

**PURCHASING DEPARTMENT  
101 EAST 11<sup>TH</sup> STREET  
SUITE G13  
CHATTANOOGA, TENNESSEE  
37402**

**Request for Proposals (RFP) for the City of Chattanooga**

*Proposals will be received at 101 East 11<sup>th</sup> Street, Suite G13, Chattanooga, TN 37402 until 4:00 P.M., on September 14, 2016*

**Requisition No.: 140869  
Department.: Chattanooga Police Department  
Buyer & e-mail: Geoffrey Hipp ghipp@chattanooga.gov**

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**Project: Real Time Intelligence Center, Mobile App Solution**

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**\*\*\*PROPOSALS MUST BE RECEIVED BY\*\*\*  
4:00 P.M., Eastern on September 14, 2016**

\*\*\*\*\*

**The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City.**

**The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.**

**The City's Standard Terms and Conditions may be found on website:  
(www.chattanooga.gov/purchasing/standard-terms-and-conditions)**

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**Note: ALL PROPOSALS MUST BE SIGNED**  
All proposals received are subject to the terms and conditions contained herein. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

\*\*\*\*\*

**PLEASE PROVIDE THE FOLLOWING INFORMATION:**

- Company Name:** \_\_\_\_\_
- Mailing Address:** \_\_\_\_\_
- City & Zip Code:** \_\_\_\_\_
- Phone/Toll Free No.:** \_\_\_\_\_
- Fax No.:** \_\_\_\_\_
- E-Mail Address:** \_\_\_\_\_
- Contact Person:** \_\_\_\_\_
- Company Title:** \_\_\_\_\_
- Signature:** \_\_\_\_\_

**City Of Chattanooga, Tennessee  
Department of Information Technology**



**Request for Proposal**

**Real Time Intelligence Center, Mobile App Solution**

This request solicits proposals to furnish the municipal government of Chattanooga, Tennessee with a Mobile App Solution for the Chattanooga Police Department's Real Time Intelligence Center (RTIC).

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## **SECTION I - GENERAL INFORMATION**

### **Introduction**

The purpose of this section is to define the scope of the project and describe this Request for Proposal (RFP).

### **Purpose of RFP**

This request solicits proposals to furnish the municipal government of Chattanooga, hereinafter referred to as "The City", with a Mobile App solution. Specifications describing the functional and technical requirements of the Mobile App solution can be found in Section IV of this document. It is The City's intent to select the most suitable solution based on responses to this RFP.

This request solicits proposals covering seven areas. The proposals should provide recommendations and service level agreement details (herein after referred to as "SLA") for each area:

1. Deployment Time and Upgrades
2. Redundancy
3. Flexibility and Customized Services
4. Security
5. Scalability
6. Cost benefits
7. Total cost

## **SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION**

### **Introduction**

The purpose of this section is to identify the administrative requirements related to this RFP.

### **Inquiries**

Questions concerning this RFP may be sent by fax or e-mail to the attention of:

Geoffrey Hipp, Buyer  
City of Chattanooga  
101 E. 11th Street  
Suite G13  
Chattanooga, TN 37402

Fax: (423) 643-7244  
Email: [ghipp@chattanooga.gov](mailto:ghipp@chattanooga.gov)

### **Exceptions to RFP Specifications**

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that recommend a solution that differs from the provided specifications as long as the required response format is followed. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of The City.

### **Implied Requirements**

All products and services not specifically mentioned in this RFP, but which are necessary to provide the full recommended solution described by the vendor, must be included in the proposal.

### **Vendor-Supplied Materials**

Any material submitted by a vendor shall become the property of The City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

### **Issuing Office**

This RFP shall be governed by the laws of the State of Tennessee and is issued by the Purchasing Department for The City.

## **Rejection of Proposals**

The City reserves the right to reject any and all proposals resulting from this RFP.

## **Incurring Costs**

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed Mobile App solution and will not pay for information solicited or obtained.

