August 29, 2022
Request for Proposal 2023-13

RISK MANAGEMENT/CLAIM MANAGEMENT SYSTEM

1. INTRODUCTION

1.1. Purpose of this RFP

The Board of Police Commissioners, Kansas City, Missouri (BOPC), Kansas City Missouri Police Department (Department) seeks to replace its current risk management information system (RFIS) for an easy-to-manage, sustainable, and a scalable solution that provides comprehensive tracking, reporting, and analyzing risks and incidents for the Department. The goal is to identify, evaluate, manage, mitigate and control risk loss as well as to manage the impact of risk on business of the Department.

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 and 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 the risk management system, even if the Proposer did not necessarily present the lowest cost fee structure. Vendors with local government and public safety technology experience are preferred but not required. Local vendors or vendors with a local presence are also preferred but not required.

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 purchase 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. About the Board of Police Commissioners, Kansas City, Missouri (BOPC)

The Department is a large metropolitan police department with approximately 1,700 employees. The Department's oversight comes from the BOPC, four of whom are appointed by the Governor of the State of Missouri, with the advice and consent of the Missouri Senate. The fifth member of the BOPC is the sitting Mayor of the City of Kansas City, Missouri. The Department has two classifications of employees - sworn police officers and non-sworn civilian employees.

1.3. Primary use of our risk management software

The Department's mission is to provide quality, timely, and responsive services in the most cost-effective manner. The Department will use the risk management system to carry out standard risk management activities, including analysis of claims and incidents, tracking performance, benchmarking reviews, and retention scheduling for approved members, and creating a performance dashboard for each enterprise and each member within each enterprise.

The desired solution is expected to support all of the key functions of the Department, including standard functionality for any RMIS. The system includes the software and the implementation services, including data conversion, training, configuration assistance, and potential development of custom interfaces.

1.4. Current Risk Management System

The Department currently utilizes Computer Sciences Corporation (CSC), a DXC Technology Company, for use of MESA for RISKMASTER, which includes CSC Business Intelligence. The lines of business currently in use are General Claims and Vehicular Claims. Riskmaster is completely hosted by CSC. The Department has approximately 8GB of stored Riskmaster data. The data primarily covers fifteen years of claims. The current contract has two lines of business: General Claims and Vehicular claims.
2. RFP INFORMATION

2.1. Procurement Schedule

<table>
<thead>
<tr>
<th>EVENT</th>
<th>TIME (Central Time Zone)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issued</td>
<td></td>
<td>September 2, 2022</td>
</tr>
<tr>
<td>RFP Question Deadline</td>
<td>3:00 pm</td>
<td>September 12, 2022</td>
</tr>
<tr>
<td>RFP Question Response Posted by</td>
<td></td>
<td>September 16, 2022</td>
</tr>
<tr>
<td>RFP Response Deadline</td>
<td>3:00 pm</td>
<td>October 11, 2022</td>
</tr>
<tr>
<td>RFP Shortlist</td>
<td></td>
<td>October 18, 2022</td>
</tr>
<tr>
<td>Evaluations/Negotiations/Interviews</td>
<td></td>
<td>October 19-26, 2022</td>
</tr>
<tr>
<td>Select Vendor</td>
<td></td>
<td>November 11, 2022</td>
</tr>
<tr>
<td>Award of RFP</td>
<td></td>
<td>November 15, 2022</td>
</tr>
</tbody>
</table>

The Department reserves the right to revise the schedule. All times listed are Central Standard Time.

2.2. Letter of Intent

Vendors wishing to submit proposals are encouraged to provide a written letter of intent to propose by September 12, 2022. An email attachment sent to faye.choate@kcpd.org is fine. The letter must identify the name, address, phone, and email address of the person who will serve as the key contact for all correspondence regarding this RFP.

A letter of intent is required in order for the Department to provide interested vendors with a list of any questions received and the Department’s answers to those questions. Those providing a letter of intent will also be notified of any addenda that are issued. If a letter of intent is not submitted, it will be the vendor’s responsibility to monitor the website to get answers to any questions and for any addenda issued for this RFP.

