

**CITY OF STAUNTON**  
**REQUEST FOR PROPOSALS**  
**(RFP # C00226)**  
**CAD / RMS REPLACEMENT**  
**March 9, 2026**

**GENERAL INFORMATION**

The City of Staunton is seeking proposals from qualified contractors to provide a modern, fully integrated public safety solution, including Computer-Aided Dispatch (CAD), Mobile, and Law Enforcement Records Management System (LERMS) capabilities, in accordance with the requirements and specifications outlined in this Request for Proposals.

**RFP SUBMISSION FORMATS**

This RFP is a request for a sealed proposal; therefore, proposals may be submitted electronically through the eVA system, or they may be submitted by non-electronic means (paper submissions) outside of the eVA system.

The Purchasing Office will NOT accept oral proposals or proposals received by E-mail, telephone, or fax.

Sealed proposals, whether electronic or paper, will be received not later than 2:00 p.m. on April 16, 2026,

**1. Paper Submissions**

- a. All paper proposals submitted by **any delivery services (UPS, FedEx, etc.), US Postal Service, or hand-delivered** shall be timely delivered to:

ATTN: Chad M. Horvat

City of Staunton

Finance Office (3<sup>rd</sup> Floor)

116 W. Beverley Street

3<sup>rd</sup> Floor - Finance Department

Staunton, VA 24401

540-332-3819

**PROPOSALS RECEIVED**

**AFTER THE DATE AND TIME SPECIFIED  
WILL BE REJECTED**

Office Hours

Monday through Friday, 8:00am to 5:00pm.

- b. Offerors shall provide one (1) paper copy and one (1) identical electronic PDF copy (on flash or thumb drive) of the proposal documents.
  - i. If proprietary/confidential information is included in the proposal, it shall be identified CONSPICUOUSLY using Attachment B, and
  - ii. Offeror is required to submit a redacted paper copy of the proposal in addition to the required number of proposal copies and,
  - iii. A redacted copy shall also be provided in electronic PDF format on the thumb drive. All electronic copies shall be exact image of PDF scanned copies of the original, signed, completed documentation.
- c. The proposal and any other documents required, shall be enclosed in an opaque envelope or box. The envelope containing the proposal shall be sealed and marked with the title and due date of the proposal - **RFP # C00226 – CAD / RMS REPLACEMENT** and be accompanied by complete specifications for the items offered.
- d. Proposals should also clearly indicate the legal name, address and telephone number of the Offeror (company, firm, partnership, or individual) on the outside of the packaging.
- e. No responsibility will attach to the City or any official or employee thereof for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified.
- f. Official received time for proposals shall be determined by the time stamp affixed in the City of Staunton Finance Department at the time of receipt. Offerors are responsible for ensuring that their proposals are stamped by Finance Department personnel by the deadline indicated.
- g. All expenses for making the proposal to the City of Staunton shall be borne by the Offeror.
- h. An authorized representative of the Offeror **shall sign the Proposal as well as any other required attachments.**
- i. All proposals shall be either typewritten or filled in with ink in order to be considered.

## 2. Electronic Submissions via the eVA System

- a. Electronic sealed proposals will be accepted ONLY through the eVA system. Proposals delivered electronically by any method outside of the eVA system WILL NOT be accepted.
- b. Prior to the due date, Offerors should:
  - i. Check the status of the solicitation on eVA at [www.eva.virginia.gov](http://www.eva.virginia.gov) by clicking on Business Opportunities and then click on Virginia Business Opportunities (VBO) to check for any updates, changes, amendments, cancellations, etc., and to ensure receipt of all solicitation attachments and documents to be completed and submitted; and,;
  - ii. Complete all attachments, amendments, exhibits, product information, etc. and attach electronically to the Offeror's electronic submission.
- c. Electronic submission with all required documents attached is required and submission as one singular PDF formatted document is preferred.
  - i. Offerors must submit one (1) complete PDF copy of the proposal and all required documents and/or attachments.
  - ii. If proprietary/confidential information is included in the proposal, it shall be identified CONSPICUOUSLY using Attachment B, and,
  - iii. Offeror is required to also submit a redacted PDF copy of the proposal.

### **eVA Specific Submission Instructions:**

Offerors must be registered in eVA in order to submit an electronic bid.

The following are instructions for submitting an electronic bid:

1. Go to [www.eva.virginia.gov](http://www.eva.virginia.gov);
2. Click on "I Sell To Virginia";
3. Click on "eVA Supplier Training"; and
4. Click on "Viewing and Responding to Solicitations Video".
5. If a Offeror needs assistance submitting an electronic response, the Offeror must contact eVA Customer Care at 866-289-7367 or email [eVACustomerCare@dgs.virginia.gov](mailto:eVACustomerCare@dgs.virginia.gov).

### **RFP Schedule**

|                                        |                             |
|----------------------------------------|-----------------------------|
| RFP Posted                             | March 9, 2026               |
| Questions Submission Deadline          | March 20, 2026 by 2:00 P.M. |
| Addenda and Questions & Answers Posted | March 27, 2026 by C.O.B.    |
| RFP Submission Deadline                | April 16, 2026 by 2:00 P.M. |
| Oral Presentation and Negotiations     | TBD 2026                    |
| Contract Award                         | TBD 2026                    |
| Contract Effective Date                | TBD 2026                    |

**ALL PROPOSALS MUST BE SUBMITTED BEFORE**

**2:00 PM, LOCAL TIME, April 16, 2026**

It is the sole responsibility of the Offeror to ensure that its proposal reaches the Purchasing and Risk Manager by the designated date and time.

All Offerors shall abide by all applicable State and Federal laws. This public body does not discriminate against faith-based organizations, in accordance with the Code of Virginia, § 2.2-4343.1, or against a Bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by law relating to discrimination in employment.

**INQUIRIES CONCERNING THE RFP**

Any questions or comments concerning this Request for Proposal (RFP) shall be directed in writing and submitted by 2:00 pm on March 11, 2026, to:

**Captain Chad Kauffman  
City of Staunton Police Department  
kauffmanr@ci.staunton.va.us**

**Computer Aided Dispatch, Mobile Data System,  
and Law Enforcement Records Management System**

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## 1. INTRODUCTION AND PURPOSE

### 1.1. Summary

The City of Staunton, founded in the mid-18th century and incorporated as an independent city in the early 20th century, serves as a historic and economic anchor within Virginia's Shenandoah Valley. Located at the crossroads of Interstate 81 and Interstate 64, Staunton functions as a regional transportation, governmental, and service hub for Augusta County and surrounding jurisdictions. The City encompasses approximately 20 square miles and provides critical access to major regional corridors, including U.S. Route 11 and U.S. Route 250, supporting efficient movement for residents, businesses, and public safety response. As of 2025, Staunton's population is approximately 26,000 residents and is characterized by a blend of established residential neighborhoods, a vibrant historic downtown, higher-education and healthcare institutions, and a diverse commercial base.

#### *1.1.1. Purpose:*

The City of Staunton is soliciting proposals from experienced and qualified Contractors to provide a comprehensive solution for Computer-Aided Dispatch (CAD), Mobile Data System (MDS), and Law Enforcement Records Management System (LERMS) software, hardware, and services. This effort supports Staunton's commitment to public safety excellence and technology modernization within its Police Department and Emergency Communications Center.

This Request for Proposal (RFP) and any resulting agreement shall be governed by the City's procurement regulations and applicable state law. Staunton reserves the right to award this contract to one or more Contractors.

#### *1.1.2. Term of Contract:*

The initial contract term shall be two (2) years from the contract award date. The City reserves the right to cancel and terminate the contract without penalty upon ten (10) days' written notice. The agreement may be renewed for up to four (4) additional two (2) year periods at the City's sole discretion.

### 1.2. Background

Computer-Aided Dispatch (CAD), Mobile Data System (MDS), and Law Enforcement Records Management System (LERMS) technologies are essential tools that enable public safety agencies to serve their communities efficiently and effectively. In Staunton, these systems are critical to the public safety technology infrastructure supporting the Staunton Police Department and the Communications Center (CC).

The CC, housed within the Staunton Police Department, is the City's primary public safety answering point (PSAP). It is responsible for receiving and processing emergency and non-emergency calls, dispatching police, fire, and EMS units, and managing communications during active incidents. The CC is a division within the Police Department and operates out of a secure facility equipped with technology for CAD operations, 9-1-1 call handling, and radio communications.

The center includes four ergonomically designed dispatch positions at the Staunton Police Department, each equipped with fully integrated CAD, 9-1-1 call-taking, and radio dispatch functionality. These

positions feature sit-to-stand capability and personal environmental controls. Staunton currently operates from a single primary CC without a dedicated off-site backup facility and seeks a solution that can support future off-site continuity and backup operations.

The CC provides 24/7 law enforcement coverage and collaborates with other City departments and regional partners to ensure seamless communication and response.

The following table depicts the number of system furniture positions installed in the CC.

**Table 1 - System Furniture Positions**

| System Furniture Positions |              |           |              |               |
|----------------------------|--------------|-----------|--------------|---------------|
| Positions                  | Manufacturer | Installed | Sit to Stand | Environmental |
| 4                          | Xybix        | 2025      | Yes          | Yes           |

**Table 2 - System Furniture Technology**

| System Furniture Technology |                     |     |                |
|-----------------------------|---------------------|-----|----------------|
| Total                       | 9-1-1 Call Handling | CAD | Radio Dispatch |
| 4                           | 4                   | 4   | 4              |

### *1.2.1. Staffing*

The Staunton Communications Center operates with thirteen full-time personnel. This includes one Communications Director, four Shift Supervisors, and eight Telecommunicators who perform both dispatch and call-taking duties.

Minimum daily staffing includes two Telecommunicators per shift, covering both the day and night shifts. Typical daily staffing includes 1 Supervisor and two Telecommunicators. Each shift is configured to maintain a total of three active positions. There are no dedicated part-time employees or separate classifications for call-takers or dispatch-only personnel. Two trainees are currently onboarding.

Technology support is provided through collaboration between Staunton Police Department staff, the City's Information Technology (IT) department, and outside Contractor service teams as required.

**Table 3 - ECC Organizational Structure**

| Organizational Structure |                               |                           |          |       |
|--------------------------|-------------------------------|---------------------------|----------|-------|
| Job Title                | # of Authorized F/T Positions | Actual # of F/T Employees | Civilian | Sworn |
| Communications Director  | 1                             | 1                         | N        | Y     |
| Shift Supervisors        | 4                             | 4                         | Y        | N     |
| Telecommunicators        | 8                             | 8                         | Y        | N     |
| Total                    | 13                            | 13                        |          |       |

### 1.2.2. Staunton Police Department

The Staunton Police Department is a full-service law enforcement agency with authorized staffing for 53 sworn officers and 16 civilian employees. It supports a population of over 25,000 residents. Department operations are organized into Communications, Investigations, Patrol, Administrative Support, Records, and miscellaneous part-time employees.

The agency prioritizes community engagement and public safety innovation and participates in regional collaborations and national accreditation programs. While specific division staffing numbers vary, all units contribute to the department's mission of maintaining a safe and connected community.

The Staunton Police Department, headquartered at 116 W. Beverley Street, provides comprehensive law enforcement services to the City of Staunton. The department operates under a community-focused philosophy and is organized into two functional divisions, Law Enforcement Services and Community Involvement/Support Operations.

**Table 4 - Authorized Police Department Employees**

| Authorized Police Department Employees |                  |
|----------------------------------------|------------------|
| Department                             | Department Total |
| Communications (CC)                    | 12               |
| Investigations                         | 6                |
| Patrol                                 | 36               |
| Administration                         | 6                |
| Records                                | 2                |
| Miscellaneous Part-Time                | 7                |
| Total                                  | 69               |

### 1.2.3. Information Technology

Staunton PD operates its CAD and LERMS systems within a virtualized environment using the Nutanix platform. The city explicitly does not support VMware-based virtualization and requires all hosted solutions to be compatible with Nutanix. **The department will entertain both on-premises and cloud-hosted proposals.**

Oversight of technical systems—including CAD, MDS, and LERMS platforms—is managed in-house. IT staff provides 24-hour on-call support.

### 1.2.4. Geographic Information Systems (GIS) Support

Planning and IT staff manage the city's GIS infrastructure, with updates performed on an as-needed basis, typically monthly or quarterly. GIS is built on the ESRI suite and supports address points, routing, and Pictometry layers (updated every four years). This configuration allows the department to support closest-unit dispatching and AVL-based routing in future systems. The existing GIS Data is configured to provide routing data, should the new CAD support it.

### 1.2.5. Technology CAD System

The City of Staunton is initiating a comprehensive review of its public safety communication and information management systems. The Staunton E-911 Center serves as the City's primary Public Safety Answering Point (PSAP) and Emergency Dispatch Center, providing dispatch services to the following agencies:

- Staunton Police Department
- Staunton Fire Department
- Staunton-Augusta Rescue Squad
- Staunton City Sheriff
- Augusta County Fire Department (Mutual and Automatic Aid)

The Center operates four combined call-taking and dispatch positions, processing approximately 70,000 calls for service annually. Since 2005, Staunton's public safety operations have relied on CentralSquare's (CST) *OneSolution* CAD, Mobile, and LERMS applications, which have become increasingly limited in functionality, integration, and long-term support. To ensure operational readiness and sustain effective multi-agency coordination, the City seeks to evaluate and replace its legacy systems with a modern, fully integrated CAD, Mobile, and LERMS solution.

Staunton seeks a CAD system with robust incident management, real-time unit tracking, integrated mapping, mobile integration, and improved workflow automation. The new system should interface effectively with MDS and LERMS platforms, meet CJIS and NG9-1-1 compliance standards, and support system growth and innovation through modular architecture and strong API support.

**Table 5- CAD Events**

| CAD Events                  |        |        |        |         |
|-----------------------------|--------|--------|--------|---------|
| Agency Type                 | 2023   | 2024   | 2025   | Average |
| # Law Incidents Dispatched  | 17,512 | 17,006 | 16,774 | 17,097  |
| # Fire Incidents Dispatched | 4,169  | 3,992  | 4694   | 4285    |
| # EMS Incidents Dispatched  | 5,666  | 5,648  | 6234   | 5849    |
| Total                       |        |        |        |         |

**Table 6 - System Numbering Samples**

| System Numbering Samples      |           |
|-------------------------------|-----------|
| CAD Event Numbers             | 25-00001  |
| Agency Incident Numbers       | 25-00001  |
| Agency Case or Report Numbers | 2025-0001 |

### 1.2.6. CAD Mapping

Mapping within the current CAD environment is powered by ESRI-based GIS data from the City's Planning Department, with Police IT input. Map updates are performed daily or weekly, depending on operational demands. These updates maintain address points, street centerlines, response boundaries, and jurisdictional layers.

Dispatchers report several limitations within the existing CAD mapping module. These include constrained map-viewing ranges, inconsistent recognition of jurisdictions, and delays in rendering map features during high call volume periods. The current platform also lacks advanced spatial features, such as interactive building floor plans, mile markers, and real-time synchronization of live map elements.

Staunton intends to acquire a CAD mapping system with fast rendering, highly accurate search, flexible layer controls, and seamless NG9-1-1 GIS integration. While Staunton does not currently utilize CAD AVL features, the future system must be capable of displaying live AVL overlays, enabling interactive visual reference tools, and integrating consistently with regional GIS data sources to enhance situational awareness and dispatch efficiency.

### 1.2.7. CAD and LERMS Interfaces

The City of Staunton's current CAD and LERMS environments include various interfaces. However, several commonly available modules and functions are either not supported by the current vendor or have not been deployed for operational or technical reasons. The table below summarizes the current and potential CAD and LERMS interfaces based on Staunton's operational environment and interface availability.

*The Optional Pricing column identifies which interfaces the Offeror must include in the base pricing and which interfaces are to be submitted as optional pricing*

**Table 7 - Current and Potential CAD and LERMS Interfaces**

| CAD/RMS Interfaces and Integration |         |                  |                                                                                                              |
|------------------------------------|---------|------------------|--------------------------------------------------------------------------------------------------------------|
| Interface/Integration              | CAD/RMS | Optional Pricing | Description                                                                                                  |
| Axon Evidence.com                  | Both    | N                | Digital Evidence                                                                                             |
| Axon Evidence Link                 | Both    | N                | Link in RMS to Evidence.com for evidence associated with the incident.                                       |
| Active 911                         | CAD     | N                | Fire/EMS paging (interface).                                                                                 |
| ANI/ALI                            | CAD     | N                | Populate the CAD event with location information via the Intrado Viper (interface).                          |
| Carfax                             | RMS     | N                | Crash reporting                                                                                              |
| CAD-to-CAD                         | CAD     | N                | Regional data exchange with Augusta County and Waynesboro via CST Unify or successor interfaces (interface). |
| CAD to RMS export                  | Both    | N                | CAD to RMS export                                                                                            |
| Laserfiche                         | RMS     | N                | Scanned documents                                                                                            |
| LiveScan                           | RMS     | N                | Fingerprint submission                                                                                       |

|                   |      |   |                                                                                                                                                                                                                                                  |
|-------------------|------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Magnet Forensics  | RMS  | Y | Digital Evidence Reporting/ Storage                                                                                                                                                                                                              |
| PageGate          | CAD  | N | Paging                                                                                                                                                                                                                                           |
| Public Portal     | RMS  | Y | The system shall provide a public portal interface for citizen-initiated requests, such as vacation checks, trespass authorizations, and mediation referrals, automatically creating linked RMS or CAD records.                                  |
| PulsePoint        | CAD  | N | Community Notification                                                                                                                                                                                                                           |
| RapidSOS          | CAD  | Y | The System shall integrate with RapidSOS for enhanced caller location and data exchange (interface).                                                                                                                                             |
| RapidSOS          | CAD  | Y | The System shall integrate RapidSOS for text-to-911, location, and available multimedia within CAD (interface).                                                                                                                                  |
| RapidSOS          | CAD  | Y | The System shall present RapidSOS information within the CAD entry and mapping view to minimize screen switching.                                                                                                                                |
| State Submissions | RMS  | N | The system shall provide the state submissions for NIBRS, TREDS, and the Community Policing Act.                                                                                                                                                 |
| TREDS             | RMS  | N | A diagramming tool that communicates directly with TREDS (interface).                                                                                                                                                                            |
| TREDS             | RMS  | N | Include a fatality flag within the crash report interface that transmits fatal crash status and data through the TREDS interface.                                                                                                                |
| TREDS             | RMS  | N | The system shall provide a structured electronic DMV/TREDS submission template with data validation and automatic population from the relevant incident or crash report.                                                                         |
| VCIN/NCIC         | Both | N | The system shall integrate with VCIN/NCIC for queries, entries, and clearances.                                                                                                                                                                  |
| VCIN/NCIC         | RMS  | N | The system shall support entry of gang-related data directly from the RMS gang-member record with automated audit logging. This would include other RMS transactions, such as missing persons, warrants, and stolen guns, as needed by Staunton. |
| Paladin Drone     | CAD  |   | Live feed of drone footage.                                                                                                                                                                                                                      |
| Cellbrite         | RMS  |   | Digital Evidence Reporting/storage                                                                                                                                                                                                               |

### 1.2.8. Mobile Data

The Staunton Police Department uses the One Solution Mobile application from CentralSquare Technologies (CST) as its Mobile Data System (MDS). This system provides patrol officers with in-vehicle access to CAD call information, unit status changes, mapping, and basic NCIC/VCIN query capabilities. The platform is installed on mobile data terminals (MDTs) deployed across the patrol fleet and is integrated with the CST One Solution CAD system.