## **Vendor Proposals**

Vendors must submit a response to this RFP with a printed original response along with seven additional copies and an electronic copy. The electronic format may be Google Docs, MS Word or PDF. The vendor proposal must follow the format as defined in Section II of this document.

## **Economy of Preparation**

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the Mobile App solution proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to obfuscate issues and may be rejected.

## **Conditions of Agreement**

The successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties.

## **SECTION III – RFP LIFE CYCLE**

### **Introduction**

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

### **Response Date**

Sealed proposals to be considered must arrive at the issuing office on or before the time and date referred to on the cover sheet of this document.

### **Initial Screening**

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements. Proposals not meeting minimum requirements will not receive further consideration.

### **Oral Presentation**

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to The City. Invitations will be given solely at the initiative of The City for such purposes as The City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory. These presentations may be conducted in person, by WebEx or teleconference.

### **Product Demonstration**

Vendors may be requested by The City to demonstrate the Mobile App solution they are proposing. Demonstrations will be conducted in the most economical manner possible.

### **Final Evaluation**

After all requested oral presentations and product demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors will be reviewed and a recommendation will be made by an evaluation committee for the proposal that is considered to best satisfy The City's requirements.

Any recommendation by the evaluation team or staff members is subject to review and concurrence or non-concurrence by the Mayor's Office. The Mayor's Office will then make a recommendation to Chattanooga City Council who will make the final decision based upon whatever factors it considers pertinent.

## **Proposal Acceptance**

After the final evaluation, the chosen vendor(s) will be notified and contract discussion and negotiation between The City and the selected vendor(s) will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by The City.

## **SECTION IV – REQUIREMENTS FOR THE PROPOSED SYSTEM**

### **Introduction**

The purpose of this section is to describe the required and desired features of a Mobile App solution for The City. The vendor may propose additional features and options to be considered. The sequence in which the following items appear in this document does not represent any priority of importance for this proposal. The City requests that prospective vendors use these specifications to develop proposals within the guidelines of Section II.

### **General Requirements**

The City of Chattanooga Police Department is building a Real Time Intelligence Center (RTIC) as a way to leverage real time data to combat crime. The performance demands of today's applications along with the cost and resource considerations of maintaining an RTIC have led to the desire to invest in a Mobile App that will allow for real-time two way communication as well as the dissemination of information. This initiative is designed to improve services and performance to internal departmental customers as well as citizens of the City of Chattanooga by using various real-time intelligence led policing strategies.

For cost comparison purposes, the prospective vendor must include an itemized cost schedule in their response along with all maintenance, subscription and support costs based on information provided in this RFP. The potential vendor will also be required to provide a single project manager for all proposed project phases.

The successful vendor can expect to perform discovery sessions once the project begins in order to fully understand the City's operating environment and specific needs with regard to the implementation of the RTIC.

### **Vendor Information**

Prospective vendors should provide the following information pertaining to their organization and this project:

- Size of the organization
- Public financial records from the past two years
- Client list including those using products recommended by the prospective vendor
- Number of years in business providing similar services
- Number of service and support personnel in the organization
- Frequency of software updates (if applicable)
- A reference list including clients who have used the vendor's services
- A list of all government clients who have used the vendor's services
- A firm timeline for implementation
- A project start date commitment
- A resource availability date commitment
- Complete references for the prospective vendor's Project Manager for this project
- A required roles list for initial implementation and for future sustainability.

- A sample project plan
- Detailed information on prospective vendor's "discovery" methodology

Prospective vendors, regardless of previous experience with Mobile App solutions, should demonstrate a thorough knowledge of the differences associated with municipal government Mobile App solutions as opposed to those of the private sector with regard to security, open records, data availability and public safety considerations.

Prospective vendors should understand that adherence to all vendor-proposed dates and timelines will become part of said vendor's contractual obligation should their proposal be selected by The City for its Mobile App solution.

