



## CITY OF SIOUX FALLS FIRE RESCUE

### Request For Proposal

City of Sioux Falls  
224 West Ninth Street  
Sioux Falls, South  
Dakota 57104

**Materials and/or Service:** Software and Implementation Services for Fire Records Management System (FRMS)

**Solicitation Due Date:** June 16, 2016      **Time:** 2:00 p.m. (Central Time)

**Mailing, Third-Party Carrier (FedEx, UPS, etc.) and Hand-Submitted Proposals Address:**

City of Sioux Falls Purchasing Office  
Attn: Kara Scherbring  
Software and Implementation Services for Fire Records Management System  
RFP No. 16-0109  
224 West Ninth Street  
P.O. Box 7402  
Sioux Falls, SD 57117-7402

All offers must be received by the City of Sioux Falls at the specified location by the date and time cited above. Late offers will not be considered. The mere fact that the proposal was dispatched will not be considered; the firm must insure that the proposal is actually delivered. Regardless of cause, late qualifications will not be accepted and will automatically be disqualified from further consideration. It shall be the offeror's sole risk to assure delivery at the designated office by the designated time. Late qualifications will not be opened and may be returned to the offeror at the expense of the offeror or destroyed if requested. Except for trade secrets and confidential information which the Firm identifies as proprietary, all proposals will be open for public inspection after the contract award. Offerors are advised to carefully read the entire Solicitation Package. Offers that do not comply with all instructions contained herein may be disqualified.

In the event that you experience problems downloading the solicitation, use the information contained in Table 02 (Point of Contact).

**Teleconference Event:      Reference Section 1.5 – RFP Schedule of Events**

Offerors that are interested in participating in the Pre-Proposal Offeror Conference shall contact the City in writing using the information contained in Table 02 (Point of Contact) to request the teleconference information.

Attendance at the teleconference is not mandatory; however, Offerors are strongly encouraged to attend.

**OFFERORS ARE STRONGLY ENCOURAGED TO READ THE ENTIRE SOLICITATION.**

All communications concerning this solicitation must be directed to the person identified within this solicitation in Table 02. Communications with other City and Metro Communications staff may disqualify you from the evaluation process.



## Software and Implementation Services for Fire Records Management System (FRMS)

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## 1.0 RFP Introduction and Background

### 1.1 Purpose of the RFP

This Request for Proposal (RFP) is issued on behalf of the City of Sioux Falls and the Metro Communications Agency (hereinafter referred to as the "City"). The purpose of this RFP is to establish a contract with a qualified firm to provide professional services to implement a Fire Records Management System (FRMS). Offerors' responses will be evaluated and ranked based on the criteria in this RFP. If a system is available that meets the City's needs, the City may then enter into contract discussions with the selected Offeror. In addition to soliciting written responses, this document provides information to assist offerors in preparing their responses and describes the subsequent evaluation and comparison process. In that regards, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the offerors;
- Specifies the desired format and content of proposals in response to this RFP;
- Outlines the City's evaluation and selection procedures;
- Establishes a schedule for the preparation and submission of proposals in response to this RFP; and
- Establishes a performance standard for the selected offeror.

This RFP and the selected proposal in response to this RFP will be incorporated into the contract resulting from this solicitation, provided, however, the contract may contain terms different from or in addition to this RFP and the successful proposal.

### 1.2 Contact Person and Email

For contact name and email information, reference Table 02: Point of Contact in Section 1.8.

### 1.3 About the City of Sioux Falls and Sioux Falls Fire Rescue

Sioux Falls Fire Rescue (SFFR) is a career department that provides fire suppression, prevention, public education, and Basic Life Support (BLS) emergency medical services to the City of Sioux Falls and Wayne Township in Minnehaha County. Sioux Falls Fire Rescue is located in the southeast part of South Dakota. SFFR provides technical rescue and hazardous materials response for the region and the City of Sioux Falls, a community of over 173,000 covering an area of approximately 75 square miles, plus approximately 22 square miles in rural Wayne Township. SFFR currently has eleven stations, with the newest station opened in April of 2015. The department has 209 authorized positions with a daily minimum peak-load staffing of 50, and off-peak staffing of 46 personnel. The fleet used by SFFR includes 12 front-line and 5 reserve apparatus as well as 12 cross-staffed specialty vehicles.

