

City Hall - 2<sup>nd</sup> Floor  
Contracts and Purchasing Division  
9500 Civic Center Drive  
Thornton, CO 80229-4326

## **REQUEST FOR PROPOSAL (RFP)**

**RFP No. 155-23**

**TECHNOLOGY CONSULTANT FOR PUBLIC SAFETY**

**Buyer of Record: Andrew Miskell, CPPB**

**[Andrew.Miskell@ThorntonCO.gov](mailto:Andrew.Miskell@ThorntonCO.gov)**

**Table of Contents**

<b>SECTION A: SCHEDULE, BUYER OF RECORD, AND GENERAL SUMMARY OF NEEDS .....</b>	<b>4</b>
<b>A.1 SCHEDULE OF EVENTS:.....</b>	<b>4</b>
<b>A.2 BUYER OF RECORD: .....</b>	<b>4</b>
<b>A.3 GENERAL SUMMARY OF PROCUREMENT NEEDS: .....</b>	<b>4</b>
<b>SECTION B: CURRENT STATE, SCOPE OF WORK, AND SPECIAL CONSIDERATIONS .....</b>	<b>5</b>
<b>B.1 CURRENT STATE:.....</b>	<b>5</b>
<b>B.2 MAJOR SYSTEMS FOR THE TPD: .....</b>	<b>5</b>
<b>B.3 MAIN GOALS FROM THIS RFP:.....</b>	<b>6</b>
<b>B.4 OPTIONAL GOALS FROM THIS RFP FOR FUTURE CONSIDERATION OR WORK: .....</b>	<b>6</b>
<b>B.5 BUDGETARY REQUIREMENTS:.....</b>	<b>7</b>
<b>B.6 AWARD LENGTH:.....</b>	<b>7</b>
<b>B.7 SCOPE OF WORK – SOFTWARE COMPREHENSIVE ASSESSMENTS: .....</b>	<b>7</b>
<b>B.8 SCOPE OF WORK – REVIEWING CAD AND RMS SYSTEMS: .....</b>	<b>8</b>
<b>B.9 OPTIONAL SCOPE OF WORK – FUTURE CONSIDERATIONS:.....</b>	<b>9</b>
<b>B.10 F.O.B. POINT: .....</b>	<b>9</b>
<b>B.11 PREVIOUS WORK SAMPLES: .....</b>	<b>10</b>
<b>B.12 DEMONSTRATIONS AND INTERVIEWS:.....</b>	<b>10</b>
<b>B.13 INVOICING REQUIREMENTS: .....</b>	<b>10</b>
<b>B.14 FELONY DISQUALIFICATION: .....</b>	<b>10</b>
<b>B.15 VENDOR PERFORMANCE MANAGEMENT:.....</b>	<b>10</b>
<b>B.16 COOPERATIVE PURCHASING: .....</b>	<b>11</b>
<b>SECTION C: PROPOSAL QUESTIONS TO PROSPECTIVE VENDOR.....</b>	<b>12</b>
<b>C.1 INSTRUCTIONS FOR ANSWERING QUESTIONS: .....</b>	<b>12</b>
<b>C.2 PROPOSAL QUESTIONS: .....</b>	<b>12</b>
<b>A. GENERAL VENDOR SUMMARY .....</b>	<b>12</b>
<b>B. EXPERIENCE AND REFERENCES .....</b>	<b>13</b>
<b>C. SOLUTION ENGAGEMENT TEAM .....</b>	<b>13</b>
<b>D. PROPOSED SOLUTION ENGAGEMENT:.....</b>	<b>14</b>
<b>E. STATEGY PLAN, PROJECT SCHEDULE, AND CHANGE ORDERS:.....</b>	<b>15</b>
<b>F. POTENTIAL FUTURE CONSIDERATIONS:.....</b>	<b>17</b>
<b>G. VALUE ADDED SERVICES, ADDITIONAL DETAILS, AND CLOSING STATEMENT: .....</b>	<b>17</b>

<b>SECTION D: PRICING AND PROPOSAL ITEMS</b> .....	19
<b>D.1 PRICING INFORMATION:</b> .....	19
<b>D.2 BEST AND FINAL OFFER:</b> .....	19
<b>D.3 PRICING:</b> .....	19
<b>D.4 FUTURE PROJECTS AND ANNUAL PRICE UPDATES:</b> .....	19
<b>D.5 PROPOSAL ITEMS:</b> .....	20
<b>SECTION E: PROPOSAL INSTRUCTIONS, EVALUATION, AND AWARD</b> .....	21
<b>E.1 PROPOSAL POSTED LOCATIONS:</b> .....	21
<b>E.2 PROPOSAL QUESTIONS:</b> .....	21
<b>E.3 ADDENDA:</b> .....	21
<b>E.4 SUBMISSION OF PROPOSALS:</b> .....	21
<b>E.5 DOCUMENTS FOR FINAL VENDOR SUBMISSION:</b> .....	22
<b>E.6 CONFIDENTIAL AND PROPRIETARY INFORMATION</b> .....	22
<b>E.7 LATE PROPOSAL SUBMISSIONS:</b> .....	23
<b>E.8 AWARDS:</b> .....	23
<b>E.9 ACCEPTANCE PERIOD:</b> .....	23
<b>E.10 EVALUATION OF PROPOSALS:</b> .....	24
<b>E.11 EVALUATION CRITERIA:</b> .....	24
<b>E.12 POST AWARD PURCHASE ORDER:</b> .....	25
<b>E.13 STANDARD PROPOSAL CONSIDERATIONS:</b> .....	25
<b>SECTION F: SAMPLE AGREEMENT</b> .....	26
<b>F.1 SAMPLE AGREEMENT:</b> .....	26
<b>SECTION G: REQUIRED VENDOR SIGNATURE FORMS</b> .....	27
<b>G.1 ACCEPTANCE AND ADDENDA ACKNOWLEDGEMENT FORM:</b> .....	27
<b>G.2 SAMPLE AGREEMENT ACKNOWLEDGEMENT FORM</b> .....	28
<b>G.3 REFERENCES AND AUTHORIZATION AND RELEASE FORM:</b> .....	29
<b>SECTION H: AUTHORIZATION FOR SOLICITATION POSTING</b> .....	30
<b>H.1 PURCHASING MANAGER FORM:</b> .....	30

