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# GENERAL RFP QUESTIONS

1. **GENERAL VENDOR QUESTIONS**
2. **General Vendor Summary:**

Please provide a brief description of the following:

* 1. Full legal company name;
	2. Your headquarters address;
	3. Primary company contact, including name, title, phone number, and email address;
	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 (current IRS version is October 2018).
1. **EXPERIENCE AND REFERENCES**
2. **References**

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

* 1. Include in your reference information:
		1. Name of the municipality or firm;
		2. Client’s headquarters address;
		3. Current reference contact;
			1. Reference’s title;
			2. Reference’s phone number;
			3. Reference’s email address;
		4. Contract start date;
		5. Contract end date (or “Ongoing” if still active);
		6. Project description; and
		7. Estimated contractual value.
	2. Please provide the number of overall active clients within the United States.
		1. How many of these clients are governmental municipalities or non-profits?
		2. How many of these clients are located in the State of Colorado?
1. **PROPOSED SOLUTION VENDOR ENGAGEMENT TEAM**
2. **Vendor Engagement Team:**

Please provide the following:

* 1. Each team member in the Vendor engagement team, and that team member’s role, who will work directly with Thornton’s team as point of contact for the project implementation;
	2. The responsibilities for the implementation for each role and how many estimated hours per week that they will dedicate to the implementation of this solution.
	3. Information regarding each team member’s qualifications for this project and/or professional background.
		1. Resumes are optional and may be included as an appendix to your proposal submission; however, each resume shall not exceed one (1) page in length.
1. **Vendor Recommended Roles and Responsibilities for Thornton Team**

Please provide the following:

* 1. Identify recommended Thornton, CO project team roles that will interact with your implementation team; and
	2. The recommended responsibilities for each role; and
	3. How many estimated hours per week that they should dedicate to the implementation of the software solution.
1. **PROPOSED PROJECT SCHEDULE AND CHANGE ORDERS**
2.
3.
4.
5. **Project Schedule**

Please provide the following:

* 1. A **proposed** project schedule via a Gantt chart or other type of chart, in terms of calendar days based upon the RFP’s Scope of Work and the Vendor stated engagement methodology.
		1. Use “Day 1” as the date of a fully executed contract being signed by both Parties, with no prior work having been completed prior to the contract execution.
		2. Ensure that you list the number of days expected for each portion of the project schedule.
		3. Ensure that you include **all proposed** milestones and deliverables required to complete the pavement survey and implementation of your proposed software solution.
1. **Milestones and Deliverables**
	1. Thornton’s expectation is that the awarded Vendor will be paid as a milestone/deliverable system. Thornton has provided a guideline below of what Thornton thinks the deliverables should be.

For your response to this question, please either confirm that these deliverables are acceptable to your firm or provide a set of proposed deliverables. These guidelines are also listed within the Appendix No. 3 – Pricing Form, so please make sure that your bid pricing aligns with the answers you’ve provided here to proposed deliverables.

* + 1. Windshield Survey
		2. Software Licenses for Vendor’s Pavement Management Solution
			1. This is the cost for the initial year of licensing, support, and maintenance.
		3. Implementation of your proposed software solution
		4. Integration point with ArcGIS
		5. Data Migration
		6. User Training
			1. This includes all pre and post “Go-live” training for your software solution
		7. Project Sign-off
1. **Vendor Engagement Team Hours**
	1. 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.