### 1.4 Definitions

In order to simplify the language throughout this request for proposal, the following definitions shall apply:

ADDENDA – Written instruments issued by the Sioux Falls prior to the date for receipt of proposals which modify or interpret the Request for Proposal (RFP) documents by addition, deletions, clarification or corrections.



**CITY** – City of Sioux Falls, South Dakota.

**CITY IMPLEMENTATION TEAM** – The team of City staff that will lead the implementation of the FRMS.

**CITY PROJECT MANAGER** – The person designated by the City of Sioux Falls to be the City project manager assigned to act on behalf of the City during the term of this Contract.

**CONTRACT DOCUMENTS** – The Request for Proposals, submitted proposal, including any diagrams, blueprints, Addenda, and a form of agreement between the City and the Contractor, including all change orders, insurance certificates, exhibits, amendments, and attachments.

**CONTRACTOR** – The Contractor(s)/consultant(s) that is awarded a contract to provide the FRMS software system and professional services to implement the FRMS replacement for the City.

**CONTRACTOR PROJECT MANAGER** – The person designated by the Contractor to be the Contractor's project manager assigned to act on behalf of the Contractor during the term of this Contract.

**DAYS** – Means calendar days unless otherwise specified in the Contract Documents.

**LITIGATION EXPENSE** – Any court filing fee and costs, arbitration fees or costs, witness fee, arbitration fees, and each other fee and cost of investigating and defending or asserting any claim for indemnification under this Contract, including, without limitation, in each case, attorneys' fees, professional fees, disbursements and each other fee and cost of investigating and defending, appealing, or asserting any claim for indemnification under this Contract.

**LOSS** – Any liability, loss, claim, settlement payment, cost and expense, interest, award, judgment, damages (including punitive damages), diminution in value, fines, fees, and penalties or other charge, other than a litigation expense.

**METRO** – Metro Communications Agency

**OFFEROR** – The person, Contractor, corporation, partnership, or other entity submitting a proposal on items listed in the RFP Documents, and thereby agreeing to meet the Contract terms and conditions if awarded the contract.

**PROJECT** – This FRMS Selection and Implementation project.

**PROJECT SCOPE** – Scope of services to be provided by the software vendor.

**PROPOSAL** – A complete and properly signed proposal to provide goods, commodities, labor, or services for the sum stated and submitted in accordance with the Request for Proposal.

**RESOURCE PLAN** – City Resources needed to perform project activities.

**SERVICES or WORK** – All services to be performed by the software vendor to successfully complete the software system implementation project to the satisfaction and formal acceptance of the City.



SUBCONTRACTOR or SUBCONSULTANT – Any individual, corporation, company, or other entity who contracts to perform work or render services to a Contractor or to another subcontractor as part of this Contract with the City.

### 1.5 RFP Schedule of Events

This schedule of events represents the City’s best estimate of the schedule that will be followed for this RFP. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted by the same number of days.

The approximate RFP schedule is as follows:

**Table 01: RFP Schedule of Events**

Event	Estimated Date
Request for Proposals Released	May 3, 2016
Pre-Proposal Offeror Conference	May 17, 2016 @ 10:00 a.m. CST
Deadline for Questions from Offerors	May 24, 2016 @ 2:00 p.m. CST
Final Addendum for Questions Published	May 27, 2016
Deadline for Proposal Submissions	June 16, 2016 @ 2:00 p.m. CST
Short-List Vendors Notified	July 1, 2016
Offeror Demonstrations	July 19 – July 21, 2016

### 1.6 Minimum Qualifications

In order for proposals to be evaluated and considered for award, proposals must be deemed responsive. To be deemed responsive, the submitted proposal documents shall conform in all material respects to the requirements stated by the RFP, and offerors shall document and validate their capability to fully perform all requirements defined by the RFP. Factors to be considered include, and may not be limited to: experience, integrity, reliability, capacity, and other factors required to provide the services defined by the RFP. If the offeror does not meet the minimum qualification set within the RFP, the offeror may not be considered for subsequent evaluation.

### 1.7 Incurred Expenses

There is no expressed or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this RFP, and the City will not reimburse responding firms for these expenses, nor will the City pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services. The City will also not be responsible for any costs associated with preparing and/or participating in any systems demonstrations requested of the offeror’s product.