**SECTION A: SCHEDULE, BUYER OF RECORD, AND GENERAL SUMMARY OF NEEDS**
**A.1 SCHEDULE OF EVENTS:**

The following is a list of important items, dates, and times that pertain to this solicitation. All times listed below are in reference to the local Thornton, Colorado time.

<u>Solicitation Item</u>	<u>Date</u>	<u>Time</u>
<b>Proposal Issued</b>	<b>June 26, 2023</b>	
<b>Deadline to Submit Additional Questions</b>	<b>July 13, 2023</b>	<b>11:00 P.M.</b>
<b>Response to Written Questions</b>	<b>July 18, 2023</b>	<b>11:00 P.M.</b>
<b>Proposal Due Date</b>	<b>July 26, 2023</b>	<b>11:00 P.M.</b>

**A.2 BUYER OF RECORD:**

The Buyer of Record for this solicitation will be the central point of contact throughout the solicitation process. All questions and inquiries must be submitted in writing via a direct email to the Buyer. No communication is to be directed to any other Thornton personnel.

The Buyer of Record's contact information is as follows:

Buyer Name: **Andrew Miskell, CPPB**

Buyer Title: **Senior Purchasing Analyst**

Buyer Email: [Andrew.Miskell@ThorntonCO.gov](mailto:Andrew.Miskell@ThorntonCO.gov)

**A.3 GENERAL SUMMARY OF PROCUREMENT NEEDS:**

The City of Thornton, CO ("Thornton") is seeking Proposals from interested firms for the purchase of technology auditing and consulting services to review all Thornton Police systems and solutions, along with providing recommendations going forward for a potential new records management system ("RMS") and/or computer aided dispatch ("CAD").

**The remainder of this page has been left blank intentionally.**

## **SECTION B: CURRENT STATE, SCOPE OF WORK, AND SPECIAL CONSIDERATIONS**

### **B.1 CURRENT STATE:**

The City of Thornton, Colorado is a home-rule city of approximately 150,000+ citizens located northeast of Denver in Adams County. Thornton has approximately one thousand one hundred (1,100) total regular employees with the Thornton Police Department (TPD) having just over three hundred (300) employees. Of these TPD employees, there are two hundred forty-three (243) sworn officers, with the remaining employees being support staff dedicated to the TPD, including the Dispatch Call Center team, which also aids the Thornton Fire Department as the other portion of the Thornton Public Safety Teams (TPST).

Within the TPD, there are approximately eighty-five (85) active systems and software applications that are used to accomplish various functions in service of the TPST. Many of these systems and software applications have been implemented over the last thirty (30) years and there is now consideration by the senior leadership of the TPST, as well as Thornton's Information Technology (IT) teams as to what systems and applications are still useful for Thornton's operations, and what items may be redundant or have exceeded their useful lifespan. TPD performed a general list of what software/systems were being used in early 2022, and this list can be found under separate cover in the Microsoft Excel document titled, "155-23 RFP Appendix No. 1 TPD Software List". This is the most current list and is for informational purposes for proposing Vendors to better understand TPD's general needs and current state.

Of these systems, there are two major enterprise information systems that Thornton has used for a number of years, which Thornton is now seeking to evaluate how and what these systems should be replaced with. Prior to performing a solicitation for one or both of these systems, the TPST and IT teams recognized the opportunity to review all of our systems and applications for usefulness and viability.

To perform this review, Thornton is seeking a technology auditing and consulting firm to assist with the review of all of the TPD's systems and applications for any efficiencies that can be found. Along with the review of all of TPD's technology products, Thornton would look towards the awarded Vendor to be able to provide recommendations on the current Vendor marketplace for potential replacements of the TPD's two major enterprise information systems.

### **B.2 MAJOR SYSTEMS FOR THE TPD:**

As mentioned above, the TPD has two enterprise information systems that are currently under consideration for replacement. Below is a brief synopsis of both systems to enlighten the proposing Vendors on what Thornton is currently considering as a separate solicitation(s).

The first system is the records management system (RMS) that the TPD utilizes to store and house their records. This RMS was implemented originally around 2015, and the current RMS product is a Hexagon product and the version is Hexagon OnCall Records version 03.07.2106.

The second system is the computer aided dispatch (CAD) system that works to communicate between dispatch centers during emergency and non-emergency calls to assist first responders from different municipalities and agencies in communicating with one another. Thornton's current CAD system was initially implemented around 2000 and the current version is the Hexagon. Since 2000, there have been several modules that have been added over time, with some of the modules having been implemented and used successfully, while others have not been as successful or beneficial to the TPST operations.

