



CITY OF KINGMAN

Request for Proposal

COMPUTER AIDED DISPATCH (CAD) & RECORDS MANAGEMENT SYSTEM

CONTACT PERSON

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Release Date: May 13, 2020

Proposal Due Date: June 17, 2020, by 3:00 p.m. Arizona Time

PLEASE NOTE: IF RFP DOCUMENTS WERE DOWNLOADED FROM THE CITY OF KINGMAN'S WEBSITE, PROPOSER IS RESPONSIBLE FOR OBTAINING ANY ADDENDA EITHER THROUGH UPDATES ON THE WEBSITE, OR BY CONTACTING THE PERSON LISTED ABOVE.

CITY OF KINGMAN

Request for Proposal – Computer Aided Dispatch (CAD) & Records Management System

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1. INTRODUCTION

A. General Information

The City of Kingman is requesting proposals from qualified firms to implement a comprehensive solution in a project consisting of a software solution fully integrated Computer Aided Dispatch (CAD), CAD Mapping, Mobile CAD, and comprehensive Analytics/Reporting systems for the Kingman Fire Department and the Kingman Police Department. Vendors must also propose an industry-leading Records Management System, Property and Evidence, and an Arizona IBR compliant reporting system; and, there is not an expressed or implied obligation for the City of Kingman to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

Sealed Proposals will be received at the City of Kingman, 310 North Fourth Street, Kingman, Arizona 86401, until 3:00 P.M., Arizona time, June 18, 2020. Any proposal received after 3:00 P.M. on the above stated date will be returned unopened. The outside of the proposal envelope shall indicate the name and address of the proposer, shall be addressed to Annie Meredith, City Clerk, City of Kingman, at the above address and shall be marked: "SEALED RFP – COMPUTER AIDED DISPATCH (CAD) & RECORDS MANAGEMENT SYSTEM" and shall contain one (1) original and four (4) copies of the proposal as well as provide one (1) USB drive that contains the documentation included in the original bid in a pdf format. The City anticipates selecting a firm and awarding a contract by June 30, 2020.

During the evaluation process, the City of Kingman reserves the right, where it may serve the City's best interest, to request additional information or clarifications from proposers. At the discretion of the City of Kingman, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City of Kingman reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted, and confirmed in the contract between the City of Kingman and the firm selected.

B. Terms of Engagement

An initial five-year contract with the option of renewals is anticipated, subject to an annual review and the satisfactory negotiation of terms (including a price acceptable to the City of Kingman and the selected firm) and the concurrence of the Common Council.

C. Pre-proposal Conference

The City will conduct a Pre-Bid Conference on Tuesday, May 21, 2020 beginning at 1:00 p.m. local time via Zoom virtual meeting. Access to the meeting can be achieved by navigating to the following web address and entering the appropriate information.

Join Zoom Meeting

<https://us02web.zoom.us/j/86377856154>

Meeting ID: 863 7785 6154

Dial by your location

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

Bidder's attendance is not required, but encouraged. Statements made by the City's representatives at the conference are not binding upon the City unless confirmed by written addendum.

Note: Due to restrictions associated with COVID 19, social distancing and isolated access may be necessary and firms may be scheduled upon request for pre-proposal conference. Notification of any restrictions associated with the pre-proposal conference will be made available through Annie Meredith, City Clerk as well as the city of Kingman Website: <https://www.cityofkingman.gov/>

2. INSTRUCTIONS TO PROPOSER

A. RFP Format

RFP must be typewritten with a font size no less than 11 points and must be submitted on the form(s), if provided in the RFP. Proposer shall return all information and forms as required and outline as shown in this solicitation. Failure to complete all required forms and or service solutions as requested may result in the RFP being rejected as non-responsive. Proposer must submit one (1) original and four (4) copies of the RFP document as well as provide one (1) USB drive that contains the documentation included in the original bid in a pdf format.

1. Unsigned proposals will be considered non-responsive and will be rejected.
2. Erasures, interlineations or other modifications in the RFP must be initialed by a duly authorized proposer representative and must be the same person that signs the proposer(s) proposal.
3. In case of error in the extension of prices in the RFP, the unit price will govern. No RFP shall be altered, amended or withdrawn after the specified RFP closing date and time.
4. It is the responsibility of the Proposer to examine the entire RFP package and seek clarification of any item, service or requirement that may not be clear and to check Proposer responses for accuracy before submitting a RFP.
6. City of Kingman reserves the right to accept or reject any or all RFPs or any part thereof and waive informalities deemed in the best interest of the City.

B. RFP Requirements.

The following documents and or forms must be completed, signed and submitted with the proposer's offer to be responsive and must include, but not limited to, the **PROPOSER SIGNATURE PAGE**, **PROPOSER SUBMITTED RESPONSE**, **PROPOSER GUARANTEES AND WARRANTIES**, and **REFERENCES**. RFPs must be signed by a duly authorized representative of the Proposer. If a RFP is signed by an agent of the Proposer, a Power of Attorney showing the authority of the agent to sign must be submitted with the RFP or the RFP will be rejected. FAILURE TO SIGN AND SUBMIT THE **PROPOSER SIGNATURE PAGE** SHALL RESULT IN REJECTION OF THE RFP.

