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July 31, 2020
Request for Proposal 2021-1

MULTI-FUNCTIONAL DEVICES AND SOFTWARE MANAGEMENT SYSTEM

SECTION 1 - INTRODUCTION:

1.1 - Overview:

The Board of Police Commissioners (BOPC), governing body of the Kansas City, Missouri Police Department (Department), invite qualified contractors to provide proposals for Multi-Functional Devices (MFD) and Management Software.

This RFP is not a commitment or contract of any kind. The Department reserves the right to pursue any and/or all ideas generated by this request. The Department reserves the right to reject any/all proposals. Responders are advised that the Department will not pay for any information or administrative costs incurred in response to this RFP. The Department reserves the right to hire those whom the Department deems best qualified to handle multi-functional needs, even if the Proposer did not necessarily present the lowest cost fee structure.

As a result of this RFP, the Department expects to receive proposals that address how the products meet or exceed Department requirements as defined in this RFP. The Department desires to select a complete system and to enter into a contract for the rental/lease and installation of the system, as well as training, maintenance, and support of hardware and software. This solution shall have the ability to meet the department's strategic vision; utilize modern technology; automate current manual (as is) processes; support future (to be) validated business processes; significantly improve efficiency, accuracy, security, and timeliness; provide resource and cost savings, and provide a complete solution.

All submissions become the property of the Department and will not be returned. The Department will not publicly disclose vendor proprietary information marked as "Proprietary or Confidential".

1.2 - RFP Structure

The proposal should demonstrate how the solution you are proposing could best satisfy the requirements of the Department. This written RFP states the scope of the business and technical requirements and specifies the rules for preparing the proposal response. The RFP includes Sections as follows:

SECTION 1 - RFP Structure
SECTION 2 - Background
SECTION 3 - Communications
SECTION 4 - Schedule of Events
SECTION 5 - Rules of Preparation
SECTION 6 - Award Criteria
SECTION 7 - Contract Agreement
SECTION 8 - Vendor Response
SECTION 9 - Requirements
APPENDIX A - Checklist for Responsiveness
APPENDIX B - Requirements
APPENDIX C - Offer, Certifications, and Assurances
APPENDIX D - Insurance Requirements
ATTACHMENT I – Current Equipment/Monthly Usage

SECTION 2 - BACKGROUND:

2.1 Existing System Description:

The Department is currently under a monthly base cost plus usage lease contract for 131 MFDs. Two (2) of the MFDs are digital production print devices. Approximately 98% of this equipment is networked with the Department's data network and used as printer/scanners/fax on the computer network. MFDs are installed in various Department locations.

A listing of the existing inventory of MFDs that are managed under the current contract is provided in Attachment 1. Please use the listing as a guideline for determining replacement devices. All delivery and installation of new equipment must be in coordination with the removal of existing equipment.

All MFD's consumibles are centrally managed by the Department's Supply Section. Consumibles are obtained in reasonable bulk orders by the Supply Section and provided to the end users when needed.

2.2 - Project Purpose and Objectives:

The purpose of this event is to receive proposals from qualified contractors to provide digital multi-function copier/scanner/printer/fax devices (MFD) for use by the

Department at various locations and provide management software for the administration of the devices. The Department is only interested in color MFDs. The MFDs will be utilized for convenient printing, scanning and copying, and where applicable, faxing and finishing functionality.

The proposed solution shall provide the ability to copy, print, scan, and fax, provide all consumables (excluding paper) and maintain all MFDs under the contract award. **The proposed solution should cover costs associated with all equipment, subscription(s), software, storage, on-site training, on-site installation, and operational costs for a period of five years.**

2.3 – Term, Funding, and Cancellation

This rental will be for sixty (60) months. Any contract awarded as a result of this RFP is contingent upon the availability of funding. **Leases will allow for fiscal funding clauses annually.**

The Department may cancel the agreement with a 30 day written notice of non-funding.

