Table of Contents

[I. GENERAL RFQ QUESTIONS 2](#_Toc150942435)

[**A. GENERAL VENDOR QUESTIONS: 2**](#_Toc150942436)

[**B. EXPERIENCE AND REFERENCES: 2**](#_Toc150942437)

[**C. PROPOSED SOLUTION ENGAGEMENT: 3**](#_Toc150942438)

[**D. STRATEGY PLAN, PROJECT SCHEDULE, AND CHANGE ORDERS: 3**](#_Toc150942439)

[**E. PROPOSED SOLUTION VENDOR ENGAGEMENT TEAM: 4**](#_Toc150942440)

[II. PERSONAL IDENTIFIABLE INFORMATION, ACCESSIBILITY, AND FUTURE INTEGRATION QUESTIONS 5](#_Toc150942441)

[**A. PERSONAL IDENTIFIABLE INFORMATION: 5**](#_Toc150942442)

[**B. FEDERAL AND STATE COMPLIANCE STANDARS: 5**](#_Toc150942443)

[**C. FUTURE INTEGRATIONS: 5**](#_Toc150942444)

[III. VENDOR SOLUTION QUESTIONS 6](#_Toc150942445)

[**A. TESTING, TRAINING, AND NEW SOLUTION FEATURES: 6**](#_Toc150942446)

[**B. CUSTOMER AND SYSTEM SUPPORT, AND LICENSING AGREEMENTS: 6**](#_Toc150942447)

[IV. THORNTON GENERAL CYBERSECURITY QUESTIONS 7](#_Toc150942448)

[V. RTM QUESTIONS ON VENDOR’S PROPOSED SOLUTION 9](#_Toc150942449)

# GENERAL RFQ QUESTIONS

**NOTE 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.

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, 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 ten (10) years. Of these references, please list as many as available that are other governmental municipalities 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. Date of signed contract.
		5. Ending date of the contract (or “Current” if still ongoing).
		6. Description of services provided including number of staffing; and
		7. Estimated contractual value.
	2. Please provide:
		1. The number of Private sector clients;
		2. The number of Public sector clients;
		3. A list of all Colorado clients (Public and Private sectors); and
			1. If you have no Colorado clients, answer question A.2.b.iii as “None” or “Zero”.
1. **PROPOSED SOLUTION ENGAGEMENT:**
2. **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.

* 1. Briefly describe your engagement methodology and how this will pertain to your solution proposed for Thornton’s needs.
		1. **Note:** Thornton has asked particular questions later in this document pertaining to specific items of engagement and Vendor methodologies.
1. **3rd Party Vendors**
	1. Will your firm require any additional support or work from a 3rd party Vendor as a subcontractor? Please note that if awarded, your firm will act at the “Prime” and be responsible for the completion of work within this project, including any work done by a subcontractor. Thornton does not anticipate contracting with a subcontractor.
2. **Change in Scope**
	1. 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.
		1. Include an example of your Project Change Form, if your firm has an example.
3. **Project Success and Acceptance Criteria**
	1. Your implementation success and acceptance criteria and note any concerns or comments. Include a description of the approach used to close out an implementation.
		1. Include an example of your Project Acceptance Form, if available.
4. **STRATEGY PLAN, PROJECT SCHEDULE, AND CHANGE ORDERS:**
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 RFP 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 being completed prior to a signed contract being put into place.
		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 deliverable required to complete the implementation of the Vendor’s proposed 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 for what Thornton thinks the deliverables should be (#s i - vi).

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 your answers here to proposed deliverables.

* + 1. Planning and Discovery
		2. Configurations and Report Building
		3. Software Licenses for Vendor’s Solution
			1. This cost is for the trial year of licensing, support, and maintenance.
		4. User Training and User Acceptance Testing
			1. Includes all Go Live pre and post training for your solution.
		5. “Go-Live” with the Vendor’s solution.
		6. 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.
2. **PROPOSED SOLUTION VENDOR ENGAGEMENT TEAM:**
3. **Vendor Engagement Team**

Please provide the following:

* 1. Each team member that will be assigned to this project in the Vendor engagement team and their title within your organization.
	2. Each team member’s role on the implementation teams.
	3. The responsibilities for each role of the implementation teams.
1. **Vendor Recommended Roles and Responsibilities for Thornton Employee Team**

Please provide the following:

* 1. Identify recommended Thornton, CO employee project team roles that will interact with your implementation teams.
	2. The recommended responsibilities for each role.
	3. Estimated hours on a weekly basis that are required over the entire implementation life-cycle.