# PAVEMENT MANAGEMENT SOFTWARE GENERAL QUESTIONS

1. **TESTING, TRAINING, AND NEW SOLUTION FEATURES:**
2. **Training and New Features**
	1. Please describe how new features are shared by your firm to clients and if training of new features is provided?
	2. Training captures the available necessary abilities to use and maintain the new solution. This would include onsite, online, “train-the-trainer”, and any other training deemed necessary by the Thornton stakeholders. Ensure that you include people, processes, and resources available when answering this question.
		1. Please detail your pre “Go Live” training approach
		2. Please detail your post “Go Live” training approach, including any refresher conferences, Web Ex trainings, learning libraries, ongoing quarterly/annual refresher trainings, etc.
	3. Please describe what type of training your firm will provide different user levels (Admin, general users, Thornton IT division, etc.) prior to a go-live date, including documentation, tutorials, support resources etc.?
3. **CUSTOMER AND SYSTEM SUPPORT, AND LICENSING AGREEMENTS:**
4. **Customer and System Support**
	1. What is your support service process for your proposed solution?
		1. What are the methods to reach your support team?
		2. What are the hours of availability for your support team?
		3. Are there any “blackout” dates/times for your support team where they are unavailable?
	2. Support encompasses the people, process, and technology necessary so that there are adequate resources and processes in place for ongoing support (e.g., help desk, etc.). Ensure that you include people, processes, and resources available when answering this question.
		1. Please detail your pre “Go Live” support process
		2. Please detail your post “Go Live” support process
		3. Include your response levels and times for urgent requests (e.g., system is unresponsive) and non-urgent requests (general assistance, custom report creations)
		4. What are your proposed resolution times for urgent and non-urgent requests that come in from Thornton?
		5. What is the required method of contact for support?
		6. What is the customer’s responsibility during a system error notification?
	3. What support can your firm provide for any requested initial data migration processes for Thornton regarding our existing data?
5. **Downtime, Release Schedule, and Versioning**
	1. How often in the past year has your website been unavailable?
	2. What is your uptime?
	3. How often are new versions updated or released to your clients each year?
6. **Vendor Licensing Agreements**
	1. Does your solution require any of the following to have signatures?
		1. End User License Agreement (EULA);
		2. Master Service Agreement (MSA);
		3. Service Level Agreement (SLA);
		4. Other Vendor terms and conditions or click-through agreements.
			1. If you have answered “Yes” to any of these, then you must include your proposed agreement(s) in your final proposal submission, uploaded as a separate file and clearly labeled.

# PAVEMENT MANAGEMENT GENERAL CYBERSECURITY QUESTIONS

Proposing Vendors are required to answer all cybersecurity questions in order for Thornton to conduct a basic cybersecurity review based upon your answers. Failure to provide any answers to these questions may result in your firm being declared as non-responsive to this RFP.

1. **Software Development**
	1. Does your firm regularly perform internal security reviews of your source code?
	2. Does your firm regularly have third parties perform security reviews of your source code?
	3. Does your firm monitor the libraries your applications depend on for vulnerabilities and updates?
2. **Access and Identity Management**
	1. Does your firm have Identity and Access Management policies and procedures?
	2. Does your firm perform background checks of your staff?
	3. Does your firm require all users to have unique user accounts?
	4. Does your service support federated authentication?
	5. Does your service support multi-factor authentication?
3. **Physical Security**
	1. Are any of the services you provide to Thornton hosted outside of the continental United States?
4. **Endpoint and Device Administration**
	1. Does your firm regularly patch your systems and devices?
	2. Does your firm maintain endpoint protection on your devices?
	3. Does your firm use unsupported operating systems, software, or libraries?
5. **Data Storage**
	1. Does your firm have data storage, retention, and disposal policies and procedures?
	2. Does your firm have policies related to sensitive data (e.g., PII, HIPPA, PCI, etc.)?
	3. Does your firm contract with 3rd parties to store, process, or dispose of data?
	4. Does your firm store data outside of the continental United States?
6. **Networking**
	1. What communication methods are used to transfer data or files between our systems and yours? (E.g., HTTPS, SFTP, postal mail, etc.)
7. **IT Security Operations**
	1. Who from your firm is the formally assigned staff member or 3rd party responsible for overseeing your company’s cybersecurity program? Please provide their name, title, email, and a phone number.
	2. What cybersecurity policies and procedures have you formally documented?
	3. Does your firm manage security information and events?
	4. Does your firm have a security operations center (SOC) or use a managed security operations center (MSOC)?
	5. What are the hours of operations of your SOC or MSOC?
8. **Incident Response**
	1. Does your firm have an incident response plan?
	2. What would your firm’s policy be for reporting security incidents to Thornton (i.e., breaches, ransomware, software vulnerabilities, etc.)?
9. **Security Assessments**
	1. Does your firm regularly conduct internal security controls assessments?
	2. Does your firm regularly conduct external network and application penetration testing?
	3. What system and/or process certifications does your company have (e.g., SOC, HIPPA, PCI DSS, ISO 27001, FISMA, etc.)?
10. **Disaster Recovery and Business Continuity**
	1. Does your firm have a disaster recovery plan (DRP)?
	2. Does your firm have a business continuity plan (BCP)?
	3. What is your firm’s recovery time objective of the services provided to Thornton?

