

**Contracting Law Enforcement Agencies of  
Adams County Communications Center Authority  
Comprised of:  
Adams County Sheriff's Office  
City of Brighton Police Department  
Commerce City Police Department  
City of Northglenn Police Department**

**REQUEST FOR INFORMATION  
REGARDING  
RECORDS MANAGEMENT SYSTEM  
Submission Deadline: December 23, 2021, 10:00 a.m. (MST)**

## **1.0 GENERAL OVERVIEW**

### **1.1 General Description**

The following law enforcement agencies are contracting members of the Adams County Communication Center Authority, a political subdivision of the State of Colorado ("**ADCOM**"): Adams County Sheriff's Office ("**Sheriff's Office**"), Commerce City Police Department ("**Commerce City PD**"), City of Northglenn Police Department ("**Northglenn PD**"), and City of Brighton Police Department ("**Brighton PD**") (collectively, the "**Agencies**" and individually an "**Agency**"). The Agencies are soliciting written data and information ("**RFI Response**") from qualified companies currently offering a Law Enforcement Records Management System ("**System**").

### **1.2 Objective**

The primary objective of this project is for the ADCOM law enforcement Agencies to select the best possible RMS solution(s) from the various alternatives, including (a) a single solution shared by all Agencies, (b) a single vendor providing customized solutions to each individual Agency, (c) cloud solutions, (d) multiple vendors providing solutions to each Agency on an individual basis. The ideal Vendor (defined below) will be a partner involved in all aspects of project design, implementation, deployment, ongoing training, and long-term system support.

### **1.3 Purpose**

Use state-of-the-art System solutions to (a) help each Agency identify crime patterns and trends; (b) enhance communications; (c) give immediate and relevant access to data related to public safety; (d) improve investigation clearance rates; and (e) manage cases and workflows.

## **1.4 Descriptions/Demographics of the Agencies**

### **Sheriff's Office**

The Sheriff's Office strives to build partnerships with the community by reducing crime and improving life throughout the county. The Sheriff's Office is a full-service Agency with six divisions, including the Office of the Sheriff, Professional Standards, Detectives, Jail, Patrol, and Training.

The Sheriff's Office responds to an average of 100,000 to 105,000 calls for service each year, takes roughly 12,000 to 13,000 reports a year, and issues about 5,000 to 10,000 traffic summons/citations per year.

The staff includes the Sheriff, the Undersheriff, six Division Chiefs, and 15 Commanders. The total authorized staffing is approximately 450 sworn staff, supported by approximately 200 civilian staff.

The Sheriff's Office covers over 1,184 square miles of residential and farm areas with a growing population of over 89,000 citizens.

### **Brighton PD**

The Brighton PD is a full-service Police Department responding to approximately 70,000 calls for service each year from a centralized location. The department takes almost 7,000 reports and issues over 5,000 summons/citations per year.

The Brighton PD is comprised of 78 sworn staff and 30 civilian staff. All divisions of the department are overseen by a command staff comprised of one civilian manager, five sworn commanders, a deputy chief, and the chief of police.

The City of Brighton is one of the fastest-growing cities in Colorado, covering approximately 21.54 square miles, with an estimated population of 42,866.

Brighton is a vibrant, close-knit community that deeply values its history and agricultural roots while embracing progress, innovation and sustainability. Just 20 miles north of downtown Denver and from the Denver International Airport, Brighton is ideally located at the crossroads of everything. This connection has helped drive robust population growth, seeing the community double from 21,000 to over 41,000 residents in just two decades.

Other draws include a strong, well-educated workforce, and an enticing mix of recreation, culture and entertainment, including parkland, trails, a historic downtown, shopping and dining amenities. The City is also home to an array of beloved regional events, including Summerfest, 4th of July, Egg Dash, Art in the Park, Brighton BBQ, Turkey Trot and Festival of Lights.

### **Commerce City PD**

The Commerce City PD is a full-service Police Department responding to 41,403 calls for service each year from a centralized location. The department takes over 12,500 reports and issues over 13,500 summons/citations per year.

The Commerce City PD command staff, which administers the Agency, is made up of the Chief of Police, two Deputy Chiefs, and seven Commanders. The total authorized staffing for Commerce City PD is 108 sworn staff, supported by 38 professional staff.