2.3. Contact Information

The following contracting officer is the Department’s only official point of contact for this RFP:

Faye Choate  
Purchasing Agent  
Purchasing Section  
Kansas City Missouri Police Department  
1125 Locust, 2nd Floor  
Kansas City, Missouri 64106  
Office: 816-234-5334  
Email: faye.choate@kcpd.org
3. **GOALS AND OBJECTIVES:**

3.1. Goals of this project

3.1.1. Implement a sustainable, scalable, fault-tolerant solution that will enable staff to easily manage potential claims, active claims, litigation, and administrative hearings from beginning until end. The Department is interested in four lines of business, with a cost breakdown for each line of business: Internal Affairs, Department Investigations, Office of General Counsel (General Claims, Potential Matters, Contracts/MOU, Vehicular), and Human Resources (ADA, FMLA, Discriminations, Unemployment).

3.1.2. In all lines of business carry out standard risk management activities, including analysis of claims and incidents, tracking performance, benchmarking reviews, and retention scheduling for approved members.

3.1.3. Ability to have an estimated 20-40 users. Each user will have different permissions within each business line and multiple business lines. Ability to assign an administrative rights user responsible for adding and deleting users as individuals move positions.

3.1.4. The Department continues to meet applicable laws for State of Missouri and submit required forms for reporting to the State of Missouri.

3.2. Objectives of this project

3.2.1. **Internal Affairs (IAU)** – Provide ability to track Investigative requests from the Department or Office of Community Complaints for investigations relating to policy and procedure violations. Track matters by internal case numbers, member name, complaint name, type of investigation, policy violation(s), and final disposition. Include interviews, records gathered, generate reports, draft memorandums, and monitor review of files. Generate reports for auditors and other risk management evaluations based on the needs of the Department.

3.2.2. **Department Bureau Investigations** - Provide the six Bureau's the ability to maintain investigations within a chain of command. There are six Bureaus – Chief’s Office, Administrative, Executive Services, Investigations, Patrol, and Professional Development. Each Bureau separately tracks investigations through the chain of command by member name, date of incident, case report number, and policy violation(s). Include case reports, memorandums, formal presentation of violation(s), final disposition, and retention of files.
3.2.3. **Office of General Counsel (OGC)** – Ability to manage potential claims, claims, litigation, and administrative hearings from beginning until end. Track individual member vehicular policy violations. Review and track contracts, MOUs, grants, and other document review matters, such as policies and memorandums. Litigation management for work with outside attorneys and general advice. Track attorney fees, expenses, settlements, awards, final disposition, and retention of files. Generate reports for auditors and other evaluations of risk management needs.

3.2.4. **Human Resources (HRD)** - Manage requests for ADA, FMLA, Unemployment claims, and Discrimination claims. Enter/track timekeeping records, interviews, and interactive meetings. Issue correspondence, recommendations, conduct/track training, final disposition, and provide retention of records.

4. **RFP SUBMISSION**

4.1. Submission

4.1.1. 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 2:30 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.

4.1.2. 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 Risk Management/Claim Management System” will be considered. No other distribution of the proposal shall be made by the vendor. Proprietary information, if any, MUST BE CLEARLY MARKED.

4.1.3. **The Department will not accept electronically transmitted proposals.**

4.1.4. 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.
4.1.5. 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.

4.1.6. 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.

4.1.7. The successful Proposer must comply with all State of Missouri laws, which are applicable in this area.

4.1.8. Any contract awarded as a result of this RFP is contingent upon the availability of funding.

4.1.9. 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.

4.1.10. 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 Contracting Officer and may be required to be in writing, in appropriate circumstances or cases, as directed by the Contracting Officer. Failure to comply with the provisions of this section may result in disqualification from this and/or future solicitations.

4.1.11. Questions regarding this announcement shall be submitted in writing by e-mail to the Contracting Officer as listed above in Section 2.3 no later than September 12, 2022. 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 September 12, 2022, will be answered.

4.1.12. 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 rejection of a proposal at the discretion of the Department. In this RFP, the terms "vendor", "proposer", and "offeror" are used interchangeably.
4.1.13. 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.

4.1.14. 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.

4.1.15. 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.

4.1.16. Terms and conditions of proposals must be valid for one hundred twenty (120) days, from the date the proposal is received. Proposer agrees that 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. The term agreement will be for a one-year agreement with four consecutive one-year terms based upon mutually agreeable pricing, quality of service, and availability of funding. The Department may only commit to a one year term based on fiscal appropriation in accordance with state law.

4.1.17. 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.

4.1.18. 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 and 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.

4.1.19. 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.
4.1.20. Proposals will be reviewed initially to determine, on a pass/fail basis, whether they meet all administrative requirements specified in this RFP.

4.1.21. 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.

4.1.22. 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.