The MDS interface supports field acknowledgment of calls, en route and arrival status updates, call narrative review, and location-based unit tracking via AVL. Mapping in the MDS environment uses the same ESRI GIS data as the dispatch center and is updated via the shared GIS workflow.

Cellular networks support mobile connectivity, and coverage in certain parts of the jurisdiction can impact system responsiveness. The system currently supports integrated crash or citation modules. Despite these limitations, the One Solution MDS system remains a core part of Staunton's field operations, supporting daily patrol workflows and integration with CAD and LERMS for basic operational needs.

**Table 8 - Mobile Data Computers**

| Mobile Computer Types |        |
|-----------------------|--------|
| Type                  | Number |
| Fixed/mounted MDT     | 37     |

#### *1.2.9. Law Records Management System (LERMS)*

The Staunton Police Department uses the One Solution RMS from CentralSquare Technologies (CST) to manage law enforcement records. The system includes field-based reporting and integrates with CAD and MDS platforms. The application was most recently updated in July 2025.

The server environment operates on Microsoft Windows Server 2016. The RMS system is maintained through a CST support agreement and is backed by the City's IT department and internal technical resources.

Staunton uses the Commonwealth of Virginia Crash Reporting Information System (TREDs) for all traffic crash documentation. Within the One Solution RMS, the following modules are currently available, and some are used at varying levels across the department:

**Table 9 - RMS Modules**

| Modules                    |
|----------------------------|
| Accident Tracking          |
| Activity Time Tracking     |
| Alarm Tracking and Billing |
| Animal Control             |
| Arrest Records             |
| Bar Coding                 |

|                                 |
|---------------------------------|
| Bicycle Registration            |
| Booking                         |
| Career Criminal                 |
| Case Management                 |
| Crime Analysis                  |
| Equipment Maintenance           |
| Evidence Management             |
| Field Investigations/Interviews |
| Field Reporting                 |
| Fleet Maintenance               |
| Gang Tracking                   |
| Gun Permits and Registration    |
| Impounded Vehicle Processing    |
| Intelligence                    |
| Investigations                  |
| Law Case Management             |
| License and Permits             |
| Lineup/Mug Shot                 |
| Master Location Index           |
| Master Name Index               |
| Master Vehicle Index            |
| Narcotics                       |
| Orders of Protection            |
| Pawned Property                 |
| Personnel and Training          |
| Property Processing             |
| Tickets, Citations, Warnings    |
| Wants and Warrants              |

Some modules are partially configured or underutilized due to system limitations, lack of configuration training, or workflow misalignment.

**Table 10 - In-house LERMS Computers**

| In-house Computers |             |
|--------------------|-------------|
| Discipline         | # Computers |
| Law Enforcement    | 28          |

## 2. SCOPE OF SERVICES

## 2.1. Overview

The City is procuring a contemporary turn-key commercial-off-the-shelf COTS solution that will serve all agencies in a multi-agency and multi-disciplinary environment.

The successful Contractor shall provide the software, hardware, and professional services described in the RFP.

## 2.2. Project Management and Schedule

The Successful Contractor shall assign a Project Manager (PM) as the primary point of contact for all contracted staff with the necessary qualifications and staffing support to ensure the successful performance of project tasks and that the Project Schedule and Milestones are met.

This Project Manager will report to a local Project Manager identified by the City. The Contractor's PM will be required to be on-site at a City location during significant project events, such as the installation of the core system, any optional components purchased, essential milestones, intervals during system testing, and system go-live.

All risks will be eliminated, and downtime will be minimized to the planned dates.

The responsibilities of the Contractor's PM shall include managing and timely executing all required tasks and activities based upon an agreed-upon Statement of Work (SOW) and Project Plan/Schedule that will result in the successful completion of the design, integration, testing, cutover, and acceptance of the proposed System and related services as defined in this RFP and resulting Contract.

Project Management shall include, but is not limited to:

1. Project Coordination
2. Task Oversight and Milestone Completion
3. Project Meetings (including meeting notes)
4. Schedule Updates
5. Progress Reports

The Contractor's PM shall organize, schedule, and conduct technical and management meetings to complete the work defined in the executed Scope of Work. At a minimum, one (1) project management (progress) meeting shall be held every two (2) weeks or as otherwise mutually agreed.

Status reports will include, at a minimum, work progress, milestones attained, problems encountered, outstanding tasks/items with estimated completion dates, task assignments, action items, and items requiring resolution with estimated completion dates.

The City will designate a team of a Project Manager and key stakeholders to work with the Contractor's PM. The Contractor's PM shall coordinate and assign key project tasks with the City and its stakeholders. In addition, the Contractor's PM shall coordinate all technical project tasks between the Contractor's technical personnel and those of the City.

The Contractor's PM shall be responsible for building consensus among the various stakeholders and for obtaining design approvals, system inputs, agreements, etc., from all agencies and stakeholders involved in or affected by the implementation of this System. This task requires close and continuous

liaison with the City's dispatch operations staff, emergency responder representatives, and supporting IT personnel. The ability of the Contractor's PM to collaborate among all stakeholders will ensure that the requirements of the System and the needs of the agencies are met in all phases of the project.

The project kick-off meeting shall be held within ten (10) business days after Contract execution. The Contractor's PM must collaborate with the locally assigned PM before the kick-off meeting to ensure the content meets expectations. Within ten (10) business days following the kick-off meeting, the Contractor's PM shall provide a detailed Project Schedule that sets forth the various project phases, Tasks, and Milestones with definitive starting and completion dates. In addition, the Contractor's PM shall be responsible for providing weekly updates for approval.

The Contractor's PM shall provide a Project Schedule with an effective start date established by the City during contract negotiations.

A sample but realistic Project Schedule shall be included in the Contractor's proposal, with an anticipated start date of August 1, 2026. This section shall consist of a realistic project schedule, including a delivery and implementation schedule, prepared using professional project management software, e.g., Microsoft Project. The schedule shall show periods of performance and milestones for deliverables. Tasks to be performed by the Contractor and the City must be specifically identified. The schedule shall also indicate the functions for which the Contractor will have on-site personnel.

This Project Schedule shall include, but not be limited to, the following Major Milestones:

1. Requirements Validation, Business/Workflow Analysis
2. Solution Design
3. Hardware Readiness Test
4. Software/Application Installation
5. System Administrators Training
6. Configuration Phases and Training
7. Functional Testing
8. Interface Development & Testing
9. Integration Testing
10. Security Testing
11. Performance Testing
12. Change Control
13. Delivery of Documentation
14. Training Schedules and Dates
15. Cutover Phase
16. 90-Day Reliability Testing
17. System Acceptance

In this section, the Contractor shall include a sample implementation Statement of Work that breaks down the System implementation into tasks and delineates the Contractor and City responsibilities within each task.

The Contractor shall describe the City's personnel required to successfully implement the proposed system.

The Contractor shall describe the City's personnel required to manage and support the proposed system after successful implementation.

The Contractor shall describe the role of the Contractor's Project Team in assisting the City with the change management efforts necessary to ensure this project's success.

### 2.3. Communications Management

The Contractor, its Project Manager, and all its personnel and agents shall agree to use the local Project Manager as a single point of contact for all communications. Further, the Contractor agrees to respond to inquiries and communications within two (2) business days.

### 2.4. Implementation Staff

The Contractor's implementation staff shall be fully trained and certified by the Contractor for each significant component proposed, with training kept up to date. In addition, all key implementation staff shall be experienced in similar installations.

The City reserves the right to reject the resumes and request additional resumes before the commencement of project activity to confirm the City's satisfaction with the equivalency of skills and experience. Contractor implementation staff must meet all requirements documented in the most current version of the CJIS Security Policy.

The contractor will be responsible for any costs associated with background checks, etc., required for their implementation staff to maintain CJIS Certification.

The project personnel assigned to this project, as identified in the Contractor's response, will remain on the project for the duration. If, for any reason, the individual(s) identified are no longer employed by the Contractor, the Contractor will be responsible for ensuring that any substitute personnel have comparable skills and experience.

If problems occur with the Contractor's personnel, the City will notify the Contractor in writing and specify the reasons for dissatisfaction. If the Contractor does not cure the problem within (7) days from the date of notice, the Contractor shall remove such a person and promptly provide a qualified replacement.

1. The City shall be entitled to remove individuals from working on any project for any of the following reasons:
  - a. Unsatisfactory performance that causes a negative operational impact on the City agencies or causes the City agencies to commit additional resources to avoid operational impact;
  - b. Dishonesty or belligerent conduct;
  - c. Lack of compatibility with City agency staff, or
  - d. Violation of City agency rules or policies.
2. Upon such a written request, the City and Contractor shall decide on a course of action to cure any such problems. No cure opportunity is required for issues involving categories (b) or (d) in the preceding sentence.

The Contractor ensures all substitute personnel have comparable skills and experience. The City must approve substitute personnel's Resumes and reserves the right to interview substitute personnel before the commencement of activity on the project.

With appropriate involvement from City agency employees, the Contractor must perform all tasks required to install and implement the proposed system, including assisting with local hardware configuration, software installation, Contractor configuration, user configuration instruction and guidance, testing, training, interface development, and support for system cutover.

Resumes shall be provided for all proposed implementation staff, including references for recent customer sites.

## 2.5. Documentation

The Contractor shall provide electronic documentation for each functional sub-component (CAD, Mobile Data, LERMS) as part of the System configuration. This includes any system administrator and end-user guides or manuals.

The successful Contractor shall provide documentation for each interface connected to the system's major components, including interface development and configuration documentation for standard and custom interfaces.

Training documentation shall include presentations for both end-user and train-the-trainer sessions, as well as the manuals distributed to each training group.

The Contractor shall provide the City with electronic copies of all hardware and system software documentation supplied by equipment manufacturers and other third-party vendors (if procured by the agency and provided by the Contractor).

Examples of these are:

1. Network Architecture and Hardware Requirements
2. As-built drawings for hardware and network engineering
3. System Interface Development & Configuration
4. Mapping/GIS Updates, Support, and Maintenance
5. User Manual(s), including any quick reference guides for each system
6. System Administrator(s) Manual(s)
7. File (Database) Setup and Maintenance (File Maintenance Manual)
8. Data Dictionary used in query-building
9. Database entity-relationship diagrams

Each system workstation must have access to application user manuals and reference guides, which are either resident on each workstation or accessible via the network. The System documentation shall be consistent with the instructions supplied by the application's online help systems.

The successful Contractor shall provide an electronic copy of the database schematic, entity-relationship diagrams, and data dictionaries to assist the City in adding agency-specific fields, developing custom

reports, configuring integrations/interfaces, and supporting the System. The System shall be fully documented before the City's final acceptance.

The Contractor shall identify any requested documentation that the Contractor does not provide and why it is not provided.

The Contractor shall verify whether the System documentation is consistent with the instructions supplied by the online help for the proposed Software Applications and identify any inconsistencies.

The Contractor shall indicate if the documentation will be tailored to include City-specific configuration, requirements, or functionality developed during implementation.

The Contractor shall indicate whether quick reference guides, cheat sheets, or Frequently Asked Questions (FAQs) are provided.

The Contractor shall indicate whether the City can edit the documentation using local procedures or provide screenshots. The Contractor shall state any exceptions.

The Contractor shall indicate whether documentation is available for upgrades. If so, is it an entirely new documentation set, or does it only reflect the changes?

## 2.6. Training

The contractor and the City shall collaborate to develop a final training plan that includes training formats (e.g., train-the-trainer and end-user training), locations, timeframes, and curriculum-

The Contractor shall provide a preliminary training plan to assess the Contractor's training approach. Include the key elements of the Contractor's training approach, including the approach to delivering System, Software Application, and System Administration training, considering the number of potential users, the number of agencies, and the wide range of functions.

The Contractor shall provide the necessary training for system administrators, dispatch staff, agency management and support personnel, mobile data users, and LERMS.

Training for CAD and LERMS system administrators, users, dispatch staff, management, and support personnel must be delivered directly by Contractor training staff to these target audiences. The Contractor shall provide a detailed list of proposed training sessions for the LERMS modules (e.g., property and evidence, case management, NIBRS submission, field officer, and investigators)

Train-the-trainer training for law enforcement and fire service users is acceptable for mobile data users and any Contractor-provided handheld solutions.

The Contractor shall provide sufficient training, at a level that enables the end user to perform the duties associated with using the system, or for system administrators to configure and maintain the system proficiently.

End-user training and corresponding training material shall be designed for the intended target audience: call-takers, dispatchers, supervisors, management/support personnel, system administrators, mobile data systems, and LERMS end users or Web CAD and Web LERMS, if applicable.

This should include training end users and trainers on the functions and features of each module applicable to their position to ensure they can effectively use the system or train other personnel to use it.

The Contractor shall prepare training manuals for each training session and provide one electronic copy for each session. The City reserves the right to reproduce training materials for internal purposes only.

The City requires a solution that provides training functionality similar to that of a modern-day Learning Management System (LMS). The City is interested in an online program that assists with new employee training and distributes and tracks the employees' training progress. The Contractor's proposal shall describe if and how they can provide this training functionality.

The Contractor's proposal shall include related costs for training materials, such as reference guides and tutorials.

The following on-site training shall be required. The Project Management Team will determine the number of trainees.

1. System Administrator Training
2. Infrastructure/IT Technical Training
3. System Configuration and Provisioning Training
4. Call Taker/Dispatcher/Supervisor Training
5. Support Staff and Management Training (assuming there may be report generation or data accessed by this group only)
6. LERMS Training
7. Mobile Data Train-the-Trainer
8. Web CAD or Web LERMS situational awareness applications (for non-dispatch personnel)
9. Handheld applications (if procured)
10. Any other training needs discovered during the project execution

Training shall be conducted on-site in a City facility. Thirty (30) working days before the commencement of training, a copy of all training materials planned to be used by the Contractor shall be delivered to the City.

The Contractor shall include a sample training plan within their proposal. The training plan shall identify any applicable training requirements after the system is implemented and accepted. Contractors shall also include an optional follow-up training program. The Contractor's training plan shall consist of the following information:

- Course summary/outline
- Learning Objectives
- Duration of training for each module
- Audience
- Class size maximum (train-the-trainer, end user, and system administrator)
- Delivery method (i.e., lecture, PowerPoint presentation, hands-on)
- Equipment needed
- Student prerequisites

- Whether the Instructor will be on-site or remote.

**For each training class**, the Contractor **shall** indicate whether the training will be offered on-site or remotely. The City prefers that most user training be conducted with the Instructor on-site.

## 2.7. Training Equipment

The Contractor shall provide a training environment that allows users to access all system applications and associated databases, including the mapping system.

Users logged into the training environment must use the same commands, forms, and system features as users logged on to the live system. Data entered and commands invoked while logged into the training environment must not corrupt the live system or impede its performance.

## 2.8. Warranty

The following requirements apply to all support, maintenance, subscription, and repair services supplied by the Contractor or respective subcontractors, both under and outside of warranty.

The Contractor shall warrant that all hardware and software supplied will be free from defects in material, design, and workmanship for the warranty period and any extended warranty, maintenance, or subscription period purchased. This warranty shall cover all parts, labor, and travel related to all the hardware and software supplied under the Contract.

The Contractor shall provide a minimum two (2) year, no-cost warranty period from the date of final system acceptance for all Contractor-provided hardware and software, including all software updates, enhancements, and interfaces.

The Contractor shall warrant that all hardware and software supplied under the Contract will be operational and available 99.999 percent of the time during the warranty period, or the warranty period will be extended on a day-for-day basis for each day the System's performance falls below this level.

Any hardware provided for this System by the Contractor shall require support, including software support.

Section 2.11 of this RFP, Support and Maintenance Requirements, provides the City's interpretation and definitions of software malfunctions, severity levels, response times, resolution times, performance credits, and testing errors.

The Contractor shall provide a detailed description of the offered warranty and any available extended warranty. This description shall include hardware and software support services, and the system upgrades to be provided. Names, addresses, telephone numbers, and contact persons for all service facilities shall be identified in the proposal. During the warranty period, the Contractor shall provide support services 24 hours a day, seven days a week (24/7). This service shall be available at any hour of the day via a toll-free telephone number. The Contractor or its subcontractors shall be able to access the System remotely to troubleshoot and perform system diagnostics.

The Contractor shall provide documentation of repair escalation policies and procedures to be followed if a hardware or software problem is not responded to or resolved within the timeframes referenced above. The Contractor shall provide the names and contact information for managers and senior-level managers listed in the escalation procedure.

The Contractor shall provide a detailed statement of warranty exclusions. The City reserves the right to reject any proposal based on the stated exclusion of warranties.

Include in this section a copy of the Contractor's standard warranty.

The Contractor shall describe what professional services are included in the warranty.

The Contractor shall describe whether the Contractor covers expenses for repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging, and any other costs associated with the repair.

The Contractor shall describe whether it covers repair costs for work it cannot perform based on warranty guidelines.

The above requirements shall apply to all maintenance and repair services supplied by the Contractor or respective subcontractors, both under and outside of warranty.

## 2.9. Support and Maintenance Requirements

The Contractor shall maintain the Software and each component thereof so that such Software and components operate in conformity with the documentation and with all specifications, performance standards, and functional specifications in this RFP.

The Contractor shall promptly transmit, by the most expeditious means available, corrective material and related instructions for correcting malfunctions.

The City expects a ten (10) year maintenance and support agreement to be offered that matches the contract terms detailed in Section 1.1.2. Twenty-four hours a day, 7 days a week, 365 days a year, support for the proposed Solution is mandatory. The Contractor's standard support agreement will be included in the proposal response. It designates priority severity levels for system errors and specifies a response time for each. Additionally, the support agreement shall define the Contractor's helpdesk's role in providing support.

After system acceptance and the expiration of the warranty, the Contractor shall provide support and maintenance for all software and hardware supplied and implemented by the Contractor for this project. The City will provide on-site system manager(s), but their responsibilities will be limited to routine maintenance as prescribed by the Contractor. The City assumes this would include functions such as adding users, maintaining code tables, adding agency units, and so on.

The first two years of support will be deemed a "System Warranty" and provided at no cost to the City. The System Warranty period shall commence on the day of final system acceptance and continue for two years. The Contractor shall provide a fixed cost for support/maintenance fees for years three (3) through ten (10) as provided in the Cost Proposal Workbook. This maintenance plan shall cover all labor

and travel related to all software supplied under the Contract and provide financial rebates to the City if the Maintenance Agreement terms are not met.

Support/maintenance will be 24/7, including remote diagnostics and all upgrades and enhancements to achieve efficient system operation and always provide safe services. Support services shall include a toll-free number for service issues, a support email address, and remote diagnostic capability.

Any selected Contractor is required to maintain compliance with all State and Federal mandates, updates, and modifications related to the System as part of the support they provide.