Commerce City is one of the fastest-growing cities in Colorado, covering approximately 36.13 square miles, with a population of 56,448.

As one of the state's fastest-growing cities, Commerce City has redefined itself for the next generation, building on historic values of community, industry, agriculture, and family. Centrally located in Colorado's bustling Front Range, Commerce City is a Quality Community for a Lifetime, with 25 miles of trails, a championship golf course, 840 acres of open space and parks, one of the country's largest soccer complexes, and the nation's largest urban wildlife refuge. Learn more at [www.c3gov.com](http://www.c3gov.com).

## Northglenn PD

The City of Northglenn is a community with a land mass of roughly 7.45 square miles, situated in the north central section of the Denver metropolitan area in Colorado. Northglenn is a well-established thriving community. Residents of Northglenn enjoy small neighborhoods with accessible schools, convenient shopping centers, parks, lakes, open spaces, and outdoor recreation facilities. The community is connected by the well-planned Greenway Trail System. The over 35 miles of off-street walking and biking paths connect with larger trail systems that lead throughout the Denver metro area.

The population in Northglenn is roughly 40,000, which creates a population density of 5,370 people per square mile. Although Northglenn is land-locked and will not grow geographically, population numbers continue to increase, as higher density housing is added to the community.

Northglenn PD is a full-service municipal law enforcement Agency responding to an average 47,000 calls for service per year. The department averages 7,500 reports and issues approximately 2,850 summons per year.

The command structure includes the Chief of Police, Deputy Chief of Police, two Commanders, three Lieutenants, and eight sergeants. Northglenn PD's authorized personnel for 2022 is 78 sworn staff and complimented by 22.5 civilian staff. The department consists of two divisions. The Patrol Division consists of Patrol, Traffic, and Animal Control. The Support Division consists of Investigations, Police Records, Community Relations, Training, Internal Affairs, School Resources, Property and Evidence, and Victim Advocates.

For more information go to [www.northglenn.org/](http://www.northglenn.org/)

### 1.5 Timeline and Submission Deadline

The following timeline is subject to change in ADCOM's sole discretion:

11/23/21: RFI released

- 12/9/21: Vendor questions deadline (Questions and requests for clarification must be submitted via email to: Deputy Director Scott Gerhardt at sgerhardt@adcom911.org)
- 12/16/21: Addendum issued to Vendors by e-mail (Addendum will address Vendor queries)
- 12/23/21: RFI Response due date (one electronic and two hardcopies shall be submitted.)
- 1/3/22 to  
1/10/22: Evaluations completed
- After 1/11/22: Interviews/presentations

**All RFI Responses must be received by ADCOM by hand delivery or mail to the following address by 10:00 am (MST) on December 23, 2021 (“*Submission Deadline*”):**

Scott Gerhardt, Deputy Director  
Adams County Communications Center Authority  
7321 Birch Street  
Commerce City, CO 80022

An RFI Response received after the Submission Deadline will be considered non-responsive and rejected.

## **1.6 Definitions**

In addition to the terms defined elsewhere in this RFI, the terms set forth below are defined as follows:

- a. “**Bug**”: Any failure of the System caused by errors in the Source Code.
- b. “**CAD**”: Computer Aided Dispatching.
- c. “**Data Conversion**”: The creation of a common format for importing and exporting the data required for this System to function in all its elements, including, but not limited to, the conversion of current Agency data and future dynamic conversion of applicable data from multiple sources that meets current industry standards.
- d. “**Dynamic Deployment**”: The ability to remotely upgrade an Agency’s software while the System is running, without inhibiting operational use of the System by other Agencies.
- e. “**Error**”: Any failure of the System to operate in material conformity with the Specifications agreed to by ADCOM and the selected Vendor.
- f. “**Hardware**”: Computer and network equipment, peripheral System devices, and voice/data communication systems used during System operation.
- g. “**Implementation**”: Includes completion of System design, setup, customization, conversion, testing, training, deployment, and other services necessary to configure the software to meet the functional requirements agreed to by ADCOM and the selected Vendor.

