

# **REQUEST FOR PROPOSAL (RFP)**

**RFP No. 101-26**

## **RMS AND CAD SOFTWARE REPLACEMENT WITH PROFESSIONAL SERVICES FOR IMPLEMENTATION**

**Purchasing Analyst of Record: Andrew Miskell, CPPB**

**[Andrew.Miskell@ThorntonCO.gov](mailto:Andrew.Miskell@ThorntonCO.gov)**

City Hall - 2<sup>nd</sup> Floor  
Contracts and Purchasing Division  
9500 Civic Center Drive  
Thornton, CO 80229-4326  
Main Phone: (303) 538-7325

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**SECTION A: SCHEDULE, PURCHASING ANALYST OF RECORD, AND GENERAL SUMMARY OF NEEDS****A.1 PURCHASING ANALYST OF RECORD:**

The Purchasing Analyst of Record for this solicitation will be the central point of contact throughout the solicitation process. All questions and inquiries must be submitted in writing via a direct email to the Purchasing Analyst. No communication is to be directed to any other Thornton personnel.

The Purchasing Analyst of Record's contact information is as follows:

Name: **Andrew Miskell, CPPB**  
Title: **Purchasing Manager**  
Email: [Andrew.Miskell@ThorntonCO.gov](mailto:Andrew.Miskell@ThorntonCO.gov)

**A.2 GENERAL SUMMARY OF PROCUREMENT NEEDS:**

The City of Thornton, CO ("Thornton") is seeking Proposals from interested firms for the purchase of a new cloud-based, SaaS software solution and corresponding implementation services for Thornton's Records Management System ("RMS") and Computer Aided Dispatch ("CAD") needs. These new systems are to replace Thornton's existing RMS and CAD software solutions, which are software products provided by the same Vendor.

**A.3 SCHEDULE OF EVENTS FOR VENDOR PROPOSAL SUBMISSION:**

The following is a list of important items, dates, and times that pertain to this solicitation. All times listed below are in reference to the local Thornton, Colorado time.

<b><u>Solicitation Item</u></b>	<b><u>Date</u></b>	<b><u>Time</u></b>
<b>Proposal Issued</b>	<b>December 2, 2025</b>	
<b>Pre-proposal Conference</b>	<b>December 9, 2025</b>	<b>11:00 A.M.</b>
<b>Deadline to Submit Additional Questions</b>	<b>January 19, 2026</b>	<b>11:59 P.M.</b>
<b>Response to Written Questions</b>	<b>January 29, 2026</b>	
<b>Proposal Due Date</b>	<b>March 9, 2026</b>	<b>11:59 P.M.</b>

**A.4 ESTIMATED SCHEDULE OF EVENTS FOR EVALUATION:**

The schedule below is an **estimated** timeline of the events after proposals are due from the Vendor community. This has been provided to aid Vendors in understanding Thornton's anticipated timeline and **shall not** be considered a set of firm dates for completion of each task by Thornton, as the evaluation timeline may be extended and dependent upon how many proposals Thornton must review and/or shortlist to Phase II. It should be noted that Thornton considers the entire time between proposal submission to Contract execution as the evaluation period.

<b><u>Evaluation Item</u></b>	<b><u>Estimated Start Date</u></b>
<b>Phase I Begins: Review of Vendor Proposals for Responsiveness (Purchasing)</b>	<b>March 10, 2026</b>
<b>Individual Committee Members Begin Review of Proposals</b>	<b>March 16, 2026</b>
<b>Entire Selection Committee Initial Review and Discussion</b>	<b>May 4, 2026</b>
<b>Shortlisting Occurs with Each Vendor Notified of Thornton's Decision to Shortlist or Notice of Regret</b>	<b>May 6, 2026</b>
<b>Phase II Begins: Vendor In-Person Software Demos With Thornton Provided Demo Scripts and Vendor Interviews</b>	<b>June 1 – July 10, 2026</b>
<b>Phase III Begins: BAFOs (Statement of Work and Pricing), Discovery and Planning, and Contract Negotiations, and Intent to Award</b>	<b>July 13, 2026</b>

**A.5 EVALUATION PHASES FOR EITHER SYSTEM:**

All meetings, Vendor supplied materials, clarifications to Vendor supplied proposals, demonstrations, interviews, and contract negotiations shall be considered as part of the entire evaluation process for Thornton. Thornton anticipates this solicitation to be a multi-phase process, with an overview of each phase of the solicitation process listed below.

**Phase 0 – Market Research**

Prior to this RFP's release, Thornton had a need to hire a consultant to provide guidance on the current technology/software systems that the Thornton Police Department ("TPD") utilized and what was being used efficiently, and what needs to be replaced in preparation for replacing Thornton's RMS and CAD systems. Thornton hired Deltawrx as this consultant and in addition to reviewing and providing recommendations to Thornton's existing systems, Deltawrx has provided guidance to Thornton on developing this scope of work and has also provided an initial market research and analysis for what Vendors are in the marketplace.

During their research, Deltawrx has identified sixty-five (65) potential Vendors that may be suitable for Thornton's RMS and CAD needs. From this list of sixty-five (65), Thornton's Purchasing Division has initially identified twenty-six (26) Vendors who have some form of an award that has cooperative purchase language within it. Of these twenty-six (26) Vendors, Thornton's Selection Committee has identified fifteen (15) Vendors as a "Preferred 15" that Thornton's Selection Committee would seek proposals from. These fifteen (15) Vendors have been provided the corresponding RFP documents through an invitation sent via BidNet Direct. Those fifteen (15) Vendors are listed below in no particular rank/order of preference:

- |                                  |                        |
|----------------------------------|------------------------|
| 1) Axon                          | 2) NexGen              |
| 3) Motorola Solutions            | 4) Mark43              |
| 5) Oracle Public Safety Services | 6) Versaterm           |
| 7) Valor Systems                 | 8) ProPhoenix          |
| 9) Pulsiam                       | 10) Optimum Technology |
| 11) CentralSquare Technologies   | 12) Tyler Technologies |
| 13) LogiSYS                      | 14) eForce Software    |
| 15) Caliber Public Safety        |                        |

### **Phase I – Initial Evaluation Process**

As part of the evaluation process, Thornton's expectation is to review all initial proposal submissions that it receives from this solicitation. From that initial evaluation, Thornton's evaluation committee will review the Vendor's proposal submission, which will include all items stated within Section E.6 – Documents for Final Vendor Submission.

Upon having conducted an initial review and evaluation, Thornton anticipates shortlisting the number of proposals received to a select number of proposals deemed as being of further interest to Thornton for software demonstrations and Vendor interviews. Thornton does **not** anticipate allowing every proposing Vendor to perform in-person demonstrations of their software, nor to be a part of the in-person interview process. It shall be at Thornton's sole discretion as to the final number of proposing Vendors who may be selected for shortlisting and Thornton will notify each Vendor as to whether they have or have not been selected for shortlisting to Phase II.

### **Phase II – Shortlisting Vendor Proposals to Software Demos and Interviews**

Upon the conclusion of Phase I – Initial Evaluation Process, the next steps in Thornton's solicitation process will be to bring each of the Vendors who have been selected for shortlisting, in for an in-person demonstration (Phase II.a.) and interview (Phase II.b.) process at a Thornton facility. This process is expected to last approximately one (1) week for each Vendor, with approximately four (4) days of demonstrations and one (1) day of interviews.