### **B.3 MAIN GOALS FROM THIS RFP:**

Thornton's desired outcome from this RFP is to find a Vendor that can meet or exceed our goals as a technology auditing consulting company. These main goals include, but are not limited to:

- 1) Ability to partner with a technology auditing consultant or company that has experience and expertise in reviewing public safety systems and software.
- 2) Ability to conduct a full audit of the various TPD systems and software, including guidance and recommendations on systems or software that are redundant to other solutions currently used by TPD.
- 3) Providing guidance and recommendations on TPD's current CAD and RMS software, including citing benefits and limitations to our current solutions.
- 4) Providing guidance and a list of the current Vendors for CAD software and RMS software in the Vendor marketplace that are viable solutions for Thornton, including an estimation of costs for these systems (software, implementation, data migration, etc.) which would allow the TPD to submit a budgetary range number to the Budget Office.
- 5) Providing guidance and recommendations on what systems or software a modern police department utilizes that TPD should be considering for future use and implementation.

### **B.4 OPTIONAL GOALS FROM THIS RFP FOR FUTURE CONSIDERATION OR WORK:**

While Thornton's main goals are listed above for a technology auditing consultant, Thornton does have several optional goals for a firm that is awarded from this solicitation for future considerations or work. These optional goals include, but are not limited to the following items regarding potential new CAD and RMS software:

- 1) Acting as a Subject Matter Expert (SME) for assisting Thornton with writing and creating a scope of work for the potential solicitation of said systems and software.
- 2) Acting as a SME for assisting Thornton in the evaluation of potential solutions submitted by proposing Vendors for potential solicitations of said systems and software.
- 3) Partnering with a firm that has experience and expertise in providing implementation assistance with Thornton for said systems and software.

**B.5 BUDGETARY REQUIREMENTS:**

Thornton has a current budget for the awarded Vendor's proposed solution for review and recommendations of the TPD systems and software of one-hundred fifty thousand dollars (\$150,000).

At Thornton's sole discretion, Thornton may elect to utilize the awarded Vendor from this solicitation for supporting the facilitation and implementation of a new RMS or the modifications to our existing RMS. The budget to perform this particular optional set of work has yet to be determined.

All future years of service, support, and possible expansion of the program are subject to annual funding appropriations review and approval by the Thornton City Council.

**B.6 AWARD LENGTH:**

The initial award from this solicitation will be from the date of the final signature of the contract, until **December 31, 2028**. Thornton is seeking for the awarded Vendor to perform the main project and goal work in a timely manner. The date of December 31, 2028, is to allow enough time for any future considerations or work to be completed, should Thornton elect to engage with the Vendor for the additional optional work, and is not to be considered an end date for the main project and goals.

No further extensions or renewals shall pass this date for service from the awarded Vendor, unless otherwise previously authorized in writing by the Thornton Purchasing Division.

**B.7 SCOPE OF WORK – SOFTWARE COMPREHENSIVE ASSESSMENTS:**

Thornton's expectation is that the awarded Vendor from this solicitation will be reviewing all of the software and systems associated with the TPD. During the review, Thornton is envisioning the Vendor's review to include comprehensive assessment for each technology product currently used by the TPD. Thornton's expectation for a comprehensive assessment is to include a software and

system assessment for each of the technology products, along with a capability and functionality assessment/recommendation for each product.

The Vendor should expect to participate in meetings with key stakeholders from the TPD and IT departments to determine how Thornton's needs, uses, and expectations of the technology products stacks up to the actual abilities of the product. For each technology product reviewed, Thornton is seeking for the Vendor to provide a comprehensive assessment report on each product.

Thornton is seeking for each assessment report from the Vendor to include at a minimum, the following items:

- The main function of the technology product and how it relates to TPD's needs;
- Which divisions/units from the TPD utilize the product;
- How many TPD personnel (sworn officers and administrative personnel) in each division/unit utilize the product;
- How frequently the product is used;
- Current annual cost of the product to Thornton;
- Functionality that is available in the current product that Thornton is paying for, but not currently taking advantage of; and
- Recommendation on each product for:
  - If the current product meets or exceeds the actual needs of the TPD; and
  - To either continue using, or eliminate/replace the current product due to the age/end of support life of that product, or consolidation due to redundancy of a product based on TPD's actual needs, and why that recommendation is made.

All reports provided by the Vendor to Thornton, shall be in an electronic format that is usable to Thornton (e.g., Adobe PDF, Microsoft Office, etc.) either through email or download.

### **B.8 SCOPE OF WORK – REVIEWING CAD AND RMS SYSTEMS:**

The awarded Vendor from this solicitation will also be tasked with providing a review of Thornton's RMS and CAD systems that follows a similar pathway as stated above with comprehensive assessment for each of these systems. In addition to the comprehensive assessment for these systems, Thornton will also be seeking for the awarded Vendor to provide for each system:

- Market research on the current Vendor marketplace of products that meet/exceed Thornton's needs. This research includes, but is not limited to:
  - Company names of Vendors and the names of their applicable products;
  - Estimation or ranges of cost to Thornton based on the Vendor's experience; and
    - Costs would include the product itself and additional implementation costs (implementation, data migration, training/support, etc.); and



- Thornton would utilize this information in discussions with the Thornton Budget Office for future solicitations.
- How the Vendor's product is viewed by the Marketplace (e.g., Leader, Visionary, Challenger, Niche Player).

### **B.9 OPTIONAL SCOPE OF WORK – FUTURE CONSIDERATIONS:**

Thornton does not guarantee any additional work, as this portion is considered optional at the sole discretion of Thornton to engage with the awarded Vendor on the stated work from this particular section as it is dependent upon the TPD agreeing on the need to replace the PD's CAD and/or RMS systems, and obtaining any additional funding from the Thornton City Council to conduct solicitations and pursue a new CAD and/or RMS system.