C. RFPs Must Conform to the Requirements and or Specifications.

The Proposer shall adhere to the requirements and or specifications stated herein. Any exception taken to these requirements and or specifications shall be so stated on the returned RFP proposal. Deviations from any of the requirements in the specifications or drawings MAY RESULT IN RFP REJECTION. City of Kingman shall hold the Proposer to all specification requirements. There is no time limit on this requirement; deviations discovered after the unit(s) is accepted shall be corrected at no cost to the City. Any VERBAL communication from the City shall not be construed as approval of the acceptability of any deviation to any requirement or as authorization for any changes or additional charges on any contract. WRITTEN APPROVAL is required. Any deviation from the specification, or where submitted literature does not fully support the meeting of the specification, must be clearly cited in writing by the Proposer, but no deviation below minimum specification will be accepted.

D. Periods of Time.

Periods of time, stated as a number of days, shall be calendar days unless otherwise specified.

E. RFP Withdrawal.

Any RFP may be withdrawn at any time prior to the specified date and time for RFP closing by delivering a written request to the City Clerk or designee at the location where RFPs are received signed by a duly authorized representative of Proposer. All RFPs shall be irrevocable for one hundred twenty (120) calendar days from the day of RFP closing.

F. Addenda.

All addenda shall be issued no later than five (5) calendar days prior to the RFP closing.

G. Addenda Acknowledgement.

Receipt of RFP addenda must be acknowledged by signing and returning the appropriate procurement document and acknowledging receipt on the proposal form.

H. Documents are Public Records.

All documents, reports, RFPs, submittals, working papers or other materials submitted to the City by Proposers shall become the sole and exclusive property of the City and become a public record.

I. Copies.

Proposer may request copies of current or past procurement documents. The charge per copy is payable in advance. Please call for a current per copy cost.

J. Late Delivery of RFP.

Late RFPs will not be opened or considered under any circumstances. Late RFP Notification will be sent to proposer.

K. Rejection of RFPs.

The City reserves the right to reject all RFPs or to cancel award of the Contract at any time before execution of the Contract by both parties if rejection of all RFPs or cancellation of the award is deemed to be in the City's best interest. In no event shall the City have any liability for the cancellation of award. The Proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its RFP and Contract negotiations.

The City reserves the right to waive technical defects, discrepancies and minor irregularities in a RFP. The City reserves the right to re-seal any RFP that was opened prematurely. The City has determined this event as a minor irregularity. The Financial Services Director shall be notified and shall log the event and place it in the procurement file. The City reserves the right to award any alternatives set forth in the RFP documents in its sole discretion. RFPs may be rejected if there is any alteration of the RFP form, additions not called for, conditional RFPs, incomplete RFPs, or irregularities of any kind. The City reserves the right to reject any RFP not in compliance with the RFP documents, or prescribed public proposal procedures and requirements. Written notice of rejection of all RFPs shall be sent to all Proposers. ALL UNSIGNED RFPs SHALL BE REJECTED.

L. Collusion.

Upon evidence that collusion exists among Proposers, none of the RFPs of participants in such collusion will be considered. All involved RFPs shall be rejected. RFPs in which prices are unbalanced may be rejected. The Proposer will be required to complete, notarize and submit a "No-Collusion Affidavit" upon request by the City. **Failure of the proposer to submit a properly executed affidavit upon request by the City shall be grounds for rejection of the RFP.**

M. Contract Negotiation and Award.

Contract negotiations will proceed immediately after a recommendation for award is made to the highest ranked responsive, responsible Proposer. The City reserves the right to negotiate a final contract, which is in the best interest of the City, considering any material changes to the statement of work resulting from any modifications being offered by the Proposer for this project and also any pricing that might be affected by changes to the statement of work. Should contract negotiations be unsuccessful with the highest ranking proposer, then negotiations will be terminated with that firm and initiated with the second-ranked proposer, and so forth. When negotiations become successful with a proposer, an award recommendation shall be forwarded to the City Council for their consideration.

City reserves the right to award the RFP to a primary and an alternate Proposer for the same RFP item or service. The alternate Proposer will be used when the primary Proposer is unable to provide the materials and/or service when required, or when such action will provide the lowest final cost to the City.

A RFP response is an offer by a Proposer to Contract with the City based upon the terms, conditions and specifications, statement of work contained in the Request for Proposals. RFPs do not become Contracts unless and until they are accepted and an Award is made by City of Kingman.

Awards will be made with reasonable promptness by the City Council to the proposer(s) whose RFP(s) is determined to be responsive and responsible that best conforms to the Request for Proposals and will be the most advantageous to the City.

A Contract is formed when the City of Kingman gives written Notice of Award(s) to the successful Proposer(s) and executes a City of Kingman Services Contract. All Request for Proposals documents, including but not limited to the specifications, statement of work, terms and conditions, become the Contract and is extended to every Purchase Order, Notice to Proceed letter used on single or multiple project phases contained in the submitted offer and agreed upon by both parties. The delivery or furnishing of any of the RFP items or service cannot commence until a Contract is duly and properly executed and certificate of insurance provided with the required limits of coverage.

N. Reissuance of RFP.

The City reserves the right to re-issue a subsequent procurement for this service at any time if deemed to be in the best interest of the City.

O. Protest of Award.

A protest of award must be physically delivered to the City Clerk within seven (7) working days of the notice of award date. Packages containing protests shall be marked as follows:

RFP Award Protest, RFP – Computer Aided Dispatch (Cad) & Records Management System

**City of Kingman
Attn: Annie Meredith, City Clerk
310 N. Fourth Street
Kingman, AZ 86401**

P. Notice of Award.

Official Notice of Award, if any, shall be sent in the form of an “Award Letter” and shall be signed by the duly authorized City of Kingman Official.

Q. Vendor Registration and IRS Form.

Prior to the execution of a Contract, the successful Proposer must properly fill out and complete a City Vendor Registration and IRS W-9 Form and file the documents with the City's Finance Department.

