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# RFP QUESTIONS

**NOTE TO PROPOSING VENDORS:** To standardize the format of all proposals for evaluation, Proposers are required to respond to all questions listed within this RFP and **to answer questions** **in the order listed by Thornton**. We ask that you do not attempt to recreate or reformat this document, as it has been published in Microsoft Word form for your firm to answer questions easier.

However, if you do recreate this document, you are required restate the question prior to giving your answer to each question by each question shall be numbered in the same order as listed by Thornton. Failure to comply with this requirement may result in your proposal being declared non-responsive and excluded from further evaluation.

Should your firm have additional or technical information that supports your proposal outside of the answers you provide to the following questions, your firm may submit that information in your own format as a separate document, uploaded with your final proposal submission by the due date from the Schedule of Events.

**VENDOR DECLARATION STATEMENT – WHICH SYSTEM(S) IS YOUR FIRM PROPOSING ON:**

Proposing firms are required to declare which security management system(s) that they are proposing on and providing answers to the proposal questions. If your firm is capable of being able to provide products, maintenance, and service on **both** systems, and your firm is proposing being able to provide all requirements for both systems, then you would select “Both systems”.

|  |  |
| --- | --- |
| Proposing Vendors must check at least one of the following that they are submitting a proposal on. | |
|  | Milestone Video System |
|  | JCI Victor Client and VideoEdge |
|  | Hirsch ACS, and HMI systems |
|  | All three (3) systems |

If your firm has selected “All three systems”, your answers to the following proposal questions **must address all aspects** of how your firm can provide a solution and has experience for **all** of the Milestone Video System, ACS, and HMI, and the JCI Victor Client and VideoEdge system options.

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

Please provide a brief description or answer to 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).
  7. Does your firm have a physical location/office within the Denver Metro area? If so, where is that location.

1. **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. **VENDOR ENGAGEMENT TEAM AND EXPERIENCE:**
2. **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.
     1. Ensure that you include at a minimum, the following individuals:
        1. Who the Account Manager/Project Manager that will be assigned to Thornton’s account.
        2. Who the Account Manager/Project Manager reports directly up to.
        3. Who will be your design team or engineer assigned to Thornton for new construction installations and existing building remodels.
        4. Customer Support Specialist or Lead.
        5. Technician or Service Engineer, including if Thornton will have a dedicated person.
  2. Information regarding each team member’s qualifications for this project and/or professional background.
     1. Resumes are not required, but may be included as an appendix to your proposal submission; however, each resume shall not exceed one (1) page in length.

1. **General Experience – Security Management Systems**
   1. Please provide a brief description of your general experience with providing equipment, installation services, and ongoing support with your proposed security management system option.
      1. In your description:
         1. Please note how long you have been a channel partner for these products.
         2. Please note at what certified partner or support level (e.g., Diamond, Platinum, Gold, Silver, “Top Tier”, etc.) that your firm is certified with the manufacturer on.
            1. Ensure that you include a copy of that certification as additional proof of your support level.
            2. Thornton’s preference is for the highest level of certified partner or support level that a firm is capable of.
   2. Please provide a brief description of your firm’s experience, abilities, and any documentation you may have with experience on deployment of a Systems Center Configuration Manager (“SCCM”) through a package or .MSI files.
2. **Experience – Existing Building Remodels and Maintenance Services**
   1. Please provide a brief description of your experience with providing equipment and installation services for a client during an existing building’s remodel or for an additional camera installation, whether it be a single location or an entire building.
      1. In your description:
         1. Please note your experience with providing wiring and design diagrams as part of your interactions with your clients on existing building remodels.
         2. Please note your ability to provide sequentially numbered proximity cards.
         3. Please note your ability to provide replacement parts and maintenance services.
         4. Please note if this experience includes one (1) or more of your listed references from above.
3. **Experience – New Construction**
   1. Please provide a brief description of your experience with providing equipment and installation services for a client during a new building’s construction.
      1. In your description:
         1. Please note your experience with providing wiring and design diagrams as part of your interactions with your clients when products are being installed for a new building that is being constructed.
         2. Please note if you worked directly with a General Contractor from a construction firm and if you also worked directly with a municipal Project Manager during the installation.
         3. Please note if this experience includes one (1) or more of your listed references from above.
4. **ENGAGEMENT METHODOLOGY WITH THORNTON – ALL PROJECTS:**
5. **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 contract’s life cycle while working collaboratively to plan and implement the various solutions and Vendor personnel.