Should the TPD be able to secure the funding for these projects of purchasing new CAD and/or RMS systems, the TPD would seek assistance from and engage with the awarded Vendor from this solicitation on a variety of items. These items that pertain to any future solicitations for new systems including, but not limited to the following:

- Scope of work creation based on Thornton's requirements/needs;
- Operating as a SME during the proposal evaluation process of a solicitation; and
- Implementation of a new system with the awarded Vendor from a CAD and/or RMS system solicitation.
  - This would include working as the Project Manager on behalf of Thornton, which would mean working directly with Thornton staff (PD and IT) and the awarded Vendor during the implementation and testing of the new system.

### **B.10 F.O.B. POINT:**

Thornton does not anticipate any physical goods pertaining to this request, however, should any physical reports or in-person meetings be required, the Vendor's prices quoted shall be F.O.B. Destination and delivered, as required, to the following points:

**City of Thornton, CO  
Police Department  
9551 Civic Center Drive  
Thornton, CO 80229**

**B.11 PREVIOUS WORK SAMPLES:**

Upon request, vendors are required to furnish a sample of previous work/reports provided to other clients, which are to be supplied at no cost to Thornton. Any sample submitted shall create an express warranty that the whole of the goods and/or services shall conform to the sample submitted. Thornton will not return any samples to the proposing Vendor at the conclusion of this solicitation.

**B.12 DEMONSTRATIONS AND INTERVIEWS:**

Thornton may elect to conduct Vendor interviews in order to clarify and answer additional questions. All interviews will be held at a physical/virtual location at Thornton's sole discretion and shall be at Thornton's decision if an interview is deemed as being necessary. Thornton shall not compensate a proposing Vendor for any costs incurred by a Vendor that are related to a demonstration or interview conducted by Thornton during this RFP process.

**B.13 INVOICING REQUIREMENTS:**

Thornton's Accounts Payable Division is the only division within Thornton that issues payments to Vendors whom have submitted invoices. Thornton only issues payments from invoices and will not issue payments to Vendors off of quotes.

Thornton's standard payment terms are net thirty (30) calendar days after receipt of an invoice. All invoices submitted shall be emailed to [AP.Invoices@ThorntonCO.gov](mailto:AP.Invoices@ThorntonCO.gov). In lieu of email, physical copies may be submitted to City of Thornton – Accounts Payable, 9500 Civic Center Drive, Thornton, CO 80229-4326. Invoices sent to anyone other than Accounts Payable are not considered to be properly submitted and will not be paid until they are properly submitted.

**B.14 FELONY DISQUALIFICATION:**

The vendor shall not employ, retain, hire or use any individual that has been convicted of any felony charges as the same is defined under the laws of the State of Colorado in the performance of the services to be rendered and materials to be provided to Thornton pursuant to this proposal unless the vendor receives prior written permission from the Director of Contracts and Purchasing. The Director may require that a fidelity bond, or such other assurance in such amount as deemed appropriate, be provided to Thornton as a condition precedent to the grant of such permission.

**B.15 VENDOR PERFORMANCE MANAGEMENT:**

Thornton may administer a Vendor performance management program as part this proposal and resulting contract. The purpose of this program is to create a method for documenting and advising Thornton of exceptional performance or any problems related to the purchased goods and services.

**B.16 COOPERATIVE PURCHASING:**

Thornton encourages the proper use of cooperative purchasing and reserves the right to make results of this solicitation available to other governmental agencies seeking like equipment, goods, or services. Other agencies using this solicitation must do so according to regulations established by their individual organizations and accept sole responsibility for its use. The terms and conditions of any resulting transaction shall be exclusively between the buyer and the seller. Buyers and sellers using this solicitation in a cooperative or “piggy-back” fashion, agree to defend and hold harmless Thornton from any dispute or action arising from its use.

**The remainder of this page has been left blank intentionally.**

**SECTION C: PROPOSAL QUESTIONS TO PROSPECTIVE VENDOR****C.1 INSTRUCTIONS FOR ANSWERING QUESTIONS:**

Your proposal response must specifically address each of the questions/issues that are listed below. The quality and detail of your responses will be considered in the overall evaluation of your proposal. Proposers are encouraged to give examples and provide comprehensive information to support your compliance on each point.

All answers provided by the awarded Vendor may be incorporated into the final contract between the Vendor and Thornton as an additional exhibit or as part of a finalized Scope of Work.

To standardize the format of all proposals for evaluation, Proposers are required to respond to all 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.

**C.2 PROPOSAL QUESTIONS:****A. GENERAL VENDOR SUMMARY**

Please provide a brief answer to the following:

- 1) Full legal company name;
- 2) Your company headquarters address;
- 3) Primary company contact for this proposal, including name, phone number, and email;
- 4) Year your firm was established;
- 5) A brief listing of your Vendor core competencies; and
- 6) A current copy of your company's W-9 (IRS version October 2018).

**B. EXPERIENCE AND REFERENCES****1) Experience**

Please provide a brief narrative, preferably two (2) pages or less, on your experience and your expertise surrounding an ability to audit and provide recommendations on specifically public safety software, systems, and technology.

**2) References**

Please provide five (5) current client references that you have provided or are currently providing the same or like services to in the past five (5) years. Of these references, please list as many as available that are other governmental municipality law enforcement organizations, if possible.

a) Include in your reference information:

- i) Name of municipality or firm;
- ii) Client's headquarters or address;
- iii) Current reference's contact information;
  - (1) Name
  - (2) Title
  - (3) Phone number
  - (4) Email address
- iv) Date of signed agreement;
- v) Ending date of the agreement (or "Current" if still ongoing);
- vi) Description of services provided; and
- vii) Contractual Value

**C. SOLUTION ENGAGEMENT TEAM****1) Vendor Engagement Team**

Please provide the following:

- a) Each team member in the project engagement team's role;
- b) The responsibilities for each role;
- c) Information regarding the team member's professional background;
  - i) Resumes may be included as an appendix but each resume shall not exceed one (1) page in length.

