



## Table of Contents

**RFP QUESTIONS ..... 2**

**VENDOR DECLARATION STATEMENT – WHICH SYSTEM(S) IS YOUR FIRM PROPOSING ON:.....2**

**A. GENERAL VENDOR QUESTIONS: .....3**

**B. REFERENCES: .....3**

**C. VENDOR ENGAGEMENT TEAM AND EXPERIENCE: .....4**

**D. PROPOSED PROJECT SCHEDULE AND CHANGE ORDERS .....5**

**E. ENGAGEMENT METHODOLOGY WITH THORNTON – ALL PROJECTS: .....6**

**F. PRODUCT SUPPORT, INCIDENT RESPONSES, AND LICENSING AGREEMENTS: .....6**

**G. TRAINING: .....8**

**H. RTM SOFTWARE QUESTIONS .....9**

**I. VALUE ADDED SERVICES, ADDITIONAL DETAILS, AND CLOSING STATEMENT:....26**



## 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.

- Training Records Management System
- Quartermaster Management Software
- Field Training Software and
- POST Software for the Police Academy,
- All four (4) systems

If your firm has selected “All four (4) 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 Training records Management System, Quartermaster Management Software, Field Training Software and POST Software for the Police Academy.



**A. GENERAL VENDOR QUESTIONS:**

**1) General Vendor Summary**

Please provide a brief description or answer to 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. 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. VENDOR ENGAGEMENT TEAM AND EXPERIENCE:**

**1) Vendor Engagement Team**

Please provide the following:

- a) Each team member in the Vendor solution engagement team, and that team member’s role, who will work directly with Thornton’s team as point of contact for the project implementation;
- b) The responsibilities for the solution implementation for each role and how many estimated hours per week that they will dedicate to the implementation of this solution.
- c) Information regarding each team member’s qualifications for this project and/or professional background.
  - i) 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.

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

Please provide the following:

- a) Identify recommended Thornton, CO project team roles that will interact with your implementation team; and
- b) The recommended responsibilities for each role; and
- c) How many estimated hours per week that they should dedicate to the implementation of the software solution.



## **D. PROPOSED PROJECT SCHEDULE AND CHANGE ORDERS**

### **1) Project Schedule**

Please provide the following:

- a) A **proposed** project schedule via a Gantt chart or other type of chart, in terms of calendar days based upon the RFP's 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 having been completed prior to the contract execution.
  - ii) Ensure that you list the number of days expected for each portion of the project schedule.
  - iii) Ensure that you include **all proposed** milestones and deliverables required to complete the implementation of your proposed software solution.

### **2) Milestones and Deliverables**

- a) Thornton's expectation is that the awarded Vendor will be paid as a milestone/deliverable system. Thornton has provided a guideline below 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.

- i) Contract Signing;
- ii) Planning and Discovery;
- iii) Software Licenses for Vendor's Platform;
- iv) Configurations and Report Building;
- v) User Acceptance Training ("UAT");
- vi) User Training
  - (1) This includes all pre and post "Go-live" training for your software solution.;
- vii) "Go-Live" of system and software platform; and
- viii) Project Sign-off.



**E. ENGAGEMENT METHODOLOGY WITH THORNTON – ALL PROJECTS:**

**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 contract's life cycle while working collaboratively to plan and implement the various solutions and Vendor personnel.

**2) 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.
    - (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.

**F. PRODUCT SUPPORT, INCIDENT RESPONSES, AND LICENSING AGREEMENTS:**

**1) Information Technology Support**

- a) 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:
  - i) Cybersecurity support
  - ii) Installation, configuration, patching, and upgrading of servers.
  - iii) 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.
- b) Please provide your experience and abilities to actively maintain a physical security equipment inventory list.



## 2) Downtime, Release Schedule, and Versioning

- a) What is your solution's proposed uptime, and how does your firm measure this metric?
- b) How often in the past year has your website been unavailable?
- c) How often are new versions updated or released to your clients each year?

## 3) 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?

## 4) Vendor Support and Software Licensing Agreements

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



## 5) Incident Response and Technician Availability

- a) Have you read and do you agree to Thornton's required technical support channel availability times listed within Section B - Scope of Work, of this RFP? Yes or No.
  - i) 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.
  
- b) Does your firm have different priority levels for reported incidents, response calls, and resolution times?
  - i) 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.