R. Disputes.

In the event any doubt or differences of opinions exists as to the items or service to be furnished hereunder, or from evaluation and/or testing of substitutes, or the interpretation of the provisions of this procurement, the decision of the City of Kingman shall be final and binding upon all parties.

S. Solicitation Document Conflicts.

In the event any discrepancies exist between the proposer(s) submitted response and the original solicitation document, the RFP on file with the City shall govern.

T. Response Preparation Costs.

Costs incurred by any Proposer in preparation of a response to this Request for Proposals shall be the sole responsibility of the Proposer and will not be reimbursed by the City.

U. Confidentiality.

Pursuant to the City of Kingman Procurement Code, the name of each offeror shall be publicly read and recorded. Offers shall not be open for public inspection until after award of the contract or issuance of a notice of intent, whichever occurs first. Confidential, trade secrets or other proprietary data designated in the offer as such shall remain confidential, unless otherwise required by the public records law.

W. Principal Contact

The firm’s principal contact with the City of Kingman will be Jake Rhoades, Fire Chief, Kingman Fire Department or Deann Macleod, Communications Center Manager, Kingman 911 Communications Center, or a designated representative, who will coordinate the assistance to be provided by the City. The 911 Communications Center is located at 429 East Beale Street, Kingman Arizona, 86401.

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

3. NATURE OF SERVICES REQUIRED

A. General

The City of Kingman is requesting proposals from qualified firms to implement a comprehensive proposal for an industry leading and fully integrated Computer Aided Dispatch (CAD), CAD Mapping, Mobile CAD, and comprehensive Analytics/Reporting systems for the Kingman Fire Department and the Kingman Police Department. Vendors must also propose an industry-leading Records Management System, Property and Evidence, and an Arizona IBR compliant reporting system. The City will consider either Cloud-based or on premise solutions.

The City is interested in solutions that work seamlessly with our existing infrastructure and investments. The City is currently using a Fire and EMS reporting system from ImageTrend, Vesta call handling software and equipment, Motorola radios, and is in the process of implementing Avtec consoles.

B. Scope of Work

The Project Scope, as may be modified through negotiation and/or by written addendum, will be made a part of the Agreement. Through this RFP, the City specifically intends to procure the following:

A software solution that will support all necessary functions related to public safety records management, response, and E-911 call taking and dispatching. The software shall contain the following functions:

1. The system must include a records management system (RMS).
2. The system must have the ability to build forms, workflows, notifications, validations, and data-collection functions.
3. The system must include computer aided dispatch (CAD) component that is customizable and integrates workflows and response plans for criminal justice, fire and EMS.
4. Mobility/In-Field Usage: Share information between responders, dispatchers and supervisors. Mobile mapping and automatic vehicle location (AVL) routing. View history, write reports, change unit status, and add narratives in the field from laptops, iPads, and tablet devices. Allow pictures to be easily attached to reports. Retrieve data by searching any parameter, including name, business, address, etc.
5. Capability to coordinate and integrate with the following systems:
 - a. Criminal Justice Information Systems (CJIS)/National Crime Information Center (NCIC) / Arizona Criminal Justice Center (ACIC)
 - b. Livescan
 - c. AZTraCS (e-ticketing)
 - d. Motorola Command Central/Crime Reports (City Protect)
 - e. ProQA Paramount
 - f. Vesta E-911 Telephony System
 - g. SPIDR Tech
 - h. ImageTrend
 - i. Fire Station Alerting System
 - j. FirstDue
6. The system must have the ability to track alarm subscriptions, arrest/booking records and property/evidence records/management.
7. The system must have the ability to input record and report Federal and State mandated Summary UCR/NIBRS (AIBRS) data.
8. The system must have the ability to provide records redaction capability, asset management, records retention scheduling, juvenile records compliance, user access management.

9. All historical data including information must be migrated to the new system as part of implementation. A SQL backup (.bak file) will be provided from the existing database.
10. Integrate with our existing GIS data and be fully compatible with the City's current version of ESRI software. The City currently is using ArcGIS Desktop 10.7.1 and ArcGIS Pro 2.5.
11. The system must include deployment for mobile use. Additionally the system must provide continued operation of mobile activities if network connectivity is lost.
12. The proposal must discuss the system's potential for accommodating future technical advances in public safety dispatching such as Next Generation 9-1-1. A system that has previously been implemented using Arizona's Next Generation 9-1-1 GIS guidelines and best practices will be considered advantageous.
13. The system must include documentation of software (database structure, specific configuration, etc.)
14. The system must include robust standard reports, detailed, and summary reports and the ability to build custom ad-hoc reports as needed.
15. The system must provide a method to query data and create custom reports, pulling data from any field within the database. The system must also allow for those queries and reports to be saved for the individual user as well as other users.
16. The system must be capable of exporting reports into several file formats including but not limited to PDF, MS Excel and MS Word.
17. The project scope shall include, but not be limited to, the following services:
 - a. Initial account setup and configuration
 - b. Data conversion from previous vendor
 - c. Template and application form development
 - d. Web integration services
 - e. Application Integration services
 - f. Training for support staff, end users, and administrators
 - g. Associated vendor project management
 - h. Software maintenance and warranty services.
18. A solution that will provide a high level of functionality with ease of use is desired. Consideration will be given to a well-designed and proven software system that has an excellent user experience, rich capabilities, and robust ad hoc reporting tools.
19. Ability to integrate, record, search and customize Arizona crash reporting.

20. The system will use 2 factor authentication (2FA).

21. The system will allow for outside agencies dispatched by the City to access the system without compromising network or system security.