- d) Please confirm that your staff will be able to pass a federal background check, including not currently being convicted of any felonies or are currently under indictment for any felonies; and
- e) Has your staff already passed and posses a CJIS (Criminal Justice Information Systems) certification?
  - i) If “Yes”, please provide a copy of those certifications.
  - ii) If “No”, then please state that you understand that your staff must pass these certification requirements to review the TPD software and systems.

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

Please provide the following:

- a) Identify recommended Thornton, CO project team roles including both Police and Information Technology teams;
- 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, if available.

## **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. Please describe your engagement methodology and how this will pertain to your solution proposed for Thornton’s needs, in detail, including but not limited to:

- a) What steps does your firm perform in evaluating software and systems?

- b) What key characteristics does your firm consider in the evaluation for recommending when software/systems are to be either replaced or new purchases are required?
- c) Please provide at least three (3) individual software comprehensive reports that your firm has provided to other municipal clients, preferably who are current references listed from above. Vendors are to acknowledge this question by stating “See Appendix to Question D.1.c” and upload the reports as a separate file that is clearly marked.

## **2) Conflicts of Interest**

- a) When providing recommendations for software and systems to clients, does your firm operate in an agnostic environment and provide the best of breed recommendation to our client?

Please confirm that your firm has no prior conflicts of interest with 3<sup>rd</sup> party software manufacturers that would result in a biased recommendation of products to Thornton.

## **3) Changes 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.

## **E. STRATEGY PLAN, 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 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.
    - (1) A final set of milestones and deliverables will be set during final contract negotiations with the awarded Vendor.

### **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).
- i) Contract Signing;
  - ii) Review of Current Software with Thornton Personnel (PD and IT);
  - iii) Completion and Submittal of Software Functionality and Use Report;
    - (1) Inclusive of each software's:
      - (a) The capabilities and functionality;
      - (b) The number of users;
      - (c) The use frequency;
      - (d) Costs of each software;
      - (e) Identifiable redundancies; and
      - (f) Recommendations for efficiencies and reduction of unnecessary redundancies.
  - iv) Complete a Capability and Functionality Report on Current RMS and CAD Systems;
  - v) Complete a Needs Analysis and Presentation to Key Agency Stakeholders (i.e., PD, IT) for a New RMS and/or CAD Solution;
  - vi) Provide Alternative Systems Recommendations for a New RMS and/or CAD System;  
and
    - (1) Inclusive of Scheduling and Participating in any Product Demonstrations for All Key Agency Stakeholders to Attend.
  - vii) Project Sign-Off.

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. 1 – Pricing Form, so please make sure that your bid pricing aligns with your answers here to proposed deliverables.

### **3) Vendor's Engagement Team Hours**

- a) Please provide a list of which 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.



**F. POTENTIAL FUTURE CONSIDERATIONS:****1) Experience as a SME**

- a) Please provide a description of your firm's abilities and experience to act as a SME for assisting a client with writing and creating a scope of work for potential solicitations for new systems and software. Provide examples of any previous work performed in this area for municipalities, if possible, with examples coming from current references listed above.
- b) Please provide a description of your firm's abilities and experience to act as a SME for assisting a client with evaluation of new systems and software during a solicitation process. Provide examples of any previous work performed in this area for municipalities, if possible, with examples coming from current references listed above.
  - i) Please note that the Thornton Purchasing Division will conduct all solicitations and run the overall evaluation process, with the awarded Vendor as a support role.

**2) Experience with Implementation of a New System**

- a) Please describe your firm's capabilities and experience in providing implementation assistance with a client's new system or software, including assisting as a project manager. Please provide examples of any previous instance in which your firm acted in this manner for a client, and if possible, if that client was a municipality and/or current reference listed above.

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

- a) Please list any additional services that are not 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.

**The remainder of this page has been left blank intentionally.**

**SECTION D: PRICING AND PROPOSAL ITEMS****D.1 PRICING INFORMATION:**

This section shall include a description of the proposed costs and prices. All pricing information shall be limited solely to this section of your proposal. This section should address all requirements set forth in Section B as well as any other items pertinent to your proposal pricing such as additional discounts for increased quantities, etc. The requirements have been developed to allow Thornton to uniformly evaluate prices submitted for the work. Accordingly, you should follow these instructions carefully and provide all data requested in the formats specified herein and in any referenced attachments.

Any omissions in this proposal shall be identified by each Vendor and incorporated into their proposal including any omissions for software, hardware, support etc. which is necessary to the success of the project and must be identified as a separate line item with pricing and included as part of this RFP. Thornton will not increase the contract or any purchase order (either dollar amount or time) for items not included in the submitted proposal documents. Thornton reserves the right to purchase part or the entire proposal.

**D.2 BEST AND FINAL OFFER:**

Thornton reserves the right after review and evaluation of Vendors, including after all interviews and demonstrations that have been conducted, to go back to the “short list” of Vendors to conduct a Best and Final Offer (“BAFO”). The BAFO will be included as a final pricing evaluation tool by Thornton to aid in the award decision process.

**D.3 PRICING:**

All prices quoted shall be firm and fixed for the entire period of time it takes to complete the original project that includes all portions of the scope of work listed in Section B of this solicitation, with the exception of:

- Section B.4 Optional Goals From This RFP for Future Consideration; and
- Section B.9 Optional Scope of Work – Future Considerations.