- h. “**Project Manager(s)**”: An individual designated by each Agency to be its representative in all matters pertaining to implementation of the selected System. Other personnel may be designated by the Project Manager to act on portions of the Project.
- i. “**Services**”: Professional services, including warranty, maintenance, updates, and upgrades provided by the vendor.
- j. “**Software**”: Various kinds of programs used to operate computers and related devices.
- k. “**Source Code**”: Software elements written in programming languages, including all comments and procedural code, such as job control language statements, in a form intelligible to trained programmers and capable of being translated into object code for operation on computer equipment through assembly or compiling, and accompanied by System Documentation, including flow charts, schematics, statements of principles of operations, and architecture standards, describing the data flows, data structures, and control logic of the System in sufficient detail to enable a trained programmer through study of such System Documentation to maintain and/or modify the System without undue experimentation.
- l. “**Specifications**”: The requirements set forth in this RFI.
- m. “**System Documentation**”: Means all user guides, operating manuals, educational materials, product descriptions and specifications, technical manuals, supporting materials, and other information provided by the successful Vendor relating to the System, whether distributed in print, magnetic, electronic, or video format.
- n. “**Vendor**”: A qualified and interested firm that can provide the specified System and timely submits an RFI Response to ADCOM.

## 1.7 Supplied Components

ADCOM or the applicable Agency will purchase and provide the following components that should not be included as part of the RFI Response.

- a. Operating systems licenses
- b. Database system licenses
- c. VMware licenses or HyperV licenses
- d. Computer servers
- e. Client desktop and mobile computers
- f. All network related hardware

## 2.0 TECHNOLOGY ENVIRONMENT OVERVIEW

ADCOM, along with each of the law enforcement Agencies involved in this RFI, utilize Microsoft servers in a VM environment. To be considered, a Vendor’s RFI Response must conform to the requirements in this RFI and the Specifications

## 2.1 ADCOM Background

ADCOM is the 911 call and dispatch center for the four law enforcement Agencies and for four fire departments. ADCOM is dedicated to Systems administration and support, application support, voice and data network planning and support. ADCOM supports 911 applications for the Agencies, and has established technology standards to help provide high System performance, availability and quality support. Hardware, software, network, application, and future project information that are relevant to this project are listed below.

## **2.2 ADCOM Database**

ADCOM has standardized on Microsoft SQL server 2012 but will be updating to 2016. This will be the only database for all new custom and purchased software applications if compatible. Oracle is not a supported server application.

## **2.3 ADCOM Data Networking and Transport Standards**

- LAN Switches - LAN devices are intelligent network “switches” that are capable of 10/100/1000 Mbps speeds, with 1000Mbps uplinks. Each of these devices has port security enabled.
- Agencies WAN connections to ADCOM can vary from a point to point microwave or a dedicated fiber connection. All connections will be running 50Mbps or better.

## **2.4 ADCOM Internal Support Structure**

Application Administration for the new System, to include but not limited to creating new application user accounts, maintenance of application tables, design of ad hoc reports, etc., will be the responsibility of the System Support Team. Administration of workstations and servers, data backup and recovery, database management and maintenance, and development of advanced custom screens, reports or interfaces that are outside of the scope of this RFI will be the responsibility of the Information Technology staff.

## **2.5 Sheriff’s Office Technology Environment**

- The Sheriff’s Office runs in a Microsoft environment. Windows 10 minimum workstation config.
- Require CJIS compliance

## **2.6 Brighton PD Technology Environment**

- End Users: Dell GETAC Laptops
- Workstations: Windows 10
- VPN: Netmotion
- Authentication: Active Directory
- Email - G Suite with Azure SSO Integration
- Network Connectivity - 2 Redundant Internet connections, 1 Gig Symmetric and 2 Gig Symmetric
- Communication is protected via End Point Protection Software and Core Firewalls to permit and restrict access to Adcom911

## **2.7 Commerce City PD Technology Environment**

The department utilizes a combination of Dell Laptops, Dell desktops and GETEC Rugged Laptops to access the RMS system. All workstations are standardized on the Microsoft Windows 10 Operating System. Commerce City PD workstations share common Windows Active Directory domain and name space. This domain is unique to Commerce City PD and is not a trusted domain by other member agencies or the Adcom911 domain space. The Commerce City PD utilizes Office 365 GCC accounts to provide email using the Microsoft office suite. Azure Active Directory services are utilized to provide single sign-on services for SaaS providers. Commerce City PD's network is connected through a firewall to the ADCOM network over a privately owned fiber network. Netmotion is used to provide VPN connectivity for Mobile Systems or Workstations. Redundant Internet connection is provided through the Commerce City PD's managed firewalls.

