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## II. GENERAL RFP 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.

### A. GENERAL VENDOR QUESTIONS:

#### 1) General Vendor Summary

Please provide a brief description of the following:

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

### B. EXPERIENCE AND REFERENCES:

#### 1) 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.

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

b) Please provide:

- i) The number of Private sector clients;
- ii) The number of Public sector clients;
- iii) 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”.

## **C. PROPOSED SOLUTION ENGAGEMENT:**

### **1) Engagement Methodology**

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

- a) Briefly describe your engagement methodology and how this will pertain to your solution proposed for Thornton’s needs.
  - i) **Note:** Thornton has asked particular questions later in this document pertaining to specific items of engagement and Vendor methodologies.

### **2) 3<sup>rd</sup> Party Vendors**

- a) Will your firm require any additional support or work from a 3<sup>rd</sup> 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.

### **3) Change in Scope**

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

### **4) 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. STRATEGY PLAN, PROJECT SCHEDULE, AND CHANGE ORDERS:****1) 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 - 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.

- i) Planning and Discovery.
- ii) Configurations and Report Building.
- iii) Software Licenses for Vendor's Solution:
  - (1) This cost is for the trial year of licensing, support, and maintenance.
- iv) User Training and User Acceptance Testing
  - (1) Includes all Go Live pre and post training for your solution
- v) "Go-Live" with the Vendor's solution
- vi) Project Sign-Off

**2) 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 deliverable required to complete the implementation of the Vendor's proposed solution.

**3) Vendor 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.

**E. PROPOSED SOLUTION VENDOR ENGAGEMENT TEAM:****1) Vendor Engagement Team**

Please provide the following:

- a) Each team member that will be assigned to this project in the Vendor engagement team and their title within your organization.
- b) Each team member's role on the implementation teams.
- c) The responsibilities for each role of the implementation teams.

**2) Vendor Recommended Roles and Responsibilities for Thornton Employee Team**

Please provide the following:

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

### **III. VENDOR SOLUTION QUESTIONS**

**A. TESTING, TRAINING, AND NEW SOLUTION FEATURES:****1) Training and New Features**

- a) Please describe how new features are shared by your firm to clients and if training of new features is provided?
- b) 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.
  - i) Please detail your pre "Go Live" training approach
  - ii) Please detail your post "Go Live" training approach, including any refresher conferences, Web Ex trainings, learning libraries, ongoing quarterly/annual refresher trainings, etc.
- c) 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.?

**B. CUSTOMER AND SYSTEM SUPPORT, AND LICENSING AGREEMENTS:****1) Customer and System Support**

- a) What is your support service process for your proposed solution?
  - i) What are the methods to reach your support team?
  - ii) What are the hours of availability for your support team?
  - iii) Are there any “blackout” dates/times for your support team where they are unavailable?
- b) 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.
  - i) Please detail your pre “Go Live” support process.
  - ii) Please detail your post “Go Live” support process.
  - iii) Include your response levels and times for urgent requests (e.g., system is unresponsive) and non-urgent requests (general assistance, custom report creations).
  - iv) What are your proposed resolution times for urgent and non-urgent requests that come in from Thornton?
  - v) What is the required method of contact for support?
  - vi) What is the customer’s responsibility during a system error notification?

**2) Downtime, Release Schedule, and Versioning**

- a) How often in the past year has your website been unavailable?
- b) What is your solution’s uptime and how it is measured by your firm?
- c) How often are new versions updated or released to your clients each year?

**3) Vendor Licensing Agreements**

- a) Does your solution require any of the following to have signatures?
  - i) End User License Agreement (EULA);
  - ii) Master Service Agreement (MSA);
  - iii) Service Level Agreement (SLA); or
  - iv) 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.

## IV. RTM QUESTIONS ON VENDOR'S PROPOSED SOLUTION

### 1.1. Browser Accessibility

Requirement Context/Traceability					
RTM ID #	1.1	Name	Browser Accessibility	Type	Functional
<b>Request for Information</b>	Describe your solution's accessibility over multiple browser platforms and if your solution is agnostic to the major platforms, including: a) Chrome b) Edge c) Safari d) Firefox				
<Please provide a response in this area>					

### 1.2. SaaS Solution

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

### 1.3. Device Functionality

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

### 1.4. Technology Accessibility Compliance

Requirement Context/Traceability					
RTM ID #	1.5	Name	Technology Accessibility Compliance	Type	Functional
<b>Request for Information</b>	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 CADA on Technology Accessibility Compliance standards.				
<Please provide a response in this area>					

**2.1. Licensing**

Requirement Context/Traceability					
RTM ID #	2.1	Name	Licensing	Type	Functional
<b>Request for Information</b>	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>					

**2.2. Simultaneous Viewing**

Requirement Context/Traceability					
RTM ID #	2.2	Name	Simultaneous Viewing	Type	Functional
<b>Request for Information</b>	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>					