**D.4 FUTURE PROJECTS AND ANNUAL PRICE UPDATES:**

The awarded Vendor may be engaged at future dates within the agreed upon contract period for additional future funded projects, including but not limited to, websites or technology that may be specific to Thornton’s PD, including such work as listed in Section B.9 – Optional Scope of Work Future Considerations. At such time a future project is requested, the Vendor may request a price adjustment for inflation based on the Denver-Aurora-Lakewood Price Index upon mutual agreement of the Parties.

A link to index that is current at the time of this solicitation has been provided below:

[https://data.bls.gov/pdq/SurveyOutputServlet?data\\_tool=dropmap&series\\_id=CUURS48BSA0,CUUSS48BSA0](https://data.bls.gov/pdq/SurveyOutputServlet?data_tool=dropmap&series_id=CUURS48BSA0,CUUSS48BSA0)

Only one (1) request for price adjustment may be made by the Vendor in one (1) calendar year after the original project has been completed. Any requests for adjustment shall not impact project pricing for projects that have already been agreed upon and are currently being worked on by the Vendor. As stated above in Section D.3, all proposed pricing shall be firm and fixed for the original project.

#### **D.5 PROPOSAL ITEMS:**

The pricing form for this RFP will be in a Microsoft Excel format, with a free-type ability for the Vendor to complete the form if there are any additional costs associated with your proposal. The form is under separate cover and is entitled “155-23 RFP Appendix No. 2 Pricing Form 06-26-23”.

Proposing Vendors are required to provide hourly rate pricing for each of their employee positions that will be applicable for billing to Thornton and the number of anticipated hours that each employee will be utilized in this Project. These hourly employee rates will be used for this Scope of Work, as well as, for any meetings, presentations, or other hours accumulated by the awarded Vendor that may fall out of the Scope of Work listed within this RFP.

All pricing is to be reflective of the Scope of Work and proposal questions listed within this solicitation. Do not include pricing in any other portion of your proposal.

Reimbursable expenses for travel, photocopying, and printing will not be applicable. All proposed Vendor rates shall be inclusive of standard office equipment, supplies, and travel incurred by the awarded Vendor during their service to Thornton.

It is the proposing Vendor’s responsibility to list all applicable employee costs for this Project. All items not itemized and listed by the proposing Vendor that are instrumental in completing this Project will be at the cost to the Vendor and supplied to Thornton at no additional cost.

**The remainder of this page has been left blank intentionally.**

**SECTION E: PROPOSAL INSTRUCTIONS, EVALUATION, AND AWARD****E.1 PROPOSAL POSTED LOCATIONS:**

This Request for Proposal (RFP) has been posted publicly to the following locations:

- BidNet® Direct: [www.BidNetDirect.com](http://www.BidNetDirect.com)
- Thornton's Purchasing website: <https://solicitations.thorntonco.gov/solicitations>

Thornton currently uses BidNet Direct® and its own website to distribute official records for all copies of publicly posted proposals for viewing. Both websites operate as a free to view and download option for prospective Vendors.

Upon request by a Proposing Vendor, the Purchasing Division will also make this solicitation available for viewing at the Contracts and Purchasing Division office. The address for the office is located on the cover page of this RFP.

**E.2 PROPOSAL QUESTIONS:**

Thornton shall not be bound by and the Vendor shall not request or rely on any oral interpretation or clarification of this RFP. Therefore, any questions regarding this RFP are encouraged and shall be submitted in writing by email to the Buyer of Record listed within this RFP.

Questions received up to deadline to submit question in the Schedule of Events will be answered in writing per the Schedule of Events. Answers to questions from any Vendor will be provided to all Vendors via a written addendum.

**E.3 ADDENDA:**

In the event it becomes necessary to revise, change, modify or cancel this RFP or to provide additional information, addenda will be issued and made available on BidNet® Direct and on Thornton's website. Changes, clarifications, and answers to RFP questions that have been posted in a written addendum that affect or change the RFP's Scope of Work shall be considered as to have replaced and superseded the original proposal's Scope of Work.

It is the responsibility of the proposer/ contractor to confirm that they have acquired all addenda related to this proposal and they have reviewed/ complied with the requirements therein.

**E.4 SUBMISSION OF PROPOSALS:**

Submission of proposals for this RFP may be done electronically through a Vendor portal (currently done via BidNet Direct®). Proposals can be submitted at [www.bidnetdirect.com](http://www.bidnetdirect.com), but shall not be completely submitted later than the date and time indicated in the Schedule of Events.

If you experience problems with BidNet Direct®, please call 1-800-835-4603 for assistance. There is no charge by BidNet Direct® for this service.

Proposing Vendors who are unable to submit a proposal through BidNet®, may request to submit a physical copy of their proposal for consideration. A proposing Vendor shall email the Buyer of Record prior to the question due date listed in the Schedule of Events, for instructions on where and how to submit their physical proposal. All physical proposal submissions shall be submitted and recorded no later than the date and time indicated in the Schedule of Events.

### **E.5 DOCUMENTS FOR FINAL VENDOR SUBMISSION:**

Proposing Vendors are to ensure that they're submission is complete and responsive prior to a final submission. As a reminder this RFP contains the following documents that will require completion by the proposing Vendor to be considered as initially responsive:

- 1) Section C.2 – Proposal Questions – Answers provided by the proposing Vendor;
- 2) Section D.5 – Proposal Items;
- 3) All additional technical information in support of your proposal;
- 4) Section G.1 – Acceptance and Addenda Acknowledgement Form;
- 5) Section G.2 – Sample Agreement Acknowledgement Form; and
- 6) Section G.3 – References and Authorization Release Form.