## **2.8 Northglenn PD Technology Environment**

- Northglenn PD runs in a Microsoft environment with a combination of Dell Desktops and Rugged laptops (Panasonic, Getac, and Fujitsu).
- Windows 10 OS environment with Active Directory authentication.
- VPN - Multi-IP with current plans to move to NetMotion beginning Q1 of 2022.
- Email - Office 365 GCC
- Network Connectivity – Direct fiber connection to ADCOM.

## **3.0 MINIMUM VENDOR QUALIFICATIONS**

### **3.1 Technology**

The System solution described in the RFI Response should be based on mature technology that is installed and in use in like agencies in the United States.

### **3.2 Licenses**

All Vendors must be licensed to do business in the State of Colorado.

### **3.3 Vendor Experience**

The successful Vendor shall have a minimum of 2 years of experience providing RMS solutions and support to law enforcement agencies. It must have a proven track record with law enforcement agencies and State level reporting, and at minimum be HIPAA, CJIS, and Colorado NIBRS compliant.

### **3.4. Going Concern**

The Vendor of the proposed System shall have in operation, for a period of not less than two years, a records management system which is fully interfaced with CentralSquare (formerly TriTech) CAD systems.

The Vendor shall disclose any pending or anticipated litigation between the Vendor and any other party or parties.

The Vendor shall have a minimum of five (5) like-sized records management systems installed and in current use by law enforcement agencies within the United States. The five systems are

not required to meet the specific law enforcement requirements of this RFI. However, the systems must utilize the same platform as the Vendor's proposed System.

### **3.5 Vendor Location**

Systems maintained or supported outside the United States will be considered.

### **3.6 Third Party Certification**

The Vendor must provide third party certification that the System shall, at the time of order, conform to the minimum requirements of the latest standards covering systems of this type, including compliance with federal, state, and local requirements.

### **3.7 CJIS and CBI Documentation**

The Vendor will have access to the FBI's CJIS (Criminal Justice Information Services) information and CBI (Colorado Bureau of Investigations information) and will therefore be required to provide documentation demonstrating compliance with all CJIS and CBI (Colorado Bureau of Investigations) requirements.

## **4.0 SCOPE OF WORK**

### **4.1 Server Hardware**

Server hardware will be provided and installed by ADCOM and/or ADCOM's law enforcement Agencies, and will meet the requirements of the selected Vendor. The System servers, operating systems and its equipment shall be installed and configured by the Vendor.

### **4.2 Database Configuration**

Microsoft SQL, minimum version of 2016, provided by ADCOM and or ADCOM's law enforcement Agencies, will be installed on specified servers. The Vendor is responsible for providing installation and configuration, or installation tools, for the application database.

### **4.3 Server/Client Software Installation**

The Vendor shall install and configure all application software on servers and explicit directions for installation on law enforcement workstations, or provide automated installation tools for the participating law enforcement Agencies. These workstations will be provided by the Agencies and will conform to the Vendor's minimum requirements.

### **4.4 Training Programs**

The successful Vendor's authorized training associate shall provide operational training at a location within Adams County yet to be determined. A sample training program must be included with each Vendor's RFI Response. The program shall include, at a minimum, training in all aspects of System input, data retrieval, software administration, maintenance, operation, back-up, and security.

The training must provide each Agency's personnel with a thorough understanding of System operation and adequately prepare them to present the training to other System users.

### **4.5 Data Conversion**

All of the Agencies' current databases are Colorado NIBRS compliant and reside on a Microsoft SQL 2005 or later database. The Agencies require conversion of existing data to the new

database. Vendors shall explain their methodology for converting data from both legacy and existing systems.

#### **4.6 Module Requirements**

The following standard, fully integrated, modules are required. Additionally, the modules must be capable of field data collection using portable devices that may not have server database connectivity, but can later be synchronized with the server database and linked to the appropriate record via incident number. Vendors shall also provide a list of additional modules they have available that are not referenced below.