Scheduling of this phase, additional demonstration and interview documents, and schedule details will be provided by Purchasing to the shortlisted Vendors, which shall occur after they have been selected to participate in Phase II. Thornton shall not compensate a proposing Vendor for any costs (e.g., travel, per diem, presentation materials, etc.) incurred by a Vendor that are related to a demonstration or interview conducted by Thornton during this RFP process. All demo scripts and interview questions will be provided to each Vendor with an equal amount of time for the presenting Vendor to prepare for prior to their scheduled demo/interview dates.

As part of the demonstration process, Vendors will be expected to provide an in-depth look at their proposed solution(s), which will include a set of demo scripts that Thornton will provide to the Vendor. Thornton's demo scripts will rely heavily on the requirements listed within this RFP and what/if any processes the Vendor has stated in their proposal response that Thornton may need further clarification and review on.

As part of the interview process, Thornton anticipates providing the Vendor an initial set of questions that Thornton will seek to have the Vendor answer during their interview. During the interview process, Vendors can expect there to be additional, ad hoc questions that arise from the Thornton evaluation committee during Phase II.

As Phase II will be an in-person process that touches on multiple aspects of the Vendor's solution, Thornton will require the Vendor to supply personnel other than just a sales team member. Thornton will request the Vendor to limit their participants to five (5) personnel that would attend the in-person portion of this evaluation process.

The in-person Vendor personnel should be individuals who have extensive knowledge of the proposed solution and their firm, with at least some decision-making abilities, should Thornton ask difficult questions of the Vendor that may require a decision to be made by the Vendor (e.g., pricing, configurations, support levels, etc.). The Vendor may have a mix of personnel, or personnel who may operate in multiple positions as part of this process but should note that if a Vendor sends unqualified personnel in for the in-person process, that may reflect negatively on how the Vendor conducts their business by Thornton's evaluation team.

In-person Vendor personnel for this phase must include **at minimum**, the following role types and responsibilities during this phase:

- Sales or Account Manager – A Salesperson, or proposed Account Manager, with extensive experience in navigating the proposed software, answering client questions, and who will provide Thornton an in-depth look and perform the Thornton provided demo scripts.
  - This is a person who would likely be named as part of your proposed project team for implementation with Thornton.
- Implementation Manager or System Integration Manager – An implementation person, or proposed System Integrator, who has extensive experience on implementing the proposed software solution(s), especially for municipal clients and can provide clarity on how the proposed implementation process would be conducted with Thornton.
  - This is a person who may be named as part of your proposed project team for implementation with Thornton.
- Customer Service – A customer service person/manager who has experience in handling client calls for support and maintenance of the software solution(s). This includes experience in handling various priority response and resolution levels that may have been submitted by clients to your firm, and how those issues were addressed by your firm.
- Technical/IT – An IT or technical person who has intimate knowledge of your firm's proposed solution(s) architecture, system requirements, and the system's abilities, as members of Thornton's IT team will be present and may ask technical questions that cannot otherwise be answered by someone at your firm who does not have technical knowledge.

**Phase III – Pricing BAFO, Statement of Work BAFO, and Contract Finalization**

Upon conclusion of Phase II, at its sole discretion, Thornton may elect to further shortlist the proposing Vendor pool to a final Vendor or Vendor(s), which will now put Thornton into Phase III of the solicitation process.

Phase III of the solicitation process may consist of one (1) or more of the following tasks, all of which may include those final shortlisted Vendors.

- Statement of Work Best and Final Offer (“BAFO”) – A final proposed statement of work with any Vendor proposed revisions to their original statement of work, based on the known Thornton requirements from the RFP and all previous solicitation phases.
- Pricing Best and Final Offer (“BAFO”) – A final proposed pricing offer by the Vendor based on the known Thornton requirements from the RFP and all previous solicitation phases.
- Contract Finalization – This task may include items such as discovery and planning, final negotiations on the Vendor’s Statement of Work BAFO (e.g., additional training), Vendor developed User Acceptance Testing (“UAT”), and contract negotiations between the Vendor(s) and Thornton’s Purchasing Division and Legal Department.

If Thornton names a Vendor as an intent to award, Thornton’s expectation is to be able to execute a final contract and successfully implement that Vendor’s proposed solution. Should Thornton be unable to execute a final contract or complete an implementation successfully with the awarded Vendor, Thornton may elect to re-engage with a Vendor that was not named as the awarded Vendor (e.g., “Second Choice”, “Second Place”, “Alternative Vendor Selection”, etc.).

**A.6 RFP DOCUMENTS WITHIN THIS SOLICITATION:**

It is the proposing Vendor’s sole responsibility to download and review all documents that Thornton publishes, including the original posted documents below, and any addendums to this solicitation that Thornton may publish.

The following list contains the document names of all the documents that Thornton has originally published as part of this solicitation, and a general description of what is contained in each document. At Thornton’s sole discretion, Thornton may publish additional documents that provide additional information as an addendum to this solicitation (e.g., Vendor questions and Thornton answers).

All documents listed below other than the main RFP have been provided under separate cover:

- 101-26 RFP 12-04-25
  - This Adobe PDF document is the main RFP document that includes general Scope of Work and general information about the solicitation process.
- 101-26 RFP Appendix No. 1 – RTM
  - This Microsoft Excel document is the RFP's software requirements in a workbook with multiple worksheets and columns of information that will require completion from the proposing Vendor.
- 101-26 RFP Appendix No. 2 – Proposal Questions
  - This Microsoft Word document is the initial set of questions that Thornton is seeking answers from proposing Vendors that will require the Vendor's completion.
- 101-26 RFP Appendix No. 3 – Pricing Form
  - This Microsoft Excel document is the RFP's place for a proposing Vendor to complete their pricing submission for this solicitation.
- 101-26 RFP Appendix No. 4 – Standard Proposal Considerations
  - This Adobe PDF document contains the standard proposal considerations for this solicitation. These are standard considerations for all RFPs that are issued by Thornton and shall be applicable to this RFP.
- 101-26 RFP Appendix No. 5 – Sample Tech MSA
  - This Microsoft Word document is Thornton's sample technology master service agreement, with Thornton's sample terms and conditions for technology goods and services.

**The remainder of this page has been left blank intentionally.**

## **SECTION B: CURRENT STATE, SCOPE OF WORK, AND SPECIAL CONSIDERATIONS**

### **B.1 CURRENT STATE:**

Thornton benefits from our proximity to downtown Denver, the Denver International Airport, and the foothills of the beautiful Rocky Mountains, known to locals as the “Front Range”. Thornton is a home-rule city of almost one hundred fifty thousand plus (150,000+) citizens located northeast of Denver in Adams County, Colorado, which includes four (4) wards. Thornton is projected to become the 5<sup>th</sup> largest city in Colorado within the next few years, with population growth projections exceeding two hundred forty thousand (240,000) citizens by 2065. Thornton is currently governed by an elected City Council of nine (9) members, which include eight (8) ward representatives and also the Mayor, and its operations are managed by a City Manager who serves at the pleasure of the City Council.

In the early 2000’s, Thornton implemented their new RMS and CAD solutions, both of which were provided by Intergraph dba Hexagon. As of Q4 of 2025, Thornton is in the process of upgrading its current system to CAD version 9.4 to be up to date with a more recent version of Intergraph’s software. The current version of RMS that Thornton is currently on is OnCall Records v3.7.2210, which is also an Intergraph solution.

This RMS and CAD software is run primarily by the Thornton Police Department (“TPD”) and the Thornton Fire Department (“TFD”). Thornton’s 911 Services Dispatch team (“Dispatch”) operates within the TPD’s District 1 building. Thornton’s Information Technology team (“IT”) operates independently but provides technical support for both departments in terms of supporting the software (e.g., maintenance, patches, installing software upgrades, etc.) and supporting the improvement of existing hardware, and phone and fiber lines.