It is not necessary for a proposing Vendor to submit this entire RFP document that has been provided by Thornton with the Vendor's response. Only the above mentioned items are currently required with your proposal submission. Thornton reserves the right to request any clarification, ask any questions, or request additional documents that may aid in the evaluation of your proposal.

### **E.6 CONFIDENTIAL AND PROPRIETARY INFORMATION**

As a Colorado home rule municipality, Thornton is subject to and must comply with the Colorado Open Records Act ("CORA"), C.R.S. § 24-72-201 *et seq.* All Vendor submitted documents are subject to requests for public records pursuant to CORA. **Proposing Vendors must clearly identify within their submissions any information that is confidential and proprietary by marking such information as "Confidential" or "Proprietary" information.** Any information a Vendor marks as confidential or proprietary shall comply with CORA and any other applicable statute(s).

Prior to a final award and contract, Vendor submitted information that is contained within the proposal may be held by Thornton as confidential and proprietary at Thornton's sole discretion. **In accordance with CORA, upon the conclusion of a final award and contract, Thornton may, in its sole discretion, release any and all portions of Vendor submissions not marked as confidential or proprietary.** Thornton shall be held harmless from any claims arising from the release of confidential and proprietary information not clearly designated as such by the proposing Vendor.

In general, it is not acceptable to Thornton to mark information other than the following as confidential or proprietary:

- 1) Financial statements;
- 2) Project financing data;
- 3) Litigation history;
- 4) Tax audit history; and
- 5) Client lists and references.

Thornton does not generally find it acceptable to mark proposal pricing, or the entirety of your proposal, as confidential or proprietary. Failure to adhere to these restrictions may result in your proposal being deemed as non-responsive.

For more information about Thornton's processes related to CORA, including using Thornton's Public Records Request Form or for submission of a CORA request, please visit the website of the office of Thornton's City Clerk at <https://www.thorntonco.gov/government/city-clerk/Pages/default.aspx> or you can reach the Clerk's office by email at [Clerk@ThorntonCO.gov](mailto:Clerk@ThorntonCO.gov) or by phone at (303) 538-7615.

#### **E.7 LATE PROPOSAL SUBMISSIONS:**

Proposing Vendors are expected to allow adequate time to upload a complete submission for consideration through the electronic Vendor portal (currently BidNet Direct®). The Vendor portal will not allow a Vendor to modify, save, nor upload their proposal after the submittal date and time have passed. It is **highly recommended** that as a proposing Vendor you do not wait until the last minute to submit your proposal.

Late proposals will not be accepted. Sole responsibility rests with the proposing Vendor to ensure that its proposal is completely uploaded through the Vendor portal or is received in the Purchasing Office prior to the submission deadline. Proposals that are left in a "Draft" status in the Vendor portal will not be accepted by Thornton for consideration.

All physical proposals received in the Purchasing Office after the submittal date and time will be immediately rejected without consideration.

#### **E.8 AWARDS:**

Award will be made on an "all or none" basis. Prices must be shown for each item listed. Proposals submitted without individual item prices listed will be considered as non-responsive and rejected.

#### **E.9 ACCEPTANCE PERIOD:**

Submissions in response to this proposal shall remain valid until an award has been made to a proposing Vendor or at a minimum of one hundred twenty (120) calendar days from the time of submission, whichever date comes last.

#### **E.10 EVALUATION OF PROPOSALS:**

All proposals will be evaluated by a Selection Committee assigned by the City Manager, or his designee. Proposals shall be evaluated on the basis qualifications, experience, and the applicability of the solutions offered to meet Thornton's needs as they pertain to the Evaluation Criteria noted herein and in the context of best value received for the required goods and/or services. Note that any tools utilized by the Selection Committee in their evaluation process are only intended to facilitate the understanding of the submissions received and facilitate the member's ability to weigh the merits of each proposal. Therefore, any tools utilized by the Selection Committee have no binding effect on their vote or the final award made by Thornton as a result of this RFP.

In addition, other pertinent information which becomes available during the evaluation, interview, or negotiations may be considered in the evaluation. The committee may make a selection on the basis of the Proposals received, or may choose to "short list" prospective firms for further consideration, which may include interviews and or negotiations. The firm selected for the Award will be chosen on the basis of the apparent greatest operational and financial benefit to Thornton, and not necessarily on the basis of lowest price. The City Manager, or his designee, shall make the final determination of the firm selected.

#### **E.11 EVALUATION CRITERIA:**

Evaluation criteria for this RFP may include, but is not limited to, the following items:

- 1) Responsiveness to the needs of Thornton, including the time required to complete the implementation of the awarded Vendor's solution.
- 2) Responsibility of the proposing Vendor.
- 3) The written responses provided by the proposing Vendor to the Proposal Questions – Section C.2, and all clarification questions asked by Thornton during the RFP evaluation.
- 4) The proposing Vendor's submitted pricing.
- 5) The results of the Vendor's reference checks.
- 6) The degree to which the Vendor's proposal meets or exceed the needs as defined in the RFP, including any additional value-add items.
- 7) The results of any Vendor samples, and/or interviews from this RFP.



- 8) The agreeability of the Vendor to Thornton's terms and conditions and the ability to contract with the awarded Vendor.
- 9) All other applicable information and documents submitted by the Vendor and received by Thornton in the evaluation of the proposal.

**E.12 POST AWARD PURCHASE ORDER:**

A Purchase Order (PO) may be generated by Thornton's Contracts and Purchasing Division as a result of the award from this solicitation. All future year purchase orders shall be conditional upon annual appropriation approval by Thornton's City Council. Thornton shall not be liable for any future charges from the awarded Vendor should the funding not be appropriated and approved by City Council.