# RTM QUESTIONS

* 1. **Browser Accessibility**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **1.1** | **Name** | **Browser Accessibilty** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's accessibilty over multiple browser platforms and if your solution is agnostic to the major platforms, including:a) Chromeb) Edgec) Safarid) Firefox |
| <Please provide a response in this area> |

* 1. **SaaS Solution**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **1.2** | **Name** | **SaaS Solution** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability to provide a modern, cloud based solution and connectivity. |
| <Please provide a response in this area> |

* 1. **Device Functionality**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **1.3** | **Name** | **Device Functionality** | **Type** | **Functional** |
| **Request for Information** | Please describe how your solution provides functionality and user interface across different devices (desktop, laptop, mobile devices/phones).. |
| <Please provide a response in this area> |

* 1. **Technology Accessibility Compliance**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **1.4** | **Name** | **Technology Accessibility Compliance** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability for public citizens to view and operate your solution if they have a disability, and if your solution is in compliance with Colorado House Bill 21-1110 on Technology Accessibility Compliance standards |
| <Please provide a response in this area> |

* 1. **Spell Check**

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| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **1.5** | **Name** | **Spell Check** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability to provide basic spell checking and corrections. |
| <Please provide a response in this area> |

1.
2. 1. **Licensing**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **2.1** | **Name** | **Licensing** | **Type** | **Functional** |
| **Request for Information** | Please describe your solutions ability to have multiple user licenses available, including, Administrator permissions, general use permissions, etc. |
| <Please provide a response in this area> |

* 1. **Simultaneous Viewing**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **2.2** | **Name** | **Simultaneous Viewing** | **Type** | **Functional** |
| **Request for Information** | Please describe in detail the application's ability to allow individual and multiple users to view similar data across multiple items simultaneously. |
| <Please provide a response in this area> |

1.
2. 1. **Data Import/Exporting**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **3.1** | **Name** | **Data Import/Exporting** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution's ability to import and export common file types which include Microsoft Office (Excel, Word, etc.) and Adobe PDF |
| <Please provide a response in this area> |

* 1. **Attachments (Supporting Documents)**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **3.2** | **Name** | **Attachments (Supporting Docs)** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability to attach supporting documents to records within your system (e.g., purchase orders, PDF files, Word documents, etc.) |
| <Please provide a response in this area> |

* 1. **Attachments (Supporting Photos & Files)**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **3.3** | **Name** | **Attachments (Supporting P&F)** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution supports uploading of photos and like files (e.g. .JPEG) to be attached to item condition reports. |
| <Please provide a response in this area> |

* 1. **Multiple Files/Single Records**

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| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.4** | **Name** | **Multiple Files/Single Records** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution supports uploading of photos and like files (e.g. .JPEG) to be attached to item condition reports. |
| <Please provide a response in this area> |

* 1. **Digital Media Files**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **3.5** | **Name** | **Digital Media Files** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability to support a wide variety of special or digital media files types, including, but not limited to WAV and TIFF. |
| <Please provide a response in this area> |

* 1. **File Sizes**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **3.6** | **Name** | **File Sizes** | **Type** | **Functional** |
| **Request for Information** | Please describe any file size limitations that your solution may have for uploading and attaching to an item of record. |
| <Please provide a response in this area> |