4.1.23. 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's Opinions as stated in the Missouri Sunshine Law. If the Department receives a request for any document submitted in response to this RFP, it 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.

4.1.24. 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.

4.1.25. 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.

4.1.26. Vendor must be in compliance with all Federal, State, and local laws as well as industry standards for privacy and data security.
5. RFP EVALUATION, SELECTION, AWARD PROCESS

5.1 Evaluation

All proposals meeting the requirements of this RFP shall be reviewed and rated by an evaluation committee according to the following criteria:

- Ability of the product to perform the technical and functional requirements as described in 7.7 Technical and Functional Requirements
- Project management and implementation plan
- Cost, rates, and fees
- Proposal responsiveness
- Firm/Consultant qualifications, experiences, references

5.2 Selection

5.2.1. Selected proposers may be contacted to arrange interviews with the evaluation committee. The evaluation committee will make the final recommendation for selecting the vendor.

5.2.2. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help the Department select the vendor with the best combination of attributes, including price, based on the evaluation factors.

5.2.3. The Department reserves the right, where it may serve its best interest, to request additional information or clarifications from Vendor or to allow corrections of errors or omissions. The Department may, at its discretion, request interviews/presentations by or a meeting with any or all firms, to clarify or negotiate modifications to the firm’s proposal.

5.3 Award

The award of this RFP will be based on the following criteria and other criteria identified in this solicitation.

<table>
<thead>
<tr>
<th>Section</th>
<th>Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Response</td>
<td>200</td>
</tr>
<tr>
<td>System Abilities</td>
<td>400</td>
</tr>
<tr>
<td>Costs</td>
<td>100</td>
</tr>
<tr>
<td>Total Possible Points</td>
<td>700</td>
</tr>
</tbody>
</table>
6. **CONTRACT AGREEMENT**

6.1. 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:

6.2. **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.

6.3. **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/software installed, equipment/software 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.

6.4. **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 timeline.

6.5. **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.

6.6. **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.
6.7. **Ongoing Maintenance and Support:** Vendors shall include a list of their capabilities and experience in providing maintenance services for all aspects of the system. 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.

6.8. **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.

6.9. **Costs:** All costs must be itemized and vendors must fill out all appropriate cost pages in 7.8 Costs (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.

6.10. **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.

6.11. **Training:** The Department requires the successful vendor to provide training (on-site, online) at no additional cost, for each of the Department employees who will be performing the Risk Management and eDiscovery services, troubleshooting, minor repairs, and maintenance on the systems after installation or Department approved subcontractors.

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

6.13. **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.

6.14. **System Requirements:** The proposed solution shall be new, current production software, services, and equipment. Vendors should also provide recommended configurations for the hardware and software systems needed to store, retrieve, and manage the proposed solution to include, but are not limited to, rack-mounted file servers, storage solutions, cloud storage, hybrid cloud/on-site storage, and any management system software not included in the systems itself.
6.15. **Liquidation of Damages:** If the successful Proposer(s) fails 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 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.

6.15.1. 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.

6.15.2. There shall be two (2) events of default and the liquidated damages will occur on the first calendar day thereafter.

6.15.3. 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.

6.16. **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.
6.17. **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.

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

7. **RFP RESPONSE**

7.1 **Proposal Content** - Establishes the format and specific content for vendor responses to this proposal. Proposals should be prepared simply, providing a straightforward, concise delineation of the approach and capabilities necessary to satisfy the requirements of the RFP. Technical literature and elaborate promotional materials, if any, must be submitted separately. Emphasis in the proposals should be on completeness, clarity of content, and adherence to the response format required by this RFP.

7.2. **Vendor General Information** - Requires general information regarding the vendor’s company and subcontractors.

7.3. **Client References** - Requires vendor reference material.

7.4. **Approach/Methodology** - Provide a narrative that shows your firm’s understanding of the project’s requirements and documents a logical approach to the project scope of work.

7.5. **Project Management/Schedule** - Describe how your firm intends to manage all aspects of the work to be performed, including schedules for the completion of tasks/subtasks, procedures for scheduling, and cost control. Identify the roles and responsibilities of the vendor and the Department. The Project management proposal must include:

- Project kick-off meeting
- Regularly scheduled project team meetings
- Written progress reports
- Techniques
7.6. **Implementation Plan & Training** - Provide a detailed implementation plan included in to this proposal. The implementation plan must at minimum include:

- Hardware installation
- Software installation
- Software configuration
- Software integration with existing environment
- Migration of existing archived data
- Testing
- Validation
- User training
- Client deployment

7.6.1. The responder must list training options, time requirements, and "Best Practice" recommendations in the proposal. Training options should include:

- End-user
- System Administration

7.6.2. Responder must list in the proposal whether the training is provided offsite or onsite, training duration, and the training level.