The Contractor shall provide a 10-year system maintenance plan for any purchased hardware, to commence at the expiration of the manufacturer's warranty or, if purchased, after the extended warranty period. This maintenance plan shall cover all parts, labor, and travel related to all hardware supplied under the Contract (if the Contractor is providing the hardware) and provide financial rebates to the City if the Maintenance Agreement terms are not met. The Cost Proposal Forms shall price the hardware maintenance and warranty requirements. Without it being in the contract, there shall not be any automatic yearly maintenance support cost increase. All support contracts shall terminate simultaneously.

During the maintenance plan period, the Contractor shall provide support services 24 hours a day, seven days a week (24/7). This service shall be available at any hour of the day via a toll-free telephone number and a web portal for submitting support and trouble tickets. The Contractor shall be able to log in and remotely access the System via an application supplied with the system to troubleshoot and perform system diagnostics.

The Contractor shall provide all labor, equipment, materials, and expenses necessary to ensure the System is in good operating condition for any period covered under the maintenance agreement. All services provided shall comply with the manufacturer's specifications. The Contractor shall provide software and other materials and expenses necessary to maintain the System software in good operating condition, including upgrades, as part of the maintenance price for those years in which the City has purchased maintenance from the Contractor.

The Contractor shall provide operating software updates to correct, enhance, and refine purchased capabilities as part of the maintenance price for those years in which the City has purchased maintenance from the Contractor.

Licensed software that uses and operates with state and federal systems (NIBRS, NCIC, VCIN) will be updated automatically at no cost to accommodate government-mandated changes dictated by the state and federal agencies that have sole authority over these programs.

The Contractor shall warrant that all software supplied under the contract will be operational and available 99.999 percent of the time during the maintenance period, or the maintenance period will be extended on a day-for-day basis for each day the system's performance falls below this level.

There shall be no system downtime for routine maintenance or system backups. The Contractor shall explain any required (scheduled) System processes that may require downtime.

The cost of the eight-year maintenance plan (years three through ten) shall be itemized within the Cost Proposal Workbook. The City may purchase one (1) or more additional years of support and

maintenance, and other specified ongoing services, on a year-by-year basis, or purchase a multi-year support agreement.

The Contractor shall describe which APIs and web services are available for pushing data to and from the proposed solution. It should also include a description of API security and encryption, as well as the limitations imposed by the hosting environment on API access.

The Contractor shall include a copy of the Contractor's standard support and maintenance agreement in this section.

Is there an option to pre-pay maintenance for a set number of years at a discount?

If so, include the discounted price for years of pre-paid maintenance in the Pricing Proposal.

What other services are available on a year-by-year basis? Costs must be included and identified in Exhibit B - Cost Proposal Workbook within the Tab 'Optional Costs'.

Will the Contractor include any supplemental training and documentation necessary to support the provider's most recent software releases in the support and maintenance agreements?

When the Contractor releases software updates, revisions, or enhancements, what is the format for providing the City with documentation of what is included in the releases? What general categories are included, and what type of file is provided (e.g., Word, Excel, PDF)?

The Contractor shall describe the Contractor's support procedure for the severity of the errors listed below. Include a description of how the Contractor prioritizes issues, determines response time, logs support calls, tracks incidents, monitors problem escalation, diagnoses and corrects problems online from remote locations, and resolves issues.

1. **Severity Level 1 Error:** an issue or problem that renders the Software, a major component, or a business-critical system inoperative, causing a significant and ongoing interruption to the end user's activities or an unrecoverable loss or corruption of data. The issue affects either a group or groups of stakeholders or a single individual performing a critical business function.
2. **Severity Level 2 Error:** an issue or problem that disrupts or malfunctions the Software and materially interferes with the end user's activities. A function or functions are not available, substantially unavailable, or not functioning as they should, in each case, prohibiting the execution of productive work. The issue affects either a group or groups of stakeholders or a single individual performing a critical business function.
3. **Severity Level 3 Error:** any issue or problem that causes the Software not to function according to applicable specifications. The issue affects a group or individual accessing or using the system, service, software, or an essential feature, and a reasonable workaround is unavailable. Still, it does not prohibit productive work.
4. **Severity Level 4 Error:** any issue or problem with the Software that may require an extended resolution time but does not prohibit the execution of productive work, and a reasonable workaround is available. This includes any general questions or requests about the Software.

Does the Contractor offer enhanced support, such as email or web-based support requests?

What is the Contractor's policy regarding support of third-party components included in the proposed system? Has the Contractor ever dropped support for a third-party component? If so, what is the Contractor's procedure for doing so, and how much notice is given to customers?

Does the Contractor provide System Software and Application Software updates, enhancements, and refinements as part of the warranty maintenance and support agreements? Is the cost included in the annual maintenance and support fee? Identify and explain in detail any exceptions.

Will the Contractor provide labor, equipment, and other materials necessary to maintain the Application and System Applications in good operating condition and conformance with the Performance Requirements? Identify and explain in detail any exceptions.

Are professional services for updates, enhancements, and refinements included in the warranty maintenance and support agreements? Is the cost included in the annual maintenance and support fee? Explain in detail and identify any exceptions.

**Note:** If the cost is not included, estimate the number of hours of professional services required annually and provide the hourly rate for professional services as part of the Pricing Proposal.

Are professional services included for converting legacy data? What professional services are included in the proposal? Explain in detail any exceptions.

What professional services are included as part of the support and maintenance agreement?

What professional services are not included in the warranty? The support and maintenance agreement? Include in the Cost Proposal Workbook the hourly cost for professional services not included as part of the warranty or support and maintenance agreements if different from the response to the above question/item.

Does the Contractor support routine user group forums, meetings, or training sessions? User groups may include other agencies using the same applications, or regional, state, or national groups. If so, the Contractor shall describe the user group process for future product enhancements.

## 2.10. Testing

The implementation must include adequate functional, performance, security, and reliability testing provisions.

The City requires the Contractor to be involved in the development and execution of test plans to ensure that the systems deliver the expected results.

To ensure components work together as intended, a mutually agreed-upon acceptance test for each implementation stage and a final acceptance test in a fully integrated environment must be satisfactorily completed.

The Acceptance Test will confirm each functional requirement identified as "Function Available" in the Contractor's proposal, as well as the required performance and reliability acceptance procedures that the City may require.

### 2.11. Acceptance Tests

The Contractor shall supply three acceptance tests: Functional, Performance, and Reliability. The proposed test plan strategy must address all three types of acceptance tests.

Acceptance tests, including applicable interfaces, will be conducted independently on each system, e.g., CAD, Mobile, and LERMS. Upon acceptance of all systems, a final set of Functional, Performance, and Reliability Acceptance Tests will be performed on the integrated Solution to ensure that all systems work together as intended and at the contracted performance levels. Errors will be classified and responded to in accordance with the Error Severity Level designations defined in Section 2.11, Support and Maintenance Requirements.

The City will notify the Selected Contractor when the task completion requirements in the Statement of Work have been completed for each test.

The Contractor shall include in the proposal response the plan they would use for Acceptance Testing for their solution should they be selected. By marking a "Function Available" response in the Functional Requirements Response Matrix, the Contractor affirms that the final solution design, acceptance test plan, and system documentation include each proposed RFP requirement.

The City will confirm all Solution functionality before System Acceptance. Each specific system function agreed to as part of the final Contract will be tested and tracked by the Selected Contractor from the original documentation, e.g., from the proposal to the Contract, then to Acceptance Testing.

### 2.12. Functional Acceptance Testing Requirements

The successful Contractor will assist the City in developing a test plan that documents how each Functional Specification (Exhibit A-1 through Exhibit A-4) indicated as Function Available will be tested.

- A. The City will test and document features and functionality as they become available, as the system is configured and employees are trained.
- B. The successful Contractor is only responsible for assisting the City and providing proof of functionality for specifications that the City could not or did not witness or validate during the system's configuration and training.

Should any feature, function, or interface fail, the Selected Contractor will address the Problem in accordance with the Error Severity Level.

### 2.13. Performance / Stress Testing Requirements

The Performance Test aims to demonstrate and, as necessary, document the performance requirements. It will be conducted after all the systems have been successfully implemented.

To pass the Performance Test, the proposed Solution or system must meet the performance requirements stated in this RFP for 30 consecutive calendar days.

Suppose any Solution system fails to meet the performance criteria defined in Section 3, Performance Requirements. In that case, the Contractor will correct the Problem, and the Acceptance Period, as described above, will restart upon correction.

A second performance test component will demonstrate the Solution or system's capability to handle peak volumes. For this purpose, the Selected Contractor shall design and apply a Stress Test to simulate each system's full utilization before the start of live operations.

All responding Contractors are expected to outline details describing how they will conduct performance testing and how it will meet the requirements outlined above.

## 2.14. Reliability Testing Requirements

The 90-day Reliability Test will be conducted at 'go live' when the system has been 'cutover' to the production environment. To complete this test, the Contractor demonstrates in live operations that all software supplied under the contract will be operational and available 99.999 percent of the time during the warranty period, or the warranty period will be extended on a day-for-day basis for each day the system's performance falls below this level.

Contractors are advised that the City may elect to review and modify the acceptance criteria for the Reliability Test during contract negotiations based on the specifics of the Contractor's proposals.

Once the Contractor has certified to the City that the System is ready for live operational use, the System will undergo a 90-day Reliability Test. The purpose of this test is to demonstrate that the System, as delivered, can perform under live operational conditions without the occurrence of critical priority software errors, as defined in this RFP. If the System experiences a critical-priority software error during the first 45 days of the reliability test, a new 90-day period will begin once the problem is corrected. Suppose a critical priority software error is detected on or after day 46 of the initial 90-day test period, once corrected. In that case, the test will continue from day 46 and run for the remaining 44 days.

Upon notification from the City of a critical-priority software error, the Contractor shall immediately begin remediation efforts and assign appropriate technical resources to work toward resolution of the issue. If the Contractor determines that a resolution or workaround cannot reasonably be provided within 24 hours of notification, the Contractor shall, within 24 hours, provide the City with a resolution plan that includes status updates and an estimated resolution time. Upon completing the 90-day Reliability Test, the parties will jointly acknowledge system acceptance in writing. If the Contractor fails to complete the test in this period successfully, the City may, at its option:

1. Terminate the contract between the City and the Contractor.
2. Have the Contractor upgrade the system and augment the implementation team with the necessary resources to bring the System into compliance at no cost to the City. Once deployed, this team will remain intact and on-site until the Contractor can fully comply with all system requirements.

Upon the City's determination that the Functional, Integration, and Reliability Tests have been completed, and all milestones have been achieved, the City will issue a notice of Final Acceptance. The system warranty will commence upon the issuance of final acceptance.

All responding Contractors must outline how they meet the reliability testing requirements.

## 2.15. System Architecture

The City of Staunton does not have any preference for deployment architecture and **will consider on-premises, cloud-based, or hybrid solutions for its public safety systems**. The proposed system must include dedicated production, testing, and training environments and ensure operational continuity through a robust disaster recovery capability. The selected solution must operate reliably within the City's existing IT infrastructure or proposed alternative and meet all specified requirements for network architecture, hardware, and software as provided by the vendor.

Vendors must provide an introductory overview explaining how their proposed architecture meets the City's technical objectives and operational needs. This overview should emphasize key system features and differentiators from competitor solutions, and list the five most significant benefits of selecting their system.

The proposed system must operate seamlessly across major web browsers (Chrome, Edge) and be compatible with current and future versions. The City values browser-agnostic, standards-based applications that are easy to maintain and scale.

### 2.15.1. *On-Premises Deployment*

- The City licenses the software and deploys it on City-owned infrastructure.
- The City is responsible for hardware, virtualization (Nutanix), licensing, backups, and ongoing maintenance.
- This model allows Staunton to retain complete control over data, often a priority in public safety applications.
- Vendors must provide technical specifications for hardware, network, and software components.

### 2.15.2. *Cloud Deployment*

- The City purchases the vendor's cloud-based solution.
- Cloud offerings may include Software-as-a-Service (SaaS), Infrastructure-as-a-Service (IaaS), or Platform-as-a-Service (PaaS).
- In a SaaS model, the vendor hosts and manages the application, relieving the City of infrastructure and software maintenance responsibilities.
- Benefits include scalability, and subscription-based pricing that matches usage.
- Some modules (e.g., mobile/handheld apps) may be available only via the cloud.

### 2.15.3. *Hybrid Deployment*

- The City utilizes a combination of local (on-premises) and cloud-hosted components.
- This model offers flexibility and redundancy while supporting vendor-specific hosting limitations.

Vendors must clearly describe the architecture of their proposed solution and identify which deployment models are supported. Any deployment constraints or cloud-only modules should be explicitly noted.

For any portion of the proposed system hosted in a cloud or hybrid cloud environment, the Contractor shall describe the security controls used to protect City data and system operations. The proposal shall include a description of the cloud security architecture, including authentication and access control mechanisms, encryption of data in transit and at rest, network security controls, monitoring and intrusion detection capabilities, data backup and recovery protections, and compliance with applicable criminal justice information security requirements, including CJIS Security Policy where applicable.

The Contractor shall identify the cloud service provider used for the solution and describe how the environment is configured and managed to ensure the confidentiality, integrity, and availability of City data.

## 2.16. General Information

The Contractor shall describe how the proposed solution will be highly configurable in a cloud-native system that can scale on demand.

What certification level is your Cloud solution accredited to?

Explain if your solution supports Open System Architecture (OSA), which allows access to as many regional information sources as possible.

The Contractor shall describe whether the solution is operationally supported as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or simply SaaS.

The Contractor shall describe what types of Applications, Programming Interfaces (APIs), and web services are available to push data to and from the proposed solution. Include a description of API security, encryption, and limitations on the hosting environment that restrict access to APIs.

List all available APIs, Software Development Kits (SDKs), or similar application integration tools to facilitate data exchanges.

Does the proposed solution use whitelisting that allows access only to approved entities?

The Contractor shall describe your company's policy on how NIBRS codes are initially loaded into the system and whether they are maintained throughout the system's life as part of support or maintenance. Identify the City's needs or requirements.

Is the proposed solution available 24 hours per day, seven days per week, 365 days per year?

Does the proposed system use blacklisting that provides the ability to block access to suspicious or malicious entities?

Does the proposed system provide both application and data security?

Confirm that all specifications support the application software functional requirements, volumes, number of concurrent users, and processing performance characteristics defined in this Request for Proposal (RFP).

Confirm that system sizing considers the future use of large-size media files such as pictures, video, and audio in addition to the typical text-based data that the Computer Aided CAD (CAD) system typically collects.

#### *2.16.1. Cybersecurity Risk and Mitigation*

Proposers shall describe potential cybersecurity risks associated with deployment of the proposed solution in a cloud or hybrid cloud environment and the measures implemented to mitigate those risks. The response shall include a description of the security framework used to protect the system and City data, including risk management practices, monitoring and incident detection capabilities, vulnerability management processes, and procedures for responding to and remediating security incidents.

Proposers shall also describe how the proposed solution complies with applicable criminal justice information security requirements, including the CJIS Security Policy where applicable.

#### *2.16.2. On-Premises Solution*

Contractors shall provide infrastructure specifications and requirements for a hardware configuration with adequate storage capacity to accommodate at least ten (10) years of active incident data for CAD and twenty (20) years of associated reporting data for the LERMS.

The System shall be configured to operate in a multiple-task mode without any system degradation and with the defined anticipated maximum concurrent user count without any system degradation.

The City plans to install the new system on its current IT network infrastructure.

Contractors must certify that the hardware proposed meets or exceeds the requirements stipulated in Section 2.19.13 Storage Area Network of this RFP related to storage capacity.

All Contractors shall provide the network architecture and hardware requirements for the efficient operation of their proposed System, as described by the Contractor in the following sections.

Contractors shall describe in detail what hardware and system software components are included in their proposal, if any.

The City used Microsoft Active Directory services. Confirm that the system can be integrated with the City's current service.

The Contractor shall describe which APIs and web services are available for pushing data to and from the proposed solution. This should include descriptions of API security, encryption, and limitations in the hosting environment that restrict API access.

List all available APIs, SDKs, or application integration tools to facilitate data exchanges.

The Contractor shall describe the system administration tasks that City of Staunton engineers will be required to perform to operate, support, and manage the proposed on-premises systems.

#### *2.16.3. System Diagram*

Provide a diagram of the proposed System architecture. The diagram shall represent the servers, network, peripherals, workstations, connectivity, mobile data components, interface points, and the system environments (Production, Training, Test, and Secondary/Disaster Recovery).

#### *2.16.4. System Design*

Contractors must provide an overall design using a System Diagram and an overview explanation (no more than ten [10] pages) describing the proposed hardware and software configuration. The design shall identify the major functional components of the software, including how the components relate to and communicate with each other, and how the server-based components will be implemented on one or more virtual machines.

Contractors shall describe their plans for future system enhancements to demonstrate the long-term viability of the System architecture, hardware, and software. The installed System must be scalable and capable of expansion in a modular and incremental fashion.

#### *2.16.5. Services Related to Hardware and Software Installation*

Contractors must confirm that they provide all services and supplies necessary to install, operate, and maintain their application software specified in the RFP and their response to the Functional Specifications.

The City will provide the server environment and operating systems in accordance with the Contractor's specifications. Regardless of the procurement method, the successful Contractor shall be responsible for providing the hardware specifications required for the proposed configuration.

#### *2.16.6. Standard Operating Systems and Other Software*

The City uses a Microsoft SQL Server database structure.

The City uses applications that run on Microsoft Windows Server. The new system uses the current version of Microsoft SQL Server for all active and historical data storage, enabling the City to query all system data at any time freely. Similarly, the Contractor's systems shall include plans for upgrading and supporting future versions of SQL Server and the Microsoft Server operating system.

All third-party licenses acquired through the Contractor must be in the name of and property of the City. The Contractor must provide all licenses (software, support, etc.) purchased in the City's name before payment for the software. Contractors must also provide the proposed operating system's name and version number in their proposals.

Proposals incorporating a proprietary or non-standard operating system must explain the choice of operating system and indicate whether the Contractor intends to migrate to a Microsoft Windows/Microsoft SQL Server environment in the future. In addition to the operating system, the following software packages, complete with any necessary licenses, must be specified within the proposal.

Contractors must state the application that is being used for each of the following:

##### **A. Operating system**

- B. Non-proprietary relational database management system
- C. Mapping software (and associated version information)
- D. Any other language processor or utility required to maintain the application software
- E. Development environment for updating programs
- F. Utility programs for file handling
- G. Language compiler in which the system is written

The Contractor shall stipulate the number and type of software licenses (operating system and third-party applications) required for the system.

The Contractor shall describe any requirements, limitations, concerns, or recommendations for running additional programs on the proposed systems workstations and laptop computers (e.g., Internet, email, and Microsoft applications).

#### *2.16.7. Network Compatibility*

The Contractor shall describe how the mobile dispatching and field reporting systems work in an intermittent mobile computer connectivity environment.

What is the slowest wired network connection speed that will ensure the Contractor's system meets the requirements outlined in Section 3 Performance Requirements of this RFP?

What is the minimum, average, and maximum wireless network connection speed that will ensure the Contractor's system meets the requirements outlined in Section 3 Performance Requirements of this RFP?