Thornton has elected to issue this solicitation to find a new Vendor(s) to provide what Thornton desires and anticipates to be a modern, cloud-based SaaS software solution, with the proposed solution having a high number of out-of-the-box or with configurations options. Thornton would prefer to steer away from a heavily customized solution. Thornton’s desire is to find a solution(s) that are flexible and scalable to meet Thornton’s current needs and for the organizational public safety growth in future years.

### **B.2 PROPOSING VENDOR’S STRUCTURE AND PROPOSAL SUBMITTAL:**

Thornton understands that each proposing Vendor’s structure may be different from one another when it comes to providing the software and system maintenance/support vs. providing the actual implementation and training process. Thornton is willing to consider Vendor proposals that may be a “one-stop shop” of a Vendor providing the software, maintenance/support, and implementation. Thornton may also consider a System Integrator’s (“SI’s”) proposal of how to implement and training Thornton on a particular software system, with the manufacturer of the software providing the actual licensing and system maintenance/support.

Should the final submitted proposal come from a SI, the SI shall:

- Include contact information for the manufacturer of the software for Thornton to also be able to speak with during this RFP process;
- Have successfully implemented a SaaS RMS and/or CAD solution for a governmental client, with that client being able to be contacted as a reference;
- Provide project team experience having successfully implemented a solution and worked with multiple governmental clients within the last ten (10) years;
- Be a in good standing with and a certified partner of the Software Manufacturer; and
- The SI shall be responsible for all information that they have submitted in their final proposal. The SI shall address all requirements, questions, contracting redlines, etc. from this RFP process.

### **B.3 THORNTON GROUPS TO FOR VENDORS TO PROPOSE ON:**

For this solicitation, Thornton will be defining our needs by three (3) different groups for Vendors to propose on. The groups are defined below, as well as items listed in the detailed requirements matrix (RTM):

- Group 1 – A new RMS software system, implementation, and maintenance and support, with various modules that meet or exceed Thornton’s stated requirements.
- Group 2 – A new CAD software system and implementation, and maintenance and support, with various modules that meet or exceed Thornton’s stated requirements.
- Group 3 – Providing a comprehensive solution that includes both Groups 1 and 2.

Proposing Vendors are to note that with this RFP, they may propose on one, or if they are able to do so, a Vendor may propose on providing services for both groups. If a Vendor is proposing to more than one group, that Vendor must address all the requirements of this RFP for all groups that they are proposing on, including Scope of Work, proposal questions, pricing, etc.

Should Thornton’s decision be to award Vendor A with Group 1, and Vendor B with Group 2, a meeting may be held by Thornton to discuss how both solutions will be able to be implemented and eventually integrate with one another prior to any final award or contracting that would take place. Thornton’s initial desire is for a single solution for both needs, RMS and CAD; however, Thornton’s greatest desire is to find a solution(s) that provides the overall best operational and financial value that meets/exceeds Thornton’s needs.

**B.4 GENERALIZED GOALS FROM THIS RFP:**

Thornton's desired outcome from this RFP is to find a qualified Vendor that can meet and/or exceed our goals as a software and implementation Vendor. These goals include, but are not limited to:

- 1) A software solution that is scalable and flexible to Thornton's business needs, for both current day and future needs.
  - a) This includes different modules that allow for Thornton to scale for current needs, as well as potentially future needs.
- 2) An implementation expert that can provide timely, professional, high quality, and reliable implementation practices for either new software group.
  - a) Thornton wants an implementation team/Vendor that is not just the "next one up" from a Vendor's roster, but instead, an implementation team/Vendor that is highly knowledgeable of the software product, knows best practices for implementing with a government entity, and one that also listens to the government entity when an issue is raised.
- 3) An ability to aid Thornton in developing an organizational change management strategy.
- 4) An ability to have a software solution that can provide real-time data.
- 5) An ability to have a software solution that can report out necessary and required information to maintain regulatory compliance.
- 6) An ability to have a Vendor who can provide dedicated software maintenance and support, including a dedicated account or regional representative.
- 7) A software solution that provides an easy to navigate and intuitive system for general users to operate within.
  - a) This includes having online help guides, customer support during standard business hours, frequently asked questions ("FAQs"), and documentation for usage by heavy users (e.g., Procurement, Finance, HR, IT, etc.).

**B.5 BUDGETARY REQUIREMENTS:**

Thornton has a total budget for the initial implementation of an awarded Vendor's proposed solution of five million dollars (\$5,000,000.00). This implementation budget includes all items required for the implementation of the RMS and CAD solutions, including but not limited to: Implementation, software licensing during implementation, support and maintenance during implementation, planning and discovery, multiple tenants, testing, configuration, etc.

All future years of service, maintenance and support, and possible expansion of the program are subject to annual funding appropriations review and approval by the Thornton City Council.

**B.6 AWARD LENGTH:**

The initial award(s) from this solicitation will be from the date of the final signature of the Agreement, for up to **eight (8) years, or December 31, 2034 (“Initial Term”)**, or upon a mutually agreeable final renewal date. The first year of the Agreement after the implementation has been successfully completed will be the “Initial Year”. and Thornton and the Vendor may renew the Agreement for successive one (1) year periods (“Renewal Year”) through 2034 for software licensing, support, and maintenance.

After the Initial Year and Annual Renewal Years conclude, Thornton and the Vendor may mutually agree to extend the Agreement with up to two (2) five (5) year extensions of software licensing, support, and maintenance (“Extended Terms”). Each year within each Extension Term shall be governed and controlled by terms and conditions of this Agreement, now and as amended. If all renewals are executed, the final termination date of the resulting agreement would be December 31, 2044. No further extensions or renewals shall pass this date for service from the awarded Vendor, unless otherwise previously authorized in writing by the Thornton Purchasing Division.

**B.7 FUTURE TRANSITION PLANS:**

Upon the conclusion of the Agreement with the awarded Vendor, the Vendor shall be required to assist Thornton in a seamless transition process from their award that is issued from this solicitation to the next awarded Vendor when a future solicitation or contracting process is done by Thornton. The awarded Vendor from this solicitation shall not withhold any data, software licensing, reports, etc. from Thornton during a transition process, nor shall Thornton be liable for any charges imposed by the Vendor for “data dumps” or pulling of Thornton’s data from the solution.

Should Thornton’s Agreement with the Vendor terminate on the date listed within the final Agreement and Thornton has not found a suitable replacement of services from another Vendor, Thornton may request in writing that the Vendor continue the Service(s) on a month-to-month prorated basis for a continued use of the software and services, until a formal written notice of termination has been provided by Thornton.

Should the awarded Vendor refuse to aid in a transition process that negatively impacts Thornton’s financial and operational duties, the Vendor may be considered in breach of the agreement. Should the awarded Vendor become the next awarded Vendor in a future solicitation, this item will be considered moot.

**B.8 DEMONSTRATIONS AND INTERVIEWS:**

Thornton reserves the right to review a Vendor’s proposed solution that would be on hand or in the field of use. The proposed solution may be viewed at Thornton’s sole discretion at a physical Thornton facility.

In addition to demonstrations, Thornton intends to conduct Vendor interviews in order to clarify and answer additional questions. All interviews will be held at a physical location at Thornton's sole discretion and shall be at Thornton's decision.

Thornton shall not compensate a proposing Vendor for any costs incurred by a Vendor that are related to a demonstration or interview conducted by Thornton during this RFP process.