7.6.3. Responder will work with the Department project staff to determine exact training requirements prior to application installation.
7.7. **Technical and Functional Requirements** – The matrices identify the technical and functional needs that the proposed system should meet. This form provides the required format for vendor responses. Vendors must provide an answer for every requirement. If the requirement does not pertain to the proposal being submitted, “N/A” must be placed in the requirement. Use the key provided in Table 1 below to determine which code to place in each of the requirement matrices.

<table>
<thead>
<tr>
<th>Matrix Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>3 – The system can completely meet this requirement with no custom code and no additional expense. For example, this code should be used when the requirement can be met by populating a table or modifying a screen so long as these tables or screen changes would not affect the system update.</td>
</tr>
<tr>
<td></td>
<td>2 – The system can meet requirements with minor code modifications with no impact on future releases. Modifications are placed in production by the implementation date with no additional cost for modification; the modification becomes part of the next system release.</td>
</tr>
<tr>
<td></td>
<td>1 – The system will not meet the requirement and will require modification(s). Testing and production of modifications will be in place prior to the implementation date; however, the customer will assume a cost above the basic system cost for future updates.</td>
</tr>
<tr>
<td></td>
<td>0 – The system will not meet requirements, and modification in time for implementation is not possible.</td>
</tr>
<tr>
<td></td>
<td>N/A – The requirement does not apply to the proposal.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments</th>
<th>In this column, please provide additional information about your responses. In particular, we want to know:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• If your description includes any features that are not part of the base system package.</td>
</tr>
<tr>
<td></td>
<td>• If your response includes uses of third-party software, ad-hoc query tools, &quot;creative&quot; use of existing features, or custom modifications.</td>
</tr>
</tbody>
</table>

Although costs are requested in a separate section, please provide a realistic dollar estimate if there is an additional cost associated with your solution, and whether that cost is due to additional software purchase or modification work.
7.8 Cost

7.8.1. The Department expects to complete a "not to exceed/fixed price" contract, the budget for the proposal must not exceed the specified amount and must be broken down to hours, hourly rates, and expenses for each task and subtask. Please see the Cost Table for pricing itemization. All prices are to be in U.S. dollars. All applicable taxes to be paid by the Department must be separately shown.

7.8.2. Provide a separate cost assessment for each of the 4 lines of business. Within each line of business cost assessment provide the cost for data. Specify whether there are any associated costs for storage, ingress, or egress of data. Provide costs for required features and optional features. Cost information must include all expected implementation and operating costs, both one-time and ongoing. Information about licensing must be provided. Vendors should provide and quote optional components (including query tools, report writers, etc.) as individual and separate items.

7.8.3. In addition to the breakdown of costs described above, the Department would like to have a quoted hourly rate for professional services that may be required to complete our project, but were not anticipated and included in this RFP. The quoted rate(s) is expected to be applied for the duration of the project (as described herein). They should include but are not limited to: training, project management, programmer/analyst, and technical support analyst. Included with your cost proposal, please attach a proposed payment schedule. With each date and amount, explain why those particulars were chosen. Indicate all costs associated with each product and/or service included in the proposal. Also, include aggregate pricing if price advantages are available.
7.2. Vendor General Information

Company Name:

Company Address:

Representatives:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number and E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Company Information
  How many years has the company actively participated in the proposed Risk Management Information System? _________________
  The number of city/municipality customers? _______________
  The number of customers utilizing your Risk Management system product in a production environment? _______________

Disclose any conditions that may impact your ability to fulfill contractual obligations (e.g. bankruptcy, pending litigation, planned office closures, impending mergers).