#### *2.16.8. Operating System*

Provide the name and version number of the proposed Operating System.

The City requires licenses for the operating system and will provide the recommended number.

If the Contractor's recommended Operating System incorporates proprietary or non-standard components, justify those components.

#### *2.16.9. Hardware Alternatives*

Various hardware alternatives and separate computer systems may be proposed for mission-critical functions or client/server peer-to-peer operations.

These solutions or combinations must support all defined software requirements outlined in the functional specification workbooks.

#### *2.16.10. Hardware and System Software*

The Contractor will provide specifications and requirements for all necessary server hardware and system software to ensure that the Contractor's application software will perform at the Contractor's defined optimal capabilities for the System users.

The Contractor shall describe the optimum capabilities of their hardware and system software for the platform they are proposing.

The City prefers a hardware solution running Microsoft Windows that supports real-time applications.

Any virtualized solution must be compatible with a Nutanix system.

All specifications must support the application software requirements, volumes, number of concurrent users, and processing performance characteristics defined in this RFP. Sizing shall also consider the future use of large media files, such as pictures, video, and audio, in addition to the typical text-based data the CAD system collects.

The system shall also be capable of doubling the number of existing dispatch positions/workstations that will be procured initially. It must also support any additional workstations required to maintain a backup PSAP at another location, as well as any future system migration to a new facility.

The City may reuse or acquire mobile data devices (MDD) and peripheral hardware for its workstations. Still, they expect the Contractor to provide the minimum specifications necessary for optimum application software performance, where indicated in the RFP.

#### *2.16.11. Hardware Specifications*

The Contractors must provide hardware specifications within their Proposal.

Hardware specifications must include:

- A. Model and number of processors, including the number of cores per processor and clock speed
- B. Amount of memory required per host
- C. Number of network interfaces required per host
- D. Amount of local disk storage required per host for local operating system and virtual machines that are not critical to the overall operation of the system.

#### *2.16.12. Virtualization Software*

If the Contractor has a preference, that is stated as part of the proposed design, along with a brief explanation. If no choice is specified, it will be assumed that either operating system is acceptable to the Contractor or meets their requirements.

If the Contractor proposes specific software as part of the solution, the proposal shall include the brand, software type, and any licensing options.

The City currently maintains a Nutanix environment. If a new virtual environment is created, it shall be sufficiently licensed to be added to the City or other system-wide server integration systems.

#### *2.16.13. Concurrent System Operations*

All application systems shall operate concurrently.

The specified equipment must support multitasking for the simultaneous processing of required application systems.

If several applications use the same data server, the System must be configured to ensure priority workstation response for the CAD system.

#### *2.16.14. Security Features*

Confirming the security of any procured system and the infrastructure upon which it operates is of extreme importance. The proposed solution in design and deployment must meet and exceed all system data security requirements set by federal, state, and local agencies and standards organizations.

The Contractor shall fully describe the network security features of the proposed systems, include, but not limited to:

- A. Disabling unassigned IP and switch ports
- B. The function of specific IP ports used at the firewall and demarcation boundaries
- C. Protection from unauthorized access
- D. Security updates to items such as firmware, software, and virus protection

The Contractor shall describe the role of System Administration in developing and maintaining security profiles. Include the process of changing individual profiles to support personnel movement.

The Contractor shall describe the depth of security and permissions that may be controlled within an application module.

The Contractor shall describe which security functions are supported within the application software versus those provided by system software or the operating system.

Confirm the system uses an Access Control List (ACL) of personnel with access to specific resources and at what level.

Confirm all critical business data is encrypted while at rest or in transit.

Confirm that all Contractor-provided commercial and Contractor-developed software products (including those supplied by third parties) are kept current with applicable federal—and state-mandated requirements regarding the security and integrity of all criminal justice data as part of a warranty/extended services agreement and without further cost to the City.

Does the system support Active Directory or Lightweight Directory Access Protocol authentication?

Are user accounts integrated with Active Directory or managed individually within the system?

The Contractor shall describe how application audit trails are generated and what information is provided. Include any limitations or constraints.

The Contractor shall describe how system audit trails are generated and what information is provided. Include any limitations or constraints.

How long are the audit logs retained? Is the City able to configure the length of time?

The Contractor shall describe how the proposed System manages unsuccessful log-on attempts. Can the City establish the number of attempts allowed? What is the reporting or alerting mechanism used to communicate unauthorized access?

What security functions maintain data integrity in the System?

How will the proposed security prevent the tampering of historical data?

How does your system protect against cyberattack threats like intrusions, viruses, malware, and ransomware?

The Contractor must identify how its cybersecurity solutions protect the City system from network hackers and viruses that could attempt to impede the proposed system's regular operation.

Law Enforcement personnel are often involved in cases containing highly sensitive information. The Contractor shall describe the levels of security available in the case management module, explicitly addressing the following questions:

- A. Can cases be secured at the case level? Document level? Data field level?
- B. Can a supervisor limit the number of people who can view information in a case?
- C. Can security administration for the case management module be limited to investigative personnel (e.g., instead of civilian technical support staff)?
- D. Is there any information in a case that cannot be secured?

The Contractor shall indicate the frequency of routine information security risk evaluations.

#### *2.16.15. System Upgrades and Updates*

Outline the notification process when fixes, upgrades, and new releases have completed Beta testing and are ready for installation.

Outline the delivery process options for installing fixes, upgrades, and new releases. Explain the advantages and disadvantages of each option.

Are remedial software updates provided during a scheduled program to fix minor errors?

How often does the Contractor provide enhancements?

Are updates provided to meet legislative (including local, state, and federal) changes (e.g., NCIC, NIBRS)? Is there an additional charge for these updates?

If the Contractor proposes customized applications/interfaces, will they be upgraded along with the standard applications? If so, what will be the process for upgrading customized applications/interfaces to ensure that customizations/interfaces are not lost or compromised?

The Contractor shall describe their release management.

How long is maintenance continued for older releases?

Assuming all upgrades are initially deployed and tested in the Test environment before scheduling installation in production, the Contractor shall describe, in depth, the process for the following:

- A. Does each workstation require attention from a person with administrative rights, or can workstations receive upgrades via the network?
- B. Can mobile computers receive upgrades over the wireless network?
- C. The Contractor shall describe any impact to systems, e.g., interference with normal operations, system shutdown, etc., that will occur during software upgrades.

How many hours of installation assistance are provided with updates at no charge? If additional installation assistance is required for updates, include the hourly charge in the pricing proposal.

How many hours of conversion assistance are provided with updates at no charge? If additional conversion assistance is required for updates, include the hourly charge in the pricing proposal.

How many hours of training assistance are provided with updates at no charge? If additional training assistance is required for updates, include the hourly charge in the pricing proposal.

What other training assistance for updates is provided?

#### *2.16.16. Disaster Recovery, Failover, and Backup*

The Contractor shall propose a disaster recovery (DR) solution aligned with their proposed system architecture—whether on-premises, cloud-hosted, or hybrid—that ensures continuity of operations. The proposed DR configuration must identify the hosting model, components involved, and how it meets the City’s resilience and recovery requirements.

The backup/recovery solution shall provide real-time or near-real-time data synchronization so that CAD, Mobile Data System (MDS), and LERMS server data are replicated to a secure, geographically diverse location via a sufficient network connection. This solution shall not require the Contractor's assistance.

The Contractor shall confirm that all of the City’s data will reside only in the continental United States of America and not be transferred outside the continental United States

#### *2.16.17. Cloud-SaaS Solution*

The City supports deployment models that include on-premises, cloud-based, or hybrid configurations. The proposed solution must provide dedicated environments for production, testing, and training, along with a disaster recovery (DR) infrastructure—whether hosted on-premises, in the cloud, or through a combination of both—that ensures continuity of operations and data protection.

#### *2.16.18. Data Centers/Network Connectivity*

The Contractor shall include a data center diagram that includes geographical redundancy/diversity and provide the Contractor’s primary and backup data center locations.

The contractor shall answer the following questions:

Do the data centers exceed Tier 1, Tier 2, and Tier 3 requirements?

The data centers must have fault-tolerant site infrastructure, electrical power storage and distribution facilities, and an expected availability of 99.999 percent. If you cannot provide 99.999 percent availability, what percentage can your solution provide?

The Contractor shall provide recommendations on providing redundant connectivity to the host locations.

The proposed system can provide diverse paths to the host locations.

The Contractor shall provide requirements and details for system hosting and network connectivity.

Identify whether the system uses a mission-critical government cloud solution (e.g., Microsoft Azure Government or Amazon Web Services).

The Contractor shall describe whether the system complies with the Virginia State Police (VSP) CJIS Security Supplemental Policy, <https://virginia.cjisapps.com/launchpad/> , which augments the federal policy.

The Contractor shall describe if the system complies with the Criminal Justice Information System (CJIS) Security Policy regarding Cloud Computing; “cloud environments (e.g., government or third-party/commercial data centers, etc.) which reside within the physical boundaries of APB-member country (i.e., United States (U.S.), U.S. territories, Indian Tribes, and Canada) and legal authority of an APB-member agency (i.e., U.S. – federal/state/territory, Indian Tribe, or the Royal Canadian Mounted Police (RCMP)).”

The Contractor shall describe how the system will operate, or not operate, should Internet connectivity be lost.

#### *2.16.19. Host Provider and Infrastructure.*

The Contractor shall provide the Cloud hosting provider and data center locations.

Identify the infrastructure (hardware, software, operating system, and technology platform) used for hosting services.

List the primary location where the City’s data will be stored.

Does the proposed solution use virtualization software?

If so, what virtualization software is used?

Specify the network bandwidth the Contractor can provide and identify options for dedicated bandwidth.

#### *2.16.20. Data Ownership*

The Contractor shall verify that the City will own all rights, titles, and interests in the data used within the proposed solution.

Confirm that the Contractor shall not access the City’s user accounts or data except:

- A. In the daily operation of the data center
- B. In response to service or technical issues

- C. Per agreements, SLA, or other contract documents
- D. Per written request by the City.

The Contractor shall not disclose any information regarding the use of the Service, provided, rented, or sold to any third party for any reason unless required by law, state, or federal regulation or by a court order.

#### *2.16.21. Data Security*

Verify if the hosting environment is dedicated, meaning the City's solution and data will be managed independently - single tenant - or in a shared environment where the solution and data will be handled in a shared system - a multi-tenant environment.

If the proposed solution operates in a multi-tenant hosting environment, identify how the City's data is separated from other solutions.

If the solution operates in a multi-tenant hosted environment, identify what controls are in place to manage the security of the City's data.

The proposed solution includes administrative, physical, and technical safeguards to make the hosting environment CJIS-compliant.

The proposed solution includes administrative, physical, and technical safeguards to ensure that the hosting environment is Health Insurance Portability and Accountability (HIPAA) compliant.

Provide a copy of the Contractor's data ownership policy.

The City's data must be encrypted within the proposed solution:

What encryption schemes are used?

Provide a copy of the Contractor's decryption plan.

Provide a copy of the Contractor's encryption testing plan.

Please describe how the Contractor performs comprehensive, independent third-party audits as part of its data privacy and information security program.

The solution provides a web portal or separate application that allows management to view the following service audit criteria:

- A. Load performance
- B. User statistics
- C. Problem records

Provide details on a data extraction plan that includes the format and any associated costs for the return of all the City's data and any fees for the expungement of data from the Contractor's systems in the event of service termination.

#### *2.16.22. Accessibility Compliance*

The Offeror shall ensure that all proposed software applications, user interfaces, web portals, browser-based tools, and mobile applications included in the proposed solution comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.

The proposed solution shall support accessibility features that enable use by individuals with disabilities, including but not limited to support for screen readers, keyboard navigation, appropriate color contrast, scalable text, and other accessibility features consistent with WCAG 2.1 Level AA requirements.

The Offeror shall describe how the proposed CAD, Mobile Data System (MDS), Law Enforcement Records Management System (LERMS), and any associated web-based administrative or reporting interfaces meet WCAG 2.1 Level AA accessibility standards.

The Offeror shall identify any known limitations or areas where the proposed solution does not fully meet WCAG 2.1 Level AA requirements and provide a roadmap for achieving compliance.

Offerors should note that the U.S. Department of Justice issued a final rule in 2024 requiring state and local government digital services to comply with WCAG 2.1 Level AA accessibility standards. Compliance deadlines are April 24, 2026 for entities serving populations of 50,000 or more and April 26, 2027 for smaller entities and special districts. The proposed solution should enable the City to meet these regulatory requirements.

#### *2.16.23. Disaster Recovery Management*

Define the Contractor's business continuity and disaster recovery options, along with their respective costs.

Define how and where disaster recovery data is stored.

The Contractor shall describe the replication and synchronization strategy for restoring the complete system, including data and application software. Define where this information is stored in the Contractor's operating environment (i.e., data center replication).

The Contractor shall describe the disaster recovery process and the anticipated timeline.

The Contractor shall describe how the system performs real-time synchronization of backup data.

The Contractor shall describe whether the primary hosting environment is down and whether the Contractor can enable an active environment capable of sustaining operations until the primary hosting environment is once again functional and secure. Security and User Access

The Contractor shall describe the proposed User identity management solution, including access levels and respective user rights.

Determine whether the proposed solution supports single sign-on. The Contractor shall describe any other authorization capabilities within the proposed solution.

Verify that the proposed solution can integrate with the City's existing Active Directory services.

The Contractor shall describe any other user security, authentication, and authorization options in the proposed system.

Verify that all Security and User Access are CJIS compliant.

#### *2.16.24. Standards, Policies, and Regulatory Compliance*

The Contractor shall describe the proposed solutions' compliance with current CJIS and HIPAA requirements and explain how compliance is enforced.

Define if the proposed system provides Multi-Factor Authentication (MFA).

Describe how the Contractor's proposed encryption is provided and what standards are used (e.g., FIPS 197, FIPS 140-2).

Define if encryption affects performance.

Does the proposed solution support the current Statements on Standards for Attestation Engagements (SSAE) reporting standards?

#### *2.16.25. Agency Notification of Errors and/or Security Breach*

The Contractor shall describe current policies and procedures for the notification process, including anticipated timelines and incident response requirements, in the event of an actual, attempted, suspected, threatened, or reasonably foreseeable security breach of the proposed SaaS solution.

The Contractor shall describe current policies and procedures for the notification process, including anticipated timelines and incident response requirements, if an error or issue is discovered within the proposed SaaS solution that could impact City operations.

#### *2.16.26. Hardware*

The City expects local hardware or peripherals for local storage, interfaces, etc. Detail those needs.

The Contractor shall describe the system demarcation point between the Contractor's and the City's responsibilities.

The proposal must include a list and description of the software required to operate any proposed local hardware or software configuration.

The proposal must clearly outline all the local hardware and software for which the City would be responsible.

#### *2.16.27. Service Level Agreements (SLA)*

Explain if your solution includes a provision for system availability metrics/dashboards, the methodology for calculating your metrics, and what exceptions are granted when calculating your metrics.

The Contractor will provide the City with monthly statistical reports documenting adherence to the service level agreements.

The Contractor shall describe the various levels or options for application, technical support, and maintenance offered with your solution. Define the different support levels (e.g., 24/7/365, 24/7 Monday-Friday, 8/4 Monday-Friday, holidays, etc.).

Explain if your existing service level agreements include standard descriptive language or definitions comparable to each. If not, then list the differences.

- A. Incident resolution times
- B. Incident response times
- C. Definition of the SLA (e.g., system availability)
- D. SLA Measurement (how the SLA will be measured)
- E. Calculation Method (how it is calculated to meet the measurement)
- F. Service Level Credit (what is provided if not met)

Indicate if you have standard service level agreements that address the following. If so, provide sample copies:

- A. Availability
- B. Quality of Service
- C. Deployment
- D. Incident resolution service credits

#### *2.16.28. Performance Standards*

The Contractor shall develop and support an SLA outlining the proposed system's performance requirements.

The Contractor's SLA shall be based on Section 3 Performance Requirements of this RFP.

Failure to meet SLAs shall be measured by service-affecting outage.

Penalties will be assessed for failure to meet SLAs.

The Contractor shall disclose all risks that prevent them from achieving the SLA (99.999%).

#### *2.16.29. SLA Reporting*

The Contractor shall describe the monthly statistical reports that the Contractor will provide to the City.

#### *2.16.30. Scheduled Maintenance*

The Contractor shall describe the process for planning any scheduled maintenance activities.

The Contractor shall describe a robust and well-documented maintenance notification process.

#### *2.16.31. Component Systems*

The City expects the Contractor to provide all software components necessary for a fully functioning, integrated Solution.

As this RFP outlines, the City desires and expects that the proposed Solution, including any subcontractor applications, will be COTS.

The City anticipates selecting the Solution that meets the optimal number of its Functional Specifications with standard system functionality at the best value for the City. A COTS system implementation will:

Shorten the time required to implement the solution.

Eliminate the costs and implementation issues associated with system customization.

Simplify system upgrades and ongoing costs for modifications to custom features.

Contractors are responsible for providing a Solution with sufficient capacity and performance capabilities to support the call volumes noted in the RFP. The proposed Solution is to be sized to meet the performance standards for the projected volumes, plus a 75 percent margin for unexpected volume growth. The installed System shall be scalable and capable of expansion in a modular and incremental fashion. This expansion shall maintain the specified System performance requirements.

All proposed software versions must be the latest available and operational in a 'live' environment. The Contractor's responses must identify the component application version for each proposed module.

The following is a list of systems that shall be included in the Contractor's Solution:

**CAD:** A robust and highly reliable Police, Fire, and EMS dispatch system fully integrated with other Solution components and meets the functional and performance requirements identified in this RFP. The CAD system includes real-time mapping, AVL functionality, and identified interfaces. Additionally, the CAD configuration must address system redundancy factors and incorporate backup, failover, high availability, and recovery solutions.

**MDS:** An MDS, including real-time mobile mapping and AVL functionality, will be fully integrated with CAD, the proposed FBR, and LERMS to enable seamless transition from incident management to case reporting. The MDS will support all necessary LE peripherals, including citation printers, magnetic stripe readers, barcode readers, LPRs, body-worn cameras, and other hardware that facilitate law enforcement field operations. The MDS must support all necessary Fire/Rescue operations, including the closest unit recommendations, routing, status changes, and access to other fire and EMS applications/data.

**FBR:** An electronic field-based reporting system allowing field users to complete reports in a mobile environment and submit those reports electronically to the LERMS via an agency-specified report approval process. FBR software is to, at a minimum, provide for the pre-population of report forms, an agency-defined workflow for online routing of reports, real-time supervisory receipt and review of reports, editing, rerouting of reports, case assignment, and automatic report distribution.

**LERMS:** A LERMS to perform a broad range of functionality, including:

- A. Preparation of incident reports
- B. Case management
- C. Tracking of:
  - 1. Accidents/Crash

2. Arrests
3. Asset Management
4. Electronic citations
5. Field Contacts
6. Investigations
7. Warrants
8. Protection orders
9. Permits
10. EvidCrime Analysis
11. Document imaging and management
12. Other key modules and data

The City expects to operate in a nearly paperless environment where any form or piece of information can be easily printed, when necessary, but paper filing is not the norm.