### **B.9 SCOPE OF WORK – GENERAL CONSIDERATIONS:**

The City of Thornton is seeking proposals from qualified firms to provide the necessary software, modules, licensing, implementation, interface/integration points, configurations and customizations, report building, support and maintenance associated with a modern software solution. Proposing Vendors shall note that Thornton is currently a Microsoft 365 client.

The implementation of a SaaS RMS and CAD system(s) will require significant partnership between the awarded Vendor(s) and Thornton. Thornton and the Vendor will work together to define and document a detailed resource/staffing plan during the initial phases of this project. Both Parties will designate a single Project Manager ("PM") for each side, who will work collaboratively towards the success of the project. Each PM will be responsible for coordinating and directing work activities for their respective resources. The PMs are intended to both be responsible in mitigating cost overruns, change orders, and risk.

### **B.10 SCOPE OF WORK – ORGANIZATIONAL CHANGE MANAGEMENT:**

The awarded Vendor(s) shall assist Thornton in the development of an organizational change management strategy including outlining the organizational changes that the initiative will bring, developing specific transition and communication strategies for the various stakeholder groups, and developing strategies for mitigating and managing major barriers for implementation. The Vendor will align with City counterpart(s) and communication support staff.

The awarded Vendor(s) will be expected to:

- Plan and conduct business process realignment;
- Conducting facilitated workshops to align existing TPD Patrol, Investigations (aka Detectives), Administration, Dispatch, and Evidentiary and Records business processes with industry best practices and standards;
- Conducting facilitated workshops for TFD and Thornton IT personnel based on their specific departmental background and needs;
- Identify and document needed changes and demonstrate clearly how the proposed software will be implemented with these new processes; and
- Identify and document processes that can't be aligned with industry standards due to legislative / statutory requirements; explore and document alternative solutions.

**B.11 SOFTWARE – REQUIREMENTS TRACEABILITY MATRIX (“RTM”):**

Thornton has provided an additional Microsoft Excel workbook under separate cover titled “101-26 RFP Appendix No. 1 – RTM”. This matrix states the requirements, descriptions of information, and their associated “MoSCoW” values. The workbook consists of four (4) worksheets that require the Vendor’s attention, depending on the group that the Vendor has proposed on:

- System Requirements – Required completion for either Groups 1, 2, or 3.
- Mobile – Required completion for either Groups 1, 2, or 3.
- RMS – Required completion for Group 1 (or Group 3).
- CAD – Required completion for Group 2 (or Group 3).

Each worksheet contains a column within each worksheet titled “Requirement Compliance” with Thornton preset drop down choices, which the proposing Vendor shall answer how their solution meets each listed requirement. These preset drop-down options include: Cannot Meet, Future Release, Out-of-the-Box, With Configurations, or With Custom Programming.

To the best of Thornton’s abilities, Thornton has listed what it may initially consider to be the level of need for each requirement, however, Thornton may consider alternative methodologies of how the requirement is met/exceeded by the proposing Vendor. The RTM workbook contains also an open-text cell next to each requirement that allows the Vendor to list each module that the requirement is met within, and also another open-text cell that allows for a Vendor to provide brief notes or explanation on how their proposed solution meets that individual requirement.

**B.12 SOFTWARE – TECHNOLOGY ACCESSIBILITY COMPLIANCE:**

In 2021, the Colorado House of Representative passed House Bill 21-1110, which modified and created new guidelines on technology accessibility requirements for all technology items purchased and used by all Colorado municipalities, such as Thornton. These guidelines have been adopted as part of the Colorado Anti-Discrimination Act (“CADA”) and currently require all technology products to meet or exceed the Website Content Accessibility Guidelines (“WCAG”) standards. The State of Colorado has put their Office of Information and Technology (“OIT”) in charge of developing and distributing the standards for this compliance.

The initial information that has been sent out has stated that all software used by public entities must be at least compliant and in-line with federal ADA and Colorado CADA standards, no matter if the software is external facing to the public or internal facing to the entity. As part of the set of proposal questions that Vendors will be answering, there is a question within this set that will ask if your firm’s solution meets or exceeds these standards, and the resulting agreement will require the Vendor’s solution to do so.

Proposing Vendors are to note that Thornton does not govern or have oversight over these requirements. For more information on the CADA and WCAG guidelines, please follow this hyperlink to the State of Colorado’s Office of Information Technology website: <https://oit.colorado.gov/hb21-1110-faq>

**B.13 SOFTWARE – THORNTON PERSONNEL AND FUTURE SYSTEM LICENSING:**

Thornton's expectation is that the Vendor shall be proposing a scalable solution that can fulfill Thornton's needs both now and in the future when additional users are required. The proposing Vendor's solution shall be able to provide different levels of users. These levels may include, but are not limited to the levels listed below with a corresponding general description:

- 1) Administrators – Users that can create, modify, delete user profiles, and/or aid in password management for current users, including the ability to assign different Administrators.
- 2) General Users – A user that is operating in the Vendor's solution, including data entry, advanced permission levels, etc.
- 3) View Only – A user that can view KPIs and may be able to generate and/or view reports within the Vendor's solution.
- 4) IT – A user from Thornton's Information Technology division that will aid in any system updates, integration processes, or general issues with the system that requires specific technology knowledge and expertise.

**B.14 SOFTWARE – INTERFACE/INTEGRATION POINTS:**

Thornton does anticipate requiring the awarded Vendor's solution to interface/integrate into several different existing platforms that Thornton utilizes for various other functions. Those 3<sup>rd</sup> party platforms and what they are utilized for are listed below for which Thornton will anticipate for the awarded Vendor's solution to interface/integrate with.

- CAD to TFD's RMS (ImageTrend Elite Rescue) - FireLink
- Fire Incident Response – TabletCommand
- Fire Station Alerting – WestNet
- Fire Paging – Active911

**B.15 DATA MIGRATION:**

Thornton's initial preference is start with a clean new solution and for Thornton and the awarded Vendor(s) to not migrate a majority of the data from its existing software into the new solution(s). Thornton intends to take the migration of any existing data (e.g., homicide cases) into the new solution(s) on a case-by-case basis and Thornton may seek guidance from the awarded Vendor(s) on if/how to migrate any such data.

**B.16 SYSTEM DOCUMENTATION:**

Upon completion of this implementation, the awarded Vendor shall provide to Thornton with a complete systems documentation package. The documentation package in general shall include, but is not limited to: Any applicable drawings, schematics, software and hardware

submittals, detailed functional and interface descriptions, user/operator manuals, software programming manuals and procedures and all other required documentation related to the Vendor's proposed solution. The documentation package shall address all hardware and software provided under the Agreement and shall be subject to review and approval by the Thornton Technology Project Manager before final system acceptance.

**B.17 F.O.B. POINT:**

All project reports, implementation processes, meetings, inquires, and other project required items are to be delivered to Thornton's IT Division, unless otherwise directed by the Thornton Project Manager.

Prices quoted shall be F.O.B. Destination and delivered, as required, to the following points:

**Thornton City Hall  
9551 Civic Center Drive  
Thornton, CO 80229  
Attention: Thornton IT Project Manager**

All software maintenance licenses and renewals are delivered to Thornton's Information Technology Division, located at:

**Thornton City Hall  
9500 Civic Center Drive  
Thornton, CO 80229  
Attention: Information Technology Division**

**B.18 HOURS OF OPERATIONS:**

Thornton currently operates under normal business hours for most city-side employees and offices. Normal business hours shall be defined as 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Thornton observed holidays.

Thornton's public safety teams, TPD, Dispatch, and TFD, operate on a 24/7/365 basis, with no exceptions for holidays.

