

REQUEST FOR PROPOSALS
Public Safety Records Management System and
Professional Services

September 18, 2024

Issued by:
Ryan Kenney, Chief of Police
TJ Johnson, IT Director
Town of Vail
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INTRODUCTION AND INSTRUCTIONS TO RESPONDENTS

Introduction

The Town of Vail, along with the Vail Public Safety Communications Center, is replacing the Public Safety Records Management System utilized by the police departments served by these organizations. The new Records Management System (RMS) will serve the Vail Police Department, Avon Police Department, Eagle Police Department, and the Eagle County Sheriff's Office. The new system will need to interface with the current Computer Aided Dispatch (CAD) system.

Instructions

Intent to Bid

All Respondents who wish to respond to this RFP must register with TJ Johnson at tjohnson@vail.gov. All information shall be submitted via email with PDF attachments – no hard copies, please.

Questions

Please submit any questions to Ryan Kenney via email at rkenney@vail.gov, and TJ Johnson via email at tjohnson@vail.gov by **October 9 at 5:00 PM MT**.

Schedule of Events

Activity	Due Date
RFP Distribution	September 18, 2024
Deadline for Question Submission (via email)	October 9, 2024
Response to Questions (via email)	October 16, 2024
Response Due Date (via email)	October 23, 2024
Contract Award (Anticipated)	November 5, 2024
Anticipated Project Start	February 2025

In the event it becomes necessary to revise any part of the bid, addenda will be posted to the Town of Vail's website. It shall be the Respondent's responsibility to make inquiry as to changes or addenda issued. All such changes or addenda shall become part of the contract and all Respondents shall be bound by such addenda.

- The Town reserves the right to take other action before a contract is signed or a purchase order is approved; even after Town Council accepts or approves the bid.
- Please provide all pricing necessary to meet the Specifications (Section 2.0), including price per unit or service (as applicable), total cost (including any shipping & handling), and earliest completion date possible, considering all factors.
- Applicable Laws: the Ordinances and Charter for the Town and the laws of the State of Colorado concerning competitive bids, quotes, contracts, proposals and purchases will be employed.
- Taxes: The Town is generally exempt from Federal Excise and Colorado Sales Tax, so prices shall not include tax. The Town is a governmental agency and typically qualifies for governmental discounts.
- If the Respondent elects to deviate from the Specifications stated, all exceptions or other changes shall be clearly noted, and details provided.
- Proposals may not be withdrawn or changed for a period of ninety (90) days after the official date of opening thereof. This time period may be extended by mutual agreement of the Town and any Respondents.
- Proposals shall include all charges for delivery, packing, crating, containers, handling etc. No additional charges shall be added to the proposal price. Prices bid will be considered as being based on F.O.B. Delivered, freight included to the Town of Vail, Attn: TJ Johnson, 75 S Frontage Rd W, Vail, CO, United States.

General Information

Limitations and Award

This RFP does not commit the Town of Vail to award or contract, nor to pay any costs incurred, in the preparation and submission of proposals in anticipation of a contract. The Town reserves the right to shortlist or select one firm from qualified submitters to pursue construction services. The Town may reject all or any submittals received as a result of this request, to negotiate with all qualified sources, or to cancel all or part of the RFP. The Town may negotiate a contract with the first priority firm. If negotiations cannot be successfully completed with the first priority firm, negotiations will be formally terminated and may be initiated with the second most qualified firm and, likewise, with the remaining firms.

The project will be awarded to that responsible, responsive Respondent whose proposal, conforming to this solicitation will be most advantageous to the Town, price and other factors considered. The Town reserves the right to accept a proposal in whole or in part, to award by item or by group, reject any and all proposals, waive informalities or defects in proposals and accept such proposals which is deemed to be in the best interest of the Town. Any Respondent who is in default to the Town at the time of submittal of the proposal shall have his proposal rejected. The Town reserves the right to clarify any contractual terms with the concurrence of the Contractor; however, any substantial non-conformity in the offer, as determined by the Town, shall be deemed non-responsible and the offer rejected.

In evaluating proposals, the Town Vail shall consider the qualifications of the Respondents, and where applicable, operating costs, delivery time, maintenance requirements, performance data, and guarantees of materials and equipment. In addition, the Town may conduct such investigations, as it deems necessary to assist in the evaluation of a proposal and to establish the responsibility, qualifications, and financial ability of the Respondent to fulfill the contract. The Respondent's experience with the other users shall be taken into consideration when evaluating responsibility of the Respondent.