The Solution is to provide a single set of master indices to minimize redundant data entry and facilitate linkages among data elements where appropriate. All case information, elements, and documentation are accessible through a single user interface.

In one query, the staff can query information in the different repositories, CAD, LERMS, and Field-Based Reporting modules, such as traffic reports, evidence, etc. The RMS shall also support data analysis with robust search and report features.

Law enforcement officers must be able to access LERMS data in the field. The query must support searching all fields, including discrete fields and full and partial searches of content in notes and commentary fields within reports.

#### *2.16.32. Mobile Computer Hardware and Software*

The Contractor shall provide minimum specifications for the mobile computers to ensure software compatibility.

The Contractor shall provide specifications for the following aspects of the mobile workstations:

- A. Operating systems supported
- B. Processor speed and number of cores required
- C. Amount of RAM required
- D. Amount of disk space required
- E. The compliant Global Positioning System (GPS) electrical / data protocol the mobile software uses to render Automatic Vehicle Location (AVL) coordinates (e.g., National Marine Electronics Association (NMEA)).
- F. Any additional specialized peripherals supported/required?

The Contractor shall describe any minimum requirements for network communication.

The City uses a commercial wireless provider's network and some City Wi-Fi hotspots for connectivity.

### *2.16.33. Tablet/Smartphone Devices*

The Contractor shall provide minimum specifications for any supported mobile tablet and smartphone devices. Specifications shall include operating systems, brands, and possible models of supported devices.

### *2.16.34. Artificial Intelligence and Automated Processing*

The Contractor shall identify and describe any use of Artificial Intelligence (AI), machine learning, predictive analytics, generative AI, large language models (LLMs), or other automated decision-support technologies included in the proposed CAD, Mobile Data System (MDS), or Law Enforcement Records Management System (LERMS).

For each identified capability, the Contractor shall describe:

- the purpose of the AI capability
- the type of data processed
- whether the capability is optional or required
- how the feature is enabled, configured, and managed by the City.

The Contractor shall ensure that all City data processed by the proposed system remains secure and is not used to train, improve, or otherwise contribute to external artificial intelligence models without the express written authorization of the City.

The Contractor shall not transmit City data to publicly accessible artificial intelligence platforms, third-party generative AI services, or shared large language models for training purposes.

The Contractor shall identify any third-party AI services used by the proposed system and describe how data is transmitted, processed, secured, and retained when interacting with those services.

The Contractor shall describe the administrative controls available to the City to enable, disable, monitor, and audit any AI functionality within the system.

### *2.16.35. Artificial Intelligence Change Management*

The Contractor shall not introduce, enable, or activate any new Artificial Intelligence (AI), machine learning, predictive analytics, generative AI, or automated decision-support capabilities within the system without prior written approval from the City.

Any proposed AI capability introduced after contract execution shall be disclosed to the City in advance and shall include documentation describing:

- the purpose and function of the capability
- the data used by the capability
- how the capability processes agency data
- the potential operational impact on public safety workflows.

The City reserves the right to approve, reject, or require configuration controls for any AI capability introduced after contract award.

### **3. PERFORMANCE REQUIREMENTS**

This specification section contains general and specific requirements for the performance of the proposed CAD/MDS/LERMS system, both at the time of system acceptance and throughout the life of any warranty and maintenance contracts between the City and the successful Contractor.

System acceptance may occur in phases as various milestones identified in the implementation plan and agreed to by the City are achieved. The Contractor shall work closely with the City, their agents, and consultants to develop an implementation plan that clearly defines each milestone's hardware and software deliverables, tasks, or other criteria. The Contractor's phased implementation plan shall specify how performance testing for each phase will be completed.

#### **3.1. System Availability and Reliability**

The Contractor must provide details on how the proposed solution will work during system maintenance or upgrades.

The City expects 7 days/week, 24-hour operations for Computer-Aided Dispatch and the Mobile Data System.

The Contractor must detail if the application software is capable of continued operation and has a minimum high-availability uptime of 99.999 percent.

If the Contractor cannot provide 99.999 percent availability, what percentage can your solution provide?

The above metric (Availability) shall be calculated monthly, including scheduled and routine maintenance.

All predictable maintenance or upgrade activities affecting hardware, firmware, or software that would require the proposed solution to be removed from service at any time shall be identified and communicated to the City.

#### **3.2. System Performance Profile**

The following performance criteria are provided as a guide in designing the Solution and form the basis for acceptance testing of the implemented Solution.

The Solution shall conform to the requirements specified in this RFP.

The Solution shall provide all the functional and operational capabilities. The Contractor shall describe as 'Function Available' in their proposal response.

All inquiry and file maintenance functions shall be performed without adversely affecting system performance and operations.

The System shall ensure problem-free interoperability among all hardware and software components specified in this document.

Users shall not be required to halt system operations during backups or other system administration tasks.

The proposed MDS system design shall provide a minimum of 50 active Mobile Data Devices (MDDs) during the peak busy hour. System design shall provide for this volume of MDDs.

The Contractor shall not be responsible for the processing time of external systems, e.g., NCIC, when such systems are involved in a transaction. It is understood that factors such as network latency, external system responsiveness, the performance of the network, system load, and any external systems, i.e., queries to state databases, may negatively affect such times and may need to be analyzed as part of the response time determination should an issue with these times occur.

Any artificial intelligence or automated decision-support capability included in the proposed system shall operate in a transparent and auditable manner and shall not make autonomous operational decisions without user review.

Any information, recommendations, or content generated by Artificial Intelligence or automated decision-support functionality within the system shall be clearly identifiable to system users as AI-generated content.

The system shall ensure that AI-generated outputs do not automatically create or modify official records, incident reports, or law enforcement documentation without user review and approval.

The Contractor shall remain responsible for ensuring that AI-generated outputs meet applicable public safety operational standards and shall provide tools that allow users to review, edit, and validate AI-generated content before it is finalized as part of the official record.

All responding Contractors shall outline details describing how they will conduct system testing that meets the above mentioned requirements.

### 3.3. System Response Times

The System response time shall not exceed an average of the seconds defined below when operating at three (3) times the expected initial volumes.

All responding Contractors shall outline details describing how they will conduct system response testing that meets the requirements outlined in this section.

### 3.4. Transaction Maximum Response Time

The CAD and Mapping system shall provide response times of less than one (1) second, 95 percent of the time, for the following transactions:

- A. Display of blank event entry screen
- B. Assigning a single unit to an event
- C. Changing a single unit's status
- D. Clearing a single unit from an event
- E. Display of verified address on the mapping
- F. Verification of a unique address

The System shall provide response times of less than two (2) seconds, 99 percent of the time, for the following transactions:

- A. Return a list of possible address matches when an address cannot be uniquely verified with the information entered
- B. Display unit recommendation based on a uniquely verified address
- C. Assignment of up to ten (10) units to an event from a single command
- D. Call up of premises/hazard file data
- E. Fire station alerting

#### *3.4.1. CAD and MDS Transaction Maximum Response Time*

The CAD and MDS systems shall provide response times of less than five (5) seconds, 99 percent of the time, for the following transactions:

- A. MDD-to-MDD e-mail message, 80 characters
- B. CAD-MDD dispatch message
- C. Display a list of events queried by unit ID for a single shift

The System shall meet all the above performance requirements while printing reports and creating system backups.

### 3.5. Computer System Availability

The following specification defines System availability and the method used to calculate it, as described in other sections of this RFP.

The System shall be considered available only when all conditions are met.

- A. Installed hardware/software components have power applied and operate correctly.
- B. All functions and interfaces are installed, and all the functional features necessary for the following items are operating correctly:
- C. The receipt (processing) and dispatching calls for service and emergency resources are operating correctly.
- D. Mobile data computers are online.
- E. System availability will be expressed as a percentage of the maximum expected availability over a given period. The System shall be available 24 hours a day, 7 days a week (24/7).
- F. Scheduled downtime, as defined by the successful Contractor and accepted by the City, will not be construed as hours when the System is unavailable.

The percentage availability for any period shall be calculated as follows:

$$(\text{Total Hours in Period} - \text{Hours System Unavailable}) \div (\text{Total Hours in Period})$$

For example, the maximum availability over 30 days is 24 hours  $\times$  30 days = 720 hours. If the system is unavailable for 7.2 hours during that period, then the system's availability during the period is  $(720 - 7.2) \div 720$ , or  $712.8 \div 720$ , which equals 99 percent.

### 3.6. Application Errors

Upon notification, the Selected Contractor will promptly correct malfunctions in any of the covered applications discovered by the City during the term of this Agreement, provided the City provides all

information regarding such malfunction that the Selected Contractor may request and is reasonably available to the City as defined in the following error reporting section, and

The City has provided the Selected Contractor with remote access to the Solution, as required by the contract.

All responding Contractors must outline how they meet the Application Error requirements identified above.

### 3.7. Error Reporting

The Contractor shall describe the malfunction in reasonable detail and the circumstances under which it occurred or is occurring to support service staff.

Classify the malfunction as Severity Level 1, 2, 3, or 4 with the assistance of support service staff members.

The City shall provide all the reasonably available information requested by the Selected Contractor necessary to complete its request for technical services.

Upon detection of any malfunctions in any of the covered applications, the City shall provide the Selected Contractor with a listing of command input, resulting output, and any other data, including databases and backup systems, that the Selected Contractor may reasonably request and is reasonably available to reproduce operating conditions like those present when the malfunction occurred.

The Contractor may reasonably request and is reasonably able to reproduce operating conditions similar to those present when the malfunction occurred.

Contractors must provide a secure solution for remote access to investigate, test, and fix the malfunctions. The City and any available local technical governance must approve this secure solution.

All responding Contractors must outline how they meet the Error Reporting requirements.

### 3.8. Post-Cutover Support

With appropriate involvement from City employees, the Selected Contractor and its implementation team must provide ongoing support for the 90-day reliability test period starting after the Solution is successfully implemented and operational in the production environment.

Upon completion of the 90-day reliability test period, if there are no outstanding issues, the contracted City will provide formal acceptance of the Solution.

All responding Contractors must outline how they meet the abovementioned Post-cutover support requirements.

### 3.9. Data Conversion and Legacy System Archival Data Access

As part of this procurement and implementation, the selected vendor shall provide a cost proposal and plan to support data conversion, legacy system data access (archival), or a combination of both, based on Staunton's operational priorities.

### *3.9.1. CAD Data Conversion*

The City of Staunton currently uses CentralSquare Technologies' One Solution CAD system and intends to convert legacy system CAD data from this platform. Legacy system CAD data conversion will include, but is not limited to:

- Historical CAD event/incident records
- Premise hazards, alerts, and cautions
- Commonplace records and location notes

Vendors must provide a clear strategy for converting active data into the new CAD solution and ensuring the remaining data is accessible through a searchable, user-friendly interface. This may include placing data into an archived query system or loading it into a vendor-hosted or City-provided reporting server. Staunton requires that non-migrated CAD data be searchable from within the proposed CAD solution or through a vendor-provided query interface and that all query tools comply with applicable CJIS requirements

### *3.9.2. Law Enforcement LERMS Data Conversion*

The Staunton Police Department uses CentralSquare Technologies' One Solution RMS, which has field-based reporting and integrated modules. LERMS conversion should include, but not be limited to:

Incident reports, arrests, citations, crash reports, and NIBRS data  
Master name, property, vehicle, and location records  
Evidence/property records  
Warrants, field interviews, and attachments  
Permits and administrative records

The City expects the migration of data essential for case continuity, regulatory compliance, and statistical reporting. Vendors must indicate which data types will be migrated, which will be archived, and which tools will be used to access historical records.

Staunton prefers to end support and licensing payments to legacy vendors once the new system is live. As such, Proposers are encouraged to recommend alternate data access solutions, including:

- Full data conversion to the new system
- Read-only archival solutions
- External query tools with embedded links from within the new system

## **3.10. Data Import and Configuration**

Staunton has entered substantial reference data, drop-down lists, and configurations into its existing systems. Vendors must describe how such tables (exportable as CSV) can be imported into the new solution, including support for:

- Premise/commonplace files
- Hazard and caution data
- Local statute and NCIC/VCIN code tables

- NIBRS code structures

### 3.11. Plan and Cost Requirements

All proposals must include a comprehensive Data Conversion and Legacy Access Plan that outlines the following:

- Proposed conversion process and methodology
- Tools for data migration and user access
- Hardware/software assumptions and costs
- Archival architecture (if conversion is partial)
- Timeline and resource plan (staff, skills, roles)
- Prior experience with similar systems and references
- Validation and data integrity processes
- Options and pricing for different levels of conversion or access

Staunton is also interested in any automated tools the vendor uses for One Solution migrations, as well as proposed query-only options, federated search capabilities, and support for digital media and attachments.

All legacy data conversion costs must be included in the pricing workbook under separate line items for CAD and LERMS. Proposers shall clearly identify all assumptions, limitations, and exclusions associated with the proposed data conversion scope, including any data types, record volumes, attachments, or historical records that are not included in the proposed migration.

## 4. INTERROGATORIES

Vendors shall respond fully and clearly to each interrogatory in this section. Responses must describe the proposed solution's capabilities, architecture, and approach as they relate to Staunton's operational, technical, and integration requirements. Where a feature or capability is not available, vendors shall explicitly state this and, if applicable, describe planned enhancements or alternative approaches. Responses will be used to evaluate functional alignment, system flexibility, and overall suitability of the proposed solution.

### 4.1. Federated Query

Federated query allows users to submit a single search request and retrieve results from multiple systems.

The user does not have to log into multiple systems that require numerous search requests. It is very common for criminal justice professionals to need access to information stored across systems maintained by different agencies.

These systems use an extensible architecture that adds differentiating features and capabilities modularly. This also makes it simple to add or remove databases. Intermediate hosts and service brokers are used to send/coordinate requests and reliably receive results.

Databases are typically associated with federated queries:

- A. Criminal History
- B. Warrant Information
- C. Investigative Case Information
- D. Inmate Records
- E. Booking and Arrest Records
- F. Firearms Registrations
- G. LERMS
- H. Court Case Management
- I. Juvenile History
- J. Civil Process
- K. Typical searches are for:
- L. People
- M. Vehicle
- N. Incident
- O. Firearm
- P. Property

The Contractor shall satisfy the following:

- A. If the solution provides the tools and functionality for federated queries.
- B. What are these tools, and how are they used?
- C. What is the responsibility of the system Contractor?
- D. What is the responsibility of the City?
- E. Does the proposed solution use Open Justice Broker Consortium (OJBC) developed federated query functionality based on open-source technologies and standards? These include the National Information Exchange Model (NIEM) standards and the Global Information Sharing Toolkit.
- F. Does the proposed solution use a web portal that will provide the City with sufficient security and allow only authorized users access? The Contractor shall describe it.
- G. Does the solution have Entity Resolution that analyzes the search results before they are returned to the user?
- H. Does the solution provide both basic and advanced searches?
- I. Are there any costs associated with this functionality?

#### 4.2. Interfaces

In addition to integrating the proposed Solution components, the Contractor will provide interfaces to key City internal and external systems. The ability to access and share data with current external systems is expected. Several regional, state, and national databases, such as the Virginia Criminal Information Network (VCIN), are routinely queried for information or used for reporting purposes. Along with these external databases, there are oftentimes systems that are more feature-rich and used for specialized needs, e.g., CopLink and N-DEx, used for intelligence gathering.

*Note: The City has expressed a willingness and desire to use functionality in newly proposed Solution applications or modules that would eliminate the need for these interfaces if the desired functionality can be achieved.*

The following definitions apply to the use of these terms regarding data exchange:

- A. Publish: The latest available data is transferred between the system and the external database.
- B. Query/Response: A system user initiates a query, and a response returns to the user from the external database.

- C. Bi-directional: a two-way data exchange between the system and the external database/application.
- D. Export: The system will export data based on user-configured time intervals to an external database/application.
- E. Import: The system will import data based on user-configured time intervals from an external database/application.

The Contractor shall provide the following information for each of the interfaces shown in Table 7 – Current and Potential CAD and LERMS Interfaces

- A. Interface name and description
- B. Direction/Exchange (e.g., Bidirectional, Publish, Import, Export, Query/Response)
- C. Language or Interface Tool used by Contractor
- D. Functionality/capability exists as part of the Contractor's solution, indicating the interface may no longer be required
- E. The Contractor has a standard interface to the identified third-party system
- F. A custom interface is needed, and an API is required from the third-party system

The City will require the installation of some interfaces in the Training or Test environment.

- A. What is needed to have an interface installed on those environments?
- B. What costs are associated with installing an interface on the Training or Test environment?
- C. List any known difficulties installing interfaces on the Training or Test environment.
- D. What manual processes are needed for an operational interface in the Training or Test environment?

Explain what is needed to ensure the interfaces are available during Disaster Recovery. Is the interface on Production also available on DR? What interfaces are available on the DR, and what are the associated costs?

The Contractor shall detail their experience integrating these or similar systems with their products in their proposal response and identify which interfaces are standard interfaces implemented by the Contractor, custom interfaces, or customization/configuration of an Application Programming Interface (API).

The Contractors must include the price of each proposed interface in their submitted cost proposal workbook and indicate that it is not separately priced if it is included within the price of another module or is not being proposed.

Do the applications employ the eXtensible Markup Language (XML) standard for external interfaces?

The City will provide adequate network connectivity between the system and the external systems and databases interfaced with the system, as described by the Contractor. Please identify in the proposal response to this requirement the minimum, average, and peak load bandwidth requirements between the system and externally interfaced systems and databases necessary to effectively accomplish the interfaces, which shall be described in the response/explanation for that interface.

The City prefers a system that performs any required data formatting and transformation for exchanging information, e.g., transaction data, discrete data, files, images, etc., between system databases and

external systems and databases. The Contractor shall describe how the proposed system will provide this functionality.

The City desires a system that can notify users if access to an interface or interface network is unavailable. The Contractor shall confirm if the proposed solution provides such functionality.

#### *4.2.1. Approach and Experience*

Describe the Contractor's approach toward and specific experience in supporting each interface. Include any assumptions or constraints regarding successful interface completion. Note whether the interface deployment is operational, under development, or unavailable. Describe services provided and any assumptions regarding working with the interfacing organization to develop the interface.

Describe a specific experience the Contractor has with the desired interface, including the number of sites installed, data initially installed, the operational status, the direction of data exchange, and the development language or tool.

Describe the Contractor's proposed approach to developing the interface.

List any assumptions or constraints (e.g., communications protocol) to complete the interface. In addition to responding to the interrogatory, the Contractor should identify any assumptions or constraints in the appropriate columns in the Pricing Proposal Workbook.

Describe the services provided and any assumptions regarding working with the interfacing agency or organization to develop the interface.

What is the Contractor's approach to simplifying and supporting the development, installation, and maintenance of interfaces developed after the contracted system has been implemented?

### **4.3. Back-up and Failover**

The City would like to take advantage of the current automatic failover and other backup technologies that enable continued operation, notwithstanding single or multiple component failures, connectivity issues, etc. They want a system that provides sufficient redundancy within the CAD, mobile data, and LERMS to ensure no single failure point exists.