- a. Traffic Accident Module
- b. Ticketing Module
- c. Sex Offender Module
- d. Impound Module
- e. Civil Module
- f. Warrants Module
- g. Arrest Module
- h. Evidence/Property Module
- i. Other Event Module
- j. Personnel Module
- k. Field Interview Module
- l. Incident Report Module
- m. Case Management/Solvability Factors Module

#### **4.7 Interface Requirements**

The following interfaces are required. If the Vendor does not have one of these interfaces currently available, the Vendor is required to state which one(s) are not available and provide a cost to develop the interface.

- a. CentralSquare CAD
- b. E-ticketing
- c. Fingerprinting and Mugshot
- d. Lexis Nexis – Online Reporting
- e. SQL2016
- f. SP3
- g. IIS
- h. FileOnQ
- i. Full Court
- j. Indetix (Custom)
- k. Brazos
- l. On-Line Ticket Pay
- m. New LiveScan

## 5.0 APPLICATION FEATURES AND FUNCTIONALITY

### 5.1 Applications

Vendors shall respond to each individual point in this Section 5.1, confirming if their application meets that feature/functionality, if it does not or if it qualifies conditionally. Vendors shall utilize the attached Functional Requirements Comparison Workbook in Excel when responding.

Law enforcement side application must be able to run from an iOS along with a Windows based operating system. If there is a web portion, the web client needs to be compatible with Safari, Firefox and IE.

#### 5.1.1 Global System Specifications

1. Configuration and customization.
  - a. Ability to customize data entry fields.
  - b. Ability to add user defined fields to screens.
  - c. Ability to customize attributes related to existing or user-defined fields.
  - d. Ability to use code tables with unique identifiers.
  - e. Possible values and descriptors should be easy to access and select.
  - f. Ability to view, add, modify, hide, and delete codes in tables and limit access to such rights through security.
  - g. Ability to customize the user interface to suit their individual needs/preferences.
2. Data validation and integrity
  - a. Ability to validate fields with defined rules.
  - b. Ability to apply logic rules to dependent fields.
  - c. Ability to note by visual clue mandatory and advisory fields.
  - d. Audit flags – must be able to set our own criteria for audits and alerts for missing data.
  - e. Multi-level approval process (controlled by security) of incidents, training, occupancies, and law enforcement reports that allow for integrity checks. It should allow the reviewer to send back to the author for correction or addendum.
3. Query and reporting capabilities
  - a. Ability to query within the application (record selection criteria can be defined for any data field or combination of fields that exist in the module).
  - b. Ability to sort the results of the query.
  - c. Ability to save a query and re-execute.
  - d. Ability to create a layout from the query results, and export in a variety of formats.
  - e. Ability to embed customized reports within the application.
  - f. A library of “canned” reports for each module, supplied by the Vendor, that meet standard reporting needs of the Agencies. Vendor shall supply list of “canned” reports and what level of customization is available.
4. CJIS and CBI compliance
  - a. All modules shall be compliant with the current CJIS and CBI standards.
  - b. CJIS and CBI updates shall be part of the ongoing maintenance plan and be at no additional cost.

5. Attachments
  - a. Ability to link any type of file (e.g. Word processing document, pictures, videos, scanned files, etc.) to any record throughout the System.
  
6. Miscellaneous
  - a. Word processing functions in all narrative fields.
  - b. Ability to load customized dictionaries.
  - c. Ability to create customized narrative templates.
  - d. Ability to email or FAX reports from the application.
  - e. Extensive help functionality.
  - f. Vendor will provide a complete data dictionary of the System.
  - g. Vendor shall explain how the System handles the sealing of records and expungements.
  - h. Vendor shall explain how case management and workflow are handled.
  - i. Vendor shall explain how technical support is handled.
  - j. Vendor shall explain how Project Management is handled.