C. System Overview

In the table below, enter the name of the vendor providing each module or service in your proposed solution. The information should reflect any third party vendors proposed for this project.

Module/Service	Vendor
CAD software	
RMS software	
Mobile software	
Mapping software	
Project management	
Training	
Software maintenance and support	
<ul style="list-style-type: none"> – Criminal Justice Information Systems (CJIS)/National Crime Information Center (NCIC) / Arizona Criminal Justice Center (ACIC) – Livescan – AZTraCS (e-ticketing) – Motorola Command Central/Crime Reports (City Protect) – ProQA Paramount – Vesta E-911 Telephony System – SPIDR Tech – ImageTrend – Fire Station Alerting System – FirstDue 	

1. Provide a detailed overview of the proposed system.
2. Do all system modules query a single database? Describe the internal interface between proposed modules.
3. Describe the system’s customization capabilities.

4. Can agency administrators easily establish security privileges and permissions within the system? If so, please describe.
5. Can the system create both preformatted and ad hoc reports? Describe the system's reporting capabilities.
6. Describe the system's imaging capabilities including how users capture, store, and use media.
7. Can users attach all types of media files to an individual record (e.g., image, sound, and video files)? Can attachments be opened in their native formats?
8. Does the proposed solution include link analysis functionality that connects all record types associated with a case? If so, describe.

D. System Requirements

1. Describe the system's minimum networking requirements.
2. How many servers will be required to operate the proposed system? Describe the purpose of each proposed server
3. For hosting services, identify whether it is a dedicated or shared server and any server redundancy.
4. Describe proposed redundancy and scalability to avoid unexpected outages.
5. Describe the disaster recovery plan while maintaining high availability.
6. Identify specific hardware requirements and/or exceptions including but not limited to desktop and mobile clients.
7. Describe any interfaces already built to other software or services.
8. Describe and define data conversion capabilities and requirements.
9. Describe the interface if any between the proposed system and Email.
10. Provide detailed list of GIS datasets and schemas required by the system.
11. The City of Kingman receives, at a minimum, monthly updates of datasets from multiple agencies including address data, street data, response zone data, etc. Describe the interface between the system and the City's GIS and provide specific examples of how updates to the datasets mentioned will occur at the frequencies described, including any files needed for the updates.

12. Describe the system's ability to provide/export data to GIS platforms to be used for data analysis.
13. Using the table below, provide server hardware specifications. Repeat the table for each proposed server.

Server Recommendations	
Number of Concurrent Users Supported	
System Information	
Operating System	
Processors	
# of Processors @ Speed	
Memory	
Total Memory	
Storage	
Type	
Speed	
RAID levels supported	
Capacity	
Network Adapters	
Number of Ports	
Speed	

14. Provide the recommended minimum specifications for user workstations.

Non-Dispatch Workstations	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Dispatch Workstations	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Mobile Laptops	
Operating Systems	
Processor	
Memory	
Wireless network	
Screen resolution (pixels)	
Screen size	
Hard disk space	
Additional applications/ software	

E. Vendor Qualifications

To meet the requirements of this request for proposal, provide a written narrative corresponding to each of the items below:

1. Provide a company profile including length of time in business, number of full time staff, and business locations.
2. Describe your company’s experience in the services specified in the RFP. Examples of completed projects, as current as possible should be submitted.
3. What percentage of vendor employees are dedicated to public safety software versus public sector software and/or other private sector business interests?
4. How many agencies are currently using the vendor’s public safety software?
5. Provide current reference information for at least (5) current clients preferably from the state of Arizona, see form below. Municipal clients are preferred and will be rated higher.
6. Provide the number of current municipal clients.
7. Provide the name of clients that are no longer with your firm or using your services.
8. Provide the number and agency name of multi-dimensional projects that encompass Dispatch, Police, and Fire.
9. Provide any additional experiences that would be relevant.
10. Provide resumes for individuals that would work on this project. Teams with a diverse range of skills and experience will be considered advantageous.

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

F. Implementation

Outline all project phases including a description of tasks performed and length of time to complete each task. Clearly define the responsibilities for the City during each phase of the project.

1. Project team leaders-- names of individual who would be overseeing this project, including a description of experience.
2. Describe the discovery process including how you will collect information.
3. Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team
4. Provide a project organization chart
5. What tools are employed by the implementation team to collaborate with the agency regarding project milestones?
6. Describe the vendor’s training services.
7. Does the vendor provide a practice database that utilizes the agency’s data? If so, describe.
8. Describe all training documentation and instructional support available to the agency.
9. Has the vendor ever failed to complete an implementation? If so, describe.
10. Attach an implementation timeline that outlines specific milestones and deliverables.
11. Describe the data conversion process and if there are dedicated personnel assigned to this process.
12. Identify any 3rd party software or service requirement included and/or recommended as part of the proposed solution.

13. Identify all training included in the project cost. If there is a training cost not included in the project phases, it must be specifically identified. Also address any recommended training and associated prices.
14. Provide any additional information about your organization that you feel is relevant to the decision-making process.

G. User Licenses

1. Describe the proposed licensing structure (user, concurrent, etc.).
2. Provide the following information for each proposed component that requires a license. Add rows as needed.

Licensed Component or Module	License Type (user, concurrent, etc.)	# of Proposed Licenses

3. As the agency expands, will there ever be any additional charges for workstation licenses?
4. Using agency-defined privileges, will the agency be able to grant unlimited view-only licenses to outside departments, such as the City Attorney and County Attorney’s Office.