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.
7.3. Client References

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

Company Name: ____________________________________________

Address: __________________________________________________

Contact Name: _____________________________________________

Phone number: ____________________________________________

Email: ____________________________________________________

Description of Services: ____________________________________

________________________________________________________________

Company Name: ____________________________________________

Address: __________________________________________________

Contact Name: _____________________________________________

Phone number: ____________________________________________

Email: ____________________________________________________

Description of Services: ____________________________________

________________________________________________________________
7.4. Approach/Methodology
Provide a narrative that shows your firm's understanding of the project's requirements and documents a logical approach to the project scope of work. Include a general work plan, as well as the proposed approach to undertaking the scope of work.
7.5. Project Management/Schedule
Describe how your firm intends to manage all aspects of the work to be performed, including schedules for completion of tasks/subtasks, procedures for scheduling, and cost control.
7.6. Implementation Plan and Training

Please describe your plan for implementation and training:
7.7. Technical and Functional Requirements

Proposals should be prepared simply, providing a straightforward, concise delineation of the approach and capabilities necessary to satisfy the requirements of the RFP. The technical and functional requirements of the risk management/claim management system are broken out into two categories: capabilities the system must have (mandatory), and capabilities the system should have (ideal, but can be optional). This section provides greater detail on the functional and non-functional requirements for the proposed solution. Any exception to these requirements must be noted in the proposal.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Code</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Four (4) lines of Business – Internal Affairs, Department Bureau Investigations, Office of General Counsel, Human Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Ability to have multiple claim types within the lawsuit/claim (general liability, excessive force, negligence, wrongful death, discrimination, property damage, bodily injury)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Ability to set the status of the claim (open, closed, closed pending final charges, re-opened)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Ability to use data to anticipate trends and outcomes, such as predictive modeling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Provides Incident/claim intake abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Provides Electronic data interchange (EDI)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Provides Diary Management: entries and updates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Provides Document management abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Provides mail merge abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Provides exposure tracking abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Provides reserve setting abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>12. Provides Adjusters notes abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Provides automatic notifications/correspondence abilities (trial notifications, mediation, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Provides custom field abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Ability to add/delete fields and descriptions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Provides workflow and tasks abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Ability to link attachments to notes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Ability to log/track payments—both to claimant and outside counsel and collections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Ability to indicate the type of payment—indemnity, expense, and whether or not all payments are for medical or not</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Email capability from within the system (notes, documents, print)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Litigation Management provides case tracking from potential to claim to litigation, outside attorney expenses, case expenses, task assignment, final disposition, reserves, and more</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Ability to flag documents as private/employer privilege documents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. Ability to flag documents as litigation holds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. Ability to flag as a minor child case</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. Provide employment hierarchy (member, station/unit, division, bureau, occupation) abilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. The ability for document scanning and storage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27. Ability to set retention dates on individual claims</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28. Unemployment compensation claim management- e.g. benefit year, benefits payable assigned, employment hierarchy, quarterly charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29. Provide release product updates and/or upgrades</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. Ability to generate reports based on historical and current data for multiple fields, such as name, date of the incident, assignment, policy violation, disposition, loss run reports (paid, reserve, incurred, and more)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31. Standard reports, as well as ad-hoc reporting to include but are not limited to Dashboard: formatted for specific roles, containing predefined information related to the user's individual task or management needs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32. Drill down analysis (claim type, internal case number, criminal case number, employee name(s), injury cause, injury type, employee unit, occupations, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33. Medicare, Medicaid, and SCHIP Extension Act (MMSEA) data transmission (import/export)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34. Provide updates/changes due to legal requirement changes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. Capability to set user permissions for each user by business line(s), read-only or entry, claim assignment(s), Department administrator rights to delete and add a user(s), and set permission(s) and password protection. Create user groups. User count from 20 users to 40 users</td>
<td></td>
<td></td>
</tr>
<tr>
<td>36. Ability to provide lock-out access after a certain number of attempts (with reset capability) to log in</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>37.</strong> Ability to force password resets based on a set time</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>38.</strong> Ability to log out following a predetermined inactivity period</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>39.</strong> Ability to generate a report detailing users and permissions. Users, groups, permissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>40.</strong> Department data is protected during transmission, storage, and processing. As industry standards are updated, so should the security protections in the system</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>41.</strong> Provide protection of personally identifiable information to comply with all Federal, State, Local, and Department privacy, information protection, and data security policies, procedures, and regulations</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>42.</strong> Users with access to Department data must be documented and disclosed to the Department upon request</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>43.</strong> Data must be encrypted in transit and on all mobile devices, or by legal standards in conjunction with the Criminal Justice Information Services (CJIS), whichever is more stringent</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>44.</strong> Data will not be transferred or shared with additional third parties without written authorization by the Department’s legal counsel</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>45.</strong> Migrate existing data from our current Risk Management provider into the system. Will, there be limitations on the use of such data once migrated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>46.</strong> Should the Department contract with another RMIS service provider at the end of the existing contract term or at any time upon request, will the Vendor provide to the Department a complete electronic copy of the Department data and index file in an easy-to-read industry standard file format and reasonably transferrable format at no cost. Data disposition must be specified. At a minimum, an industry data file copy should be returned to the Department. The data must be removed by deletion and space wiping/overwriting and confirmed in writing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>47.</strong> Compliance with Federal, State, and local jurisdiction as well as industry standards for the collection, storage, and processing of personnel information with regard to the privacy and data security</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>48.</strong> Adhere to information security industry standards that include vendor management providing vendor management process for privacy and data security</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>49.</strong> Security vulnerabilities are addressed in a timely manner? How are they addressed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>50.</strong> Unauthorized access to Department data be reported to Department’s legal counsel within 24 hours of knowledge of the breach or suspected breach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requirement</td>
<td>Code</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>------</td>
<td>----------</td>
</tr>
<tr>
<td>1. Interface with the Department’s homegrown timekeeping and personnel information. The Department uses Visual COBOL, an Unicon platform.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Interface with the Department’s New World financial system (accounts payable, budget reporting, accounting, purchase orders).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Interface with State Self-Retention Electronic Data Forms (functional and fillable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Ability to pull data from separate business lines into one report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Ability to pull employee’s overall activity (list of investigations, statuses, dispositions)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Review case assignment (group &amp; individual) for any time range</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Provide 1099 Vendor management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 7.8. Cost