### 1.8 Questions and Inquiries

It shall be the responsibility of the offeror to inquire about any portion of the RFP that is not fully understood and susceptible to more than one interpretation. Written inquiries are required. Since email correspondence will be the primary vehicle for submitting questions, the City cannot be held responsible for questions that are not received (e.g., correspondence held up in the offeror’s or City’s spam filter). All questions concerning the RFP must reference the page number, section heading, and



paragraph, if applicable. Questions may be submitted via email and offerors shall insert “City of Sioux Falls FRMS RFP Question” in the subject line. Oral communications will not be accepted. The following table provides the primary contact information.

**Table 02: Point of Contact**

Point of Contact
Kara Scherbring Business Analyst Email: <a href="mailto:kscherbring@siouxfalls.org">kscherbring@siouxfalls.org</a>

Questions and inquiries related to this RFP, including questions and inquiries related to technical issues, are to be submitted in writing via email and directed to the Point of Contact using the contact information in Table 02 above.

All questions must be received in writing no later than the deadline recorded in accordance with the RFP Schedule of Events in Section 1.5. Questions and answers will be issued in accordance with Section 1.11, Amendments and Addenda.

Responding firms are prohibited from communicating in any other manner about this project with any other City and Metro Communications employee from the date of issuance of this proposal until the final selection, unless otherwise directed by the purchasing manager. Other means of communications or contact may disqualify the submitting firm.

**1.9 Clarification and Discussion of Proposals**

The City may request clarifications and conduct discussions with any offeror who submits a proposal. Offerors must be available for a system demonstration to City staff on dates specified in Table 01 if selected for system demonstrations. Failure of an offeror to respond to such a request for additional information, clarification, or system demonstrations may result in rejection of the vendor’s proposal.

**1.10 Pre-Proposal Offeror Conference**

A Pre-Proposal Offeror Conference will be held in accordance with the RFP Schedule of Events in Section 1.5. The Pre-Proposal Offeror Conference will be hosted via teleconference. The City will not be hosting an in-person option for the Pre-Proposal Offeror Conference.

Offerors that are interested in participating in the Pre-Proposal Offeror Conference shall contact the City in writing using the information contained in Table 02 (Point of Contact) to request the teleconference information. Due to conference bridge restrictions, offerors are limited to one (1) conference participant dial-in per company.

The format of the Pre-Proposal Offeror Conference will be an overview presentation of the RFP, its contents, the RFP Schedule of Events, and additional topics. Following the presentation, offerors will be able to ask questions related to the RFP or the overall process. The City will attempt to answer all questions at that time, but answers provided shall not be binding. Following the Pre-Proposal Offeror Conference, the City will issue an addendum with all material questions asked and their respective answers.

Participation in the Pre-Proposal Offeror Conference is not mandatory.



The City cannot be held responsible if they do not receive a request to participate in the Pre-Proposal Offeror Conference.

### **1.11 Amendments and Addenda**

No addenda will be issued after date recorded in the RFP Schedule of Events in Section 1.5. All clarifications and RFP revisions will be documented in an addendum and publicly published to the City's website. The City will attempt to publicly publish periodic addenda on a timely basis between the RFP publishing date and the date of the final addendum as indicated in the RFP Schedule of Events in Section 1.5.

Only questions and answers documented in an addendum shall be binding. Each addendum issued will contain an acknowledgment form, which shall be signed and returned with offerors' responses. The City reserves the right to revise the RFP prior to the deadline for proposal submissions as reported in the RFP Schedule of Events in Section 1.5. Revisions shall be documented in an addendum and publicly published to the City's website.





## 2.0 Project Scope

### 2.1 Project Background

The City of Sioux Falls seeks to acquire a Fire Records Management System (FRMS), described in the following section of this request for proposals, to support the operations of the Sioux Falls Fire Rescue Department. Offerors must propose an end-to-end solution to effectively and efficiently manage the information, resources, records, and interfaces needed to quickly and safely respond to public safety–related calls for service from the citizens of Sioux Falls.

The City has retained Berry, Dunn, McNeil, & Parker (BerryDunn) as a consulting partner for this project. The role of BerryDunn is to provide project support services to this project.

BerryDunn will be facilitating activities as part of the procurement, but will not be participating in the evaluation scoring. Evaluations and resulting decisions will be made solely by the City.