SECTION 3 - COMMUNICATIONS:

3.1 The contracting officer for this RFP is:

Faye Choate
Purchasing Agent, CPPB
Purchasing Section
Kansas City Missouri Police Department
1125 Locust, 2nd Floor
Kansas City, Missouri 64106

Office: 816-234-5334

Fax: 816-329-6904

Email: faye.choate@kcpd.org

3.2 Proposals shall be contained in a sealed package or envelope, and mailed or hand-delivered to the contracting officer. Proposals delivered by courier will be accepted by the Purchasing Section, located on the second floor of Police Headquarters. Couriers will be required to check-in at the first-floor guard station. A Purchasing Section agent will respond to the security desk to accept the sealed package. Proposals will be received Monday through Friday, 8:00 a.m. to 3:00 p.m. CST. The Kansas City, Missouri Police Department will not be accessible on holidays. The Department will NOT guarantee receipt of bids delivered to Police Department elements other than the Purchasing Section.

- 3.3 Only proposals received prior to the specified opening time and contained in a sealed package or envelope marked with the proposal number and clearly marked on the outside "RFP Multi-Functional Devices and Management Software" will be considered. No other distribution of the proposal shall be made by the vendor. Proprietary information, if any, **MUST BE CLEARLY MARKED.**
- 3.4 The Department will not accept electronically transmitted proposals.**
- 3.5 It is the responsibility of the Proposer to deliver the proposal modifications on or before the date and time of the proposal receipt deadline. Proposals will **NOT** be accepted after the date and time of closing except for extenuating circumstances as approved by Financial Services Unit Commander.
- 3.6 The Department strives to notify all prospective Proposers of any issued addenda. **It is important to note, however, that it remains the responsibility of the Proposer to determine if any addenda have been issued and to obtain those addenda prior to submitting their proposal.**
- 3.7 The Department encourages and recommends that Proposers comply with the Affirmative Action Program as administered by the Director of Human Relations, City of Kansas City, Missouri. It is encouraged that Proposer(s) partner with Minority/Women Business Enterprises to provide employment opportunities to the disadvantaged. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.
- 3.8 The successful Proposer must comply with all State of Missouri laws, which are applicable in this area.
- 3.9 If the Proposer discovers any ambiguities, conflicts, mistakes, errors or discrepancies **after the deadline for questions and clarifications or after the proposal due date**, Proposer shall immediately submit the ambiguity, conflict, mistake, error or discrepancy to the appropriate Department Contact person. The Department, in its sole discretion, shall determine the appropriate response to any issue raised by any Proposer.
- 3.10 Contact with Department employees is expressly prohibited without prior written consent. Any and all contact with such persons associated with the Department shall be made only through and in coordination with the Purchasing Agent and may be required to be in writing, in appropriate circumstances or cases, as directed by the Purchasing Agent. Failure to comply with the provisions of this section may result in disqualification from this and/or future solicitations.

- 3.11 Questions regarding this announcement shall be submitted in writing by e-mail to the Purchasing Agent as listed above in Section 3.1 **no later than August 11, 2020**. Verbal questions will NOT be accepted. Questions will be answered to the best of the ability of Department staff. The Department does not guarantee that questions received after **August 11, 2020** will be answered.

SECTION 4 - SCHEDULE OF EVENTS:

EVENT	TIME (Central Time Zone)	DATE
RFP Issued		August 3, 2020
RFP Question Deadline	3:00 pm	August 11, 2020
RFP Response Deadline	3:00 pm	September 2, 2020
Evaluations/Demonstrations/Negotiations		September 9-14, 2020
Award of RFP		September 29, 2020
The Department reserves the right to revise the schedule.		

SECTION 5 - RULES OF PREPARATION:

- 5.1 The submitted proposal must adhere to the rules and format stated (to ensure a fair and objective analysis of all proposals). All responses must be on the forms provided. Additional pages may be attached as necessary. However, unnecessarily lengthy documents (or marketing materials) are discouraged. Failure to comply with or complete any portion of this request may result in the rejection of a proposal at the discretion of the Department. In this RFP, the terms “vendor”, “proposer”, and “offeror” are used interchangeably.
- 5.2 Respondents must submit one (1) complete hard copy marked “ORIGINAL”, plus an electronic copy (on usb flash drive or other portable media) with the proposer’s response in any combination of Word Document, Excel Spreadsheet, or Adobe PDF.
- 5.3 Items in Appendix A, Checklist for Responsiveness, must be included as part of the proposal. The Department at its sole discretion may elect to select the top-scoring vendors as finalists to make an oral presentation and/or demonstration to the evaluation team, discuss and negotiate anything and everything with any proposer at any time. Request one or more best and final offers from any and all proposers.
- 5.4 The format of the RFP must be followed and all requested information must be submitted as indicated. However, the Department is receptive to any additional suggestions pertaining to phasing and scheduling of equipment installation and software implementation, additional related capabilities, and any alternative methods of obtaining any portion of the system