<table>
<thead>
<tr>
<th>Cost Table</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application software</td>
<td></td>
</tr>
<tr>
<td>Please attach an itemized list of costs for the software product and include the pricing model (e.g. per user/seat, storage-based pricing, etc.)</td>
<td></td>
</tr>
<tr>
<td>Hardware &amp; equipment</td>
<td></td>
</tr>
<tr>
<td>If applicable please attach an itemized list of costs for each product</td>
<td></td>
</tr>
<tr>
<td>System Installation and setup</td>
<td></td>
</tr>
<tr>
<td>Configuration</td>
<td></td>
</tr>
<tr>
<td>Project management services</td>
<td></td>
</tr>
<tr>
<td>Implementation planning &amp; assistance</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td></td>
</tr>
<tr>
<td>Service layer/Interoperability/layer development</td>
<td></td>
</tr>
<tr>
<td>Annual maintenance and support</td>
<td></td>
</tr>
<tr>
<td>Maintenance and support – Year 1</td>
<td></td>
</tr>
<tr>
<td>Maintenance and support – Year 2</td>
<td></td>
</tr>
<tr>
<td>Maintenance and support – Year 3</td>
<td></td>
</tr>
<tr>
<td>Maintenance and support – Year 4</td>
<td></td>
</tr>
<tr>
<td>Maintenance and support – Year 5</td>
<td></td>
</tr>
<tr>
<td>Cost of migrating existing data into the new system (if applicable)</td>
<td></td>
</tr>
<tr>
<td>Travel and expenses</td>
<td></td>
</tr>
<tr>
<td>Hourly rate for additional professional services</td>
<td></td>
</tr>
<tr>
<td>Any custom work needed to meet requirements (please itemize)</td>
<td></td>
</tr>
<tr>
<td>Other (please itemize)</td>
<td></td>
</tr>
</tbody>
</table>
7.9. Forms
VENDOR APPLICATION / INFORMATION UPDATE FORM
KANSAS CITY, MISSOURI POLICE DEPARTMENT

Name of Organization (as registered with IRS):

Registered Name: ___________________________________________
Address: ___________________________________________ Phone: (____) ___________________________
City, State & Zip: ___________________________________________ Fax: (____) ___________________________
Web Site: ___________________________________________ Email: __________________________________

List Any applicable "Doing Business As" ("DBA") Names:

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Vendor Category:

___Manufacturer ___Wholesaler ___Retailer ___Distributor ___Service

Vendor Type:

___Individual ___Partnership ___Corporation

Minority Business: ___ Yes ___ No

Type: ___ African American ___ Asian ___ American Indian ___ Hispanic

___ Other (Specify: ________________________________)

Woman Owned Business: ___ Yes ___ No  Disadvantaged Business: ___ Yes ___ No

If you answered yes to either of the above questions, You MUST indicate below, the primary agency with which your special status is registered.

Payment Terms:

Old Addresses: If this is an update request, there may be an attached list of all addresses currently on file for your company. If so, please make any corrections or deletions directly on the sheet and return it with this form.