#### **5.1.2 System Administration / Security and module access**

1. Windows active directory domain logon pass through authentication.
2. Ability to define individual users.
3. Ability to enable and disable user accounts
4. Ability to place individual users into user groups (no less than 15 user groups).
5. Ability to integrate with active directory for user/group information including phone numbers, email addresses, departments, supervisors, etc.
6. Ability to limit group level access in specific windows or views of each module to:
  - a. no access.
  - b. read only access.
  - c. read and write access.
7. Ability to maintain an audit log of all updates made to the database and control how long this information is retained.
8. Ability to maintain an audit log of records viewed and reports run.

#### **5.1.3 Law Enforcement Incident Reporting (COLORADO NIBRS 5.0 compliant)**

1. COLORADO NIBRS updates shall be part of the ongoing maintenance plan and be at no additional cost.
2. A method of multi-layered approval for incidents that can be sent back to originator for correction as needed.
3. Law enforcement investigation reports.
4. Unit and assigned personnel associated with each incident with individual unit times recorded.
5. Real-Time interface with Central Square CAD to populate all fields available in the current version of the RMS system.
6. Ability to export COLORADO NIBRS data to the State using their most current format.
7. Ability to enter incidents from mobile devices.

#### **5.1.4 Mobile Application**

1. Mobile application shall be able to function in both connected and disconnected modes with the ability to store and sync data once connected assuring no data is lost.

2. These sessions should have the same or enhanced functionality as the desktop client to facilitate operations in the field.
3. CAD data shall be populated to field units in real-time.
4. Electronic signature capture shall be available for inclusion in reports. Multiple signature captures shall be available for each incident/report.

### **5.1.5 Personnel and Training Records**

1. Personnel
  - a. Certification tracking and notification.
  - b. Officer injury and exposure tracking (incident and non-incident related).
  - c. Ability to limit access to sensitive personnel information by user security.
  - d. Ability to interface with inventory module to track items associated with an individual.
  - e. Ability to interface with training module to track certifications, skills and educational history.
  - f. Option for end-users to “self-service” select items in their profile.
2. Roster
  - a. A roster module that interfaces with agencies scheduling system(s).
  - b. Ability to create rosters and shift schedules by individual, company, station, battalion or division.
  - c. Ability to manage personnel movement and coverage.
  - d. Track pay and work status codes.
  - e. Information from the roster will automatically populate fields in other modules with personnel assigned to given units/stations/battalions or special assignments (i.e.: COLORADO NIBRS, NEMSIS, training, etc.).
  - f. The roster module should be able to function in a manual mode in case of failure of the TeleStaff link or other problem.
  - g. Ability to graphically display shift rosters by day and shift tour.
3. Non-Training Events
  - a. A module that contains activities that can be scheduled and the results stored.
  - b. Activities would be in addition to those associated with other modules, e.g. occupancy inspections or training.
  - c. They may include routine station work, public education, and tours.
  - d. Ability to schedule events, modify and delete events, and filter, sort, and print the list of events.
  - e. Ability to schedule activities, schedule class instructors and activities to be completed.
  - f. Ability to see a “to do list” of pending activities that can be filtered to individuals, units, stations or battalions.
4. Training and Credentialing
  - a. Ability to construct a course library.
  - b. Ability to enter class attendance by individual, unit, station or battalion.
  - c. Ability to sign-up online, schedule classes and track results by individual.
  - d. Tightly integrated with personnel and roster.
  - e. Track training requirements for ISO, OSHA, State, and local requirements.
  - f. Ability to specify requirements for certifications, including number of hours by category, credentialing period, etc.
  - g. Track Course completions, Certifications, Degrees and other credentialing.

- h. Track Specialty Teams

### **5.1.6 Asset Tracking, Maintenance**

1. Fleet
  - a. Ability to maintain basic fleet information (including purchasing information) for each vehicle.
  - b. Ability to track results of tests and maintenance performed, maintaining a history of the results.
  - c. Vehicle inventory to include a single item's location on the unit.
2. General inventory
  - a. Full inventory capabilities to track equipment, supplies, uniforms, etc.
  - b. Ability to record scheduled and preventive maintenance of equipment, repairs, testing and maintain a history of the results.