## G. TRAINING:

### 1) Training Client Personnel

- a) 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)?
  - i) **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.
  
- b) 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?
  
- c) Does your firm provide different levels of training, such as, separate training sessions for Administrators, General Users, and/or IT staff?
  
- d) 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?



**H. RTM SOFTWARE QUESTIONS**

**Proposal Note to Vendors:** As a Proposing Vendor, you are encouraged to provide detailed responses to the RTM questions listed below in the response area that has been provided. This can include a detailed narrative, examples, screenshots, etc.

These questions correspond to the Appendix No. 1 Requirements Traceability Matrix (RTM) Excel spreadsheet, in which you've stated your solution's abilities on if an item can be addressed/solved by your solution as either:

- Out of the Box;
- With Configurations;
- With Custom Programming;
- With Future Release (Please state when that release is scheduled to occur); or
- Cannot Meet.

**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. Device Functionality

Requirement Context/Traceability					
RTM ID #	1.2	Name	Device Functionality	Type	Functional
<b>Request for Information</b>	Describe how your solution's provides: 1. Functionality and user interface across different devices (desktop, laptop, mobile devices/phones). 2. A modern, cloud based solution and connectivity.				
<Please provide a response in this area>					

## 1.3. Technology Accessibility Compliance

Requirement Context/Traceability					
RTM ID #	1.3	Name	Technology Accessibility Compliance	Type	Functional
<b>Request for Information</b>	Describe your solution's ability for users to view and operate your solution if they have a disability, and if your solution is in compliance with Colorado's Anti-Discrimination Act ("CADA") on Technology Accessibility Compliance standards, which are currently 2.1 WCAG AA minimum standards.				
<Please provide a response in this area>					

## 1.4. Spell Check

Requirement Context/Traceability					
RTM ID #	1.4	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>					

## 1.5. Search Fields

Requirement Context/Traceability					
RTM ID #	1.5	Name	Search Fields	Type	Functional
<b>Request for Information</b>	Basic search field functionality or search bar for quicker and easier access to records.				
<Please provide a response in this area>					



### 1.6. Mobile Compatibility

Requirement Context/Traceability					
RTM ID #	1.6	Name	Mobile Compatibility	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to enable access to training materials and assessments on mobile devices for on-the-go learning.				
<Please provide a response in this area>					

### 1.7. Customizable Reports

Requirement Context/Traceability					
RTM ID #	1.9	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>					

### 1.8. Reporting Templates

Requirement Context/Traceability					
RTM ID #	1.10	Name	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>					

### 1.9. Exporting Reports Format

Requirement Context/Traceability					
RTM ID #	1.11	Name	Exporting Reports 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>					



### 1.10. Exporting Reports to Email

Requirement Context/Traceability					
RTM ID #	1.12	Name	Mobile Compatibility	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>					

### 1.11. Compliance with Standards

Requirement Context/Traceability					
RTM ID #	1.17	Name	Compliance with Standards	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to adhere to relevant law enforcement training standards and accreditation requirements.				
<Please provide a response in this area>					

### 1.12. Reporting Analytics

Requirement Context/Traceability					
RTM ID #	1.18	Name	Reporting Analytics	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to adhere to relevant law enforcement training standards and accreditation requirements.				
<Please provide a response in this area>					

## 2.1. User Roles

Requirement Context/Traceability					
RTM ID #	2.1	Name	User Roles	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to have multiple user licenses available, including, Administrator permissions, general use permissions, etc.				
	In your written proposal answer, please list all user types and a description of each type, including any limitations that that user may have (e.g., view only).				
<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. Single Sign-On

Requirement Context/Traceability					
RTM ID #	2.3	Name	Single Sign-On	Type	Functional
<b>Request for Information</b>	Please describe your solution's capability to provide Single Sign-On (SSO) as part of user and password management for your clients.				
<Please provide a response in this area>					

## 3.1. Data Import/Exporting

Requirement Context/Traceability					
RTM ID #	3.1	Name	Data Import/Exporting	Type	Functional
<b>Request for Information</b>	Describe 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>					

## 3.2. Attachments (Supporting Documents)

Requirement Context/Traceability					
RTM ID #	3.2	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., PDF files, Word documents, etc.).				
<Please provide a response in this area>					



