unless so specified. Vendors must complete all applicable price pages in this section or risk disqualification. This section includes the following pricing categories:

1.   Total Solution Cost Summaries

2.   Computer Hardware

3.   Computer System Software

4.   Application Software (Base Software and Options)

5.   Other Implementation Costs

6.   Additional Recommended Software/Services

1.   Total Solution Cost Summaries

Provide a summary of costs associated with the proposed system. Any entries in this table
should agree with the corresponding detail pages.

One-Time Costs

Description	One-Time Price	Applicable Tax (7.75%)	Total Price
Computer Hardware			
Computer System Software			
Application Software			
Other Implementation Costs			
Additional Recommended Software/Services			

TOTAL PRICE

$ _____ $ _____ $ _____

Recurring Costs

Description	Recurring Price	Applicable Tax (7.75%)	Total Price
Computer Hardware			
Computer System Software Maintenance			
Application Software Maintenance			
Recurring Costs on Additional Recommended Software/Services			

TOTAL PRICE

$ _____ $ _____ $ _____

5-Year Total Cost of Ownership

Description	Y1	Y2	Y3	Y4	Y5
Computer Hardware					
Computer System Software					
Application Software					
Other Implementation Costs					
Additional Recommended Software/Services					

TOTAL ANNUAL COST

$ $ $ $ $

5-YEAR TOTAL COST

$

2. Computer Hardware

List all of the hardware required. The TOTAL PRICE entries in this table should agree with the Computer Hardware Total Price in the Total Solution Cost Summaries tables.

Description	Qty	Price	Applicable Tax (7.75%)	Total Price	Annual Maintenance Expense

TOTAL PRICE $ $ $

3.   Computer System Software

List all of the system software required. The TOTAL PRICE entries in this table should agree with the Computer System Software Total Price in the Total Solution Cost Summaries tables.

Description	Version#	Qty	Price	Applicable Tax (7.75%)	Total Price	Annual Maintenance Expense

TOTAL PRICE $ $ $ $

4.   Application Software (Base Software and Options)

List all the application software required. Also, indicate which modules are optional. The TOTAL PRICE entries in this table should agree with the Application Software Total Price in Total Solution Cost Summaries tables.

Description	Version#	Qty	Price	Applicable Tax (7.75%)	Total Price	Annual Maintenance Expense

TOTAL PRICE

$ $ $ $

5. Other Implementation Costs

List all other costs associated with the system implementation. Prices not identified will not be accepted in a final contract. The TOTAL PRICE in this table should agree with the Other Implementation Costs Total Price in the One-time Costs table.

Description	Price	Applicable Tax (7.75%)	Total Price
Software Modification/Customization			
Installation			
Systems Integration			
Project Management			
User Training			
Technical Training			
Documentation			
Data Conversion			
Out-of-Pocket-Expenses			
Other			

TOTAL PRICE $ _____ $ _____ $ _____

6.   Additional Recommended Software/Services

Provide information and pricing estimates for any additional optional software and services that vendor suggests HBPD might consider as part of this procurement. The TOTAL PRICE entries in this table should agree with the Additional Recommended Software/Services Total Price in the Total Solution Cost Summaries tables.

Description	Price	Applicable Tax (7.75%)	Total Price	Annual Maintenance Expense (if any)

TOTAL PRICE $ _____ $ _____ $ _____ $ _____

a.   Assumptions used to determine estimated optional prices are provided in an attachment?

Y/N _____

b.   For any item or service not specified in this solicitation, what are the hourly rates?

Training	$ _____	Conversion	$ _____
Programming	$ _____	Installation	$ _____
Design	$ _____	Other	$ _____