**B.19 ESTIMATED QUANTITIES:**

Quantities listed are Thornton's best estimate and do not obligate Thornton to order or accept more than Thornton's actual requirements during the period of this agreement, as determined by actual needs and availability of appropriated funds. It is expressly understood and agreed that the resulting agreement is to supply Thornton with its complete actual requirement of the materials specified in this proposal for the contractual period.

**B.20 FUTURE WORK CONSIDERATIONS AND PROCEDURES:**

The Agreement that results from this solicitation with the awarded Vendor shall serve as the basis for the agreed upon terms and conditions and general expectations for all projects under this award. For future work that includes new modules, additional interface/integration points, etc., where funding has been appropriated by Thornton's City Council, will likely follow the general process below between the awarded Vendor and Thornton:

- 1) An initial needs assessment and design meeting with the Thornton PM or Thornton IT personnel that is assigned to the project, and the Vendor personnel.
- 2) An initial Vendor recommendation and quoted SOW with pricing that reflects the agreement's pricing structure and requirements that is to be sent to the Thornton PM (and Thornton IT personnel if not already the Thornton PM) for review.
  - a) Each Scope of Work shall contain at a minimum:
    - i) Detailed line-item pricing with units, descriptions, quantities, estimated labor hours, etc.;
    - ii) Confirmation of the agreement's pricing structure having been utilized;
    - iii) Implementation schedule;
    - iv) Milestone payments with detailed Scope of Work deliverables under each milestone payment; and
    - v) Any additional special considerations regarding the job environment.

(1) Note, it is at this stage that the PM and the Vendor may have revisions of the Scope of Work, pricing, and any required IT security/architectural drawings in order to reach a final fulfillment of Thornton's needs.
- 3) Once the Thornton PM finds the quote satisfactory, the Thornton PM will enter a requisition into Thornton's financial system for the finalized Scope of Work and pricing, which will flow to a Contracts/Purchasing Analyst in the Contracts and Purchasing Division for review.
- 4) Upon review and approval from Contracts and Purchasing Division, the Purchasing Analyst will coordinate with the Vendor to execute a signed Change Order Form.
- 5) Once the Change Order Form has been fully executed, the Purchasing Analyst will then create a Purchase Order based upon the finalized Scope of Work and pricing, which the Analyst will disseminate to the Vendor and the PM.
  - a) Once the Purchase Order has been issued and disseminated, the work may then proceed between the Vendor and the Thornton PM.

**B.21 INVOICING REQUIREMENTS:**

Thornton's Accounts Payable Division is the only division within Thornton that issues payments to Vendors who have submitted invoices. Thornton only issues payments from invoices and will not issue payments to Vendors off of quotes.

Thornton's standard payment terms are net thirty (30) calendar days after receipt of an invoice. All invoices submitted shall be emailed to [AP.Invoices@ThorntonCO.gov](mailto:AP.Invoices@ThorntonCO.gov). In lieu of email, physical copies may be submitted to City of Thornton – Accounts Payable, 9500 Civic Center Drive, Thornton, CO 80229-4326. Invoices sent to anyone other than Accounts Payable are not considered to be properly submitted and will not be paid until they are properly submitted.

**B.22 FELONY DISQUALIFICATION:**

The Vendor shall not employ, retain, hire or use any individual that has been convicted of any felony charges as the same is defined under the laws of the State of Colorado in the performance of the services to be rendered and materials to be provided to Thornton pursuant to this proposal unless the Vendor receives prior written permission from the Director of Support Services. The Director may require that a fidelity bond, or such other assurance in such amount as deemed appropriate, be provided to Thornton as a condition precedent to the grant of such permission.

**B.23 VENDOR PERFORMANCE MANAGEMENT:**

Thornton may administer a Vendor performance management program as part of this proposal and resulting agreement. The purpose of this program is to create a method for documenting and advising Thornton of exceptional performance or any problems related to the purchased goods and services.

**B.24 COOPERATIVE PURCHASING:**

Thornton encourages the proper use of cooperative purchasing and reserves the right to make results of this solicitation available to other governmental agencies seeking like equipment, goods, or services. Other agencies using this solicitation must do so according to regulations established by their individual organizations and accept sole responsibility for its use. The terms and conditions of any resulting transaction shall be exclusively between the buyer and the seller. Buyers and sellers from other municipalities and political subdivisions using this solicitation in a cooperative or "piggy-back" fashion, agree to defend and hold harmless Thornton from any dispute or action arising from its use.

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## SECTION C: PROPOSAL QUESTIONS TO PROSPECTIVE VENDOR

### C.1 INSTRUCTIONS FOR ANSWERING QUESTIONS:

Your proposal response must specifically address each of the questions/issues that are listed within this RFP. The **quality and detail** of your responses, along with how closely your firm can meet or exceed Thornton's Scope of Work expectations from Section B, will be considered in the overall evaluation of your proposal. Proposers are encouraged to give examples and provide comprehensive information to support your compliance on each point.

All answers provided by the awarded Vendor may be incorporated into the final agreement between the Vendor and Thornton as an additional exhibit or as part of a finalized Scope of Work.

### C.2 PROPOSAL QUESTIONS:

To standardize the format of all proposals for evaluation, Proposers are required to respond to all 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.

Thornton has provided the proposal questions for proposers to answer as a Microsoft Word file under separate cover titled "101-26 RFP Appendix No. 2 – Proposal Questions".

### C.3 SHORT DEMO(S):

Thornton understands that Vendors are proud of their product and are always willing to demonstrate and share their product with a prospective new client ("demos"). In previous experience with other software projects, Thornton has been shown software systems at a very high, superficial level without the prospective Vendor doing a deep dive of their product and certain processes. Thornton has typically termed demos like this as "sales demos" since they do not go into any significant depth of the product.

During Thornton's initial market research of potential software solutions, Thornton has likely viewed your firm's website and all associated videos and information that are posted on your firm's website. As part of the initial evaluation process, Thornton is seeking for the prospective Vendor to create a video of up to thirty (30) minutes that helps Thornton have an initial, high-level idea of how a user can view and navigate within your system.

Based on the fact that Thornton has broken this solicitation up into three (3) different potential groups for Vendors to propose on, the proposing Vendor should create and submit:

- Group 1 – A new RMS software – One (1) thirty-minute video that focuses at a high level on:
  - User experience within the system, including ease of navigation;
  - General understanding of where to access, create, modify, and save reports;
  - Searching: Event, personnel, and locations;
  - Sample criminal report entry at the officer, supervisor, and records levels;
  - Sample citation entry;
  - Sample accident entry at the officer, supervisor, and records levels;
  - Sample supplement entry using specific vehicle location, people, and vehicle; and
  - Sealing/expungement access that includes dissemination/activity log and ability to report from using a NIBRS client submittal to the State of Colorado.
  
- Group 2 – A new CAD software – One (1) thirty-minute video that focuses at a high level on:
  - User experience within the system, including ease of navigation;
  - General understanding of where to access, create, modify, and save reports;
  - Searching: Event, personnel, and locations;
  - Sample calls for service taken, sending to Dispatch, adding officers, and closing the incident;
  - An overview from the Officer side as an MDT view
  - Searching history at an address;
  - Flagging an address; and
  - Sample verification on the map of the address
  
- Group 3 – A comprehensive software that supports both Group 1 and 2's needs, two (2) separate thirty-minute videos.
  - Vendors proposing Group 3 must provide **separate** videos.