### 3.3. Attachments (Images)

Requirement Context/Traceability					
RTM ID #	3.3	Name	Attachments (Images)	Type	Functional
<b>Request for Information</b>	Please describe how your solution is capable of basic recording and attaching saved images to an individual record. Include in your written response what file types are used by your cameras (red-light and mobile) for capturing these images.				
<Please provide a response in this area>					

### 3.4. File Size

Requirement Context/Traceability					
RTM ID #	3.4	Name	File Size	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>					

### 4.1. Core Function

Requirement Context/Traceability					
RTM ID #	4.1	Name	Core Function	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: 1. Centralized storage and management of training records for all employees. 2. Track attendance, completion status and certificates. Automated reminders for upcoming training and renewals.				
<Please provide a response in this area>					

### 4.2. Curriculum Management

Requirement Context/Traceability					
RTM ID #	4.2	Name	Curriculum Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: 1. Create management of training curriculum. 2. Organization of training materials, lesson plans, and assessments.				
<Please provide a response in this area>					



### 4.3. Instructor Management

Requirement Context/Traceability					
RTM ID #	4.3	Name	Instructor Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: 1. Track instructor qualifications and certification. 2. Assignment of instructors to training courses.				
<Please provide a response in this area>					

### 4.4. Integration

Requirement Context/Traceability					
RTM ID #	4.5	Name	Integration	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: 1. Integrate with existing systems as well as integrate with other law enforcement systems such as CAD, RMS and personnel databases. 2. Enable access to training records and materials on mobile devices.				
<Please provide a response in this area>					

### 4.5. Security and Compliance

Requirement Context/Traceability					
RTM ID #	4.6	Name	Security and Compliance	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: 1. Implement robust security measures to protect sensitive office and training data. 2. Adhere to relevant law enforcement standards and regulations for training personnel management.				
<Please provide a response in this area>					



### 4.6. Additional Features (Optional)

Requirement Context/Traceability					
RTM ID #	4.7	Name	Additional Features	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li><b>Online learning platform:</b> Integrate with an online learning platform to offer e-learning courses.</li> <li><b>Performance Management:</b> Link training records to performance evaluations.</li> <li><b>Certification Management:</b> Track and manage certifications and qualifications for officers and instructors.</li> <li><b>Budget Tracking:</b> Monitor training budgets and expenses.</li> </ol>				
<Please provide a response in this area>					

### 4.7. Key Considerations

Requirement Context/Traceability					
RTM ID #	4.8	Name	Key Considerations	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li><b>User Friendliness:</b> Design an intuitive interface that is easy for both officers and administrators to use.</li> <li><b>Real-World Relevance:</b> Ensure training records and materials are relevant to the challenges faced by law enforcement officers.</li> <li><b>Continuous Improvement:</b> Incorporate feedback from users to continually improve the software and training programs.</li> <li><b>Compliance with Standards:</b> Adhere to relevant law enforcement training standards and accreditation requirements.</li> </ol>				
<Please provide a response in this area>					



### 5.1. Inventory Management

Requirement Context/Traceability					
RTM ID #	5.1	Name	Inventory Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Tracking of Items (i.e. equipment, supplies, uniforms).</li> <li>2. Real-time inventory levels and stock alerts.</li> <li>3. Location tracking and management.</li> <li>4. Batch and serial number tracking (if applicable).</li> </ol>				
<Please provide a response in this area>					

### 5.2. Procurement

Requirement Context/Traceability					
RTM ID #	5.2	Name	Procurement	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Purchase Order generation and management.</li> <li>2. Vendor management and contacts.</li> <li>3. Receiving and inspection processes.</li> </ol>				
<Please provide a response in this area>					

### 5.3. Issuance

Requirement Context/Traceability					
RTM ID #	5.3	Name	Issuance	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Item issuance tracking and authorization.</li> <li>2. Returns and exchanges management.</li> </ol>				
<Please provide a response in this area>					



### 5.4. Reporting Analytics

Requirement Context/Traceability					
RTM ID #	5.4	Name	Reporting Analytics	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Customizable reports (i.e. inventory turnover, consumption rates, usage trends).</li> <li>2. Dashboards for real-time insights.</li> <li>3. Financial report (i.e. cost analysis, budget tracking).</li> </ol>				
<Please provide a response in this area>					