**E.13 STANDARD PROPOSAL CONSIDERATIONS:**

Thornton maintains a standard set of RFP considerations and terms and conditions for RFPs that are non-federally funded and are not through a cooperative awarded process. These considerations are static between each RFP process. It is the sole responsibility of the proposing Vendor to have read all RFP considerations. A copy of these standard RFP considerations has been uploaded with this RFP document as a separate cover and is titled, "155-23 RFP Appendix No. 3 Standard Proposal Considerations".

**The remainder of this page has been left blank intentionally.**

**SECTION F: SAMPLE AGREEMENT****F.1 SAMPLE AGREEMENT:**

A sample General Services Agreement has been provided under separate cover as part of this solicitation and it is titled, "155-23 RFP Appendix No. 4 Sample Agreement". This sample agreement has been provided to inform the proposing Vendor of Thornton's terms and conditions expectation for the awarded Vendor from this solicitation. This sample agreement is subject to change at Thornton's sole discretion.

The Vendor does not need to complete any of the information within the sample agreement as part of the initial proposal submission process. At Thornton's sole discretion and as part of a final evaluation process by Selection Committee, the Buyer of Record may contact a proposing Vendor for any clarifications.

**The remainder of this page has been left blank intentionally.**

**SECTION G: REQUIRED VENDOR SIGNATURE FORMS****G.1 ACCEPTANCE AND ADDENDA ACKNOWLEDGEMENT FORM:**

Vendor indicates acceptance of the following conditions:

- 1) City of Thornton Charter Section 7.4 prohibits Thornton from issuing a Purchase Order to firms which employ certain family members of employees unless the Thornton Council determines it is in Thornton's best interest. For the purposes of this Charter Section, a domestic partner shall be considered equivalent to a family member. The Vendor attests to the following:

No City Council Member, member of a board or commission, Municipal Judge, City Manager, City Attorney, or employee of the City of Thornton, or any such person's family member, domestic partner, or person assuming a relationship being the substantial equivalent of the above, has an existing or pending, direct or indirect, financial, pecuniary or personal interest in the proposing firm or this Invitation for Bid, except as follows: (list, if any) \_\_\_\_\_

- 2) The undersigned Vendor, having examined the Proposal Documents, and having full knowledge of the product and/or services requested and described herein, hereby proposes that it will fulfill the obligations contained herein specifications set forth; and that it will furnish all required products and pay all incidental costs all in strict conformity with these Proposal Documents, for the stated prices as payment in full. Yes  No
- 3) I acknowledge receipt of any and all published addenda and a copy of the sample agreement as provided by Thornton : Yes  No
- 4) I acknowledge that I have submitted all items and documents as required of the final proposal submission Yes  No

Proposing Vendor's Name: \_\_\_\_\_

Submitted By (Printed): \_\_\_\_\_

Submitted By (Signature): \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

**G.2 SAMPLE AGREEMENT ACKNOWLEDGEMENT FORM**

Regarding Thornton's Sample Agreement, the undersigned Vendor acknowledges the following:

- 1) The proposing Vendor has received a copy of Thornton's sample Agreement. Yes  No
- 2) All proposed exceptions to Thornton's sample Agreement and all proposed Vendor agreements may be included as part of Thornton's final evaluation process. Yes  No
- 3) All proposed exceptions or redlines to Thornton's sample Agreement by the Vendor, and all proposed terms and conditions have been uploaded with the Vendor's final proposal as a separate file and has been clearly marked as so. Yes  No
- 4) If chosen for award, that Thornton may accept, reject, or negotiate all proposed changes to the terms and conditions of the sample Agreement and all other Vendor proposed terms and conditions.

Should an Agreement be unable to be reached between Thornton and my firm, I acknowledge that Thornton retains the sole discretion to reject the award made and move to another Vendor for award and contractual negotiations. Yes  No

Proposing Vendor's Name: \_\_\_\_\_

Submitted By (Printed): \_\_\_\_\_

Submitted By (Signature): \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



**G.3 REFERENCES AND AUTHORIZATION AND RELEASE FORM:**

**REFERENCE AUTHORIZATION FORM**

By: \_\_\_\_\_, A Corporation  
(Proposing firm) A Partnership whose address is \_\_\_\_\_  
An Individual (Circle One)

Proposing firm has submitted a sealed Proposal to the City of Thornton (Thornton) for this solicitation.

Proposing firm hereby authorizes Thornton to perform such investigation of proposing firm as Thornton deems necessary to establish the qualifications, responsibility, trustworthiness, and financial ability of the proposing firm. By its signature hereon, the proposing firm authorizes Thornton to obtain reference information concerning the proposing firm and releases the party providing such information named above and Thornton from any and all liability to the proposing firm as a result of any reference information provided.

Proposing firm further authorizes Thornton to discuss and release any and all information regarding the Proposing firm’s performance on its forthcoming services related to this project or other past projects upon receiving a request for such information. Proposing firm releases Thornton from any and all liability associated with such a release of information.

Proposing firm further waives any right to receive copies of reference information provided to Thornton. A copy or facsimile of this executed Reference Authorization and Release Form may be used with the same effectiveness as an original.

Proposing Vendor’s Name: \_\_\_\_\_

Submitted By (Printed): \_\_\_\_\_

Submitted By (Signature): \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**SECTION H: AUTHORIZATION FOR SOLICITATION POSTING****H.1 PURCHASING MANAGER FORM:**

All communications regarding this solicitation shall be directed to the Buyer of Record listed within this solicitation in Section A.2 – Buyer of Record.

This solicitation has been reviewed and approved for a public posting by the Thornton Purchasing Manager.

---

Megan deGrood, CPPB  
Purchasing Manager