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RFP QUESTIONS

NOTE NO. 1 TO PROPOSING VENDORS: To standardize the format of all proposals for evaluation, Proposers are required to respond to all questions, to answer questions **in the order given**, and to list the item number and restate the question prior to giving their answer. Failure to comply with this requirement **may** result in your proposal being declared non-responsive.

A. GENERAL VENDOR QUESTIONS:

1) General Vendor Summary

Please provide a brief description of the following:

- a) Full legal company name;
- b) Your headquarters address;
- c) Primary company contact including name, phone number, and email address;
- d) Year your firm was established;
- e) A brief listing of your Vendor core competencies; and
- f) A current copy of your company's W-9 (current IRS version is October 2018).

B. EXPERIENCE:

1) Experience and References

Please provide five (5) current client references that you have sold and implemented the same or like solutions to in the past ten (10) years. Of these references, please list as many as available that are other governmental municipalities, if possible.

- a) Include in your reference information:
 - i) Name of the municipality or firm;
 - ii) Client's headquarters address;
 - iii) Current reference contact;
 - (1) Reference's title;
 - (2) Reference's phone number;
 - (3) Reference's email address;
 - iv) Date of signed contract;
 - v) Ending date of the contract (or "Current" if still ongoing);
 - vi) Description of services provided; and
 - vii) Estimated contractual value.

- b) Please provide:
- i) The number of Private sector clients;
 - ii) The number of Public sector clients; and
 - iii) A list of all Colorado clients (Public and Private sectors).
 - (1) If you have no Colorado clients, answer question A.2.b.iii as “None” or “Zero”.

2) Previous Reports and Recommendations

Please provide electronic copies of final survey reports, and presentations or recommendations that your firm made to those references listed above as samples of your firm’s technical expertise and as an example of your methodology.

C. PROPOSED SOLUTION ENGAGEMENT TEAMS:

1) Vendor Engagement Team

Please provide the following:

- a) Each team member and their title within your organization;
- b) Each team member’s role within the engagement team;
- c) The responsibilities for each role;
- d) Information regarding the team member’s qualifications for this project and/or professional background.
 - i) Resumes may be included as an appendix but each resume shall not exceed one (1) page in length.

2) Vendor Recommended Roles and Responsibilities for Thornton, CO Project Team

Please provide the following:

- a) Identify recommended Thornton, CO project team roles;
- b) The responsibilities for each role; and
- c) Estimated hours required over the entire implementation life-cycle.

3) Project Success and Acceptance Criteria

- a) Your implementation success and acceptance criteria, and note any concerns or comments. Include a description of the approach used to close out an implementation.
 - i) Include an example of your Project Acceptance Form.

D. PROPOSED SOLUTION ENGAGEMENT:**1) Engagement Methodology**

Thornton's expectation is that the awarded Vendor will use their expertise to provide proactive leadership, guidance, and direction to the Thornton, CO team throughout each phase of the Project life cycle while working collaboratively to plan and implement the solution.

- a) Please describe your engagement methodology and how this will pertain to your solution proposed for Thornton's needs, in detail.
 - i) Proposing Vendors shall note that they do not need to have a physical location within the Denver Metro region to propose on this solicitation. However, a proposing Vendor that does not have an office located in the Denver Metro region must address how they would intend on completing the Scope of Work to Thornton's satisfaction (i.e., conducting surveys, meetings with City officials, presentations, etc.) when they provide their answer to this question.

2) Milestones and Deliverables

- a) Thornton's expectation is that the awarded Vendor will be paid as a milestone/deliverable system. Thornton has provided a guideline below for what Thornton thinks the deliverables should be (#s i - vii).

For your response to this question, please either confirm that these deliverables are acceptable to you, or provide a set of proposed deliverables. These guidelines are also listed within the Appendix No. 2 – Pricing Form, so please make sure that your bid pricing aligns with your answers here to proposed deliverables.

- i) Prepare Data Collection Procedures and Instruments;
- ii) Undertake and Complete Primary Data Collection;
- iii) Identify Key Data Variables and Link to Other Core Data;
- iv) Complete and Review the Summary Findings with Thornton Point of Contact;
- v) Author/Release a Summary Report to Thornton;
- vi) Design a Logo, City Seal, Brand, and Tag Line for Thornton; and
- vii) Presentation of All Designs to Thornton Senior Leadership, City Manager, and City Council.
(1) Up to three (3) presentations in total.

3) Vendor Engagement Team Hours

- a) Please provide a list of the members of your engagement team **and** how many hours each member will be dedicating to each milestone and deliverable that you've answered to the question above.

E. PROJECT SCHEDULE AND CHANGE ORDERS:**1) Project Schedule**

Please provide the following:

- a) A **proposed** Project schedule via a Gantt chart or other type of chart, in terms of calendar days based upon the RFP Scope of Work and the Vendor stated engagement methodology.
 - i) Use “Day 1” as the date of a fully executed contract being signed by both parties, with no prior work being completed prior to a signed contract being put into place.
 - ii) Ensure that you list the number of days expected for each portion of the Project schedule.
 - iii) Ensure that you include **all proposed** milestones and deliverables required to complete the implementation of the Vendor’s proposed solution.

2) Change in Scope

- a) Provide a description of your process to determine if a request from Thornton is deemed as being out of scope from a resulting contractual agreement.
 - i) Include an example of your Project Change Form, if your firm has an example.

F. SURVEY CREATION AND INTEGRITY:**1) Sample Pooling**

- a) Explain how your company will obtain a relevant sample pool that matches the demographic profile of Thornton’s population who are eighteen (18) years or older.

2) Open-Ended Questions

- a) Please explain your methodology for collecting, organizing, and analyzing responses (keywords, topics, etc.) for accommodating open-ended survey questions.

3) Respondent Confidentiality

- a) Describe how a respondent’s information and responses will have their confidentiality remain intact.

4) Causes and Correlations

- a) Explain how the analysis conducted will be able to show causes and/or correlations between micro-variables (individual service areas, neighborhoods, etc.) and macro-variables (quality of life, direction of the city, etc.).

5) Non-Response Bias

- a) Please explain your techniques and methodology to combat non-response bias. Additionally, please explain any other common issues associated with these types of surveys, and how your company overcomes these obstacles.

G. VALUE ADDED SERVICES, ADDITIONAL DETAILS, AND CLOSING STATEMENT:**1) Value Added Services**

- a) Please list any additional services that aren't previously mentioned within your proposal that are offered or included within the proposal pricing that are offered by your firm, in addition to your adherence to Thornton's Scope of Work.

2) Additional Details

- a) Please describe in detail any areas that Thornton has not included in this RFP's Scope of Work (best practices, missed requirements, etc.) that your team considers to be beneficial, important, relevant, or crucial to the successful implementation of your proposed solution.

3) Closing Statement

- a) Please provide a brief narrative (one [1] page or less) of how you believe your company's proposed solution will best serve Thornton's needs both now, and in the future of the contractual agreement.

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