### 5.5. User Interface and Experience

Requirement Context/Traceability					
RTM ID #	5.5	Name	User Interface and Experience	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to provide role-based access controls and permissions.				
<Please provide a response in this area>					

### 5.6. Integration and Data Management

Requirement Context/Traceability					
RTM ID #	5.6	Name	Integration and Data Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Integrate with barcode scanners and RFID technology.</li> <li>2. Data import and export capabilities.</li> <li>3. Data backup and recovery procedures.</li> </ol>				
<Please provide a response in this area>					



### 5.7. Security and Compliance

Requirement Context/Traceability					
RTM ID #	5.7	Name	Security and Compliance	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Data encryption and protections.</li> <li>2. Compliance with relevant industry standards.</li> <li>3. Access controls and audit trails.</li> </ol>				
<Please provide a response in this area>					

### 5.8. Project Management and Timeliness

Requirement Context/Traceability					
RTM ID #	5.8	Name	Project Management and Timeliness	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Project timelines and milestones.</li> <li>2. Development methodology (i.e. Agile, Waterfall).</li> <li>3. Testing and quality assurance processes.</li> <li>4. Deployment and implementation plan.</li> </ol>				
<Please provide a response in this area>					

### 5.9. Support Maintenance

Requirement Context/Traceability					
RTM ID #	5.9	Name	Support Maintenance	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to: <ol style="list-style-type: none"> <li>1. Post-implementation.</li> <li>2. Ongoing maintenance and updates.</li> <li>3. Technical support channels.</li> </ol>				
<Please provide a response in this area>					



### 6.1. Visual Representations and KPI's

Requirement Context/Traceability					
RTM ID #	6.1	Name	Visual Representations and KPI's	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.				
<Please provide a response in this area>					

### 6.2. Reporting Analytics

Requirement Context/Traceability					
RTM ID #	6.2	Name	Reporting Analytics	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to generate reports on student progress, instructor performance and program effectiveness.				
<Please provide a response in this area>					

### 6.3. Curriculum Management

Requirement Context/Traceability					
RTM ID #	6.3	Name	Curriculum Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to create, manage and customize curriculum. As well as organize training materials, lesson plans and assessments.				
<Please provide a response in this area>					

### 6.4. Student Tracking

Requirement Context/Traceability					
RTM ID #	6.4	Name	Student Tracking	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to enroll students in training programs, monitor student progress and performance as well as track attendance and participation.				
<Please provide a response in this area>					



### 6.5. Instructor Tools

Requirement Context/Traceability					
RTM ID #	6.5	Name	Instructor Tools	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to assign tasks and assessments. Grade assignments and provide feedback and track instructor performance and workload.				
<Please provide a response in this area>					

### 6.6. Scenario Builder

Requirement Context/Traceability					
RTM ID #	6.6	Name	Scenario Builder	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to create realistic training scenarios to simulate real-world situations. As well as customize scenarios based on specific training objectives.				
<Please provide a response in this area>					

### 6.7. Assessment Tools

Requirement Context/Traceability					
RTM ID #	6.7	Name	Assessment Tools	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to design and administer various assessments. As well as evaluate student performance and identify areas for improvement.				
<Please provide a response in this area>					

### 6.8. Accessibility

Requirement Context/Traceability					
RTM ID #	6.8	Name	Accessibility	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to integrate with existing systems as well as provide mobile accessibility to access training materials on the go.				
<Please provide a response in this area>					



### 6.9. Data Security

Requirement Context/Traceability					
RTM ID #	6.9	Name	Data Security	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to implement robust security measures to protect sensitive student and instructor data.				
<Please provide a response in this area>					

### 6.10. Compliance

Requirement Context/Traceability					
RTM ID #	6.10	Name	Compliance	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to adhere to relevant law enforcement standards and regulations for training and personnel management.				
<Please provide a response in this area>					

### 6.11. Peer Evaluation

Requirement Context/Traceability					
RTM ID #	6.11	Name	Peer Evaluation	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to allow students to evaluate each other's performance and provide feedback.				
<Please provide a response in this area>					

### 6.12. Real-World Relevance

Requirement Context/Traceability					
RTM ID #	6.12	Name	Real-World Relevance	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to ensure training scenarios and assessments are relevant to the challenges faced by law enforcement officers.				
<Please provide a response in this area>					