All proposals submitted in response to this invitation shall become the property of the Town and be a matter of public record available for review.

EXISTING ENVIRONMENT

- The current RMS system is Hexagon OnCall and is being used by four law enforcement agencies. The CAD system in place is also Hexagon, specifically.
- Numerous interfaces exist between these two Hexagon systems, as well as several other interfaces between the RMS and other agencies. All proposals must include solutions to ensure all interfaces continue to function as before.

OUR SUBMITTAL REQUIREMENTS

Cover Letter

- Cover Letter (in PDF format) sent to rkenney@vail.gov, Chief of Police, and tjohnson@vail.gov, IT Director, should serve as both an introduction of the Respondent and an overview of the proposal.
 - The letter shall include a statement to the effect that the proposal shall remain valid for a period of not less than ninety (180) days from the due date for proposal.
-

1.0 Required Respondent Information

1.1 Company Background

Provide a description of your company, identifying the number of employees in your local office and any national affiliation you have with other providers or product manufacturers. In addition, provide a history of your company, which will include information about how long you have been in business and how long you have been authorized to install the required manufacturer's products. Respondent must provide type of organization (Corporation, Sole Proprietorship, Limited Liability Corporation, Partnership, etc.) including date of formation. Any supplemental information the Respondent believes may be pertinent to the selection process may be provided.

The Proposal must demonstrate that the Respondent has at least three (3) years of experience, with a legally registered business name, that provides services of a similar type and scope as described in the Specifications (Section 2.0). The Respondent shall not have filed for bankruptcy under any business name over the past five (5) years.

Provide the following information:

- Legal Name and Address

- Organizational Type/Structure
- State of incorporation
- Federal Identification Number
- Colorado Business License Number and Certificate of Good Standing
- Size of organization
- Licensure/accreditation or other relevant information
- Experience:
 - Years company in business
 - Years firm has supported and/or manufactured the system

1.2 Respondent Personnel

This section shall contain resumes with names, contact numbers and description of experience, including licenses and/or certifications, of all key personnel who would be assigned to perform the Services. At a minimum, the Respondent must include information for Account Manager, Sales Director, Project Manager, Solution Design and Implementation. Include also major subcontractors (if any) and their degree of involvement. If the Respondent is including any subcontractors, the Respondent shall identify how long the Respondent has worked with the subcontractor.

1.3 References

The Town of Vail reserves the right to request references as part of its evaluation. If requested, the references shall include names, addresses, and telephone numbers of the clients for whom prior work was performed and include an explanation of the services provided. Respondent may provide references initially, if desired.

1.4 Project Management

The Respondent shall provide details on their project management methodology, including typical meeting schedules, resources provided by Respondent, resources required of the Town of Vail, approximate timelines for milestones, and costs separated out for these services. An example of testing and system acceptance plans should be included as part of the proposal.

1.5 Quality Management

The Respondent must demonstrate to the Town of Vail its commitment to quality management. Please provide details on the Respondent's Quality Assurance program. This should include unit testing, system testing, issue tracking and resolution, sign-off procedures for the different modules of the system, and any other processes in place to ensure the Town gets a high-quality product upon project completion. Additionally, please provide the process testing of new releases, enhancements, bug fixes, and any other changes that may be pushed out to the system once it has been implemented..

1.6 Agreement(s)

Respondent will be required to sign an agreement with the Town for their services with this project, as well as any ongoing services and support that may be required.

1.7 Evidence of Insurance

Respondent shall provide evidence of possession of insurance.

2.0 Specifications

2.1 Functional Requirements

Functional Requirements Responses	
Response column: Available Responses	
Y	Requirement met and included in Proposal (Standard features in the generally available product)
Y-ND	Requirement can be met and necessary details to do so are included in Proposal (Features that are not offered as a generally available product and/or require custom development)
N	Requirement cannot be met – not included in Proposal
I	<i>Need More Information/Discussion – these items should be submitted as part of the Questions from Respondent by the deadline</i>