Contractors proposing an on-premises solution shall:

- A. The Contractor shall describe the proposed automatic fail-over process and verify if it is automatic.
- B. Detail the time needed to complete the failover process.
- C. The Contractor shall describe the availability of a geo-diverse and fully functional disaster recovery environment off-site.
- D. What connectivity is needed for the off-site location?
- E. Identify what tools are used for backup and recovery. The Contractor shall describe what can be backed up and recovered (e.g., data, configuration settings, etc.).
- F. The Contractor shall describe any additional security, backup functionality, or features in the proposed solution environment.
- G. The Contractor shall describe what your company has done to protect the system regarding cybersecurity and system protection from intrusions, viruses, and malware.
- H. The Contractor shall describe the process for testing and validating the Disaster Recovery.

#### 4.4. Handheld Devices

The Contractor shall describe the functionality of their system for end users using handheld devices such as smartphones or tablets. Explain whether the functionality uses a Web browser-agnostic solution that is backward/forward compatible with the current major Web browser applications (e.g., Chrome, Safari, Firefox, and Edge). The Contractor shall describe whether the solution provides the same functionality as mobile data.

The Contractor shall describe whether the functionality can be accessed via an Android app that the user must download.

The Contractor shall describe whether the functionality can be accessed via an iOS app that the user must download.

The Contractor shall describe whether the functionality can be accessed via a Windows app that the user must download.

The Contractor shall describe whether the following functionality is available:

- A. Receive dispatch information
- B. View active events
- C. Access closed events
- D. View unit status
- E. Make unit status changes
- F. Run CAD queries
- G. Run reports
- H. Create self-initiated events
- I. View notes/narrative
- J. Add notes/narrative to an event
- K. Provides mapping interfaces to event locations
- L. Can users search for name, vehicle, property, and incident records
- M. Can users see alerts and warnings

The Contractor shall describe whether and how a hand-held device supports GPS, whether the device's location can be displayed on the mapping system, and whether the device has the app installed.

The Contractor shall describe the security and authentication features available for user log-on.

The Contractor shall describe how data is encrypted in transit and whether it is encrypted at rest on the device.

The Contractor shall describe the timeout and lockout features that prevent unauthorized access if a device is lost.

The Contractor shall describe any limitations on the number of users that can access the system.

The Contractor shall describe how this functionality is licensed and priced (e.g., number of user IDs, concurrent users, downloaded apps).

#### 4.5. GIS/Mapping

What GIS data, at a minimum, is required for CAD mapping?

Will the proposed System use the same mapping data for CAD, including MDS and LERMS?

If the solution requires a separate LERMS map, the Contractor shall describe how the LERMS solution can ensure that address verification is consistent with addresses in the existing CAD mapping data.

The Contractor must indicate whether all system components use the same GIS data for CAD, Mobile Data, and LERMS.

Confirm if the mapping GIS data is used for address or location verification, and/or if a mapping display is available in that component.

Can the agency mapping data be imported or overlaid onto Google-like maps or functions?

#### 4.6. GIS/Mapping Data Management

What utilities are provided to manage the mapping/GIS data for the system geofile?

The Contractor shall describe the system administration tasks required to create, update, and maintain the geofile.

What is the process for synchronizing the geofile with the City GIS database?

The Contractor shall describe the services proposed to audit the City's GIS/mapping data.

What types of issues or error reports can be expected? Examples may be, but are not limited to:

- A. Duplicate ranges
- B. Reversed ranges
- C. Overlapped ranges
- D. Bad characters
- E. Required data fields missing
- F. Zero ranges
- G. Directional issues
- H. Invalid or missing street direction
- I. Gaps

#### 4.7. GIS/Mapping Anomalies

A few addressing anomalies within the City may be of concern when using a genuinely map-based CAD system. The Contractor shall describe how the Contractor's proposed system will handle each of the following:

- A. Address ranges may be flipped as compared to the directionality of the road centerline
- B. Odd/even addressing on the same side of the road centerline
- C. Address numbering may be out of sequence on the road centerline
- D. Streets with multiple naming conventions
- E. Addressing discrepancies on the same street due to a local government boundary change
- F. Same street, different name, or naming convention due to local government boundary change

G. Duplicate or sound-alike street names

#### 4.8. GIS/Mapping Maintenance / Survivability

The Contractor shall describe how the Contractor's system uses live maps from the map server for all applicable modules and the process for providing map data to an MDD when the mobile application loses connectivity to the server.

The Contractor shall describe any technology, application, or tool developed to push map data to mobile data computers.

The Contractor shall describe how large files, such as aerial imagery, are handled.

The Contractor shall explain how GIS data updates are applied to the system without disrupting dispatch operations on the production side.

#### 4.9. GPS

Does the new system support and use various GPS solutions (e.g., computer-capable pucks, modems, or cards)?

Does the system support Peplink modems?

The Contractor shall describe the various options that the system provides for different GPS technologies.

List any known limitations to GPS equipment or technology that your system will not support.

The Contractor shall list the minimum frequency of GPS updates to CAD data for dispatchers, without too much information impacting service.

#### 4.10. Support and System Maintenance Roadmap

Does your company have a documented support and system maintenance roadmap or plan? If so, provide a copy.

The Contractor shall describe how user agencies can request changes and improvements to the application and future system functionality.

Contractors shall describe their plans for ongoing system enhancements to convince the City of its long-term viability.

How frequently is new functionality added? Is functionality only added in major releases? If so, how often are they released?

What is the Company's position and level of commitment to ongoing research and development that will enhance the system?

What percentage of revenue does the Company typically spend annually on system research, security, and development?

Does the Company have dedicated staff (engineers, developers) assigned to research and development?

#### 4.11. Identity and Access Management

How is the Single Sign-on Achieved?

The City uses Microsoft Active Directory services.

Does the system allow User Authentication via valid credentials using the following frameworks?

- A. Active Directory (AD)
- B. Active Directory Federation Services (ADFS)
- C. Lightweight Directory Access Protocol (LDAP)
- D. Security Assertion Markup Language (SAML)
- E. Open Authorization (OAUTH)
- F. OpenID

Does the system support mapping Active Directory fields?

Does the system support multi-factor authentication?

Does the system support automatic transfer of Active Directory fields?

If so, how often does this transfer occur?

#### 4.12. City Roles and Responsibilities

Based on the Contractor's experience with past projects of this size and complexity, define the various roles that will be needed by the City and Agency staff, employees, and subject matter experts to ensure a successful project:

The Contractor shall describe the tasks, required experience, and roles of the proposed City key team members, including project manager(s), stakeholders (police and fire), technical, subject-matter, and IT personnel needed to support this project.

Include an organization chart that highlights the roles and tasks needed or assigned.

#### 4.13. City Alerts or Messages

The Contractor shall describe the types of system events that trigger the generation of an alert or message to the City's system administrators.

What are the available options for how the alerts or messages are sent to the City's system administrators?

Can the alerts or messages be sent to individuals?

Can the alerts or messages be sent to groups?

#### 4.14. Software Development Kit (SDK)

If an SDK is included, summarize its capabilities and provide any other pertinent information concerning how the SDK can benefit the City.

What Contractor support is available to assist the City with SDKs?

The Contractor shall describe the type of documentation provided with the SDKs.

Are costs associated with the Contractor-provided support, or is it provided via a current support and maintenance agreement?

#### 4.15. Supporting Operating Environments

Operating Environments:

- Production
- Training
- Test

Identify any differences in the infrastructure, hardware, software, and interfaces provided to operate each of the environments identified above.

Identify which environments have been included in the cost proposal.

#### 4.16. Database Access/Data Warehouse

Some systems have been developed with an open architecture that allows agencies to use third-party tools via standard database connectivity protocols to gain query and report access from the databases. These systems will enable the agency to access CAD and LERMS data to develop applications that provide information and/or reports within and outside the agency. No applications ever write to the database; it is strictly read-only. Common needs include:

- A. Custom reports
- B. CAD events
- C. LERMS reports
- D. Crime Analysis
- E. Situational awareness tools
- F. Notifications for certain types of events.

As an optional offering, the Contractor shall describe how the proposed solution will:

Offer a similar open database architecture to provide the City with the same functionality described above.

Offer a data warehouse that contains real-time historical data for the City, IT departments, and the various investigative and reporting divisions to query and report on.

The Contractor shall describe how CAD data will be available via a data warehouse for external divisions and agencies to use with their reporting tools, such as Business Objects, REST, HTML, XLT, etc.

How will the legacy data be transformed to align with the new system's data?

#### 4.17. Integration

Describe the Contractor's proposed approach and experience providing seamless integration among the proposed System Components (CAD, Mobile Data, and LERMS).

Are there any constraints that limit data access between components anywhere within the proposed system, such that redundant data entry may be necessary?

Identify if the system components (CAD, Mobile Data, and LERMS) are:

1. Fully integrated Solution that includes CAD, Mobile Data, and LERMS.
2. Bi-directional standard interfaces between Systems and components from different sources
3. Bi-directional custom interfaces between Systems and subsystems from different sources
4. Less than bi-directional interfaces between Systems and subsystems from different sources
5. Limited interfaces between subsystems

If one or more modules are from different subcontractors, indicate the level of integration with the other major modules. In addition, indicate the number of times the proposed subcontractor's product has been integrated/implemented with the Contractor's proposed modules.

Is the database structure compliant with Open Database Connectivity (ODBC)? If not, how is data shared with other programs?

Describe how the interfaces are monitored for optimum performance.

#### 4.18. Expungement and Seals

The definition of expungement is:

1. Erases arrests and court supervisions from a subject's criminal record so they appear as if they never happened.

The definition of sealing is:

1. Hides a subject's criminal record from most of the public.

Describe the difference between expunging and sealing within your solution.

Provide a high-level overview of what it means for a record to be expunged in your system.

Describe the process or workflow needed for a user to expunge a record.

Provide a high-level overview of how a record is sealed and what that means when a record is sealed in your system.

Describe the process or workflow a user needs to seal a record.

Explain if only certain sections of a report can be sealed. What is the lowest level of record granularity a user can access in your system for sealing?

## **5. PROPOSAL INSTRUCTIONS – PREPARATION AND SUBMISSION**

### **5.1. General Instructions**

#### *5.1.1. RFP Response*

Electronic sealed proposals will be accepted ONLY through the eVA system. Proposals delivered electronically by any method outside of the eVA system WILL NOT be accepted.

If the Offeror determines that part or parts of its proposal are trade secrets or proprietary information that are not to be open to public inspection, the Offeror must submit an additional digital copy of its proposal that eliminates such part or parts. This copy shall be identified with the words “REDACTED COPY” and should be submitted on the same USB.

### **5.2. Proposal Preparation**

Contractors are to make written proposals that present the Contractor’s qualifications and understanding of the work to be performed.

Contractors shall address each item listed below in the order presented in their proposal. The prescribed format's objective is to facilitate the review of all proposals. Failure to complete and furnish all requested information in the specified form and format may result in the proposal's rejection.

The City expects the Proposal to be divided into ten (10) marked and identified sections.

The proposal shall provide clear, concise information in sufficient detail, in the order presented below, to allow an evaluation against these requirements. Although the weighting of some of the elements listed below varies, all requirements are essential for evaluation.

The subsections include specific problem statements for which the City seeks detailed responses with proposed solutions.

To acknowledge a complete understanding of the proposal requirements and demonstrate a full understanding of the project, Contractors shall provide a section-by-section response to each section of the RFP. Many of the sections and/or specific paragraphs ask the Contractors to answer questions and provide additional details, explanations, descriptions, or similar open-ended directions.

If the Contractor takes exception to any proposal language, specification, or requirement, they must explain why they took that exception.

If Required Details are needed for any Section, they shall be included under the appropriate area in their Proposal Response.

These subsections of Section 5 and/or specific paragraphs ask the Contractors to answer questions and provide additional details, explanations, descriptions, or similar open-ended directions. If Required

Details are needed for this Section, they shall be included in the designated area under the appropriate section.

#### *5.2.1. Table of Contents*

A Table of Contents shall be included as Section 1 of the proposal, and the Contractor shall number all pages.

#### *5.2.2. Introduction*

A cover letter/executive summary on company letterhead, signed by a person with corporate authority to enter into any contract that results from the RFP, shall be included in Section 2 of the proposal.

#### *5.2.3. Mandatory Submittals*

The Contractor shall complete all mandatory submittals as Section 3 of the proposal (unless otherwise noted). Failure to provide any required submittals with the proposal may cause rejection.

Mandatory Submittals are specified in Section 8 Submittal Requirements of this RFP.

#### *5.2.4. Proof of Contractor's Minimum Qualifications*

Contractors shall provide a section-by-section response to Section 4, Proof of Contractor's Minimum Qualifications, of the proposal.

Provide proof via documentation or a detailed response of a Contractor's compliance with the minimum requirements outlined in Section 9 of this RFP.

#### *5.2.5. Proposal Scope of Services*

Provide proof via documentation or a detailed response of a Contractor's compliance with the minimum requirements outlined in Section 2, Scope of Services of this RFP. This section includes:

Section 2.2 - Project Management and Schedule

Section 2.7 - Training

Sections 2.10 Warranty and 2.11 Support and Maintenance Requirements

Section 2.13 - Testing

Contractors shall provide a section-by-section response as Section 5, Scope of Services of the proposal, including the above-listed subsections.

#### *5.2.6. System Architecture Compliance*

Provide proof via documentation or a detailed response of a Contractor's compliance with the minimum requirements outlined in Section 2.18 System Architecture of this RFP. Contractors shall provide a section-by-section response to Section 2.18 System Architecture of the RFP.

#### *5.2.7. Performance Requirements*

Provide proof via documentation or a detailed response of a Contractor's compliance with the minimum requirements outlined in Section 3, Performance Requirements, of this RFP.

Contractors shall provide a section-by-section response as Section 7, Performance Requirements of the proposal.

#### *5.2.8. Data Conversion and Legacy Data*

The Contractor shall provide proof via documentation or a detailed response of the Contractor's compliance with the minimum requirements outlined in Section 3.9 Data Conversion and Legacy System Archival Data Access of this RFP.

Contractors shall provide a section-by-section response to Section 8, Data Conversion and Legacy System Archival Data Access of the proposal.

#### *5.2.9. Interrogatories*

Contractors shall provide a detailed, section-by-section response (including supporting documentation) to Section 4 Interrogatories of this RFP. Contractors are expected to respond to **each** question and/or provide additional details.

Contractors shall provide a section-by-section response to Section 9, Interrogatories of the proposal.

#### *5.2.10. Functional Specification Workbooks*

The City's functional requirements are based not only on contemporary COTS functionality but also on the industry-standard Association of Public-Safety Communications Officials (APCO) Unified CAD (UCAD) requirements, providing a comprehensive and unified list of CAD functional requirements and unique City public safety agency requirements. Likewise, the LERMS functional requirements are based on the industry-standard Law Enforcement Information Technology Specifications Committee (LEITSC) specifications.

The functional requirements aim to provide the City with a clear understanding of each Contractor's approach to delivering each functional feature, whether their system offers the functionality or specification. Function: Available responses provided by Contractors to any Exhibit, Section, or Subsection of this RFP will be contractually binding.

The City has identified specific functional requirements as Critical, which will carry greater weight when tabulated.

The Contractors shall complete Exhibit A-1 through A-4 to ensure that Requirements the City deems to be Critical and Important are understood and, correspondingly, Contractors are certifying that: 1) they will deliver the functionality The Vendor shall describe in the functional requirements by indicating "*Function Available*"; 2) will not provide the functionality by indicating "*Function Not Available*"; or 3) take "*Exception*" to a requirement.

Contractors shall provide a section-by-section response as Section 10, Functional Specifications Workbooks of the proposal.

Suppose a Contractor takes an exception to a functional requirement. In that case, **they must** provide an Exception Explanation in that requirement's Contractor Work Area for each Functional Specification Workbook, i.e., Exhibits A-1 through Exhibit A-4.

In a few instances, the requirements may appear conflicting. For example, a requirement may ask whether a specific function is provided in one way, and then be followed by a requirement asking whether the same function is provided in a different (or potentially conflicting) way. This is intentional, and the intent is to determine which way the Contractor provides that functionality when there are options.

Contractors shall not assume that the City desires or intends to purchase, use, or provide that functionality just because a functional requirement is listed. The City may only want to know whether the functionality is available and will decide later in the project whether to use it. The same applies to interfaces listed in the functional specifications.

Should the Contractor indicate "Function Available" for a specific requirement, then that functionality must be included in the base pricing, or the additional cost for that module or functionality shall be specifically listed as a line item in the Cost Proposal Workbook within the module listing or, if not specified, under additional costs.

During functional acceptance testing (FAT), the City, with assistance from the Contractor, will document that each function defined in each of the functional specification workbooks in which the Contractor has indicated as 'Function Available' has been delivered, is available, and/or is operational before going "live" on the System.

Complete each workbook as directed. Modifying or altering the workbook format may result in the proposal being rejected. Column D in each workbook provides a Contractor Workspace area for adding notes or comments while the requirement responses are being prepared. Notes or comments unrelated to an Exception, alternative functionality, or capability shall be removed before submittal.

The Contractor is instructed to mark 'Function Available' only when they can provide 100% of the listed functionality. If the Contractor can provide partial or similar functionality via another means, they shall mark 'Exception' and explain. Contractors are encouraged to provide as much detail as possible if alternative functionality/capabilities are available that partially or fully meet the identified functional requirement.

If the requirement includes any functionality that the Contractor will be adding as a 'future enhancement' or has been identified as being on their 'product roadmap' but will not be ready for this project's testing and go-live, the Contractor must make an exception and include the anticipated release date.

#### *5.2.11.Exhibit A-1 – A-4 Functional Requirements*

Exhibit A-1 – CAD Functional Specifications is to be completed by the Contractor. Exhibit A-1 is a compilation of standard CAD requirements.

Contractors are to read each requirement and indicate one of the following three answers:

- A. Function Available—If the Contractor's solution is selected, it will provide the functionality described by the Contractor in the system delivered to the City.

- B. Function Not Available—The Contractor's current production system cannot perform the function listed in the requirement. If the contractor's solution is selected, it will not be delivered in a system.
- C. Exception – the Contractor takes exception to the specification and must explain the reason for the exception as directed in the column Explanation of Exceptions.

Only items marked as Function Available will be scored initially in the Workbook. Not Answered, Function Not Available, and Exception will receive no score. Contractors are advised that any requirement marked as Function Available indicates that the system delivered to the City will be capable of performing the function as listed in the requirement.

Provide printed PDF copies of the completed Exhibits within this proposal section and a completed electronic copy of digital media, i.e., electronic upload, or USB thumb drive with the proposal document package.

Contractors are to complete Exhibits A-2 through A-4 below in the same manner as the Contractor shall describe for the CAD Functional Requirements.

- Exhibit A-2 – Infrastructure Functional Specifications
- Exhibit A-3 – Law Enforcement Records Functional Specifications
- Exhibit A-4 – Interfaces Functional Specifications

For this RFP, items not answered or marked as an exception in the Workbook will be interpreted as Function Not Available and factored accordingly for scoring purposes. Based on the initial RFP review and scoring, exceptions may be considered for a more complete analysis and comparison of Contractors.