When submitting the video, prospective Vendors must provide these videos either as a commonly used file type (e.g., MP4) that is downloadable from BidNet, or memo on company letter head with an open hyperlink for Thornton's evaluation team to download. **Note to proposing Vendors:** Should a prospective Vendor be submitting on Group 3, Thornton expects there to be either two (2) different MP4 videos or two (2) different video hyperlinks for the Vendor's submission. If a Vendor provides only a link to their website and/or videos found on their website, Thornton will evaluate that information as provided, however providing only links to your firm's website may be viewed negatively by the Selection Committee as incomplete information.

Prospective Vendors shall note that upon request by the Vendor, Thornton will delete all Vendor provided short demos after the initial evaluation phase. Vendors shall also note that these short demo videos are part of Phase I, and upon conclusion of Phase I, all shortlisted Vendors will still be required to be a part of Phase II – Shortlisted Vendor Demos and Interviews, where Vendors will be providing in-depth and detailed demonstrations based on Thornton's RFP requirements and demo scripts.

**C.4 THORNTON CYBERSECURITY QUESTIONS:**

In addition to the standard proposal questions that Thornton asks with this solicitation from Section C.2, Thornton intends to ask additional questions regarding your firm's cybersecurity practices and policies, with regard to your software solution. Proposing Vendors will not be asked to answer these cybersecurity questions during an initial proposal submittal, as Thornton may elect to shortlist the number of proposals received for further evaluation. It will be during the shortlisting process that these cybersecurity questions will be provided to your firm to answer.

Thornton considers cybersecurity a serious matter and conducts a review of every technology component it may prospectively bring on, no matter the dollar level, nor complexity. If your firm is provided with the cybersecurity questionnaire by Thornton, it is required for your firm to provide answers to Thornton's questions to be further considered during the evaluation process.

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**SECTION D: PRICING AND PROPOSAL ITEMS****D.1 PRICING INFORMATION:**

This section shall include a description of the proposed costs and prices. All pricing information shall be limited solely to this section of your proposal. This section should address all requirements set forth in Section B as well as any other items pertinent to your proposal pricing such as additional discounts for increased quantities, service requirements, etc. The requirements have been developed to allow Thornton to uniformly evaluate prices submitted for the work. Accordingly, you should follow these instructions carefully and provide all data requested in the formats specified herein and in any referenced attachments.

Any omissions in this proposal shall be identified by each Vendor and incorporated into their proposal including any omissions for hardware, service, support, software and licensing, travel, shipping, etc. which is necessary to the success of the project. All items must be identified as a separate line item with pricing and included as part of this RFP, unless otherwise requested by Thornton. Thornton will not increase any subsequent agreement or purchase order (neither dollar amount or time) for items not included in the submitted proposal documents. Thornton reserves the right to purchase part or the entire proposal.

**D.2 BEST AND FINAL OFFER:**

Thornton reserves the right after review and evaluation of Vendors, including after all interviews and demonstrations that have been conducted, to go back to the "short list" of Vendors to conduct a Best and Final Offer ("BAFO"). If issued, the BAFO may be included as a final pricing evaluation tool by Thornton to aid in the award decision process.

**D.3 PRICING:**

If a Vendor is proposing pricing and citing any cooperative award from which the price was awarded, that price is understood to be a ceiling price.

All prices quoted shall be firm and fixed for the award and initial purchase, implementation, and support and maintenance years listed within this solicitation.

All future Extended Term(s) beyond the Initial Term, should they be mutually agreed upon, will include a revised pricing schedule for the next five (5) years of that renewed term. An example would be pricing for maintenance and support of years 9-13 provided in year 8, prior to the Agreement's expiration of the Initial Term.

#### **D.4 PROPOSAL ITEMS:**

The Pricing Form has been provided under separate cover as a Microsoft Excel spreadsheet and is titled “101-26 RFP Appendix No. 3 – Pricing Form”. Proposing Vendors must complete the Pricing Form as part of their proposal submission.

The proposing Vendor will provide costs and answers for all sections of the pricing form, which include:

- Section 1 – Proposing Vendor’s:
  - Name;
  - Person submitting; and
  - Statement of what group Vendor has provided pricing on.
  
- Section 2 – The Initial Project
  - All required project costs, including but not limited to:
    - Software licensing;
    - Implementation process, planning, and discovery;
    - Vendor provided tenants;
    - Integration/interface points and testing;
    - Configurations;
    - Report building and testing;
    - All testing procedures (e.g., UAT, parallel testing, unit testing, etc.);
    - Hosting costs (if applicable to proposed solution);
    - Vendor led recorded training and training materials; and
    - Software support and maintenance;
    - Etc.
  - **Note:** In our research, Thornton’s understanding is that most Vendor solutions will take approximately twenty-four (24) months from the time a contract has been signed until the client’s RMS and CAD solutions have gone live and are usable by the client. This Initial Project is assuming twenty-four (24) months as a baseline for a timeline.
  
- Section 3 – Future Years 1-6
  - All software licensing costs for all future years listed beyond the Initial Project and project sign-off by Thornton;
  - All maintenance, and support for all future years listed, including but not limited to;
    - Phone, email, and online support;
    - Vendor provided and maintained tenants;
  - Online learning library (if applicable to proposed solution);
  - Host costs for all future years listed (if applicable to proposed solution).
  - **Note:** If any of the Vendor’s proposed items are included within their annual licensing and support costs, enter “Inc.” in the pricing form to denote that the cost is included in the annual licensing and support costs.

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**SECTION E: PROPOSAL INSTRUCTIONS, EVALUATION, AND AWARD****E.1 PROPOSAL POSTED LOCATIONS:**

This Request for Proposal (RFP) has been posted by invitation only to the following locations:

- BidNet® Direct: [www.BidNetDirect.com](http://www.BidNetDirect.com)

Thornton currently uses BidNet Direct® and its own website to distribute official records for all copies of publicly posted proposals for viewing, however since this RFP has been done as an invitation only, this RFP will not be posted to the Thornton website for viewing. The BidNet® Direct website operates as a free to view site and download option for prospective Vendors.

Upon request by a Proposing Vendor, the Purchasing Division will also make this solicitation available for viewing at the Contracts and Purchasing Division office. The address for the office is located on the cover page of this RFP.

**E.2 PRE-PROPOSAL CONFERENCE:**

A virtual Pre-Proposal Conference will be conducted on the date and time listed in the Schedule of Events on the cover page. The proposal Scope or Work will be reviewed and discussed at this time.

The Pre-Proposal Conference will be held via a Zoom virtual meeting room. Vendors who wish to attend the pre-proposal will email their request to attend to the Purchasing Analyst of Record, no less than one (1) day prior to the Pre-Proposal Meeting. The Purchasing Analyst will then send the requestor an email with the meeting link included the day before the pre-proposal conference.

**E.3 PROPOSAL QUESTIONS:**

Thornton shall not be bound by and the Vendor shall not request or rely on any oral interpretation or clarification of this RFP. Therefore, any questions regarding this RFP are encouraged and shall be submitted in writing by email to the Purchasing Analyst of Record listed within this RFP.

Questions received up to deadline to submit question in the Schedule of Events will be answered in writing per the Schedule of Events. Answers to questions from any Vendor will be provided to all Vendors via a written addendum.

**E.4 ADDENDA:**

In the event it becomes necessary to revise, change, modify or cancel this RFP or to provide additional information, addenda will be issued and made available on BidNet® Direct and on Thornton's website. Changes, clarifications, and answers to RFP questions that have been posted in a written addendum that affect or change the RFP's Scope of Work shall be considered as to have replaced and superseded the original proposal's Scope of Work.

It is the responsibility of the proposer/ contractor to confirm that they have acquired all addenda related to this proposal and they have reviewed/ complied with the requirements therein.