**2.3. Audit Trails**

Requirement Context/Traceability					
RTM ID #	2.3	Name	Audit Trails	Type	Functional
<b>Request for Information</b>	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>					

**3.1. ESRI – 2-way**

Requirement Context/Traceability					
RTM ID #	3.1	Name	ESRI – 2-way	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to provide a direct, two-way integration point with Thornton's ESRI account.				
<Please provide a response in this area>					

**3.2. ESRI - Authoritative**

Requirement Context/Traceability					
RTM ID #	3.2	Name	ESRI - Authoritative	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to be an authoritative record within ESRI.				
<Please provide a response in this area>					

**4.1. Data Import/Exporting**

Requirement Context/Traceability					
RTM ID #	4.1	Name	Data Import/Exporting	Type	Functional
<b>Request for Information</b>	Describe how your solution's ability to import and export common file types that include Microsoft Office (Excel, Word, etc.) and Adobe PDF.				
<Please provide a response in this area>					

**4.2. Attachments – Supporting Documents**

Requirement Context/Traceability					
RTM ID #	4.2	Name	Attachments – Supporting Documents	Type	Functional
<b>Request for Information</b>	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>					

**4.3. Supporting Photos & Files**

Requirement Context/Traceability					
RTM ID #	4.3	Name	Supporting Photos & Files	Type	Functional
<b>Request for Information</b>	Please describe if your solution is capable attaching or can include supporting photos, videos, or other files for auditing purposes for a fiber segment.				
<Please provide a response in this area>					

**4.4. File Sizes**

Requirement Context/Traceability					
RTM ID #	4.4	Name	File Sizes	Type	Functional
<b>Request for Information</b>	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>					

**5.1. Spell Check**

Requirement Context/Traceability					
RTM ID #	5.1	Name	Spell Check	Type	Functional
<b>Request for Information</b>	Describe your solution's ability to provide basic spell checking and corrections.				
<Please provide a response in this area>					

**5.2. Search Fields**

Requirement Context/Traceability					
RTM ID #	5.2	Name	Search Fields	Type	Functional
<b>Request for Information</b>	Describe your solution's ability for providing searchable fields for items/records within your platform.				
<Please provide a response in this area>					

**5.3. Mapping – Present and Future State**

Requirement Context/Traceability					
RTM ID #	5.3	Name	Mapping – Present and Future State	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to map Thornton's fiber, and known 3rd party fiber networks, and their:  a) Present/Current state b) Future state				
<Please provide a response in this area>					

**5.4. Descriptions and Recording**

Requirement Context/Traceability					
RTM ID #	5.4	Name	Descriptions and Recording	Type	Functional
<b>Request for Information</b>	Please indicate and describe how your solution can allow for Thornton to describe, record, modify, save, etc. the following items regarding Thornton's fiber network, including fiber segments and conduit:  a) Make and Model of fiber b) Ownership status (Thornton or 3rd Party) c) Installation date d) Age of existing product				
<Please provide a response in this area>					

**5.5. Mapping - Handholes**

Requirement Context/Traceability					
RTM ID #	5.5	Name	Mapping - Handholes	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to map handholes from Thornton's fiber network				
<Please provide a response in this area>					

**5.6. Mapping - Conduit and Bundles**

Requirement Context/Traceability					
RTM ID #	5.6	Name	Mapping - Conduit and Bundles	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to map conduits and bundles from Thornton's fiber network				
<Please provide a response in this area>					

**5.7. Mapping - Pathways**

Requirement Context/Traceability					
RTM ID #	5.7	Name	Mapping - Pathways	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to map pathways from Thornton's fiber network				
<Please provide a response in this area>					

**5.8. Mapping - Metadata**

Requirement Context/Traceability					
RTM ID #	5.8	Name	Mapping - Metadata	Type	Functional
<b>Request for Information</b>	Please indicate and describe if your solution is able to map and track metadata that is generated and passes through Thornton's fiber network.				
<Please provide a response in this area>					

**5.9. Splice Diagrams**

Requirement Context/Traceability					
RTM ID #	5.9	Name	Splice Diagrams	Type	Functional
<b>Request for Information</b>	Please indicate and describe how your solution is able to record, save, and view detailed splice diagrams of Thornton's fiber network, including terminations.				
<Please provide a response in this area>					

**5.10. Patch Paneling**

Requirement Context/Traceability					
RTM ID #	5.10	Name	Patch Paneling	Type	Functional
<b>Request for Information</b>	Please indicate and describe how your solution is able to record, save, and view patch panels in rack of Thornton's fiber network, including terminations.				
<Please provide a response in this area>					

**5.11. Troubleshooting the Fiber Network**

Requirement Context/Traceability					
RTM ID #	5.11	Name	Troubleshooting the Fiber Network	Type	Functional
<b>Request for Information</b>	Please indicate and describe how your solution is able to provide troubleshooting help for Thornton personnel regarding our fiber network, including OTDR measurements and locations.				
<Please provide a response in this area>					