#### *5.2.12.Pricing Proposal Workbook*

The Contractor is instructed to complete and submit the Cost Proposal Workbook under separate cover as identified herein.

The Contractor shall complete and submit the Cost Proposal Workbook provided as MS Excel® forms in its native MS Excel® format. The Contractor must complete and submit the worksheets as contained in Exhibit B. The Contractor shall not change or modify the overall design of the worksheets. Still, additional line items can be added if necessary. Provide a PDF copy of the completed Cost Proposal Forms within the Price Proposal.

The workbooks include the following cost categories in separate worksheets:

- A. Total Solution Cost Summary
- B. Premise – Software CAD
- C. Premise – Software Mobile
- D. Premise – Software LERMS
- E. Premise – Interfaces
- F. Premise – Hardware & Software
- G. Premise – Support & Maintenance
- H. Cloud – Software CAD

- I. Cloud – Software Mobile
- J. Cloud – Software LERMS
- K. Cloud – Interfaces
- L. Cloud – Hardware & Software
- M. Cloud – Support & Maintenance
- N. Options
- O. Hourly Rates

The Total Solution Cost Summary worksheet entries will automatically be transferred and combined from the corresponding detail worksheets.

All Contractors shall complete the Hourly Rates worksheet.

The contractor shall submit a detailed outline of all project costs, including hardware and software components, interfaces and connections, subscription services, training, and system integration, including installation, project management, support, maintenance, travel expenses, and other costs. The Contractor's costs shall be presented within the attached RFP Cost Proposal Workbook (Exhibit B) so that costs can be easily compared between Contractors.

Complete the pricing tables on all required worksheets (tabs) for the solution being proposed in the RFP Cost Proposal Workbook.

To the greatest extent possible, the Contractor shall show any applicable discounts separately from the prices for products and services.

Contractors may also include their own comprehensive, itemized pricing forms with additional details or notes to assist the City in its review. The Contractor shall provide further information as necessary to explain the cost proposal fully and will highlight any costs that do not cleanly fit into the Cost Proposal Workbook. Any cost information besides the RFP Cost Proposal Workbook must be included in a separate file from any other portion of the submission and must be conspicuously titled, including additional cost information.

The Contractor must complete each line item included in each pricing form. If the cost for that line item is not included in their base system price and an additional fee is required to provide it, a price for that line item shall be submitted. If the cost for that line item is included in their base system, then the Contractor shall input 'INCLUDED.' If the Contractor is not providing the functionality, module, or interface for the listed line item, it shall input 'NOT INCLUDED' to indicate that it is not being proposed.

The Contractor shall document all assumptions used to calculate costs that would not be included in the contract between the successful Contractor and City resulting from this RFP. Each tab has an Assumptions/Considerations column.

**Annual Maintenance Cost:** Maintenance and support fees for the application environment. The City expects software maintenance costs not to increase in the first five (5) years of go-live operation. Contractors shall not charge annual software maintenance fees before final system acceptance.

The City reserves the right to request revised pricing from all Contractors.

The City reserves the right to negotiate a final fixed price and all terms and conditions with one or more Contractors.

All proposed costs shall be fixed, in writing, and valid for at least twelve (12) months.

Costs shall reflect all discounts and reductions based on multiple licenses/sites or other considerations.

The City anticipates awarding this RFP to a Contractor on a fixed-price basis for a complete system, including implementation services, with payments made on a milestone and/or annual/monthly basis.

The Contractor shall also submit a proposed payment schedule listing each milestone/service for which payment will be due. A schedule must be included even if only one milestone/service payment is anticipated, e.g., at system completion. Payment for all milestones/services is dependent on the City's acceptance.

## **6. SELECTION PROCEDURE & EVALUATION CRITERIA**

A Selection Committee composed of City officials will evaluate and rank all Contractors.

Contractors will be evaluated and ranked by the evaluation criteria.

The Selection Committee may conduct formal interviews with the short-listed Contractors. Based on the process results, the highest-ranked Contractor(s) may be invited to present to the Selection Committee.

The Selection Committee will complete the final evaluation and rank the Contractors according to the evaluation criteria to identify the Contractor whose professional qualifications and proposed services are deemed most meritorious.

Upon the conclusion of the interview, each selection committee member may make final adjustments to the criteria.

### **6.1. Investigations**

The Selection Committee may conduct reasonable investigations as it deems necessary and proper to determine the Contractor's ability to perform the work. The Selection Committee and/or its representative(s) reserve the right to inspect the Contractor's physical premises before the award to answer questions regarding its capabilities.

The Selection Committee will complete the final evaluation and rank the Contractors according to the evaluation criteria to identify the Contractor whose professional qualifications and proposed services are deemed most meritorious.

During the final evaluation discrepancy meeting, each member of the Selection Committee may make final adjustments to the scoring criteria.

### **6.2. Mandatory Submittals**

In the initial stage of the evaluation process, the City Procurement unit will promptly review in full all proposals. The minimum requirements each proposal should meet to move onto Stage 1 of evaluation are as follows:

Complete and submit all mandatory submittals.

The Proposal was submitted in the required format as specified in Section 8 Submittal Requirement of the RFP.

Complete and submit the exhibits needed in the specified native format file and a completed PDF copy.

Exhibit A-1 – CAD Functional Specification Workbook

Exhibit A-2 – Interfaces Functional Specification Workbook

Exhibit A-3 – Infrastructure System Functional Specification Workbook

Exhibit A-4 – Law Enforcement Records Functional Specification Workbook

Exhibit B – Cost Proposal Workbook

### 6.3. Selection Criteria – Stage 1

The selection of the successful contractor will be based on submitting proposals that meet the selection criteria. Proposal evaluations will be based on assigned evaluation points using the following minimum selection criteria:

- A. Introduction/Executive Summary: The required cover letter details are submitted on letterhead and signed by a person with the authority to do so, including a detailed and informational executive summary. (Possible Points: 24)
- B. Project Goals: The Contractor has provided detailed responses and addressed each goal individually, as listed in the Project Goals section. (Possible Points: 28)
- C. Contractor and Employee Qualifications: Contractor's introduction, background on the company, description of prime and any subcontractors, corporate and contact information, and proof of experience in providing solutions and services of similar size, verified via client references. (Possible Points: 90)
- D. Scope of Services: Information provided on project management and ability to deliver the required services, schedule, understanding the project, communications management, implementation staff, and support, providing specific approaches/plans (training, documentation, software, warranty provisions, and cutover support) The successful Contractor shall have the demonstrated ability to provide good project management and administrative support to the City. (Possible Points: 120)
- E. System Architecture: Description of the proposed system, key features, and benefits, description of system integration options (On-premises, Cloud, or hybrid), system diagram and design, significant components descriptions, system diagram, hardware requirements, licensing, security, support/maintenance or service level agreements, upgrade/updates, availability/reliability, and end-user device requirements. (Possible Points: 145)
- F. System Performance Criteria: Ability to meet general and specific requirements, implementation plan, system acceptance and testing, agreement on functional requirement testing, test plans, 90-day reliability testing, integration testing, ongoing system performance, expansion, system performance profile, system response times, and support and maintenance requirements. (Possible Points: 155)
- G. Data Conversion and Legacy Data: Description of data conversion and accessing legacy data options, ability to convert data, experience converting data, encryption during transfer, and securely hashed to verify completion and authentication of migrated data. Review of the Contractor's data conversion and archiving legacy data plan, details of this plan, roles and

responsibilities, recommendations, data validation processes, and recommended alternatives. (Possible Points: 80)

- H. Interrogatories: Detailed responses and descriptions provided for each interrogatory, with the ability to provide desired features or functionality. (Possible Points: 90)
- I. Functional Requirement Response Matrices: The ability of the proposed subsystems to provide the required/desired functions based on the responses to the Requirements Response Matrix. This category is subdivided into the major subsystems required (CAD, LERMS, Interfaces, and Infrastructure) and the level of integration between the proposed subsystems. Points will be allocated to each subsystem as a percentage of the total functions identified as available in the response for each subsystem. (Possible Points: 268)
  - 1. CAD
  - 2. LERMS
  - 3. Interfaces
  - 4. Infrastructure

#### 6.4. Selection Criteria – Stage 2

The top Contractors from the Stage 1 proposal evaluation will continue to Stage 2 of the evaluation process.

The number of Contractors advancing to Stage 2 is typically limited to three, depending on the number of proposals received. However, the City can choose any number of Contractors to participate in Stage 2.

The top Contractors selected will be invited to Use Case Demonstrations/Contractor Interviews, during which the short-listed Contractor will demonstrate the system using scripts developed and provided by the City. All demonstrations will be conducted on a current, live, in-production version of the total solution being proposed.

Those Contractors that successfully advance through Use Case Demonstrations will have detailed references checked, and the City's Selection Team will schedule and conduct optional site visits. The Contractor will be asked to assist the City's Selection Team in planning and scheduling the site visits, but the Contractor will not be invited to participate.

The final step of the evaluation is the review of the Contractor's pricing proposal forms.

Use Case Demonstrations/Contractor Interviews: The Contractor's solution capabilities and response to oral questions will be considered an indicator of the robustness of the proposed solution and the Contractor's ability to meet the functional specifications in a manner that is seamless and consistent with the City's vision, processes, workflows, and timelines. The demonstrations will use City-provided scripts. The Contractor will perform demonstration tasks within each significant functional area using the component systems. Individual demonstration tasks will be drawn from the Functional Specifications Workbooks. (Possible Points: 300)

Detailed Reference Checks: The quality of the references provided and their feedback will further indicate the Contractor's ability to deliver, implement, maintain, and support the solution they are proposing to the City. (Possible Points: 100)

Site Visits: The City may consider conducting site visits for Contractors that successfully advance through Use Case Demonstrations and detailed reference checks. (Possible Points: 100)

Pricing Proposal Forms: Solution pricing will not be the sole deciding factor in the selection process, but will be considered as part of the evaluation process. (Possible Points: 200)

A final ranking of the Contractors will be made, and a Notice of Award will be transmitted to the highest-ranking Contractor.

The final contract shall be awarded as a firm-fixed-price contract. At the appropriate time, contractors will be given additional specific information about the scripts and demonstration setup.

**Table 11 - Scoring Criteria**

| Evaluation Criteria                                  | Points       |
|------------------------------------------------------|--------------|
| Table of Contents / Introduction / Executive Summary | 24           |
| Mandatory Submittals                                 | 28           |
| Proof of Offeror's Minimum Qualifications            | 90           |
| Proposal Scope of Services                           | 120          |
| System Architecture Compliance                       | 145          |
| Performance Requirements                             | 155          |
| Data Conversion and Legacy Data                      | 80           |
| Interrogatories                                      | 90           |
| Functional Specifications Workbooks                  | 268          |
| <b>Total Technical Points Possible</b>               | <b>1,000</b> |
| Use Case Demonstrations                              | 300          |
| Detailed Reference Checks                            | 100          |
| Site Visits (optional)                               | 100          |
| Pricing Proposal                                     | 200          |
| <b>Total Short List Points Possible</b>              | <b>700</b>   |
| <b>Total Points Possible</b>                         | <b>1,700</b> |

## 7. SUBMITTAL REQUIREMENTS

An authorized representative of the offeror shall sign proposals. All requested information should be submitted. Failure to submit all requested information may result in the Purchasing Agent requiring prompt submission of the missing information and/or lowering the proposal's evaluation. The Purchasing Agent may reject proposals that are incomplete or lack key information. Mandatory requirements are those required by law or regulation, or that cannot be waived and are not subject to negotiation.

Limit your Proposal to a maximum of **seventy-five (75) total pages**. Thirty pages shall include **ALL** exhibits, appendices, resumes, letters, attachments, and enclosures. Dividers are allowed and will not count towards your thirty pages.

Ownership of all data, materials, and documentation originated and prepared for the City under the RFP shall belong exclusively to the City and be subject to public inspection.

### 7.1. SUBMITTAL CONTENT\*

- A. Provide the name, phone number, and email address of the contact person regarding the proposal at your agency. This contact information will be used to provide confirmation of receipt of your proposal and any questions you may have.
- B. List the three most relevant references within the last five years, including dates and client references (include client contact person, address, and phone number), preferably government agencies.
- C. Summarize the qualifications of key individuals to be assigned to the work. Full resumes may be attached as an appendix. Information and/or resumes must exhibit the individual's qualifications and experience in the type of work to be conducted, emphasizing services similar to those expected.
- D. Provide a short description or brochure explaining your organization's history, structure, and culture.
- E. List the outside services to be used. Describe the anticipated scope of services by sub-consultants and how they will be coordinated. Specific names of sub-consultants are preferred at this time. This section intends to ascertain what outside services the Contractor will require.
- F. Provide documentation that the Contractor is licensed under the applicable laws of the Commonwealth of Virginia and the City of Staunton. Verify that required insurance coverage is available (insurance certificates need not be submitted until the award stage).
- G. Upload the required workbook.

\*Response required

### 7.2. PRICING DOCUMENT\*

Contractor to upload their pricing here

\*Response required

### 7.3. CONTRACTOR'S DATASHEET\*

*7.3.1. Verify that required insurance coverage is available (insurance certificates need not be submitted until the award stage).*

\*Response required

*7.3.2. FIN or FEI Number if Company, Corporation, or Partnership\**

(If individual, enter Social Security Number)

\*Response required

*7.3.3. How many years has your organization been in business?\**

\*Response required

*7.3.4. How many years has your organization been in business under its present name?\**

\*Response required

*7.3.5. List the states and licensures where your organization is legally qualified to do business.\**

\*Response required

*7.3.6. Debarment/Suspension List\**

Contractors shall confirm in writing that they are not currently on any debarment or suspension list of any local, state, or federal government. Any Contractor found to be listed shall be rejected as non-responsive.

\*Response required

*7.3.7. Number of Employees\**

Bidders shall indicate below the number of employees available to perform the services for the City as specified herein.

\*Response required

*7.3.8. Resources, Equipment, and/or Tools\**

In the space provided below, Proposers shall indicate the type of systems to be used, software, equipment, automobiles, and tools available to perform the services specified herein (if a Proposer already has an inventory list, then you may attach it with your Proposal Content to satisfy this requirement). If attached, please type "attached" in this blank space.

\*Response required

\*Response required

*7.3.9. Response Time Cont.\**

If you selected "Other" previously, indicate miles from the business location.

Ex.) within \_\_\_\_ miles of the City limits (or type N/A)

\*Response required

## **8. CONTRACTOR AND EMPLOYEE QUALIFICATIONS**

The Contractor shall be experienced and provide documentation that their Contractor has experience of a similar size and scope for at least five (5) years—i.e., a complete Contractor Datasheet.

What is the number of employees supporting the public safety system at your company?

- A. Nationwide (total)
- B. In the office serving this project

If the Contractor is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation must be submitted with the Proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is insufficient.

The successful Contractor must sign a Contract for this engagement with the City.

Provide background information about:

- A. The Contractor's experience in the market for public safety information systems
- B. The company's history
- C. The company's strategic plan for the proposed products.

Describe the approach to integrating the proposed software with varied new technologies as they become available.

If the Contractor has had a contract terminated for default during the past three (3) years, this fact will be disclosed along with the Contractor's position on the matter(s). If the Contractor has experienced no such terminations for default in the past, then the Contractor is to indicate as such.

Has the Contractor company ever been involved in a buyout, merger, or acquisition? If so, explain.

Has the Contractor's company or any company employee ever been named in litigation and/or arbitration related to the company's product or services or for any security breaches? If so, explain.

Are there any lawsuits against the Contractor's company by current or former clients?

## 8.1. PROOF OF EXPERIENCE

Contractors shall demonstrate experience, a minimum of five (5) years is required, in providing the level of services needed to successfully deliver and deploy an operational CAD, MDS, and LERMS solution for organizations of comparable size and scope to that of the City (i.e., comparable operational size, population served, CAD event volume).

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Contractors shall include with their proposal a list of all comparable implementations and locations where the system, including the software elements being solicited in this RFP, has been in use, the number of years in use, the software and various modules used, and any other pertinent data to demonstrate that the deployment serves as an acceptable comparable reference location. The list shall include the agency name, person to contact, address, telephone number, e-mail address, work description, and the contract's total value.

## 9. PROCUREMENT GUIDELINES

### 9.1. SUBMISSION AND RECEIPT OF RFPS:

For your Proposal to be considered, it must be received before the specified time and date of opening as designated in the solicitation. E-mail and facsimile submittals are not acceptable.

### 9.2. SPECIFICATIONS

Offerors must indicate any variances from our specification and/or conditions, NO MATTER HOW SLIGHT. If variations are not stated in the Proposal, it will be assumed that the product or service fully complies with our specifications. The Purchasing Department is not responsible for locating or securing any information which is not included in the Proposal.

### 9.3. CHARGES AND PAYMENTS

#### *9.3.1. To Prime Contractor:*

1. Invoices for services ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the purchase order number.
2. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after satisfactory invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
3. All services provided under the contract, which are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
4. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
5. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the City of Staunton shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve City of Staunton of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, § 2.2-4363).

#### *9.3.2. Payment to Subcontractors:*

1. An offeror awarded a contract under this solicitation is hereby obligated:
  - a. To pay the subcontractor(s) within thirty (30) days of the offeror's receipt of payment from the City of Staunton for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
  - b. To notify the agency and the subcontractor(s), in writing, of the offeror's intention to withhold payment and the reason.

2. The offeror is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the offeror that remain unpaid thirty (30) days following receipt of payment from the City of Staunton, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. An offeror's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the City of Staunton.

#### 9.4. AUDIT

1. The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the City, whichever is sooner. The City, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.

#### 9.5. TESTING AND INSPECTION

1. The City of Staunton reserves the right to conduct any test/inspection it may deem advisable to assure services conform to the specifications.

#### 9.6. ASSIGNMENT OF CONTRACT

1. A contract shall not be assignable by the offeror in whole or in part without the written consent of the City of Staunton.

#### 9.7. DEFAULT

1. In case of failure to deliver goods or services in accordance with the contract terms and conditions, the City of Staunton, after due oral or written notice, may procure them from other sources and hold the offeror responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the City of Staunton may have.

#### 9.8. TAXES

1. Sales to the City of Staunton are exempt from State and Federal sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request, as the City of Staunton determines appropriate. Any deliveries under this contract shall be free of Federal excise and transportation taxes.

#### 9.9. INDEMNIFICATION

1. The Offeror agrees to indemnify, defend, and hold harmless the City of Staunton and its Council members, officers, directors, agents and employees against any and all claims, liabilities, losses, damages, costs and expenses (including reasonable attorney fees) arising out of, or resulting from any and all injuries to persons or damage to property or intellectual infringement claim arising out of services performed hereunder or by reason of the intentional or negligent acts or omissions of the Offeror, its employees, agents or sub-contractors, including any independent contractors. The provisions of this section shall survive the completion, terminations or expiration of the contract.

#### 9.10. LIABILITY AND LITIGATION

1. The City shall not indemnify or hold harmless any contractor or other third party. The City does not waive any right or release any party from liability, whether on its own behalf or on behalf of

any boards, employees or agents. The City does not waive the right to trial by jury for any cause of action arising from the Contract and shall not submit any Contract claim to binding arbitration or mediation. The City shall not be liable to contractor for any special, punitive or exemplary damages arising from the performance of the contract, including, but not limited to, incidental damages, and lost profit and lost wages, even if such special damages are reasonably foreseeable. Any provision(s) in the Contract contrary to these statements is/are hereby deleted and rendered void.