* 1. Please describe your engagement methodology including, but not limited to:
     1. How your firm would prefer to engage with Thornton on additional cameras/system remodels for building remodel projects;
     2. How your firm would prefer to engage with Thornton on new construction projects, including interactions with a construction firm’s General Contractor that is hired by Thornton, and the Thornton Project Manager.
        1. Providing previous examples from other municipalities and customers as necessary.
        2. Proposing Vendors shall note that they do not need to have a physical location within the Denver Metro region to propose on this solicitation. However, a proposing Vendor that does not have an office located in the Denver Metro region **must** address how they would intend on completing the Scope of Work to the City’s satisfaction (i.e., performing maintenance, meetings with Thornton officials, installations and site reviews, etc.) when they provide their answer to this and all proposal questions.
           1. The Denver Metro region is considered to be the I-25 corridor that spans from Fort Collins, CO to Colorado Springs, CO.

1. **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.
         1. **Note:** All potential change orders shall be reviewed and approved by the Purchasing Division prior to execution. Thornton reserves at its own discretion to utilize its own change order form for signatures and record keeping.
2. **Vendor Requirements of Thornton Staff**

Thornton’s intention is to be actively engaged with the Vendor on any project or work that is performed at a jobsite, however, Thornton is interested in what, if any other requirements your firm may have of Thornton staff.

* 1. Please provide a description of what requirements you have may have of Thornton staff during a project, either as:
     1. A new building’s construction;
     2. A general remodel with new equipment being installed;
     3. An installation of additional cameras or equipment; or
     4. During preventive maintenance calls.

1. **PRODUCT SUPPORT, INCIDENT RESPONSES, AND LICENSING AGREEMENTS:**
2. **Information Technology Support**
   1. Please provide details on what your firm’s ability is to provide the following information technology support services for the security management service option that you have proposed on:
      1. Cybersecurity support
      2. Installation, configuration, patching, and upgrading of servers.
      3. Firmware upgrades
         1. Include how these upgrades and installations are planned with your client and what written documentation is provided by your firm to the client.
   2. Please provide your experience and abilities to actively maintain a physical security equipment inventory list.
3. **Vendor Support and Software Licensing Agreements**
   1. Does your solution require any of the following to have signatures?
      1. Master Service Agreement (MSA);
      2. Service Level Agreement (SLA);
      3. End User License Agreement (EULA);
      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. These documents may be incorporated into the final agreement that shall be on Thornton’s contract format and paper. See Appendix No. 4 – Sample Agreement.
4. **Incident Response and Technician Availability**
   1. Have you read and do you agree to Thornton’s required minimum response times listed within Section B - Scope of Work, of this RFP? Yes or No.
      1. Does your firm propose any incident response times that are better than what is required by Thornton? If yes, please list those here, or if you have submitted a MSA or SLA that answers this question, please state that those have been uploaded for our review and answer this question.
   2. Does your firm have different priority levels for reported incidents, response calls, and resolution times?
      1. If yes, please list those here, including how those priority levels are defined.
         1. Or, if you have submitted a MSA or SLA that answers this question, please state that those have been uploaded for our review and answer this question.
   3. Should a response require onsite support, what is your proposed ability to send out a technician for onsite support, in terms of hours, from the time the incident is reported until the time the technician arrives onsite, for all priority levels/needs?
      1. Where within the Denver Metro is your onsite support technician being dispatched from? Is it from your firm’s main facility location where replacement parts and equipment are housed?
      2. How many technicians do you have available to your firm within the Denver Metro area?
      3. What type of equipment does your firm’s technician carry with them on a service truck provide immediate diagnosis and being able to resolve incidents that are reported by your clients in order to reduce multiple call-outs on the same reported issue?
   4. Does your firm have a formalized incident tracking portal for keeping incident records organized? If Yes (if No, answer E.3.d.i-iii as “N/A”, and skip down to E.3.d.iv):
      1. What client information is tracked within that portal?
      2. Is your firm capable of notifying your client’s staff of the progression or status of an incident?
         1. If yes,
            1. How is that information relayed to your client’s staff;
            2. How often is it relayed?
            3. Does this include what steps your firm has taken or is taking to resolve the incident?
      3. Does your firm allow for your clients to have access readily available to them for all reported incidents for review and discussion with your firm?
      4. If No, how does your firm track that data including time progression on downed units/devices or for ongoing issues?
5. **FEDERAL AND STATE COMPLIANCE STANDARDS:**