H. Warranty, Maintenance, and Support

1. What is the length of the warranty? When does the warranty begin?
2. Does the warranty include both maintenance and support services?
3. Are there any costs associated with system updates, enhancements, and bug fixes? If so, describe.
4. For this project, what is the vendor’s anticipated annual maintenance increases for the proposed system?
5. What incentives/savings does the vendor offer for pre-paid maintenance for this project?
6. Does the vendor provide a clearly defined process for customers to influence product enhancements? If so, describe.
7. Will the agency be required to update their system when a new enhancement is released?
8. When an enhancement becomes available, if the agency elects to retain a previous release, how long will the vendor provide maintenance for that release?

9. Does the vendor preserve agency customizations to the system during the enhancement process free of charge?
10. Describe the account management resources available to the agency including support services, both standard and 24 hour including average response time for resolution.
11. Does the vendor provide an online educational database? If so, describe.
12. Will the vendor commit to supporting the proposed system for a minimum of five years? If yes, how long is the vendor willing to commit to supporting the proposed system?
13. If the vendor were to be acquired, would the vendor guarantee the system's continuation or length of contract?

I. System Functionality

In addition to the core functionality, Project Scope, there are systems functions that are required or may be desired. Complete the System listing indicating which functionalities will be included in the new system and include any comments if necessary. This listing is not intended to be comprehensive; however the functionality identified as "mandatory" must be included.

4. PROPOSAL REQUIREMENTS

A. Technical Proposal

General Requirements

The purpose of the technical proposal is to demonstrate the qualifications, competence and capacity of the firms seeking to undertake the project as in conformity with the requirements of this request for proposal. As such, the substance of proposals will carry more weight than their form or manner of presentation. The technical proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement. It should also specify a comprehensive approach that will meet the request for proposal requirements.

The technical proposal should address all the points outlined in the request for proposals. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposals. While additional data may be presented, the following subjects must be included. They represent the criteria against which the proposal will be evaluated.

1. Independence

The firm should also list and describe the firm's (or proposed subcontractors') professional relationships involving the City of Kingman for the past five (5) years, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the proposed service.

In addition, the firm shall give the City of Kingman written notice of any professional relationships entered into during the period of this agreement.

2. License to Practice in Arizona

An affirmative statement should be included indicating that the firm and all assigned key professional staff are able to obtain a city of Kingman Business license and are properly registered/licensed to practice in Arizona.

3. Schedule

Provide a schedule to accomplish the scope outlined, including items addressed in the Implementation Section of this RFP.

B. Cost Proposal

1. Total All-Inclusive Maximum Price.

The cost proposal should contain all pricing information relative to performing the installation of all system and services as described in this request for proposal. The total all-inclusive maximum price to be proposed is to contain all direct and indirect costs including all out-of-pocket expenses.

The City of Kingman will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

- a) Costs in accordance with this proposal
- b) Bid Pricing Sheet, signed by Proposer (a person or persons authorized to bind the company)
- c) Certificate of Non-collusion.

2. Provide pricing information for all required applications/modules included in the proposed solution.

Module	Price	# of user licenses included in price	Price per additional user license
System Core (Master Tables)	\$		\$
Imaging	\$		\$
GIS	\$		\$
Computer-Aided Dispatch	\$		\$
CAD Mapping	\$		\$
Records Management System	\$		\$
Arizona IBR Reporting	\$		\$

Module	Price	# of user licenses included in price	Price per additional user license
Traffic Information	\$		\$
Evidence Management	\$		\$
Evidence Barcode and Audit	\$		\$
Pin Mapping	\$		\$
Licenses and Permits	\$		\$
Mobile Data Computing	\$		\$
Voiceless Dispatch	\$		\$
Mobile Mapping and AVL	\$		\$
Mobile Queries	\$		\$
Automated Field Reporting	\$		\$
Mobile AVL	\$		\$
Personnel Management	\$		\$
	\$		\$
Total Price for Required Modules		\$	

3. Provide pricing information for all required interfaces included in the proposed solution.

Check if Existing Interface	Interface	Price	# of licenses	Price per additional license
<input type="checkbox"/>	E9-1-1 Interface	\$		\$
<input type="checkbox"/>	Dispatch Protocol Interface (ProQA Medical Discipline)	\$		\$
<input type="checkbox"/>	AZ IBR Reporting Interface	\$		\$
<input type="checkbox"/>	Smartphone and Tablet Interface	\$		\$
<input type="checkbox"/>	Fingerprinting Interface	\$		\$
<input type="checkbox"/>	ACJIS Interface	\$		\$
<input type="checkbox"/>	External System Queries Interface	\$		\$
Total Price for Required Interfaces			\$	

4. Professional Services

Implementation Services	
Total price for implementation project management	\$

Check all the following that are included in the quoted implementation and project management price:	
<input type="checkbox"/> Onsite project management services <input type="checkbox"/> PMP-certified project managers <input type="checkbox"/> Code table setup <input type="checkbox"/> Connection with state database	
Total price for software and hardware installation	\$
Check all the following that are included in the quoted software and hardware installation price:	
<input type="checkbox"/> Multiple onsite installation visits	
Total price for travel and per diem	\$
Total Price for Implementation Services	\$