### **5.1.7 General Performance Capabilities**

1. Pull Down Menus
2. Non-Redundant Data entry
3. Quick Incident Browse and Recall
4. Customizable with Agency Specific Master Files
5. Pop-up windows for COLORADO NIBRS 5.0 Required Fields
6. Log in-out Tracking
7. Unique User Login and Password
8. Network Data Retrieval
9. Offline / online synchronization

## **6.0 WARRANTY, MAINTENANCE, SUPPORT AND ESCROW**

### **6.1 Warranty**

The successful Vendor shall provide a minimum ONE (1) year performance and upgrade warranty on the entire System to cover defective programming, program improvements, or poor or improper workmanship or quality control techniques. This warranty shall cover the complete System as provided by the Vendor and shall include any and all costs for labor and parts or materials that are required to correct any and all deficiencies. A sample of this warranty shall be submitted with the Vendor's RFI Response.

The Vendor must supply copies of all other warranties and or licenses applicable to the System.

The Vendor shall submit with its RFI Response the Vendor's warranties as described above. Warranties shall begin on the date ADCOM accepts the System. Vendor proposals that fail to meet this requirement will not be accepted.

#### **6.1.1 Warranty Service Response**

The successful Vendor must have an authorized support center staffed with technicians certified in the proposed System. The center must be accessible during normal business hours (8 A.M. – 5 P.M. M-F Mountain Time) to respond to a verbal or written notification that warranty support and/or support work is required. Arrangements for service must be made within (1) hour with notification to the hosting agency being made by E-mail with a statement of intent to show where and when the warranty support shall be accomplished. In addition, Vendors must have an after-hours support mechanism in place to handle high-priority trouble tickets.

Additional warranty or logistical services that the Vendor might provide above and beyond the requirements of these Specifications also shall be listed. They may be used as an additional basis for ADCOM accepting a proposal.

## **6.2 Software Maintenance and Support**

Due to the critical nature of incident records management, the Vendor's RFI Response must include a plan that addresses Vendor's ability to be prepared and able to provide either on-site or remote service within 24 hours of being notified any day of the week. The Vendor's RFI Response should offer a maintenance service plan that includes:

1. Normal Maintenance -- for problems that do not affect the overall performance of the System, but still require attention. The Vendor shall provide its response times to the participating Agency under Normal Maintenance. Maximum response time is not to exceed two business days from the time the complaint is received.
2. Critical Maintenance -- for problems that jeopardize or degrade any part of the System. The Vendor's maximum response is 24 hours any day of the week. The areas covered under Critical Maintenance include, but are not limited to:
  - a. The ability for the end users to connect to the System via MDC's and workstation display terminals; the ability for the end users to display the records management system database and successfully process incidents.
  - b. The Vendor shall be responsible for scheduling and coordinating work and resolving the problem or providing a work-around option within the maximum response time.
  - c. The Vendor also shall be responsible for providing each Agency with methods of contacting the Vendor.
  - d. The Vendor shall provide each Agency with software maintenance and upgrade options.

### **6.2.1 Software Maintenance Agreement**

The Vendor must provide a software maintenance agreement that includes a fixed cost maintenance fee for the first three years, and a cap beginning in year four that will limit increases in maintenance fees to no more than 5% of the previous year billing or the current Vendor standard software maintenance rates for other customers, whichever is less.

### **6.3 Software License Agreement**

The Vendor must provide a software license agreement that provides the right for the Agencies to install software on non-production disaster recovery servers at no additional cost.

## **7.0 INFORMATION EVALUATION AND ACCEPTANCE**

### **7.1 Information Evaluation and Assessment**

An evaluation committee will rank the Vendors that have timely submitted a RFI Response that complies with this RFI's requirements using the ranking system set forth in the table below. Vendor RFI Responses shall be scored using a rating scale from 1 to 5, with 1 being a poor rating, 3 an average rating, and 5 an outstanding rating. Weighing factors for the criteria are listed adjacent to the qualification.

<b>Weighting Factor</b>	<b>Qualification</b>	<b>Standard</b>
2.0	Scope of RFI Response	Does the RFI Response show an understanding of the project objective, methodology to be used, and results that are desired from the project?
2.0	Assigned Personnel	Do the persons who will work on the account(s) have the necessary skills? Are sufficient people of the requisite skills assigned to the account(s)?
1.0	Availability	Can the work be completed in the time frame required? Are other qualified personnel available, if required, to assist in meeting the project schedule?
1.0	Motivation	Is the Vendor interested and is it capable of doing the work within a reasonable time frame and willing to accept terms and conditions of the contract?
2.0	Cost	Does the proposed cost compare favorably with other proposals? Is the cost reasonable?
2.0	Firm Capability	Does the Vendor have the support capabilities the assigned personnel require? Has the Vendor done previous projects of this type and scope?