### **E.5 SUBMISSION OF PROPOSALS:**

Submission of proposals for this RFP may be done electronically through a Vendor portal (currently done via BidNet Direct®). Proposals can be submitted at [www.bidnetdirect.com](http://www.bidnetdirect.com), but shall not be completely submitted later than the date and time indicated in the Schedule of Events.

If you experience problems with BidNet Direct®, please call 1-800-835-4603 for assistance. There is no charge by BidNet Direct® for this service.

Proposing Vendors who are unable to submit a proposal through BidNet®, may request to submit a physical copy of their proposal for consideration. A proposing Vendor shall email the Purchasing Analyst of Record prior to the question due date listed in the Schedule of Events, for instructions on where and how to submit their physical proposal. All physical proposal submissions shall be submitted and recorded no later than the date and time indicated in the Schedule of Events.

### **E.6 DOCUMENTS FOR FINAL VENDOR SUBMISSION:**

Proposing Vendors are solely responsible to ensure that their submission is complete and responsive prior to a final submission. As a reminder this RFP contains the following documents that will require completion by the proposing Vendor to be considered as initially responsive:

- 1) **Required:** Appendix No. 1 – Requirements Traceability Matrix – Excel “RTM” document.
- 2) **Required:** Appendix No. 2 – Proposal Questions – Answers (and any required Vendor contractual documents) provided by the proposing Vendor.
- 3) **Required:** Appendix No. 3 – Pricing Form – Pricing provided by the proposing Vendor.
- 4) **Required:** All additional technical information in support of your proposal.
- 5) **Required:** Section G.1 – Acceptance and Addenda Acknowledgement Form
- 6) **Required:** Section G.2 – Sample Agreement Acknowledgement Form, including any proposed redlines to Thornton’s sample agreement
- 7) **Required:** Section G.3 – References and Authorization Release Form
- 8) **Optional:** From Section C.3 – Short Demo(s) within this RFP, while it is not a formal requirement to provide the thirty-minute video(s) created and provided by the proposing Vendor based on the group that they have submitted on, it is highly recommended to provide such a file in order to aid Thornton in understanding your firm’s general software user experience.

It is **not** necessary for a proposing Vendor to submit this entire RFP PDF document that has been provided by Thornton with the Vendor's response. Only the above-mentioned items are currently required with your proposal submission. Thornton reserves the right to request any clarification, ask any questions, or request additional documents that may aid in the evaluation of your proposal.

#### **E.7 PAGE LENGTHS FOR FINAL VENDOR SUBMISSION:**

Thornton is seeking proposals from qualified firms with proposals from prospective Vendors that contain relevant information, answers to proposal questions, pricing, technical information, sample reports, and other items that support that Vendor's proposal submission.

With this in mind, Thornton is requesting that proposing Vendors work to limit their submissions to **three hundred (300)** pages or less. This is only a request and not a hard requirement. This page count also does not reflect Thornton required signed pages, proposed redlines to Thornton's agreement, nor any Excel document that is required to be completed by the Vendor and returned to Thornton as part of the final submission.

#### **E.8 CONFIDENTIAL AND PROPRIETARY INFORMATION**

As a Colorado home rule municipality, Thornton is subject to and must comply with the Colorado Open Records Act ("CORA"), C.R.S. § 24-72-201 *et seq.* All Vendor submitted documents are subject to requests for public records pursuant to CORA. **Proposing Vendors must clearly identify within their submissions any information that is confidential and proprietary by marking such information as "Confidential" or "Proprietary" information.** Any information a Vendor marks as confidential or proprietary shall comply with CORA and any other applicable statute(s).

Prior to a final award and agreement, Vendor submitted information that is contained within the proposal may be held by Thornton as confidential and proprietary at Thornton's sole discretion. **In accordance with CORA, upon the conclusion of a final award and agreement, Thornton may, in its sole discretion, release any and all portions of Vendor submissions not marked as confidential or proprietary.** Thornton shall be held harmless from any claims arising from the release of confidential and proprietary information not clearly designated as such by the proposing Vendor within their proposal documents to Thornton that are submitted to Thornton as part of their final submission package or any subsequent clarification documents during Thornton's evaluation of the Vendor's submitted proposal.

In general, it is not acceptable to Thornton for a proposing Vendor to mark information other than the following items as confidential or proprietary:

- 1) Financial statements
- 2) Project financing data
- 3) Litigation history

- 4) Tax audit history
- 5) Client lists and references

Thornton does not generally find it acceptable to mark proposal pricing, nor the entirety of your proposal, as confidential or proprietary. Failure to adhere to these restrictions may result in your proposal being deemed non-responsive.

For more information about Thornton's processes related to CORA, including using Thornton's Public Records Request Form or for submission of a CORA request, please visit the website of the office of Thornton's City Clerk at <https://www.thorntonco.gov/government/city-clerk/Pages/default.aspx> or you can reach the Clerk's office by email at [Clerk@ThorntonCO.gov](mailto:Clerk@ThorntonCO.gov) or by phone at (303) 538-7615.

#### **E.9 LATE PROPOSAL SUBMISSIONS:**

Proposing Vendors are expected to allow adequate time to upload a complete submission for consideration through the electronic Vendor portal (currently BidNet Direct®). The Vendor portal will not allow a Vendor to modify, save, nor upload their proposal after the submittal date and time have passed. It is **highly recommended** that as a proposing Vendor you do not wait until the last minute to submit your proposal.

Late proposals will not be accepted. Sole responsibility rests with the proposing Vendor to ensure that its proposal is completely uploaded through the Vendor portal or is received in the Purchasing Office prior to the submission deadline. Proposals that are left in a "Draft" status in the Vendor portal will not be accepted by Thornton for consideration.

All physical proposals received in the Purchasing Office after the submittal date and time will be immediately rejected without consideration.

#### **E.10 AWARDS:**

Award will be made on an "all or none" basis by group. For any group, prices must be shown for each item within the group. Proposals submitted without individual item prices listed will be considered as non-responsive and rejected.

#### **E.11 ACCEPTANCE PERIOD:**

Submissions in response to this proposal shall remain valid until an award has been made to a proposing Vendor or at a minimum of one hundred twenty (120) calendar days from the time of submission, whichever date comes last.

**E.12 EVALUATION OF PROPOSALS:**

All proposals will be evaluated by a Selection Committee assigned by the City Manager, or their designee. Proposals shall be evaluated on the basis of qualifications, experience, and the applicability of the solutions offered to meet Thornton's needs as they pertain to the Evaluation Criteria noted herein and in the context of best value received for the required goods and/or services. Note that any tools, including scoring and weighting matrixes, utilized by the Selection Committee in their evaluation process are only intended to facilitate the understanding of the submissions received and facilitate the member's ability to weigh the merits of each proposal. Therefore, any tools utilized by the Selection Committee have no binding effect on their vote or the final award made by Thornton as a result of this RFP.

In addition, other pertinent information which becomes available during the evaluation, interview, or negotiations may be considered in the evaluation. The committee may make a selection on the basis of the Proposals received, or may choose to "short list" prospective firms for further consideration, which may include interviews and or negotiations. The firm selected for the Award will be chosen on the basis of the apparent greatest operational and financial benefit to Thornton, and not necessarily on the basis of lowest price. The City Manager, or their designee, shall make the final determination of the firm selected.