1. 1. **Search Fields**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **4.1** | **Name** | **Search Fields** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability for providing searchable fields for items, pavement segments, street names and intersections, etc. |
| <Please provide a response in this area> |

* 1. **Map Overlays (General)**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **4.2** | **Name** | **Map Overlays (General)** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability for a user to view on a map overlay the:a) Road name.b) Classification.c) Number Lanes.d) Speed Limit and Where It May Change. |
| <Please provide a response in this area> |

* 1. **Map Overlays (Road Conditions)**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **4.3** | **Name** | **Map Overlays (Road Conditions)** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability for a user to view on a map overlay the:a) Distress Ratings.b) Current PCI.c) Date of Last Inspection.d) Date of Last Treatment.e) Previous Ratings and When That Rating Changed. |
| <Please provide a response in this area> |

* 1. **PCI and Levels**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **4.4** | **Name** | **PCI and Levels** | **Type** | **Functional** |
| **Request for Information** | Please describe how your solution can provide, show, change, and update different PCI levels that adhere to ASTM 6433, and how is that PCI condition reported out to the user. |
| <Please provide a response in this area> |

* 1. **Content Editing**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **4.5** | **Name** | **Content Editing** | **Type** | **Functional** |
| **Request for Information** | Please describe how a Thornton user can edit, modify, or create a new entry within your solution. |
| <Please provide a response in this area> |

1. 1. **Canned Reports**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **5.1** | **Name** | **Canned Reports** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's canned/out-of-the-box reports that are available. |
| <Please provide a response in this area> |

* 1. **Customizable Reports**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **5.2** | **Name** | **Customizable Reports** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to design, and generate customized reports. |
| <Please provide a response in this area> |

* 1. **Reporting Templates**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **5.3** | **Name** | **Reporting Templates** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to save, store, and replicate previous customized or ad hoc reports generated by a user. |
| <Please provide a response in this area> |

* 1. **Exporting Reports**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **5.4** | **Name** | **Exporting Reports** | **Type** | **Functional** |
| **Request for Information** | Please describe the formats and file types that your solution can provide for exporting all types of reports, including if your solution can export a report directly into Outlook for dissemination. |
| <Please provide a response in this area> |

1. 1. **Data Input**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **6.1** | **Name** | **Data Input** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability for users to input budgetary information on lane mileage. |
| <Please provide a response in this area> |

* 1. **Year-Over-Year**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **6.2** | **Name** | **Year-Over-Year** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability for users to view budgetary information on a year-over-year basis for work performed in years' past vs. current costing and budgeting numbers. |
| <Please provide a response in this area> |

1. 1. **Audit Trails**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **7.1** | **Name** | **Audit Trails** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution can provide an audit trail of a user's specific actions, including creation, deletion, migration of records/documents. |
| <Please provide a response in this area> |

* 1. **Versioning**

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| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.2** | **Name** | **Versioning** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution allows for a user to track changes and revert to a previous version, if it is needed by a user. |
| <Please provide a response in this area> |

* 1. **Recovery and Restoration**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **7.3** | **Name** | **Recovery and Restoration** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's capabilities to recover files that need to recovered and restored from accidental deletion. |
| <Please provide a response in this area> |

* 1. **Record Retention**

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| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.4** | **Name** | **Record Retention** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution can support Thornton specifically defined records retention policies that require deletion upon user specified dates for permanent deletion. |
| <Please provide a response in this area> |

1. 1. **Scalable Asset Tracking**

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| **Requirement Context/Traceability** |
| **RTM ID #** | **8.1** | **Name** | **Scalable Asset Tracking** | **Type** | **Non-Functional** |
| **Request for Information** | Please describe your solution's ability to be scalable for other asset tracking items, including but not limited to:a) Signage.b) Traffic Signals. |
| <Please provide a response in this area> |

1.