New Addresses: Please list ALL addresses, not on the above mentioned attachment, for your company on a separate sheet. You must clearly indicate to which address orders and bids should be sent and to which addresses payments should be sent. If any part of your "DBA" names has addresses associated with them, please indicate. Each address MUST have an accompanying phone number (including FAX number if applicable)

W-9 Information: You MUST complete and return the enclosed Form W-9 regardless of whether or not you will be providing any services you feel qualify you to receive a Form 1099. If you are incorporated, please indicate so in the name block and in the vendor type of the form.

Date You Signed This Form: ____________________________
Name, Title and Phone Number of Person Completing This Form: ____________________________
Federal Award Verification(Debarment) Form

Name of Company


Street Address:

City, State, Zip Code:

Phone Number: (___) ____________________________

We here by certify:

Vendor certifies that neither it nor its principals are suspended or debarred from contracting for goods or services that are purchased from federal awards. 52.209-6 FAR Certification Regarding Debarment, Suspension, Proposed Debarment

__________________________________________________________________________

Signature of Authorized Person Certifying

Date

__________________________________________________________________________

Print Name and Title
Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1. Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2. Business name/taxpayer entity name, if different from above

3. Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

- Individual/corporate or single-member LLC
- C Corporation
- S Corporation
- Partnership
- Trust/estate
- Limited liability company. Enter the tax classification (e.g., corporation, S Corporation, Partnership) in the box above for the tax classification of the single-member owner. Do not check this LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner is a corporation, partnership, or a foreign entity. If the LLC is a disregarded entity, the owner should check the appropriate box for the tax classification of the owner.

4. Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3).

- Exempt payee code (if any)
- Exemption from FATCA reporting code (if any)

5. Address (number, street, and apt., suite no.: see instructions)

6. City, state, and ZIP code

7. List account number(s) here (optional)

Part I
Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see What Name and Number To Give the Requester for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II
Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the IRS that I am subject to backup withholding and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification Instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person

Date

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1096-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1098-C (canceled debt)
- Form 1099-A (acquisition or abandonment of a security property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN. If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.
COOPERATIVE PROCUREMENT WITH OTHER JURISDICTIONS

This section is optional, it will not affect the bid award.

1. Sales will be made in accordance with the prices, terms, and conditions of the Request for Proposal and any subsequent term contract.

2. There shall, however, be no obligation under the cooperative procurement agreement for any organization of MACPP to utilize the proposal or contract unless they are specifically named in the Request for Proposal.

3. All sales to other jurisdictions will be made on purchase orders issued by that jurisdiction. All receiving, inspection, payments, and other contract administration will be the responsibility of the ordering jurisdiction.

4. The principal contracting officer (PCO) is responsible to handle the solicitation and awarding of the contract. The Board of Police Commissioners has sole authority to modify the contract and the PCO to handle disputes regarding the substance of the contract. The PCO is Faye Choate, Kansas City, Missouri Police Department.

5. Each jurisdiction that is a party to the joint bid has the authority to act as an Administrative Contracting Officer with the responsibility to issue purchase orders, inspect and receive goods, make payments and handle disputes involving shipment to the jurisdiction.

If the Board of Police Commissioners awarded the Offerer the proposed contract, would the Offeror sell the exact items as specified in this proposal, under the prices and terms of this contract to any Municipal County, Public Utility, Hospital, Educational Institution, or any other non-profit organization having membership in the Mid-America Council of Public Purchasing (MACPP) and located within the Greater Kansas City Metropolitan Trade Area? (All deliveries shall be F.O.B.)

Yes ______ No _______

Printed Name ___________________________ Date ___________________________

Signature ____________________________
CHECKLIST FOR RESPONSIVENESS

This checklist is provided for Bidder’s convenience and identifies the documents to be submitted with each Response. Any Response received without any one or more of these documents may be rejected as being non-responsive.

- One (1) original Letter of Submittal – signed by authorized to legally obligate the Vendor and submitted with the proposal.
- Proposal submitted on or before 3:00 p.m. on August 21, 2018.