# PERSONAL IDENTIFIABLE INFORMATION, ACCESSIBILITY, AND FUTURE INTEGRATION QUESTIONS

1. **PERSONAL IDENTIFIABLE INFORMATION:**
2. **Personal Identifiable Information (“PII”)**

Please provide a detailed description of how your solution collects an individual’s data and then removes all identifiable information that is pertinent to that person’s device to ensure that that person’s PII remains confidential and no names are viewable by your client.

1. **FEDERAL AND STATE COMPLIANCE STANDARS:**
2. **Accessibility**
	1. Please describe your experience in providing a solution that is to be WCAG 2.1 AA compliant to meet accessibility standards to accommodate users with disabilities.
	2. Does your firm have experience with the recent State of Colorado House Bill 21-1110 regarding technology inclusivity and accessibility? If yes, please elaborate your experience with adhering to this recent state requirement, including any of your named references from above.
3. **FUTURE INTEGRATIONS:**
4. **ArcGIS**
	1. Thornton does not currently anticipate any integrations with the Vendor’s solution, outside of Microsoft products (e.g., Outlook, ADFS, etc.). In future years and depending on the Vendor’s solution, Thornton may seek to have the Vendor’s solution integrate with our geographic information system (“GIS”). Thornton currently utilizes ArcGIS enterprise version 10.8 and ArcMap desktop version 10.7.

Please describe your firm’s experience and ability for your proposed solution to integrate with Thornton’s GIS software.

# VENDOR SOLUTION 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?
5. **Downtime, Release Schedule, and Versioning**
	1. How often in the past year has your website been unavailable?
	2. What is your solution’s uptime and how it is measured by your firm?
	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.

# THORNTON 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 answers 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, including single sign-on (SSO)?
	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 ON VENDOR’S PROPOSED SOLUTION

#### Browser Accessibility

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **1.1** | **Name** | **Browser Accessibility** | **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> |

#### SaaS Solution

|  |
| --- |
| **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> |

#### Device Functionality

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

#### Mobile Access

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **1.4** | **Name** | **Mobile Access** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability for mobile access and interface for both the back end and public access views, including both Apple and Android platforms. |
| <Please provide a response in this area> |

#### Technology Accessibility Compliance

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **1.5** | **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.

#### Licensing

|  |
| --- |
| **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> |

#### Simultaneous Viewing

|  |
| --- |
| **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> |

#### Audit Trails

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **2.3** | **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

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **2.4** | **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> |

#### Search Fields

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.1** | **Name** | **Search Fields** | **Type** | **Functional** |
| **Request for Information** | Describe your solution's ability for providing searchable fields for items, keywords, locations, etc. |
| <Please provide a response in this area> |

#### Creation of Geofencing

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.2** | **Name** | **Creation of Geofencing** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to create a geofence around a designated area set by a user. |
| <Please provide a response in this area> |

#### Modification of Geofencing

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.3** | **Name** | **Modification of Geofencing** | **Type** | **Functional** |
| **Request for Information** | Please describe how your solution is able to modify a geofence that has been previously created by a user. |
| <Please provide a response in this area> |

1.

#### Number of Locations

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.4** | **Name** | **Number of Locations** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability on the number of locations and geofences that a single user can have set up at any given time, and how many geofences a client can have set up across the entire platform and all users at any given time. |
| <Please provide a response in this area> |

#### Location Sizes

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.5** | **Name** | **Location Sizes** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to create a geofence for locations that are:a) As small as a single building; andb) As large as the entire City of ThorntonInclude any issues your solution may have with either size, and/or if your solution has any suggested size limits |
| <Please provide a response in this area> |

#### Location Time Period

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **3.6** | **Name** | **Location Time Period** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to have a geofenced location set for only a period of time to collect data that is set by a user. |
| <Please provide a response in this area> |

#### Visitation Trends

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **4.1** | **Name** | **Visitation Trends** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to track and provide information on a geofenced site's ability to show the:a) Dateb) Timesc) Number of visitors |
| <Please provide a response in this area> |

1.

#### Individual Visitation

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **4.2** | **Name** | **Individual Visitation** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to show how long an individual has stayed at a location. |
| <Please provide a response in this area> |

#### Individual Frequency

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **4.3** | **Name** | **Individual Frequency** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to track and show how many times an individual has visited a location during a specified amount of time. |
| <Please provide a response in this area> |

#### Individual Origin

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **4.4** | **Name** | **Individual Origin** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to track and show where a visitor has come from as an origin point. Include in your response how long can your system track an individual prior to their entry into a designated area. |
| <Please provide a response in this area> |

#### Individual Departure

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **4.5** | **Name** | **Indvidual Departure** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to track and show where a visitor goes to after they leave a designated area. Include in your response how long after an individual has left a designated area that they can be tracked and reported on. |
| <Please provide a response in this area> |

#### Individual Patterns

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **4.6** | **Name** | **Individual Patterns** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to track and show where a visitor's patterns or repeated attendance to a designated area. |
| <Please provide a response in this area> |