A challenge facing all Colorado municipalities is that the State of Colorado has passed House Bill 21-1110 that requires all Colorado municipalities to be compliant with at minimum, the federal standards for technology accessibility compliance. The State’s new law includes all technology used by a municipality and does not currently make any concessions for if that technology is external/public facing, or internal facing to only the municipality’s staff. This includes all access to software programs and reports generated from such programs, and this law will go into effect on July 1, 2024.

1. **Accessibility**
   1. Please describe your experience in designing and configuring security systems 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 for all public entity internal facing technology products (i.e., hardware, and software)? If yes, please elaborate your experience with adhering to this recent state requirement, including any of your named references from above.
2. **EQUIPMENT ORDERING AND STORAGE:**
3. **Inventory and Availability**
   1. Please describe your ordering process with your suppliers once a Purchase Order is issued by the Thornton Purchasing Division.
   2. How does your firm ensure that there is adequate inventory for your client’s equipment and project needs?
      1. Does your firm utilize a centralized storage facility to ensure that the equipment ordered by Thornton for a project is readily available for installation when the installation schedule is finalized?
4. **Critical and Short/Backordered Equipment Parts**
   1. How does your firm coordinate with your client to identify equipment that are deemed as part of critical infrastructure for service with the client in order to complete an installation and allow for your client to move into the space?
   2. What occurs when your firm experiences an issue with short/backordered equipment parts that are deemed as critical by your client?
      1. How do you notify your client of this issue and how quickly?
      2. Does your firm reach out to other supply chain contracts that your firm may have?
      3. How often are you following up with your client on updated expected delivery times?
5. **Part Obsolescence** 
   1. What is your process for obsolete equipment parts that are commonly used by a client for standardization of equipment and installation?
      1. How do you notify your clients when parts are becoming obsolete in the marketplace or by the manufacturer?
6. **WARRANTY AND QUALITY CONTROL:**
7. **Warranty**
   1. Is your firm able to meet the basic level of product and workmanship warranty coverage of one (1) year? Yes or No.
   2. The awarded Vendor will be required to have a warranty period of no less than one (1) year from project sign-off, however, Thornton’s preference is for security cameras to have a minimum three (3) year warranty coverage. Is your firm able to meet the Thornton preferred **product** warranty coverage? Yes or No.
      1. If yes to H.1.b, is this achieved with the standard cost of the product or is it achieved by an additional warranty cost that Thornton would have to purchase?
      2. If no to H.1.b, what is your proposed warranty coverage on physical products that your firm installs?
   3. From the Scope of Work listed within this solicitation, does your firm agree to the level of expectation set by Thornton of no less than (1) year of coverage from the date of project sign-off for **workmanship** and the labor of the installation?
      1. Does your firm offer any coverages that exceed the standard one (1) year of coverage for physical products, including Thornton’s preferred coverage of up to three (3) years?
   4. Does your firm have any exceptions to your proposed warranty coverages with Thornton’s understanding that negligence, malice and mistreatment of product would not be covered?
   5. Should a product fail within a warranty period, what are the procedures that your client should follow in rectifying the failed unit with your firm?
      1. Please include detailed steps in:
         1. How Thornton needs to communicate information about the failed unit to your firm;
         2. With whom Thornton needs to contact at your firm;
         3. If your firm performs a repair of the unit or replaces the unit;
         4. How it is determined by your firm if the unit is to be repaired or replaced, including a timeframe in which that decision is made; and
         5. Is the deficient product sent out to the manufacturer for repair, or is a new replacement unit installed in its’ place?
   6. Does your firm track the warranty periods and terms for your client’s equipment and installations? If so, how is this done and how is this shared with your client?