requirements. If vendors have any exceptions and/or assumptions to any of the terms and conditions in this RFP, they MUST identify in detail their exceptions and/or assumptions in their response.

- 5.5 Terms and conditions of proposals must be valid for one hundred twenty (120) days, from the date the proposal is received. Proposer agrees that Proposer's Proposal shall constitute a firm irrevocable offer to the Department that Proposer shall not withdraw or modify without the Department's approval for 120 days after the proposal due date.
- 5.6 News releases and all other related information (e.g. recommendations, etc.) pertaining to this project shall not be made available to anyone without prior approval by the Department
- 5.7 All proposals will be reviewed to determine compliance with administrative requirements and instructions specified in this RFP. The Department reserves the right to reject any/all proposals or any part of any proposal, to waive minor defects or technicalities, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as the Department may deem necessary in its interest.
- 5.8 The Department reserves the right to cancel the award of a contract at any time should the vendor fail to comply with the terms and conditions of this RFP. In all matters relating to the cancellation of this RFP, the Department shall be the sole judge if it fits best interest and vendor compliance with terms and conditions.
- 5.9 Proposals will be reviewed for price, content and qualifications meeting the minimum requirements.
- 5.10 The Department reserves the right to determine at its sole discretion whether a vendor's response to a mandatory requirement is sufficient to pass. However, if all responding vendors fail to meet any single mandatory item, the Department reserves the right to either: (1) cancel the procurement, or (2) revise or delete the mandatory item.
- 5.11 A formal bid opening will not be held. All proposals will be reviewed for price, content and qualifications meeting the minimum requirements. Responsive proposals will be evaluated strictly in accordance with the requirements stated in the solicitation and any addenda issued. The evaluation of proposals will be conducted by an evaluation team which will determine the ranking of the proposals.
- 5.12 The Department cannot represent or guarantee that any information submitted in response to the RFP will be confidential. The Department is required to adhere to the Missouri statutes, case law, and Attorney General

Opinions as stated in the Missouri Sunshine Law. If the Department receives a request for any document submitted in response to this RFP, they will not assert any privileges that may exist on behalf of the person or business submitting the proposal. If a proposer believes that a portion of their proposal is confidential and notifies the Department as such in writing, the Department may, as a courtesy, attempt to notify the proposer of any request for the proposal. However, it would be the sole responsibility of that proposer to assert any applicable privileges or reasons why the document should not be produced, and to obtain a court order prohibiting disclosure.

- 5.13 The Proposer selected must agree to indemnify and hold the Department harmless from and against all liability, losses, damages, costs, expenses (including attorney fees), interest, and penalties arising out of or resulting from the negligence or willful act or omissions of the Proposer’s employees, agents, servants or contractors engaged in service related to this project. The only exception to this is to the extent such acts or omissions are based on and caused by reliance on any written information supplied by the Department.
- 5.14 By submitting a response to this request for proposal, the Proposer certifies that neither the Proposer nor its principals are suspended or debarred from contracting for goods or services to be purchased from federal awards.

SECTION 6 - AWARD CRITERIA

- 6.1 Each member of the evaluation team will provide independent scoring, which will then be added together and averaged to arrive at total points awarded in each of the categories listed below.
- 6.2 The award of this RFP will be based on the following criteria and other criteria identified in this solicitation.

Section	Possible Points
Vendor Response	200
System Abilities	600
Cost/Pricing	200
Total Possible Points	1000

- 6.3 Vendor response (200 pts)

The evaluation team will review the vendor response and assign a score. The evaluation team need not award all possible points and will score consistent with their values and best professional judgement. The evaluation team will primarily focus on the considerations stated in the solicitation.