The proposal Contains the Following:

- Completed Subsection 7.2. Vendor General Information regarding vendor’s company
- Completed Subsection 7.3. Client References
- Completed Subsection 7.4. Approach/Methodology
- Completed Subsection 7.5. Project Management/Schedule
- Completed Subsection 7.6. Implementation Plan and Testing
- Completed Subsection 7.7. Technical and Functional Requirements
- Completed Subsection 7.8. Costs
- Completed Subsection 7.9 Forms

KANSAS CITY MO POLICE DEPARTMENT

[Signature]

8/13/22

Captain Joshua Heinen
Commander
Financial Services Unit

35
APPENDIX A-Overview of existing work product

Office of General Counsel General Claims

- Type of claim, ie, General liability, excessive force, negligence, wrongful death, any type of discrimination (sex, age, race, disability, etc.), etc. We need to be able to enter multiple types as there is typically more than one type of claim within the lawsuit/claim.
- Description of claim
- Name of the claimant, DOB, SSN, address, phone number
- Name of claimant attorney including phone number and address
- Court file number
- Case report number related to the event
- Date, time, and location of the incident
- Payments - both to the claimant and outside counsel and Collections
- Type of payment, ie, indemnity, expense, and whether it was a Settlement or Judgment
- Medicare Reporting information - diagnosis (ICD) Codes, whether or not all payments are for medical or not, Whether or not there is an ongoing responsibility for medical
- We need to be able to run reports to extract certain data, ie, need to be able to track all cases involving excessive force, discrimination, etc.
- Need to be able to extract medicare information to report to the State. They have very particular formats so need to make sure our system works with theirs.
- Ability to restrict access by user

Office of General Counsel Vehicular Claims

- Type of claim, ie, property damage or bodily injury
- Where department employee involved is assigned to including watch (We need the organizational hierarchy in the system)
- Status of the claim, whether it is open, closed, closed pending final charges, re-opened
- Name, address, phone number of all parties involved in an accident and what their involvement was, ie, driver 1, driver 2, passenger and which vehicle they were in, witness
- For the employee, we will need a place for their serial number
- Fault for the accident - Department member or Nondepartment member, undetermined, split liability
- Under the employee, we need to track whether the accident was preventable, non-preventable, or no further action
- If the accident is preventable we need to track the discipline, ie, instructional interview, letter of reprimand, suspension, or termination.
• Whether or not the employee was using emergency equipment and the type (lights and sirens, just sirens, just lights, and if just lights whether they were blocking traffic or parked)
• Whether the employee was on or off duty
• Date, time, and location of the accident
• Type of location the accident occurred at, ie, street, highway, interstate, parking lot, off-road, etc.
• Description of accident (what happened)
• Type of accident: Collision, Misc. Damage, malicious damage, unknown, unreported, collision with a fixed object, a collision involving animal
• Type of PD vehicle involved, ie, police car, SUV, wagon, unmarked vehicle, undercover vehicle, truck, etc.
• For police vehicles, we will need to have the VIN number, license plate number, and where the vehicle is assigned.
• For police vehicles, we need to track the damage estimates and describe the damage. Also need to track whether we collect, write off or absorb the damage
• Payments and collections. For this, we would need a type of payment (rental, property damage, bodily injury, outside counsel
• For Claimants, we will need to have all Medicare reporting information. diagnosis (ICD) Codes, whether or not all payments are for medical or not, and Whether or not there is an ongoing responsibility for medicals. Attorney name, address, phone number

Internal Affairs Unit

Citizen Complaint Spreadsheet (OCC Spreadsheet)
• OCC#
• Complainant(s) Name
• Date Received
• Date Assigned
• Due Date (Automatically defaults to 60 days after "Date Assigned")
• Assigned Detective
• Location of Occurrence
• Department Member(s) Involved
• Date Sent to OCC
• Follow-up Date (Automatically defaults to 6 months after "Date Sent to OCC")
• Date File Received Back
• Disposition
• Discipline
• Notes
Miscellaneous Investigation Spreadsheet
- Miscellaneous Investigation#
- Referral (OCC, Chief's Office, HRD)
- Assignment Status
- Officer Involved Shooting (Yes or NO)
- Policy 310-7 Discrimination and/or Harassment (Yes or No)
- Case Report#
- Date Received
- Date Assigned
- Detective Assigned
- Department Member(s) Involved
- Officer Involved Shooting - Date File Received
- Date File Forwarded
- Follow-up Date (Automatically defaults to 6 months after "Date File Forwarded")
- Date File Returned to IAU
- Disposition
- Notes

Employment Background Investigations
- Last Name
- First Name
- Position Applied For
- Date In
- Member Assigned
- Date Assigned
- Date Forwarded
- Due Date (Automatically defaults to 30 days after "Date Assigned")