**E.13 EVALUATION CRITERIA:**

Evaluation criteria for this RFP may include, but is not limited to, the following items:

- 1) Responsiveness to the needs of Thornton, including the time required to complete the implementation of the awarded Vendor's solution.
- 2) Responsibility of the proposing Vendor.
- 3) The written responses provided by the proposing Vendor, including but not limited to:
  - a) Appendix No. 1 RTM.
  - b) Appendix No. 2 Proposal Questions.
  - c) Any and all clarification answers provided by the Vendor to Thornton.
- 4) Appendix No. 3 – Pricing Form – The proposing Vendor's submitted pricing.
- 5) The results of the Vendor's reference checks.
- 6) The degree to which the Vendor's proposal meets or exceeds the needs as defined in the RFP, including any additional value-add items.
- 7) The results of any Vendor demonstrations and interviews from this RFP.
- 8) The results of the Vendor's answers to Thornton's Cybersecurity questionnaire, if prompted for answers during shortlisting by Thornton.

- 9) The agreeability of the Vendor to Thornton's terms and conditions and the ability to contract with the awarded Vendor.
- 10) All other applicable information and documents submitted by the Vendor and received by Thornton in the evaluation of the proposal.

**E.14 POST AWARD PURCHASE ORDER:**

A Purchase Order (PO) will be generated by Thornton's Contracts and Purchasing Division as a result of the Award from this solicitation, once an Agreement has been finalized with the awarded Vendor. All future year POs shall be conditional upon annual appropriation approval by Thornton's City Council. Thornton shall not be liable for any future charges from the awarded Vendor should the funding not be appropriated and approved by City Council.

**E.15 STANDARD PROPOSAL CONSIDERATIONS:**

Thornton maintains a standard set of RFP considerations and terms and conditions for RFPs that are non-federally funded and are not through a cooperative awarded process. These considerations are static between each RFP process. It is the sole responsibility of the proposing Vendor to have read all RFP considerations. A copy of these standard RFP considerations has been uploaded with this RFP document as a separate cover.

**The remainder of this page has been left blank intentionally.**

**SECTION F: SAMPLE AGREEMENT****F.1 SAMPLE AGREEMENT:**

A sample Technology Master Service Agreement (“MSA”) has been provided under separate cover as part of this solicitation. This sample agreement has been provided to inform the proposing Vendor of Thornton’s terms and conditions expectations for the awarded Vendor from this solicitation. This sample agreement is subject to change at Thornton’s sole discretion.

The sample agreement that has been provided by Thornton shall serve as the overarching agreement for this project, its subsequent renewal years, and all work performed by the Vendor and if applicable, their subcontractors for the duration of the entire agreement period. The opportunity for a prospective Vendor to provide any proposed redlines to Thornton’s sample agreement is during the submittal process and all Vendor proposed redlines shall be submitted with the Vendor’s final proposal. Thornton may elect to incorporate certain Vendor terms and conditions statements and documents into the final MSA as individual exhibits. This sample agreement is subject to change at Thornton’s sole discretion.

Thornton does not anticipate signing any separate Vendor contractual documents, including separate general or online terms and conditions, Vendor agreements, Vendor quotations with separate terms and conditions, etc. Vendors who have such documents that are required for their solution must submit these documents for Thornton’s review and potential incorporation into the final agreement between both Parties as part of their final proposal submission.

The Vendor does not need to complete any of the information within the sample agreement as part of the initial proposal submission process. At Thornton’s sole discretion and as part of a final evaluation process by Selection Committee, the Purchasing Analyst of Record may contact a proposing Vendor for any clarifications.

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**SECTION G: REQUIRED VENDOR SIGNATURE FORMS****G.1 ACCEPTANCE AND ADDENDA ACKNOWLEDGEMENT FORM:**

1) Vendor indicates acceptance of the following conditions:

City of Thornton Charter Section 7.4 prohibits Thornton from issuing a Purchase Order to firms which employ certain family members of employees unless the Thornton Council determines it is in Thornton's best interest. For the purposes of this Charter Section, a domestic partner shall be considered equivalent to a family member. The Vendor attests to the following:

No City Council Member, member of a board or commission, Municipal Judge, City Manager, City Attorney, or employee of the City of Thornton, or any such person's family member, domestic partner, or person assuming a relationship being the substantial equivalent of the above, has an existing or pending, direct or indirect, financial, pecuniary or personal interest in the proposing firm or this Invitation for Bid, except as follows: (list, if any) \_\_\_\_\_

2) The undersigned Vendor, having examined the Proposal Documents, and having full knowledge of the product and/or services requested and described herein, hereby proposes that it will fulfill the obligations contained herein specifications set forth; and that it will furnish all required products and pay all incidental costs all in strict conformity with these Proposal Documents, for the stated prices as payment in full. Yes  No

3) I acknowledge receipt of any and all published addenda and a copy of the sample agreement as provided by Thornton : Yes  No

4) I acknowledge that I have submitted all items and documents as required of the final proposal submission Yes  No

Proposing Vendor's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Submitted By (Printed): \_\_\_\_\_

Submitted By (Signature): \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

**G.2 SAMPLE AGREEMENT ACKNOWLEDGEMENT FORM**

Regarding Thornton's Sample Agreement, the undersigned Vendor acknowledges the following:

- 1) The proposing Vendor has received a copy of Thornton's sample Agreement.  
Yes  No
- 2) All proposed exceptions to Thornton's sample Agreement and all proposed Vendor agreements may be included as part of Thornton's final evaluation process.  
Yes  No
- 3) All proposed exceptions or redlines to Thornton's sample Agreement by the Vendor, and all proposed terms and conditions have been uploaded with the Vendor's final proposal as a separate file and has been clearly marked as so.  
Yes  No
- 4) If chosen for award, that Thornton may accept, reject, or negotiate all proposed changes to the terms and conditions of the sample Agreement and all other Vendor proposed terms and conditions.

Should an Agreement be unable to be reached between Thornton and my firm, I acknowledge that Thornton retains the sole discretion to reject the award made and move to another Vendor for award and contractual negotiations.

Yes  No

Proposing Vendor's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Submitted By (Printed): \_\_\_\_\_

Submitted By (Signature): \_\_\_\_\_

Title: \_\_\_\_\_

**G.3 REFERENCES AND AUTHORIZATION AND RELEASE FORM:****REFERENCE AUTHORIZATION FORM**

By: \_\_\_\_\_, A Corporation  
(Proposing firm) A Partnership whose address is \_\_\_\_\_  
An Individual (Circle One)

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Proposing firm has submitted a sealed Proposal to the City of Thornton (Thornton) for this solicitation.

Proposing firm hereby authorizes Thornton to perform such investigation of proposing firm as Thornton deems necessary to establish the qualifications, responsibility, trustworthiness, and financial ability of the proposing firm. By its signature hereon, the proposing firm authorizes Thornton to obtain reference information concerning the proposing firm and releases the party providing such information named above and Thornton from any and all liability to the proposing firm as a result of any reference information provided.

Proposing firm further authorizes Thornton to discuss and release any and all information regarding the Proposing firm's performance on its forthcoming services related to this project or other past projects upon receiving a request for such information. Proposing firm releases Thornton from any and all liability associated with such a release of information.

Proposing firm further waives any right to receive copies of reference information provided to Thornton. A copy or facsimile of this executed Reference Authorization and Release Form may be used with the same effectiveness as an original.

Proposing Vendor's Name: \_\_\_\_\_

Submitted By (Printed): \_\_\_\_\_

Submitted By (Signature): \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**SECTION H: AUTHORIZATION FOR SOLICITATION POSTING****H.1 PURCHASING MANAGER FORM:**

All communications regarding this solicitation shall be directed to the Purchasing Analyst of Record listed within this solicitation in Section A.2 – Purchasing Analyst of Record.

This solicitation has been reviewed and approved for a public posting by the Thornton Purchasing Manager.

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Andrew Miskell, CPPB  
Purchasing Manager