### 7.1. Curriculum Management

Requirement Context/Traceability					
RTM ID #	6.13	Name	Curriculum Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li>1. Create, manage and customize training curriculum.</li> <li>2. Organize training materials, lesson plans, and assessments.</li> </ol>				
<Please provide a response in this area>					

### 7.2. Student Tracking

Requirement Context/Traceability					
RTM ID #	7.2	Name	Student Tracking	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li>1. Enroll students in training programs.</li> <li>2. Monitor student progress and performance.</li> <li>3. Track attendance and participation.</li> </ol>				
<Please provide a response in this area>					

### 7.3. Instructor Tools

Requirement Context/Traceability					
RTM ID #	7.3	Name	Instructor Tools	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li>1. Assign tasks and assess.</li> <li>2. Grade assignments and provide feedback.</li> <li>3. Track instructor performance and workload.</li> </ol>				
<Please provide a response in this area>					



### 7.4. Scenario Builder

Requirement Context/Traceability					
RTM ID #	7.4	Name	Scenario Builder	Type	Functional
Request for Information	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li>1. Create realistic training scenarios to simulate real-world situations.</li> <li>2. Customize scenarios based on specific training objectives.</li> </ol>				
<Please provide a response in this area>					

### 7.5. Assessment Tools

Requirement Context/Traceability					
RTM ID #	7.5	Name	Assessment Tools	Type	Functional
Request for Information	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li>1. Design and administer various assessments (e.g. written exams, practical exercises, simulations).</li> <li>2. Evaluate student performance and identify areas for improvement.</li> </ol>				
<Please provide a response in this area>					

### 7.6. Reporting and Analytics

Requirement Context/Traceability					
RTM ID #	7.6	Name	Reporting Analytics	Type	Functional
Request for Information	Please describe your solution's ability to:				
	<ol style="list-style-type: none"> <li>1. Generate reports on student progress, instructor performance, and program effectiveness.</li> <li>2. Track key metric such as completion rates, pass rates, and time to proficiency.</li> </ol>				
<Please provide a response in this area>					



### 7.7. Video Recording and Analysis

Requirement Context/Traceability					
RTM ID #	7.7	Name	Video Recording and Analysis	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to capture and analyze video footage of training scenarios to provide feedback and improve performance.				
<Please provide a response in this area>					

### 7.8. Peer Evaluation

Requirement Context/Traceability					
RTM ID #	7.8	Name	Peer Evaluation	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to allow students to evaluate each other's performance and provide feedback.				
<Please provide a response in this area>					

### 7.9. Certification Management

Requirement Context/Traceability					
RTM ID #	7.9	Name	Certification Management	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to track and manage certifications and qualifications for students and instructors.				
<Please provide a response in this area>					

### 7.10. Physical Fitness Tracking

Requirement Context/Traceability					
RTM ID #	7.10	Name	Physical Fitness Tracking	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to incorporate tools to track student physical fitness progress and ensure compliance with academy standards.				
<Please provide a response in this area>					



### 7.11. Weapons Proficiency

Requirement Context/Traceability					
RTM ID #	7.11	Name	Weapons Proficiency	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to include features to track student proficiency with firearms and other weapons.				
<Please provide a response in this area>					

### 7.12. Tactical Training

Requirement Context/Traceability					
RTM ID #	7.12	Name	Tactical Training	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to support training in tactical skills such as patrol procedures, use of force, and defensive tactics.				
<Please provide a response in this area>					

### 7.13. Legal Training

Requirement Context/Traceability					
RTM ID #	7.13	Name	Legal Training	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to integrate legal training modules to ensure students understand relevant laws and regulations.				
<Please provide a response in this area>					

**I. VALUE ADDED SERVICES, ADDITIONAL DETAILS, AND CLOSING STATEMENT:**

**1) Value Added Services**

- a) 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.



## **2) Additional Details**

- a) Please describe in detail any areas that Thornton has not included in this RFP's Scope of Work (best practices, missed requirements, etc.) that your team considers to be beneficial, important, relevant, or crucial to the successful implementation of your proposed solution.
- b) 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.)

## **3) Closing Statement**

- a) Please provide a brief narrative (one [1] page or less) of how you believe your company's proposed solution will best serve Thornton's needs both now, and in the future of the contractual agreement.

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