8. **Testing and Quality Control**
   1. What types of testing and procedures does your firm conduct on product that is sold to and installed at a client’s location, prior to requesting a final walkthrough with your client?
   2. How does your firm handle repeated failures of the same part type or equipment over the same unit/equipment brands that are not part of a warranty/recall issue?
      1. Include any company policies and procedures on resolution with the employee and your client for the repeated rework.
      2. How does your company handle situations where your technician does additional damage to a worksite while attempting to install/repair it from an original work order or preventative maintenance repair?
   3. How does your firm ensure that they are current with equipment recall notices, and how is your client notified by your firm of this recall notice? Does your firm facilitate the replacement of any recalled products that have already been installed at a client’s location?
   4. Does your firm charge any costs to your clients during a warranty claim, including but not limited to, labor costs for removal of the failed product and installation of the replaced or refurbished product?
9. **PREVENTATIVE MAINTENANCE AND INSPECTIONS:**
10. **Inspections**
    1. What procedures or requested requirements does your firm have for a final walkthrough with Thornton during a final inspection of a project?
       1. **Note:** Any requested requirements may be subject to final negotiations with the awarded Vendor when constructing the contractual agreement.
11. **Preventative Maintenance**
    1. Does your firm offer any Preventative Maintenance (“PM”) of equipment that is inclusive of a new construction project’s pricing? If your answer is “Yes”, please describe the following:
       1. Is the PM performed only once or multiple times?
       2. In what time period is the PM performed (e.g. prior to warranty expiration)?
       3. Who performs the PM from your firm (e.g., field technician)?
       4. On what products/equipment is the PM covered on?
       5. How is the PM scheduled with your client?
       6. Does your firm provide any results of the PM in written format to your client upon completion?
12. **Camera Automation**
    1. What, if any, automation techniques is your firm able to provide for the monitoring and resetting of security cameras?
13. **TRAINING:**
14. **Training Client Personnel**
    1. What amount of training is offered by your firm to your client’s personnel when new products are installed at a client’s location (existing buildings and new construction buildings)?
       1. **Note:** Thornton understands that every product is different, but is seeking to better understand your firm’s process on training a client on the technology.
    2. Is the training that is provided by your firm onsite or virtual in nature, or a combination of both? Is the training done on a mass scale (10+ individuals) or a train-the-trainer perspective or both?
    3. Does your firm provide different levels of training, such as, separate training sessions for Administrators, General Users, and/or IT staff?
    4. What written materials and documentation are provided by your firm during a training (e.g., user/owner manuals, quick start guides, agenda, etc.) and are those available to your clients in a usable electronic format, such as PDF or Microsoft Word?
    5. Is the training that is provided by your firm included in your standard proposals for new construction or building remodel projects, or is it an additional cost to each proposal and shown as a separate line item?
15. **VALUE ADDED SERVICES, ADDITIONAL DETAILS, AND CLOSING STATEMENT:**
16. **Value Added Services** 
    1. Please list any additional services that aren’t previously mentioned within your proposal that are offered or included within the proposal pricing that are offered by your firm, in addition to your adherence to Thornton’s Scope of Work.
17. **Additional Details** 
    1. 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.
    2. Please provide any additional information on industry specific certifications that would be of useful information and pertinent to Thornton’s security management systems (ISO certifications, Lean 6 Sigma, product manufacturer certifications, etc.)
18. **Closing Statement**
    1. Please provide a brief narrative (one [1] page or less) of how you believe your company’s proposed solution will best serve Thornton’s needs both now, and in the future of the contractual agreement.

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