Criteria to be considered in this area may include, but are not limited to, the following:

- Quality, availability and suitability of the equipment, supplies or services to the particular use required.
- Ability, capability and skill of the bidder to perform the services requested.
- Bidder's financial resources and facilities to perform or provide the services promptly, or within the time specified without delay or interference.
- Character, integrity, reputation, judgment, experience and efficiency of the bidder. May be based on references provided.
- Bidder's record of performance on previous contracts or services, including compliance by the bidder with laws and ordinances relative to such contracts or services.
- Ability of bidder to provide future maintenance and service for the use of the equipment or materials to be purchased.

6.4 System abilities (600 pts)

The evaluation team will review the business requirements and assign a score. The evaluation team need not award all possible points and will score consistent with their values and best professional judgment. The evaluation team will primarily focus on the considerations stated in the solicitation.

Criteria to be considered in this area may include, but are not limited to, the following:

- Equipment Performance Capability
- Secure Print, User Access and Functionality
- Auditing, Invoicing, and Reporting
- Print Management Capability
- Equipment Service and Support, Training and Tech Support
- Optional Upgrades and Services

6.5 Cost/Pricing (200 pts)

The vendor with the lowest cost proposal will receive the maximum (200) cost evaluation points. Those proposals with higher costs will receive proportionately fewer cost evaluation points based upon the lowest cost proposal

6.6 RFP specifications have been developed using current manufacturer. It is not the Department's intent to specify equipment unique to a single manufacturer. A vendor who meets most, but not all, of the Department's specifications and requirements, including training, support, and delivery requirements, may be found to best meet the needs of the Department.

- 6.7 Any evaluation criteria or weighting of criteria is used by Parties only as a tool to assist the Parties in selecting the best for the Parties. Evaluation scores or ranks do not create any right in or expectation to a contract with the Parties regardless of any score or ranking given to any Proposer by the Parties. In other words, even if the Parties gives a Proposer the highest rank and highest score, the Proposer still has no expectation of a contract with the Parties and the Parties may chose to contract with any other Proposer regardless of the score or rank of the other Proposer.

SECTION 7 - CONTRACT AGREEMENT

- 7.1 All applicable terms and conditions will be incorporated into any resulting contract. The Department reserves the right to obtain the most favorable terms and may require vendors to modify their proposals. In addition, the successful vendor will be required to enter into a written agreement with the Department wherein the vendor will undertake certain obligations relating to the implementation and performance. These obligations may include, but are not limited to, the following:

Knowledge of Conditions: Before submitting a proposal, vendors must carefully examine this RFP and inform themselves thoroughly as to all aspects of the work pursuant to the requirements. Pleas of ignorance of conditions or difficulties that may be encountered in the execution of the work pursuant to this document as a result of a failure to make the necessary examinations or investigations shall not be accepted for any failures or omission on the part of the successful vendors to fulfill, nor shall they be accepted as a basis for any claims whatsoever for extra compensation or for the extension of time.

System Acceptance Test and Accountability: The selected vendor will develop a system acceptance plan that shall be submitted to the Department for approval. This plan shall include a list of milestones such as equipment installed, equipment tested, personnel trained, and documentation delivered. The vendor will be required to submit status reports covering such items as progress of work being performed, milestones attained, problems encountered and corrective action taken.

Project Management Plan: Provide a detailed description of how your company plans to provide the requested system and services. Describe steps taken to ensure a start-up date that will allow for completion in a timely fashion and the expected availability of equipment and personnel to support the proposed time line.

Vendor's Project Manager: The selected vendor shall provide a Project Manager with authority to act for the duration of the project. In the event the vendor's Project Manager is unavailable or a need to replace the Project Manager arises, notification of the change and the replacement's

qualifications must be submitted to the Department in writing no less than seven days in advance.

Insurance: The successful vendor shall not start work until all insurance requirements meet the approval of the Office of General Counsel. The prime vendor is also responsible for all sub-contractor insurance requirements. The vendor shall agree to furnish and maintain in full force and effect, during the period of this agreement, insurance coverage meeting the requirements outlined in Appendix D.