### 2.2 Project Objectives

The City is planning to replace the current FRMS that supports various public safety business processes. In doing so, the City seeks to meet the following project objectives, including but not limited to:

- **Interoperable features available to meet the needs of all stakeholders.** Select a system that:
  - Is intergovernmental;
  - Offers a common platform between systems (e.g., use of common language); and
  - Has the ability to interface with other systems.
- **Increased functionality to enhance business process performance.** Select a system that:
  - Can be implemented with a seamless transition from the existing software;
  - Is a cost-effective product;
  - Creates efficiencies and improves communications; and
  - Has mapping and mobile capabilities.
- **Provides a supportive IT environment.** Select a system that:
  - Meets IT infrastructure needs;
  - Is easily supported and upgraded;
  - Is user friendly;
  - Reduces risk and improves security; and
  - Works well within current bandwidth constraints.

### 2.3 Functional Areas

The following table contains the list of functional areas of the desired Fire Records Management System:

**Table 03: Functional Areas**

No.	Functional Area
1	Fire Rescue Records Management



No.	Functional Area
2	Mobile Capabilities (Optional) <sup>1</sup>

The List of Functional and Technical Requirements in Attachment B contains the detailed functionality the City requires within each functional area in a future system.

## 2.4 City Statistics

The following table contains statistics of the City by function and is provided for planning purposes only. The statistics and functions below have been provided to allow offerors to formulate responses for the cost proposal.

**Table 05: City Employees by Function**

Employees by Function	Statistics
Fire Records Management	125
Mobile Capabilities <sup>2</sup>	104
Computer-Aided Dispatch (view access only)	12
<b>Total</b>	<b>241</b>

## 2.5 Current City Applications Environment

A variety of applications and databases exist in the current environment to support the City's core business processes. The application environment includes commercially available applications as described further below.

System	Function
New World Systems Aegis	Supports the Sioux Falls Fire Rescue Department
Motorola (enhanced by Zetron) radio Dispatch and Paging	Supports dispatch process for Sioux Falls Fire Rescue
Zoll	Patient Care Reporting (ePCR)

## 2.6 Implementation Project Plan

As part of the proposal submission, the Contractor(s) must develop and provide the City with a detailed Implementation Project Plan that, at a minimum, will include the components listed below.

**Section #1 – Project Objectives:** This section of the Implementation Project Plan should include overall project objectives.

**Section #2 – Project Deliverables and Milestones:** This section of the Implementation Project Plan should include a list of deliverables and milestones of the project, and with each deliverable or milestone, this section should describe exactly how and what will be provided to meet the needs of the City.

<sup>1</sup> Mobile software should function with a 3G connection or better. Although a 4G connection is available within the City, units in the current environment occasionally operate on 3G connections based on available connectivity, so mobile capabilities should support 3G and 4G connectivity as necessary.

<sup>2</sup> 25 mobile computers currently available.



**Section #3 – Project Schedule (Project Management Software):** This section of the Implementation Project Plan should identify the dates associated with deliverables and milestones described in Section #2 of the Implementation Project Plan. In addition, this section should reflect project predecessors, successors, and dependencies. The City requires the use of project management software (i.e., Microsoft Project) to develop and maintain the Project Schedule, Resource Plan, and Gantt chart. *A Preliminary Project Schedule must also be included in Tab 8 of the proposal. Additional information is provided in Section 4.9, Tab 8 – Project Schedule.*