Data Conversion Services	
Total price for data conversion services	\$

Training Services	
Total price for administrative training	\$
Check all the following that are included in the quoted administrative training price:	
<input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Defined timeframe for Go-live <input type="checkbox"/> Training database that utilizes agency-specific data <input type="checkbox"/> Complete administrator training <input type="checkbox"/> Onsite end user training at implementation <input type="checkbox"/> Ongoing end user and administrative training <input type="checkbox"/> Post Go-live refresher training	
Total price for end user training	\$
Check all the following that are included in the quoted end user training price:	
<input type="checkbox"/> User manuals and other training materials <input type="checkbox"/> Post Go-live refresher training <input type="checkbox"/> Pre-Implementation project team training <input type="checkbox"/> Access to online training database	
Total price for Go-live assistance	\$
Check all the following that are included in the quoted Go-live assistance price:	
<input type="checkbox"/> Post Go-live onsite refresher training	
Total travel and per diem estimate	\$
Total Price for Training Services	\$

Unit	Price	Quantity	Extended Price
------	-------	----------	----------------

Unit	Price	Quantity	Extended Price
Barcoding Equipment Bundle	\$		\$
GIS Server	\$		\$
Server Hardware	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
Total Price for Hardware			\$

Support	Standard Business Hours	24/7 Support
First-year support (12 months)	\$	\$
Second-year support (required modules)	\$	\$
Second-year support (optional modules)	\$	\$
Esri First Line Support	\$	\$

Esri Licensing	
Total price for Esri licensing	\$

Inclusions	Price
Total Modules (excluding options)	\$
Total Interfaces (excluding options)	\$
Total Professional Services (excluding options)	\$
Total Hardware	\$
Total Support (first year)	\$
Licensing	\$
Grand Total	\$

5. EVALUATION PROCEDURES

A. Review of Proposals

The Evaluation Committee will review proposals. Each member of the Evaluation Committee will first evaluate each Technical Proposal based upon the criteria described below. The Evaluation Committee will then convene to review and discuss these evaluations. The City of Kingman reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

Evaluation Process for Written Response and Optional Oral Evaluation.

Each evaluator shall independently assign a score to each evaluation criterion based on the written proposals. Criteria scores will then be summed. If the City of Kingman does not elect to have an oral evaluation, the award will be given to the highest scoring proposal based on the written proposals.

If it is determined to be in the best interest of the City, an oral evaluation will be scheduled. The Proposers with the highest scores (not more than three (3)) will be invited to an oral evaluation with the evaluation committee. The same criteria used to evaluate the written proposals will be used to evaluate the finalists during the oral evaluation. No additions, deletions or substitutions may be made to proposals during the oral evaluations that cannot be viewed as clarification.

After the oral evaluation, each evaluator shall independently assign a score to each evaluation criterion and the criteria scores for the oral evaluation will be summed. The oral evaluation scores and the written evaluation scores will be summed resulting in a final score. The highest scoring proposal will be recommended for an award.

The agency will consider the following in its evaluation:

- a) Pricing
- b) Proposal response
- c) Software capabilities
- d) Company profile
- e) Proposed services
- f) Warranty, maintenance, and support

Firms meeting the mandatory criteria will have their proposals evaluated for both technical qualifications and price. The following represent the principal selection criteria that will be considered during the evaluation process. Advantageous proposals will be evaluated based on the bidder's ability to deliver the following:

1. The ability to provide and implement an integrated solution that meets the requirements as described in this RFP with minimal customizations.
2. Vendor's experience with similar customers and similar projects
3. Overall feedback from customer references on vendor's project implementation, performance, reliability, service level and training plan

4. A modern system interface that will be easy to support and flexible to accommodate new technologies and future workflow and process changes with the City
5. Quality and completeness of the proposal
6. Technical Qualifications
 - a) Expertise and Experience
 - i. The firm's past experience and performance on comparable government engagements.
 - ii. The local office of the firm's municipal auditing experience and expertise.
 - iii. The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical consultation.

C. Price

Although cost is a significant factor, it will not be the dominant factor. Cost will be given more importance when all of the other evaluation criteria are relatively equal. The general approach is to identify all qualified, responsive proposers and then award the audit to the lowest proposer in that group.

D. Bid Submissions

Bidders shall be solely responsible for the delivery of their bids in the manner and time prescribed.

Prior to bid submission, bidders shall carefully examine the Plans, read the Specifications, Special Provisions and these Contract Documents, visit the site of the work, fully inform themselves as to all existing conditions and limitations, and shall consider those conditions and limitations in the preparation of their bid.

Bids shall be properly executed on the Proposal and forms provided. Numbers shall be stated in figures where so required. The completed forms shall be without interlineations, alterations or erasures. Bids shall not contain any recapitulations of the work to be done.

Bidders will be responsible for all applicable City and State sales taxes. No separate payment will be made to the Contractor by the City for these taxes. Improperly completed information, irregularities in the bid bond, may be cause to declare the bid invalid or informal.

Each bidder shall submit one copy of the executed bid documents on the Proposal and forms provided, signed and sealed with the required security, clearly identified with the bidder's name, address, and phone numbers; project name and project number (BLD19-0325); and City of Kingman's name on the outside. The Specification Booklet does not need to be turned in with the bid.

A tabulation of all submitted bids will be available for review following bid opening.

A. EVALUATION CRITERIA SCHEDULE

The proposal’s maximum total is 200 points. The following schedule of criteria and points scoring will be used to evaluate the proposal(s):

CRITERIA SCHEDULE		
Item	Description	Points
1.	The firm's municipal experience, expertise and references of past agencies / clients.	30
2.	The quality of the firm's professional and support personnel to be assigned to the engagement.	30
3.	Firm’s ability to provide additional professional services to City of Kingman.	20
4.	Description of warranty, maintenance, and response.	20
5.	Proposal response	20
6.	Software Quality and Capabilities.	30
7.	Procedures followed in technical review reports prior to issuance.	20
8.	Price.	30
	Total Points:	200

E. Proposal Guarantee

Bids shall be accompanied by a proposal guarantee in the form of a certified check, cashier’s check or bid bond for an amount not less than ten percent (10%) of the total bid. The proposal guarantee if done through a bid bond needs to name the City of Kingman as obligee, signed and sealed by the contractor and surety company. The proposal guarantee will be returned after delivery to the City of Kingman of the required performance and payment bonds by the accepted bidder. If no contract is awarded, all proposal guarantees will be returned.