- Included spreadsheet MUST be filled out to the best of respondent's ability as part of their proposal.
- Failure to provide some requirements or excluding some requirements from scope will NOT eliminate the Respondent from contention. The Town will evaluate the proposal as a whole, including price/value comparisons when evaluating proposals.
- The Functional Requirements responses submitted will become part of the agreement to ensure the system continues to meet the Town's Public Safety RMS needs. Proposers are expected to warrant both software and implementation of all positive responses (every response except "N" and "I").
- The Town may choose to clarify any requirements with the response of "I" during software demonstrations. Immediately following those demonstrations, Respondent would be expected to re-submit the Functional Requirements attachment.
- For requirement responses other than "N" or "I" Respondent must indicate the module or product that is required to meet the requirement (Required Module column).
- For requirement responses other than "N" or "I" Respondent must indicate the phase of the project that the functionality will be implemented.
- All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal

should reflect this. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal.

- Respondent must be ready to demonstrate any requirements listed as "Y" during software demos.

2.2 Interfaces

One key requirement for this system is that data can be received and transmitted to other systems and organizations as needed. The following interfaces, at a minimum, must be supported.

- Fingerprint data – currently using Livescan.
- Inbound Citation data – currently coming in from Brazos.
- Dispatch Calls for Service – currently coming in from Hexagon CAD
- Court data – currently going to eDiscovery
- National Incident Based Reporting System (NIBRS)
- Other data-sharing platforms – currently send data to Lumen and LiNX
- We provide data to numerous other state and national agencies, and the more automated capabilities the system can provide to move this data, the better. Feel free to provide details in your proposal.

2.3 Additional Functionality

- If the respondent has additional modules and/or applications available that may be appealing to the Town for future use, feel free to include that information.
- While we are not currently contemplating changes to our various Citation or Dispatch systems, it may be desirable in the future to use the same vendor for these functions.

3.0 Project Implementation Requirements

The Town of Vail and associated partners would like its RMS vendor to provide all services and infrastructure necessary to host the system, if cloud-based. If the proposal is for an on-premise system, all installation and configuration shall be done by the vendor, with assistance from Town of Vail IT resources. Please include information on any/all of the following requirements below. Pricing for these services should include all of the following.

3.1 Historical Data

- Migration and conversion of all data from existing system.
- Comparison reports should be available from each system to confirm successful migration

3.2 Configuration

- Validation of all setup and lookup data

- Additional details available in attached Functional Requirements

3.3 *Environments*

- Testing, production, and DR environments all in place and configured
 - Provide appropriate access and security for various roles within the system – Role based security
- Backup and DR
 - Documentation of backup and recovery solutions provided

3.4 *Assumptions*

- Work will be completed using a combination of onsite and remote engagements.
- Remote access for vendor will be managed by Town of Vail IT department, if required.
- End User training – administrators, power users, end users

3.5 *Project Success Criteria*

- Full system acceptance testing shall be completed and signed off prior to closing project
- Ensure all issues have been captured and added to a tracking list, provided to Town of Vail. If there are still any outstanding issues at the time of go-live, provide a clear plan and timeline for the resolution of each issue.
- Successful implementation and testing of all necessary interfaces (additional details included in Functional Requirements spreadsheet)
 - Seamless automated integration with current Hexagon CAD system
- If there are any that are outstanding issues that cannot be resolved before cutting over to new system, provide a tracking document with a clear plan and timeline for the resolution of each problem.
- Complete and deliver documentation:
 - System architecture diagrams (if on-premise installation)
 - Standard Operating Procedures and/or Manual Of Procedures created during the project.
 - As-Built documentation.
 - Interface narrative documentation and diagrams
- Review the final deliverables with the Town of Vail RMS subject matter experts.
- Obtain Town of Vail sign-off on project completion.
 - Sign off by both Chief of Police and IT Director required

4.0 Cost Proposal

- 5.1 Please provide Respondent's Cost Proposal based on the attached Functional Requirements spreadsheet (partially described in Section 2.0) and Implementation (Section 3.0) outlined in this RFP.

SELECTION PROCESS

All proposals will be reviewed by a selection committee and any other reviews as determined to be necessary. The Town of Vail may short-list respondents based upon an evaluation of the written submittals. The Town may arrange for in-person or teleconference interviews with the short-listed respondents for a detailed presentation.

The selected proposal will be the one considered most advantageous regarding price, quality of service, qualifications, and capabilities of Respondent to provide the Specifications required in this RFP and any other factors the Town determines in its sole discretion. The Town may award a contract even if not the lowest priced proposal based upon a review of the identified factors.