Warranty: Any vendor-provided software is to be under warranty for one-year from date of acceptance. The warranty shall require the vendor to be responsible for all costs of parts, labor, field service, pickup and delivery related to repairs or corrections during the warranty period. The vendor warrants that the items furnished will conform to its description and any applicable specifications shall be of good merchantable quality and fit for the known purpose for which sold. This warranty is in addition to any standard warranty or service guarantee by the vendor to the Department.

Ongoing Maintenance and Support: Vendors shall include a list of their capabilities and experience in providing maintenance service. This should include the average response time, number of trained technicians, support tools and any other information to provide a good understanding of the vendor's maintenance program.

Single Vendor Responsibility: The intent of this RFP is to allow any qualified vendor to submit a proposal as a prime contractor. Use of subcontractors is permissible as long as the prime contractor accepts the responsibility for total project implementation.

Costs: All cost must be itemized and vendors must fill out all appropriate cost pages in Section 8 (or replica of these pages) and a separate Excel spreadsheet may be included to outline activity or similar means of itemizations. Identify all costs including expenses to be charged for performing the services necessary to accomplish the objectives described in this RFP. Your quotation must include all staff costs, administrative costs, travel costs, and any other expenses (e.g., for transportation, container packing, installation, training, out of pocket expense, etc.) necessary to accomplish the tasks and to produce the deliverables under contract.

Pricing: The evaluation process is designed to award this procurement not necessarily to the vendor of least cost, but rather to the vendor whose proposal best meets the requirements of this RFP.

Training: The Department requires the successful vendor to provide on-site training at no additional cost to Department end users and Network Services technicians who will be performing initial troubleshooting after installation.

Department's Information Technology: Vendor responses should detail the level of involvement needed from the Department's Information Technology beginning with the initial purchase to the day-to-day activities to include involvement in updates, upgrades, etc.

Access to Department Facilities: Vendor will be required to complete the security profile forms administered by Building Operations. Vendors will be subject to background checks to remain compliant with CJIS standards. Vendor will be required to maintain adequate vetted support staff to maintain compliance with service level agreement for the entire contract period.

System Requirements: The proposed solution shall be new, current production equipment. Used equipment will not be accepted. In addition, the basic design of all equipment offered shall be in full commercial production and shall not be prototype models. Detailed equipment specifications are itemized in Appendix B.

Vendors should also provide recommended configurations for the hardware and software systems needed to store, retrieve, and manage MFDs functionality and management software system. Systems include, but are not limited to, rack-mounted file servers, virtual servers, storage solutions, cloud storage.

Indemnification: The Proposer selected must agree to indemnify and hold the Department harmless from and against all liability, losses, damages, costs, expenses (including attorney fees), interest, and penalties arising out of or resulting from the negligence or willful act or omissions of the Proposer's employees, agents, servants or contractors engaged in service related to this project. The only exception to this is to the extent such acts or omissions are based on and caused by reliance on any written information supplied by the Department.

Liquidation of Damages: If the successful Proposer(s) fail to perform the services within the time specified in this contract, or any extension thereof the actual damage to the Department for the delay will be difficult or impossible to determine. Therefore, in lieu of actual damages, the successful Proposers shall pay to the Department as fixed, agreed, and liquidated damages for each calendar day of delay, the amount set forth below. Alternatively, the Department may terminate this contract in whole or in part as provided in TERMINATION OF CONTRACT, and in that event the successful Proposer shall be liable, in addition to the excess costs provided in TERMINATION OF CONTRACT, for such liquidated damages accruing until such time as the

BOPC may reasonably obtain delivery or performance of similar equipment or services. The successful Proposers shall not be charged liquidated damages when the delay arises out of causes beyond the reasonable control and without the faults of negligence of the successful Proposers, as defined in TERMINATION OF CONTRACT. The Department shall ascertain the facts and extent of the delay and shall extend the time for performance of the contract when in their judgment the findings of fact justify an extension.

- A. The liquidation damages are fixed and agreed to in the amount of Five Hundred Dollars (\$500.00) per calendar day of default. The total liability of liquidated damages shall not exceed five percent (5%) of the total contract price.
- B. There shall be two (2) events of default and the liquidated damages will occur on the first calendar day thereafter.
- C. The Department shall have the right to deduct the liquidated damages from any money due, or to become due, to the successful Proposer, or to sue for and recover compensation for damages for nonperformance of this contract within the time stipulated.