F. Offer Acceptance

Bids shall remain open to acceptance and shall be irrevocable for a period of thirty (30) days after the bid closing date. The contract will be awarded to the lowest responsive, responsible bidder as determined by the lowest Total Bid, who also complies with these instructions. The City of Kingman reserves the right to accept or reject any or all offers if it may deem it best for the public good or to reject the offers of any persons who have been unfaithful or delinquent to any contract with the City. The City reserves the right to waive any informality in the offers received.

After acceptance, the City will issue to the successful bidder, a written letter of Contract Awards within 30 days after the opening of bids. The successful bidder will be required to execute the Contract, Contractor's Performance Bond, Payment Bond and Certificates of Insurance within ten (10) calendar days after formal Contract Award. The contractor will be responsible for the costs to secure the Performance and Payment Bonds. No separate payment will be made to the contractor by the City for these items.

G. Right to Reject Proposals

Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Kingman and the firm selected.

The City of Kingman reserves the right without prejudice to reject any or all proposals.

1. Completes, signs and returns the attached documentation in the following order:

- Title Page – Cover of RFP
- Section IX – Proposer Response
- Section X – Proposer Signature Page
- Section XI – Proposer Guarantees and Warranties
- Section XII - References
- Attachments as required.

2. The Proposer agrees that pursuant to ARS § 34-253, the undersigned certifies that neither he/she nor anyone associated with Proposer's company listed below has directly, or indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive submission in connection with this procurement. Further, Proposer agrees to provide a notarized "NO COLLUSION AFFIDAVIT" if so required by the City, at a future date.

PROPOSAL SUBMITTE BY:

NAME/TITLE: _____

SIGNATURE: _____

ARIZONA TAX ID: _____

FEDERAL TAX ID: _____

NAME OF FIRM: _____

ADDRESS: _____

PHONE: _____ FAX: _____

6. PROPOSER GUARANTEES AND WARRANTIES

The proposer certifies it can and will provide and make available, at a minimum, all services set forth in Section III, Nature of Services Required.

Proposer warrants that it is willing and able to comply with State of Arizona laws with respect to foreign (non-State of Arizona) corporations.

Proposer warrants that, at its own expense, it shall procure and maintain the following minimum insurance coverage for the duration of the contract with companies duly licensed to do business in the State of Arizona, possessing a current A.M. Best, Inc. Rating of A- or better. All liability policies shall be written on an occurrence basis form. In the event any insurance policy (ies) required by the Contract is (are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the proposer's work or services.

1. Commercial General Liability Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$1,000,000 Products and Completed Operations Aggregate and \$2,000,000 General Aggregate Limit. The policy shall include coverage for premises, operations, independent contractors, personal injury, and products/completed operations.
 2. Professional Liability Insurance covering errors and omissions arising out of the work or services performed by the firm, or anyone employed by firm, or anyone for whose acts, mistakes, errors and omissions firm is legally liable, with a liability insurance limit of \$1,000,000 each claim and \$2,000,000 all claims. Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Auditor's owned, hired and non-owned vehicles assigned to or used in the performance of the Auditor's work.
 3. Worker's Compensation insurance to cover obligations imposed by Arizona Revised Statutes.
- A. Proposer warrants that it will not delegate or subcontract its responsibilities under an agreement without the express prior written permission of the City of Kingman.
 - B. Proposer warrants that all information provided in connection with this proposal is true and accurate.
 - C. Proposer warrants the following by indicating yes or no to the following questions:

Yes	No	#	
		1.	Has the City of Kingman or other governmental entity incurred costs as a result of contested change order(s) from the Proposer?
		2.	Has the City of Kingman or other governmental entity been involved in litigation relative to contract performance with the Proposer?
		3.	Has the Proposer failed to meet bid specifications or time limits on other contracts?

		4.	Has the Proposer abandoned a contract or refused to perform without legal cause after submitting a bid?
		5.	Has the Proposer had bidding errors or omissions in two or more bid submissions within a thirty-six month period?
		6.	Has the Proposer failed to perform or performed unsatisfactory in two or more contracts within a thirty-six month period?
		7.	Does the Proposer have adequate equipment, personnel and expertise to complete the proposed contract?
		8.	Does the Proposer have a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of such a contract or subcontract within a ten-year period?
		9.	Has the Proposer been convicted of a criminal offense within a ten-year period of embezzlement, theft, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which might affect responsibility as a municipal contractor?
		10.	Has the Proposer been convicted of state or federal antitrust statutes within a ten-year period arising out of submission of bids or proposals?
		11.	Has the Proposer been disbarred or otherwise discharged from another government entity?

If you answered “yes” to Items 1-6 or 8-11 or answered “no” to Item 7, please attach a full explanation to this questionnaire.