**5.12. Pathway Details**

Requirement Context/Traceability					
RTM ID #	5.12	Name	Pathway Details	Type	Functional
<b>Request for Information</b>	Please indicate and describe how your solution is able to provide various details regarding pathways of Thornton's fiber network, including but not limited to:  a) Number of strands b) Length of pathways c) Number of splices in a given pathway				
<Please provide a response in this area>					

**5.13. Pathway Recommendations**

Requirement Context/Traceability					
RTM ID #	5.13	Name	Pathway Recommendations	Type	Functional
<b>Request for Information</b>	Please indicate and describe how your solution is able to provide recommendations between two points of Thornton's fiber network based on available unused fiber strands that are documented in the system.				
<Please provide a response in this area>					

**5.14. Traceability**

Requirement Context/Traceability					
RTM ID #	5.14	Name	Traceability	Type	Functional
<b>Request for Information</b>	Please indicate and describe your solution's ability to find a fiber or conduit segment, and then highlight that segment for further evaluation by Thornton's staff.				
<Please provide a response in this area>					

**5.15. Ingesting GPS Data**

Requirement Context/Traceability					
RTM ID #	5.15	Name	Ingesting GPS Data	Type	Functional
<b>Request for Information</b>	Please indicate and describe your solution's ability to import attributes of fiber or other related assets from GIS products, such as Trimble Catalyst products, or similar types of products				
<Please provide a response in this area>					

**5.16. Cost Estimation**

Requirement Context/Traceability					
RTM ID #	5.16	Name	Cost Estimation	Type	Functional
<b>Request for Information</b>	Please indicate and describe your solution's ability to provide cost estimates to Thornton based on existing data, and how those cost estimates are provided to Thornton in cost, feet, and amount of each handhole.				
<Please provide a response in this area>					

**6.1. Canned Reports**

Requirement Context/Traceability					
RTM ID #	6.1	Name	Canned Reports	Type	Functional
<b>Request for Information</b>	Please list all of your solution's canned/out-of-the-box reports that are available, and provide a basic description that each report is providing information on.				
<Please provide a response in this area>					

**6.2. Specific Reports – Cost Estimation**

Requirement Context/Traceability					
RTM ID #	6.2	Name	Specific Reports – Cost Estimation	Type	Functional
<b>Request for Information</b>	Please indicate if your proposed solution's cost estimation tool is out-of-the-box, or requires additional work (configuration/customization), and include a copy/screenshot of what that report may look like.				
<Please provide a response in this area>					

**6.3. Specific Reports – Splice Diagrams**

Requirement Context/Traceability					
RTM ID #	6.3	Name	Specific Reports – Splice Diagrams	Type	Functional
<b>Request for Information</b>	Please indicate if your proposed solution's splice diagrams tool is out-of-the-box, or requires additional work (configuration/customization), and include a copy/screenshot of what that report may look like.				
<Please provide a response in this area>					

**6.4. Customizable Reports**

Requirement Context/Traceability					
RTM ID #	6.4	Name	Customizable Reports	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to design, and generate customized reports				
<Please provide a response in this area>					

**6.5. Ad Hoc Reporting Templates**

Requirement Context/Traceability					
RTM ID #	6.5	Name	Ad Hoc Reporting Templates	Type	Functional
<b>Request for Information</b>	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>					

**6.6. Exporting Report Format**

Requirement Context/Traceability					
RTM ID #	6.6	Name	Exporting Report Format	Type	Functional
<b>Request for Information</b>	Please describe and list the formats and file types that your solution can provide for exporting all types of reports.				
<Please provide a response in this area>					

**6.7. Exporting Reports to Email**

Requirement Context/Traceability					
RTM ID #	6.7	Name	Exporting Reports to Email	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to export a report that has been generated by a user directly into Outlook for dissemination.				
<Please provide a response in this area>					

**6.8. Visual Representations and KPIs**

Requirement Context/Traceability					
RTM ID #	6.8	Name	Visual Representations and KPIs	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to provide reports in a visual representation (e.g., line/bar graphs) and if this information can be displayed as a Key Performance Indicator (KPI) for a user to view on their homepage or upon logging into the system.				
<Please provide a response in this area>					

**7.1. Audit Trails**

Requirement Context/Traceability					
RTM ID #	7.1	Name	Audit Trails	Type	Functional
<b>Request for Information</b>	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>					

**7.2. Versioning**

Requirement Context/Traceability					
RTM ID #	7.2	Name	Versioning	Type	Functional
<b>Request for Information</b>	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>					

**7.3. Recovery and Restoration**

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

**7.4. Policies**

Requirement Context/Traceability					
RTM ID #	7.4	Name	Policies	Type	Functional
<b>Request for Information</b>	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>					