Patents and Royalties: Vendor, without exception, shall indemnify and hold harmless the Department, its officers, officials, employees, designated volunteers (reserves) and agents from any liability of any nature or kind, including costs and expenses for or on account of trademark, copyrighted, patented, or non-patented invention, process or article manufactured or used in the performance of the contract, including its use by the Department. If the vendor uses any design, device or materials covered by patent, trademark or copyright, it shall be mutually understood and agreed without exception that the proposal prices shall include all royalties or costs arising from the use of such design, device or materials in any way involved in the work.

Resolution of Disputes: The vendor and Department agree that in the event of any controversy, dispute, or claim between the Department and the vendor arising out of, in connection with or in relation to the interpretation, performance or breach of this agreement, including but not limited to any claims based on contract, tort or statute before filing a lawsuit the parties mutually may agree to submit the matter to Alternative Dispute Resolution pursuant to the laws of the State of Missouri.

Notice to proceed: Will be issued after the Department receives the fully executed contract.

SECTION 8 - VENDOR RESPONSE

Section 8: Response Instructions

This Chapter establishes the format and specific content for vendor responses to this proposal.

Section 8: This current section.

Section 8.1: Requires general information regarding the vendor's company and subcontractors.

Section 8.2: Requires vendor reference material.

Section 8.3: Provide a summary of the proposed solution, documentation and installation approach.

Section 8.4: Requires information regarding any hardware, software, network communications architecture, or other solution components proposed.

Section 8.5: Requires information about the plan for implementing the proposed solution.

Section 8.6: Requires information regarding warranty and maintenance services to be provided.

Section 8.7: Requires information regarding vendor contractual responsibilities.

Section 8.8: Requires specific pricing information.

Section 8.9: Requires information on any exceptions to RFP terms and conditions.

Each section is mandatory. Please provide information on the space provided or provide an attachment with clearly indicating the page number and item number to which you are responding.

Section 8.1: Vendor General Information

A. Legal Company Name:

Company Address:

Representatives:

Name	Title	Phone Number/E-mail Address
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_____	_____	_____
_____	_____	_____
_____	_____	_____

B. Company Information

1. Has the business/firm ever failed to complete work for which a contract was issued? If yes explain the circumstances.
2. Are there any civil or criminal actions pending against the business/firm or any key personnel related in any way to the contracting? If yes explain in detail.
3. Provide a brief history of the business/firm's contractual litigation, arbitration, and mediation cases for the last five (5) years that are material and relevant to this contract.
4. Has the business/firm ever been disqualified from working for the Parties or any other public entity? If yes explain the circumstances.

5. Vendor/Subcontractor Services Overview

Please provide the name(s) of any subcontractors that the company uses for any service provided and what specific service that subcontractor provides.

Section 8.2: Vendor References

Please complete the reference list as indicated for a minimum of three organizations that have used the proposed solution.

Name, Address, Contact Person and Phone Number	Services Provided	Date Services Provided Started

Section 8.3: Summary of Solution

A. Proposed Solution

Please provide a description of your proposed solution to achieving the Departments goals and objectives as stated in this RFP.

B. Installation

Please provide a timeline, which depicts the milestones necessary to implement the proposed solution. Identify the roles and responsibilities of the vendor and the police department.

C. Maintenance, Support, and Warranty

Describe the duration and level of warranty covering the proposed solution, including hardware or software components if applicable. Explain the roles of the vendor and the department for maintenance or repair issues, and clarify what coverage is provided by the vendor or manufacturer.

Section 8.4: Network Hardware, System Software, and Endpoint Access

The Department desires to connect the majority of its MFD equipment to its network to function as a copier/scanner/printer.

A. Server Hardware and Roles

If your solution includes new computer hardware, please describe each component of the system that will fulfill a server role (i.e. application server, web front end server, database server, etc.). Indicate whether the solution may be installed and supported on existing server infrastructure, and provide the minimum hardware and software requirements.