#### Demographic Data

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **5.1** | **Name** | **Demographic Data** | **Type** | **Functional** |
| **Request for Information** | Please describe how your solution is able to capture demographic data, and what demographic data your solution is able to report out on. Thornton would be interested in items that include, but are not limited to:a) Household Incomeb) Education Levelc) Aged) Ethnicity |
| <Please provide a response in this area> |

#### Trade Area Analysis

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **5.2** | **Name** | **Trade Area Analysis** | **Type** | **Functional** |
| **Request for Information** | Please describe how your solution is able to provide a trade area analysis of different areas of interest, including but not limited to:a) Income breakdown of visitorb) Home ownership of visitor |
| <Please provide a response in this area> |

#### Cross Shopping

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **5.3** | **Name** | **Cross Shopping** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to show a visitor's change of location from one shop to another within a particular geofenced area, and/or across multiple geofenced areas. |
| <Please provide a response in this area> |

#### Business Cannibalization

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **5.4** | **Name** | **Business Cannibalization** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to show the frequency of visitors to a geofenced area over time that provides information on if a business is seeing increased/decreased traffic when a new business is added to an area. |
| <Please provide a response in this area> |

#### Benchmarking and Trends

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **5.5** | **Name** | **Benchmarking and Trends** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to show a benchmark and/or trend in designated areas and compared to those that stretch across local, regional, and national areas that have not been geofenced. |
| <Please provide a response in this area> |

#### Vehicle Traffic Fluctuations

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **6.1** | **Name** | **Vehicle Traffic Fluctuations** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to assess and show volume and fluctuations in vehicle traffic around critical areas. Assessments would be on a basis of:a) Dailyb) Weeklyc) Monthlyd) Annual |
| <Please provide a response in this area> |

#### Foot Traffic Fluctuations

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **6.2** | **Name** | **Foot Traffic Fluctuations** | **Type** | **Functional** |
| **Request for Information** | Please provide a description of your solution's ability to show fluctuations in foot traffic for pedestrians, including the volume of the foot traffic seen in a designated area.Assessments would be on a basis of:a) Dailyb) Weeklyc) Monthlyd) Annual |
| <Please provide a response in this area> |

1.

#### Bicycle Traffic Fluctuations

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **6.3** | **Name** | **Bicycle Traffic Fluctuations** | **Type** | **Functional** |
| **Request for Information** | Please provide a description of your solution's ability to show fluctuations in bicycle traffic, including the volume of the foot traffic seen in a designated area.Assessments would be on a basis of:a) Dailyb) Weeklyc) Monthlyd) Annual |
| <Please provide a response in this area> |

#### Report Generation

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.1** | **Name** | **Report Generation** | **Type** | **Functional** |
| **Request for Information** | Please describe in what common formats (e.g., PDF, Excel, Word, etc.) that your solution can create reports in for exporting/saving by a user. |
| <Please provide a response in this area> |

#### Report Scheduling

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.2** | **Name** | **Report Scheduling** | **Type** | **Functional** |
| **Request for Information** | Please describe if your solution can schedule and auto generate a specific report based on criteria that is set by a user. |
| <Please provide a response in this area> |

#### Canned Reports

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.3** | **Name** | **Canned Reports** | **Type** | **Functional** |
| **Request for Information** | Please describe what reports your solution can offer as "canned" reports that come ready to use. |
| <Please provide a response in this area> |

#### Ad Hoc and Custom Reports

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.4** | **Name** | **Ad Hoc and Custom Reports** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's abilities to allow a user to create an ad hoc or custom report from a set of criteria that they desire, and how that report can be saved for future reuse by that user. |
| <Please provide a response in this area> |

#### Emailing Reports

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.5** | **Name** | **Emailing Reports** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to email a report directly from your system to another user through Microsoft Outlook. |
| <Please provide a response in this area> |

1.

#### Report Representation

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **7.6** | **Name** | **Report Representation** | **Type** | **Functional** |
| **Request for Information** | Please describe your solution's ability to represent different criteria and/or aspects in different forms that may include, but are not limited to:a) Heat Mapsb) Line/Bar Graphsc) Comparable Graphs between 2 sets of data or 2 different designated areas |
| <Please provide a response in this area> |

#### Recovery and Restoration

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **8.1** | **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> |

#### Policies

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **8.2** | **Name** | **Policies** | **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> |

#### Event Archiving

|  |
| --- |
| **Requirement Context/Traceability** |
| **RTM ID #** | **8.3** | **Name** | **Event Archiving** | **Type** | **Functional** |
| **Request for Information** | Describe how your solution can automatically archive previous events and how that information can be viewed/retrieved. |
| <Please provide a response in this area> |