#### 9.11. COPYRIGHTS

1. The Offeror hired pursuant to this contract is prohibited from copyrighting any papers, interim reports, forms, or other materials resulting from performance under this agreement, without the written permission of the Purchasing Agency. Data and their analysis, forms, and images gathered or developed during fulfillment of this contract may be used by the Offeror in subsequent copyrighted publications, provided the copyrights do not in any way restrict or limit the Purchasing Agency's ownership, use, or distribution of said information, forms, or images.

#### 9.12. OFFEROR'S PERFORMANCE

1. The successful Offeror agrees and covenants that its agents and employees shall comply with all City, State and Federal laws, rules and regulations applicable to the business to be conducted under the contract.

#### 9.13. AWARDING THE CONTRACT

1. The award of a contract shall be determined in the sole discretion of the City based upon evaluation of all information as the City may request. The City reserves the right to waive any informality in RFPs submitted in response to this Request for Proposals when such waiver is in the best interest of the City.
2. The City of Staunton shall endeavor to award the contract within thirty (30) days from receipt of RFPs. Notice of award will be posted on the City Web Site at <http://www.staunton.va.us/solicitation-results> and on the eVA procurement site.

#### 9.14. DISCUSSION OF EXCEPTIONS TO THE RFP

1. The RFP, including its venue, termination, and payment schedule provisions, shall be incorporated by reference into the contract documents as if its provisions were stated verbatim therein. Therefore, any exception to any provisions of the RFP shall be explicitly identified in a separate "Exceptions to RFP" section of the proposal for resolution before execution of the contract. In case of any conflict between the RFP and any other contract documents, the RFP shall control unless the contract documents explicitly provide otherwise.
2. Please identify in the proposal submission any "Exceptions to RFP".

#### 9.15. PUBLIC INSPECTION OF PROCUREMENT RECORDS

1. RFPs submitted shall be subject to public inspection only in accordance with Section 2.2-4342 of the Code of Virginia, which reads, in essence, as follows:
2. Public inspection of certain records:
  - a. Except as provided in this section, all proceedings, records, contracts, and other public records relating to procurement transactions shall be open to the inspection of any citizen,

or any interested person, Contractor or corporation, in accordance with the Virginia Freedom of Information Act.

- b. Cost estimates relating to a proposed procurement transaction prepared by or for a public body shall not be open to public inspection.
- c. Any competitive negotiation offeror, upon request, shall be afforded the opportunity to inspect Proposal records within a reasonable time after the evaluation and negotiations of RFPs are completed but prior to award, except in the event that the City decides not to accept any of the RFPs and to reopen the contract. Otherwise, Proposal records shall be open to public inspection only after award of the contract.
- d. Any inspection of procurement transaction records under this section shall be subject to reasonable restrictions to ensure the security and integrity of the records.
- e. Trade secrets or proprietary information submitted by an Offeror or contractor in connection with a procurement transaction shall not be subject to the Virginia Freedom of Information Act; however, the offeror or contractor shall
  - i. invoke the protections of this section prior to or upon submission of the data or other materials,
  - ii. identify the data or other materials to be protected, and
  - iii. state the reasons why protection is necessary.
  - iv. Offeror may not invoke this protection on the entire Proposal – only on those sections or data which are considered trade secrets or proprietary.

#### 9.16. ETHICS IN PUBLIC CONTRACTING

- 1. By submitting their Proposal, all offerors certify that their Proposal is made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or sub-contractor in connection with their Proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

#### 9.17. FORUM SELECTION

- 1. This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia, without reference to conflict of laws principles or rules of construction. Any action, proceeding, or claim in any way related to this agreement or the relationship between the parties shall be filed and maintained solely in the General District Court or the Circuit Court of the City of Staunton, Virginia.

#### 9.18. PROMPT PAYMENT ACT

- 1. Any contract awarded as a result of this Request for Proposals shall incorporate the terms and conditions of Article 4 of the Virginia Public Procurement Act with respect to Prompt Payment.

### 9.19. REJECTION OF RFPS

1. The City reserves the right, at any time prior to award of the contract, to reject any and all RFPS, or any part thereof, to make no award, and/or to issue a new Request for Proposals, or make modifications, corrections, or additions to the information contained herein.
2. Offerors are cautioned this is a Request for Proposals, NOT a request to contract.

### 9.20. COSTS FOR PROPOSAL PREPARATION

1. Any costs incurred by offerors in preparing or submitting RFPS are the offeror's sole responsibility; the City will not reimburse any offeror for any costs incurred as a result of the preparation of this Request for Proposals.

### 9.21. APPROPRIATIONS

1. The obligations of the City of Staunton are subject to and contingent upon annual appropriation by City Council of sufficient funds for the purposes of this contract. In the absence of such annual appropriation, either the City of Staunton or offeror may terminate the contract by giving not less than ten (10) days prior notice to the other, specifying this reason for the termination, and upon effective termination pursuant to this provision, any compensation due shall be equitably adjusted by mutual agreement.

### 9.22. ADDITIONAL FEDERAL GRANT PROVISIONS

1. The following provisions apply to a contract made under a federal grant: Appendix II to Part 200 – Contract Provisions for Non-Federal Entity Contracts Under Federal Awards.

### 9.23. STATE CORPORATION COMMISSION IDENTIFICATION NUMBER

1. Pursuant to Code of Virginia, §2.2-4311.2 subsection B, an Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its proposal the identification number issued to it by the State Corporation Commission (SCC).
2. Any offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its proposal a statement describing why the Offeror is not required to be so authorized. Link to the Virginia State Corporation Commission site: <http://www.scc.virginia.gov/>.

### 9.24. ANTITRUST

1. By entering into a contract, the contractor conveys, sells, assigns, and transfers to the City all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the City under said contract.

### 9.25. QUALIFICATIONS OF OFFERORS

1. The City may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the City all such information and data for this purpose as may be requested. The City reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities.

2. The City further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the City that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

#### 9.26. CANCELLATION OF THE CONTRACT

1. The City may terminate any agreement resulting from this solicitation at any time, for any reason or for no reason, upon thirty days advance written notice to the contractor. In the event of such termination the contractor shall be compensated for services and work performed prior to termination.

#### 9.27. AVAILABILITY OF FUNDS

1. Agreements are made subject to the appropriation of funds by the Staunton City Council and are null and void in the event of non-appropriation by the City Council. Non-appropriation of funds shall not be deemed a cancellation and shall terminate this agreement without recourse and with no liability on the part of the City.

#### 9.28. SELECTION PROCESS/AWARD

1. Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the department will publicly post such notice for a minimum of ten (10) days, or will notify all responsive offerors.

#### 9.29. SAFETY AND OSHA STANDARDS

1. All parties performing services for the City shall comply with all Occupational Safety and Health Administration (OSHA), State Occupational Health Standards, and any other applicable rules and regulations. All parties shall be held responsible for the training, supervision, and safety of their employees. Any unsafe acts or hazardous conditions that may cause injury or damage to any persons or property within and around the work site areas under this contract shall be remedied per the regulatory agency's guidelines.

#### 9.30. CONTRACT TERM

1. The Offeror whose Proposal is found to be the most advantageous to the City will be offered the opportunity to enter into an Agreement with the City. The scope, terms, and conditions of that Agreement shall be in substantial conformance with the terms, conditions, and specifications described in this Request for Proposals.
2. If, through any cause, the contractor shall fail to fulfill in a timely and proper manner the obligations agreed to, the City shall have the right to terminate the contract by specifying the date of termination in a written notice to the contractor at least thirty (30) days prior to the termination date. The City may terminate this contract without cause in the event funds are not appropriated the City of Staunton.
3. Part of the consideration will be the capability of the Offeror to immediately begin work and meet the proposed timetable above.
4. The City reserves the right to negotiate the Agreement, to include any portion or portions of the services covered by this Request for Proposals, and to reject any and all RFPs in total or by components.

5. The contractor shall not assign or transfer any interest in the contract without prior written consent of the City.

#### 9.31. SEVERABILITY

1. Any written contract resulting from this RFP shall contain a severability clause, which provides that each paragraph and provision of the contract will be severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

#### 9.32. COMPENSATION AND RECORD KEEPING

1. The Offeror selected will be paid on a percentage of progress completed basis, as provided for in the contract or lump sum at completion or project. The contract will be written on a “unit price” basis. Records are to be kept by the Offeror in such detail as to properly reflect all direct or indirect costs of labor and material for which payment will be claimed.

#### 9.33. PAYMENT

1. Appropriate personnel will make payment for all completed work only after final approval and acceptability of the work completed.

#### 9.34. PERFORMANCE AND PAYMENT BONDS

1. Successful contractor agrees to provide a performance bond and a payment bond for any contract signed which exceeds \$500,000.

#### 9.35. SOLICITATION ADDENDA

1. Prior to submitting their Proposal, it is the Offeror’s responsibility to check the City web-site for any addenda associated with this Request for Proposals.

#### 9.36. INSURANCE REQUIREMENTS

1. Insurance shall be in amounts not less than \$2,000,000, \$1,000,000, and \$1,000,000 respectively or such other insurance as is satisfactory and may be approved by the City. Insurance shall be written by companies licensed to do business in the Commonwealth of Virginia and shall list the City of Staunton as an additional insured.

#### 9.37. CONTRACT TERMINATION

1. This contract will not be awarded to any vendor who has had a previous contract with the City of Staunton terminated for substantial non-compliance within the last three (3) years.

#### 9.38. DEBARMENT STATUS

1. By submitting their proposals, all offerors certify that they are not currently debarred from submitting proposals on contracts by any public body of the Commonwealth of Virginia, nor are they an agent of any person or entity that is currently debarred from submitting RFPs on contracts by any public body of the Commonwealth of Virginia.

#### 9.39. CONTRACTOR UNDERSTANDING

1. It is understood and agreed that the Contractor has, by careful examination, satisfied himself as to the nature and locations of the work, the character of equipment and facilities needed preliminary to and during the prosecution of the work, the general and local conditions and all other matters

which in any way effect the work under this contract. No verbal agreement or conversation with any officer, agent or employee of the City either before or after the execution of this contract, shall affect or modify any of the terms or obligations herein contained.

#### 9.40. SUBCONTRACTS

1. No portion of the work shall be subcontracted without prior written consent of the City of Staunton, Virginia. In the event that the Contractor desires to subcontract some part of the work specified in the contract, the Contractor shall furnish the City the names, qualifications, and experience of the proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by his/her subcontractor(s) and shall ensure compliance with all the requirements of the contract.

#### 9.41. DRUG-FREE WORKPLACE

1. During the performance of this contract, the contractor agrees to:
  - a. provide a drug-free workplace for the contractor's employees;
  - b. post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition;
  - c. state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and
  - d. include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000.00, so that the provisions will be binding upon each subcontractor or vendor.

#### 9.42. SMALL & MINORITY BUSINESS & FAITH-BASED ORGANIZATIONS

1. The City does not discriminate against small and minority businesses or faith-based organizations.

#### 9.43. NON-DISCRIMINATION

1. During the performance of this contract, the contractor agrees as follows:
  - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and the applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
  - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

- d. The contractor will include the provisions of the foregoing paragraphs in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

#### 9.44. PERMITS AND LICENSES

1. Any required City permits must be obtained by the contractor at the contractor's sole expense. The successful contractor must obtain at his/her own expense, the required business license from the City of Staunton, Commissioner of Revenue's Office prior to beginning work. All equipment and/or installation must meet all applicable local, State, and Federal codes.

#### 9.45. COOPERATIVE PROCUREMENT

1. This procurement is being conducted on behalf of other public bodies, in accordance with § 2.2-4304 (A) of the Code of Virginia. If authorized by the Offeror, the resultant contract may be extended to any public body in the Commonwealth of Virginia in accordance with contract terms.

#### 9.46. IMMIGRATION REFORM AND CONTROL ACT OF 1986

1. During the performance of this contract, contractor agrees that they will not, and shall not knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986. (per 2.2-4311.1)

#### 9.47. PROCUREMENT OF IMPORTED GOODS; FORCED AND INDENTURED CHILD LABOR PROHIBITION (VA Code § 2.2-4311.3)

1. For the purposes of this section, "forced or indentured child labor" means all work or service
  - a. exacted from any person younger than 18 years of age under the menace of any penalty for the nonperformance of such work or service and for which such person does not offer himself voluntarily or
  - b. performed by any person younger than 18 years of age pursuant to a contract the enforcement of which can be accomplished by process or penalties.
2. 53.2.A public body that enters into a public contract for goods or services that exceeds \$10,000 shall include in such a public contract provisions
  - a. prohibiting the use of forced or indentured child labor in the performance of the contract and
  - b. requiring that the contractor include such prohibition in every subcontract or purchase order that exceeds \$10,000, so that the prohibition will be binding upon each subcontractor or vendor

#### 9.48. CERTIFICATION OF INTEREST & RELATIONSHIPS

1. The extent that either Contractor or any of Contractor's officers, directors, or executive employees, maintains a financial or familial relationship with any person acting for, or employed by, the City of Staunton, Staunton City Council, School Board or Staunton Public Schools, Contractor shall reveal such relationships. In accordance with this paragraph, Contractor shall execute the certification attached hereto (Attachment A) and submit the certification contemporaneously with the executed Contract.

**ATTACHMENT A**  
**CERTIFICATION OF INTEREST & RELATIONSHIPS**  
**WITH CITY OF STAUNTON, STAUNTON CITY COUNCIL,**  
**SCHOOL BOARD AND STAUNTON PUBLIC SCHOOL EMPLOYEES**

Contractor hereby certifies that neither Contractor, nor any of Contractor's officers, directors, or executive employees maintain a financial or familial relationship with any person acting for, or employed by, the City of Staunton, Staunton City Council, School Board, or Staunton Public Schools (City Employee).

To the extent that such relationships exist, Contractor shall reveal the relationship below by describing the nature of the relationship and identifying the person with whom such relationship exists.

- ☐ Neither Contractor nor any of its officers, directors, or executive employees maintain a financial or familial relationship with any person acting for, or employed by, the City of Staunton, Staunton City Council, School Board, or Staunton Public Schools.
- ☐ The following individuals currently maintain a **financial** relationship with Contractor.

**City Employee's Name:** \_\_\_\_\_

**Position with City:** \_\_\_\_\_

**Nature of Relationship:** \_\_\_\_\_

\_\_\_\_\_

- ☐ The following individuals currently maintain a **familial** relationship with Contractor.

**City Employee's Name:** \_\_\_\_\_

**Position with City:** \_\_\_\_\_

**Nature of Relationship:** \_\_\_\_\_

\_\_\_\_\_

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Contractor: \_\_\_\_\_ Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**ATTACHMENT B****PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION FORM**

**Code of Virginia 2.2-4342F** (*updated 07/01/18*): “Trade secrets or proprietary information submitted by a bidder, offeror, or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of § 2.2-4317 shall not be subject to the Virginia Freedom of Information Act (§ 2.2-3700 et seq.); however, the bidder, offeror, or contractor shall (i) invoke the protections of this section prior to or upon submission of the data or other materials, (ii) identify the data or other materials to be protected, and (iii) state the reasons why protection is necessary. A bidder, offeror, or contractor shall not designate as trade secrets or proprietary information (a) an entire bid, proposal, or prequalification application; (b) any portion of a bid, proposal, or prequalification application that does not contain trade secrets or proprietary information; or (c) line-item prices or total bid, proposal, or prequalification application prices.”

Trade secrets or proprietary information shall be identified in writing on this form, either before or at the time the data or other material is submitted. Note: If proprietary/confidential information is identified, Bidder/Offeror must submit a redacted copy (in electronic PDF format) of their bid/proposal in addition to the required number of copies requested. The proprietary or trade secret material must be clearly identified in the redacted bid/proposal copy by a distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute a trade secret or proprietary information. The designation of an entire proposal document, line-item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the offeror refuses to withdraw such a classification designation, the proposal will be rejected.

| <b>SECTION<br/>NUMBER</b> | <b>PAGE<br/>NUMBER</b> | <b>REASON</b> |
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 Authorized Signature

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 Date

*\*\* Please return this page with proposal. \*\**

**ATTACHMENT C**  
**STATE CORPORATION COMMISSION FORM**

**Virginia State Corporation Commission (“SCC”) registration information:**

**The undersigned Offeror:**

- ☐ is a corporation or other business entity with the following SCC identification number:  
\_\_\_\_\_ **-OR-**
- ☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**
- ☐ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder’s out-of-state location) **-OR-**
- ☐ is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned Offeror’s current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia. **Attach opinion of legal counsel to this form.**

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_  
*Print*

**Title:** \_\_\_\_\_  
**Name of Contractor:** \_\_\_\_\_

***\* This document must be completed & returned with bid submission. \****

END OF STATE CORPORATION COMMISSION FORM

**ATTACHMENT D**  
**PROPOSAL SIGNATURE SHEET**

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My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth herein. My signature also certifies that by submitting a proposal in response to this Request for Proposal, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Contractor or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a Representative for the Contractor:

**NAME OF  
CONTRACTOR:**

\_\_\_\_\_

**ADDRESS:**

\_\_\_\_\_

**FED ID NO:**

\_\_\_\_\_

**SIGNATURE:**

\_\_\_\_\_

**NAME (print):**

\_\_\_\_\_

**TITLE:**

\_\_\_\_\_

**TELEPHONE:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

**E-MAIL:**

\_\_\_\_\_

**WEB SITE:**

\_\_\_\_\_



**ATTACHMENT E**  
**VENDOR REFERENCES FORM**

Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid nonresponsive.

- 1) Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.
- 2) Vendor's Primary Contact:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

- 3) Years in Business: Indicate the length of time you have been in business providing this type of good or service:

\_\_\_\_\_ Years \_\_\_\_\_ Months

- 4) Vendor Information:

Vendor SCC Registration #: \_\_\_\_\_

- 5) Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods. Include the length of service and the name, address, and telephone number of the point of contact.

|                     |                |
|---------------------|----------------|
| A. Company: _____   | Contact: _____ |
| Phone: (    ) _____ | E-Mail: _____  |
| Project: _____      |                |
| Dates of _____      | \$ _____       |
| Service: _____      | Value: _____   |
|                     |                |
| B. Company: _____   | Contact: _____ |
| Phone: (    ) _____ | E-Mail: _____  |
| Project: _____      |                |
| Dates of _____      | \$ _____       |
| Service: _____      | Value: _____   |

|                   |         |           |       |
|-------------------|---------|-----------|-------|
| C. Company:       | _____   | Contact:  | _____ |
| Phone:            | (     ) | E-Mail:   | _____ |
| Project:          | _____   |           | _____ |
| Dates of Service: | _____   | \$ Value: | _____ |
| D. Company:       | _____   | Contact:  | _____ |
| Phone:            | (     ) | E-Mail:   | _____ |
| Project:          | _____   |           | _____ |
| Dates of Service: | _____   | \$ Value: | _____ |

I certify the accuracy of this information.

Signed: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_