Include: Functional role (database, web, staging, integration etc.), hardware requirements (RAM, Storage, cores), included with solution or installed on existing hardware?

B. Supported Platforms and Endpoint Requirements

If your solution includes software to be installed on or accessed from computer workstations, please describe the minimum required hardware and software specifications for those devices. List supported platforms and versions, if use is available from mobile devices.

C. Miscellaneous Equipment

Please describe any other physical equipment or hardware that has not been discussed.

D. Scalability and License Model

Please provide minimum information for each scalable parameter of your solution (user accounts, concurrent user logins, database capacity).

E. Additional Information

Please provide a diagram (or diagrams) showing, in detail, all proposed hardware and networking components and connectivity. Any component that is listed in Hardware Cost shall be included and identified in the diagrams.

Section 8.5 - Implementation and Training

A. Installation

1. Describe the hardware and software installation services to be performed included in this proposal.
2. Describe any customer installation responsibilities.
3. Describe the onsite and/or offsite software installation procedure, and the vendor's need for physical or remote access.

B. Training

Indicate the hardware and software training included in this proposal. All training cost should be identified in the Vendor Cost section.

C. System Maintenance and Operation

Describe any periodic functions that must be performed by the department staff to ensure proper continued operation of the system. Describe any utilities that are provided to assist in the performance of each required function.

1. Database administration
2. User account maintenance
3. Identify the estimated annual downtime for the above actions
4. Others (backups)

Section 8.6 - Warranty and Maintenance

A. Length of warranty for all components and services of the solution.

B. Please list the types of support offered (phone, e-mail, on site), the provider of the support, and the hours of day when support is available. If any options are at additional cost please indicate the rate.

- C. What is the procedure for identifying replacement of device due to repeated service calls?
- D. List additional services provided for the hardware, network and software under the terms of agreement at no additional cost.
- E. What are the police departments obligations following a new release/major redesign of an application?
 - 1. Is there mandatory installation of the new release? Y/N _____
 - 1.1. How soon? Months _____
 - 1.2. Is there an additional charge for the new release? Y/N _____
 - 1.3. Is conversion assistance provided if necessary? Y/N _____
 - 1.4. Is new documentation supplied? Y/N _____
 - 1.5. Is additional training provided? Y/N _____
 - 1.6. Is maintenance continued for the old release? Y/N _____
 - 1.7. How Long? Months _____

Section 8.7 - Vendor Contractual Responsibilities

- A. Who would be the authorized negotiator?

Name/Title: _____
 Phone Number: _____

- B. Include copies of your standard contract and/or licensing agreements for:
 - 1. Hardware Purchase/Lease Y/N _____
 - 2. Hardware Maintenance Y/N _____
 - 3. Software Purchase/License Y/N _____
 - 4. Software Maintenance Y/N _____

Section 8.8 - Pricing Schedule

This section requires a detailed breakdown of all prices for the proposed solution. All prices are to be stated as firm fixed amounts. All prices must be detailed; no additional charges (e.g., for sales tax, transportation, container packing, installation, training, out of pocket expenses, etc.) will be allowed unless specified. Prices must be unbundled and separately listed, including recurring cost that are associated with third-party vendor provided hardware and software. Vendors must complete all applicable price pages in this section. Totals from each section are to be summarized on the final two pages.

Sales taxes are to be shown for each item and in the Vendor Pricing Summary pages. Vendors may choose to use their own spreadsheet printouts for submission of prices. However, page headers, column headers, number of columns, number of rows, and row labels must conform to the enclosed pricing pages.

- A. Multi-functional Digital Devices, Cost per Copy
 - B. Network Equipment, Computer Hardware, System Software, and Other
 - C. Other Cost of Services
 - D. Optional Cost
 - E. Vendor Cost Summary
 - F. One-Time Cost
 - G. Annual/Recurring Cost
-
- A. Multit-functional Digital Devices, Cost per Copy

MFD Type 1	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

MFD Type 2	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

MFD Type 3	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

MFD Type 4	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

MFD Type 5	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

MFD Type 6	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

MFD Type 7	
Model Being Bid	
Manufacturer	
Copies per Minute	
Monthly Rental Charge	