## **7.2 Reference Evaluation (Top-Ranked Vendors)**

The Project Managers will check references using the following criteria. The evaluation rankings will be labeled Satisfactory / Unsatisfactory.

### **7.2.1 Qualification and Standard**

- a. Overall Performance - Would you hire this company again?
- b. Timetable - Was the original project completed within the specified time? Were interim deadlines met in a timely manner?
- c. Completeness - Was the company responsive to client needs? Did the company anticipate problems? Were problems solved quickly and effectively?
- d. Budget - Was the original project completed within budget?
- e. Job Knowledge - Did company personnel exhibit the knowledge and skills necessary for the efficient completion of the project?

## **8.0 Information Content**

To be considered, an RFI Response must contain the following items and responses.

1. Minimum server requirements
2. Client hardware requirements
3. Database requirements

4. Responses to each feature requirement listed in Section 5 through the Functional Requirements Comparison Workbook
5. Responses to questions listed in Section 6
6. Cost proposal with detail for the following:
  - a. Application software costs
  - b. Annual support costs
  - c. Implementation/configuration costs
  - d. Data conversion cost for conversion as defined in Section 4.5
  - e. Interface development costs for each of the interfaces requirements as defined in Section 4.6
  - f. Cost for recommended training
  - g. Any third party software required (i.e., crystal report licenses)
  - h. Any other costs not included in the above
  - i. Any costs associated with optional services or software modules not required but recommended by the Vendor as part of this project
7. Copies of Vendor licenses and software maintenance agreements
8. Five references and contact information
9. Description of Vendor training program
10. Statement defining Vendor's total installed base for the proposed application
11. Vendor financial statements for 2020 and 2021 (to date)
12. Responses to the following questions:
  - a. Does your company provide an enterprise license for an unlimited number of users, concurrent users or named users?
  - b. Are all major and minor software revisions included as part of the annual maintenance costs? Yes or No
  - c. Describe your support hours and any difference in response times for critical and non-critical requests.
  - d. Describe how your software support is managed and number of staff assigned to customer support. Is there an escalation process in place for unresolved support issues?
  - e. Describe your product warranty.
  - f. Does your proposed solution operate within the technology standards as defined within this RFI? Yes or No. If exceptions, please explain.

## 9.0 Additional Terms

ADCOM has the right to reject any and all RFI Responses, to waive any deficiencies, and to accept one or more of the RFI Responses deemed most advantageous to, and in the best interest of, ADCOM and the Agencies. ADCOM has the right to request clarification of information submitted.

All costs incurred in the preparation and presentation of an RFI Response in any way whatsoever shall be the sole responsibility of the Vendor submitting the RFI Response. The RFI Response and all supporting documentation shall become the property of ADCOM, and shall constitute public records within the meaning of the Colorado Open Records Act. If a Vendor considers any portion of its RFI Response to constitute confidential, proprietary information, it shall clearly mark such portion(s) as "Confidential" and separate it from the rest of the RFI Response in such a manner that ADCOM can withhold from any production of the RFI Response in accordance with applicable law.

The Vendor specifically agrees to every provision contained in this RFI, unless the Vendor's exceptions are specifically listed in its RFI Response, and unless such exceptions are accepted by the ADCOM and expressly incorporated into the written contract between the parties. All Vendor exceptions to this RFI or the Project shall be listed together on a separate page specifically identified as exceptions.

ADCOM may, at its sole and absolute discretion:

- Reject any and all, or parts of any or all, RFI Responses submitted by Vendors;
- Accept one or more RFI Responses it deems to be in ADCOM's best interests, regardless whether it is the lowest cost;
- Re-advertise this RFI;
- Postpone or cancel the process at any time;
- Waive any irregularities in the RFI Responses received; and/or
- Establish or modify at any time the criteria and process whereby RFI Responses are evaluated and awarded.