Signature of Official: _____

Name (Typed): _____

Title: _____

Firm: _____

Firm FEI Number: _____

Firm’s Arizona CPA State License Number: _____

Date: _____

7. REFERENCES

1. Agency/Company: _____
City/State/Phone: _____
Contact Information: _____
Email: _____ Contact Person: _____
Work Performed & When: _____
Years Using the System: _____
Program / Modules Utilized: _____

2. Agency/Company: _____
City/State/Phone: _____
Contact Information: _____
Email: _____ Contact Person: _____
Work Performed & When: _____
Years Using the System: _____
Program / Modules Utilized: _____

3. Agency/Company: _____
City/State/Phone: _____
Contact Information: _____
Email: _____ Contact Person: _____
Work Performed & When: _____
Years Using the System: _____
Program / Modules Utilized: _____

4. Agency/Company: _____
City/Sate/Phone: _____
Contact Information: _____
Email: _____ Contact Person: _____
Work Performed & When: _____
Years Using the System: _____
Program / Modules Utilized: _____

5. Agency/Company: _____
City/Sate/Phone: _____
Contact Information: _____
Email: _____ Contact Person: _____
Work Performed & When: _____
Years Using the System: _____
Program / Modules Utilized: _____

APPENDIX A: DESCRIPTION OF THE GOVERNMENT

1. City of Kingman

The City of Kingman operates under the Council-Manager form of government. The City is governed by a Mayor and six Councilmembers. The Mayor and Council are elected by a city-wide election. The Council appoints the City Manager, who is the Chief Administrative Officer of the City. The City has a population of 29,000. The City of Kingman's fiscal year begins on July 1 and ends on June 30.

The City of Kingman provides services within the city limits for police, fire, planning and zoning, building and life safety, tourism, economic development, city clerk, city attorney, municipal court, streets, engineering, parks, municipal golf course, improvement districts, and various federal and state grants. The City of Kingman also provides utility services to its residents for water, sewer, and sanitation services. Water and sewer services are also provided to an adjacent area outside of the city limits. The City of Kingman also assumed the operations of the municipal airport during FY2018.

The City of Kingman currently employs 374.25 full-time employees. The City is organized into twenty seven (27) divisions. The Kingman Fire Department's organizational chart including the 911 Communications Center is attached (Appendix A). More detailed information on the City and its Services can be found on the City's website at www.cityofkingman.gov.

2. Kingman 9-1-1 Communications Center

The Kingman 9-1-1 Communications Center acts as the PSAP for all law enforcement and fire agencies for the City of Kingman as well as other fire agencies within northwestern Mohave County. The city of Kingman also dispatches for other City of Kingman Police Department divisions including neighborhood service, evidence technicians, and volunteers. Additionally, we process after-hours emergency pages for the City of Kingman water department and other utilities.

The Kingman 9-1-1 Communications Center is the primary dispatch center for the following agencies:

- a) Kingman Police Department
- b) Kingman Fire Department
- c) Northern Arizona Consolidated Fire Department
- d) Golden Valley Fire Department
- e) Lake Mohave Ranchos
- f) Pinion Pine Fire Department
- g) Pine Lake Fire Department

The Kingman 9-1-1 Communications Center is a stand-alone, combined Center that operates 24-hours per day, 7-days per week, and 365-days per year. Our staff of 11 Public Safety Telecommunications employees, 4 Communications Center supervisors, and a Communications Center manager work 10-hour shifts and work all holidays and weekends to ensure 9-1-1 emergency and non-emergency calls for assistance do not go unanswered.

Approximately 55,000 police and fire calls are handled by our 9-1-1 professionals each year. We are the first of the first responders. We are committed to answering all 9-1-1 and non-emergency calls with professionalism, integrity, compassion, and respect while efficiently dispatching police, fire, and emergency medical services. Our dedicated team routinely offers lifesaving pre-arrival instructions in addition to providing accurate public safety information.

All telecommunicators and supervisors are certified Emergency Medical Dispatchers. The Emergency Medical Dispatcher provides an all-important professional and lifesaving link in the overall chain of care and survival for persons in need of assistance by providing key pre-arrival instructions.

3. Kingman Fire Department

The Kingman Fire Department is a municipal fire department that serves an area that encompasses 34.82 square miles. Services are provided throughout the city limits and mutual aid and automatic aid for neighboring jurisdictions is also provided. The department consists of career employees providing prevention and response services in a comprehensive, all-hazards response model that includes fire suppression, advanced life support in emergency medical services, hazardous material handling, technical rescue, wildland services, fire investigation, domestic preparedness planning and response, and public education and prevention.

The current personnel roster consists of 91 fulltime career personnel, 15 part-time personnel, 3 civilian support personnel, 1 building official, 3 building inspectors, and 3 hydrant maintenance personnel. In addition, the Fire Department manages the 9-1-1 communications center which consists of 1 communications administrator, 4 crew leaders, and 11 communications specialists. The operations division, 43 career employees are on three rotating shifts of 14 personnel each working 24 hour shifts, provide both emergency and non-emergency response. Each shift is managed by a Battalion Chief. Administration, Dispatch, Building and Life Safety, Training and Education are the other divisions necessary for our well-rounded department, each of which is supervised by a Battalion Chief level supervisor.

Kingman Police Department

The Kingman Police Department is comprised of 54 sworn personnel and 15 civilian staff. Officers are assigned to patrol, traffic services, investigations, GIITEM (state wide gang task force); MAGNET (regional narcotics team) and they also serve as school resource officers. Civilian personnel includes administrative and support staff, records management, neighborhood services, animal control, and evidence technicians for the department.

The department is a strong proponent of Community Policing and has adopted this philosophy department wide. We encourage our officers and civilian staff to utilize innovative measures to accomplish long-term problem solving throughout our community. We are committed to working with every member of the community – resident or visitor – to ensure the City of Kingman continues to be a great place to live, work, and play.