### **Training**

Proposals must include all training plans and costs. Training must be provided for each city role required for implementation and for future sustainability of the proposed Mobile App solution. The vendor is expected to be familiar with any software and services recommended in the proposal. Training should include both end user, administrator, and train the trainer.

### **Technical Support Services**

Proposals must provide all costs associated with supporting the proposed solution. Technical support should include 24/7 support services on all products.

### **Cost Summary**

Vendor must supply a line item detail to support Proposal Cost Summary in Appendix A. This should be an itemized list of all associated costs incurred both initially, as well as recurring.

### **Functional Requirements**

- Branded Mobile App for the Chattanooga Police Department
- Two-way chat capabilities
- Crime Maps
- Social Media Integrations
- News/Blog
- Photo upload and push capabilities
- Video upload and push capabilities
- Customizable directory
- Display custom links to various websites
- Missing Persons notifications
- Most wanted persons notifications
- Displays custom locations
- Ability to send real-time push notification alerts to citizens
- A mechanism for real-time citizen crime reporting
- A one-stop-shop for Chattanooga Police Department public outreach programs

## **Technical Requirements**

- Supported by all handheld smart device platforms
- Web based application management

## APPENDIX A

### Proposal Cost Summary Form

The summary below reflects projected cost for The City for the Mobile App solution and implementation. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.

Item	Cost
Software Licensing/Subscriptions	
Consulting Services	
Technical Support Services	
Training Services	
Annual Maintenance and Support	
Other Costs (Describe)	
Total	

## APPENDIX B

### Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
  - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer".
  - b. Seek and maintain contracts with minority groups and human relations organizations as available.
  - c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities.
  - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.

5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.

6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

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(Signature of Contractor)

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(Title and Name of Company)

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(Date)

## Requirements for Insurance Coverage

Contractor shall purchase and maintain during the life of this Agreement, insurance coverage which will satisfactorily insure Contractor against claims and liabilities which arise because of the execution of this Agreement, with the minimum insurance coverage as follows:

- a. Commercial General Liability Insurance, with a limit of \$1,000,000 for each occurrence and \$2,000,000 in the general aggregate.
- b. Automobile Liability Insurance, with a limit of \$1,000,000 for each accident, combined single limit for bodily injury and property damage.
- c. Worker's Compensation Insurance and Employer's Liability Insurance, in accordance with statutory requirements, with a limit of \$500,000 for each accident.
- d. Professional Liability Insurance, with a limit of \$1,000,000 for each claim and aggregate.

If any of the above cited policies expire during the life of this Agreement, it is the Contractor's responsibility to forward renewal Certificates within ten (10) days after the renewal date containing all the aforementioned insurance provisions.

Certificates must specifically cite the following provisions:

- i. City of Chattanooga, its agents, representatives, officers, directors, officials and employees must be named an Additional Insured under the following policies:
  - a) Commercial General Liability
  - b) Auto Liability
  - c) Worker's Compensation Insurance and Employer's Liability Insurance
  - d) Professional Liability Insurance
- ii. Contractor's insurance must be primary insurance as respects performance of subject contract.
- iii. All policies, except Professional Liability Insurance, if applicable, waives rights of recovery (subrogation) against City of Chattanooga, its agents, representatives, officers, directors, officials and employees for any claims arising out of work or services performed by Contractor under this Agreement.

## AFFIRMATION AND SIGNATURE

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal for a Mobile App solution, proposes to furnish products and services to The City in accordance with that request.

In submitting this proposal, I understand that The City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

Business Name	Mailing Address
Business Phone Number	Fax/other Number

Printed name of first signatory	Title
Signature	Date

Printed name of second signatory	Title
Signature	Date

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106.

(SIGNED)

\_\_\_\_\_

(PRINTED NAME)

\_\_\_\_\_

(BUSINESS NAME)

\_\_\_\_\_

(DATE)

\_\_\_\_\_