**Section #4 – Project Management Processes:**

- a. **Resource Management:** This section of the Implementation Project Plan should describe City resources, Contractor resources, and the overall project team structure, including an organizational chart. Roles identified for the Contractor, its subcontractors, and the City should also include a detailed description of the responsibilities related to the identified role, as well as the communication process for each party.
- b. **Scope Management:** This section of the Implementation Project Plan should describe the approach the Contractor will use in order to manage Project Scope and the process used to request changes to Project Scope. It is the City's desire to use the proposed FRMS software system "as is" and, as such, any changes must be reviewed and approved by the City's Implementation Project Team.
- c. **Schedule Management:** This section of the Implementation Project Plan should describe the approach the Contractor will use in order to manage the project schedule and the process used to submit requested changes to the schedule. The Contractor must ensure that the project schedule is kept current and report any missed milestones to the City.
- d. **Risk Management:** This section of the Implementation Project Plan should describe the approach the Contractor will use to document existing project risks, provide recommendations for mitigating the risk, and how this will be communicated to the City Implementation Team.
- e. **Quality Management:** This section of the Implementation Project Plan should describe the approach the selected offeror will use to assure that all written deliverables have received appropriate reviews for quality before being submitted to the City. This section should also describe the approach to ensure product quality, including reduction of defects and mitigating configuration issues.
- f. **Communication Management:** This section of the Implementation Project Plan should describe the approach the selected offeror will use to provide a detailed communication plan that includes discussion of key implementation metrics that will be used to track progress; types of communication methods (i.e., memo, email, one-on-one meetings, project team meetings, stakeholder group meetings, online web progress reporting tools, etc.) that the offeror will use; frequency of these communications; and key offeror points of contact, with overall responsibility for ensuring these communications are provided as scheduled. The City also expects that the selected offeror will make key personnel and staff available for certain meetings, either on-site, via teleconference or Web conference, that may be required should major issues arise during the implementation that significantly impact the schedule or budget.



- g. **Business Process Change Management:** This section of the Implementation Project Plan should describe the approach the selected offeror will use to provide a plan which should include a list of the business processes the selected offeror recommends changing and a detailed description and flowchart outlining the changes, the anticipated benefits to the City of these changes, and how the offeror proposes to manage this change process. Offerors should provide optional pricing for documenting the to-be business process flows and narrative.
- h. **Organizational Change Management:** This section of the Implementation Project Plan should describe the process, tools, and techniques the selected offeror will use to manage the effects of organizational change on staff.

**Section #5 – Data Conversion Approach:** As part of the Implementation Project Plan, the selected offeror will develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures, etc.). The City would like to understand how the selected offeror will approach developing the data conversion plan, and what processes will be undertaken by the selected offeror's project team to convert existing data, as well as to interface with identified source systems. A conversion schedule, to be included in the Project Schedule, should identify planned conversion steps, estimated hours, and what resources will be required (by the City and the selected offeror) for all pertinent legacy data. The selected offeror is expected to assist the City in the conversion of both electronic and manual data to the new system. It is expected that the City will be responsible for data extraction from current systems and data scrubbing. If the City deems that internal resources are not available, the City may request the offeror to provide the service using the rates provided in the rate table included in the Cost Worksheet as a part of Attachment C. The selected offeror shall be responsible for overall data conversion coordination, definition of file layouts, and data import. The City will be responsible to validate data conversion into the new system. Selected offerors should plan to have converted data ready for the User Acceptance Testing phase of the project.

*Offerors shall also complete Attachment H – Responsibility of Data Conversion Activities (see Section 4.17 for details).*

*Offerors must provide a sample Data Conversion Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

**Section #6 – Training:** As part of the Project Scope, the Contractor will develop, provide, and manage a detailed plan for training that accommodates the needs of agencies that work on a 24x7 schedule. This Training Plan must include the information described below.

- a. The role and responsibility of the software and/or any subcontractors in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to end users)
- b. The role and responsibility of the City staff in the design and implementation of the training plan
- c. Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end users, and technology personnel
- d. Proposed training schedule for various personnel and interaction levels



- e. Descriptions of classes/courses proposed in the training plan. (The offeror should specify the unit of measure for its training, e.g., units, classes, days, etc., and define the hours associated with these units of measure.) The offeror must be very clear about exactly what training courses are included in the cost of the proposal and what training materials will be provided.
- f. The knowledge transfer strategy proposed by the software and/or implementation offeror to prepare City staff to maintain the system after it is placed into production
- g. Detailed description of system documentation and resources that will be included as part of the implementation by the offeror, including, but not limited to, detailed system user manuals, "Quick Reference" guides, online support, help desk support, user group community resources, and others, as available

It is the City's intention that the Contractor will provide the training of personnel in the use of its application and that satisfactory implementation of an approved training plan will be a key component of this project's deliverables. Documentation, including training manuals and agendas, will be provided by the offerors before each training session with staff.

*Offerors must provide a sample Training Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

**Section #7 - Biweekly Status Reports:** This section of the Implementation Project Plan should describe the approach the Contractor will use to provide biweekly status reports throughout the course of the project. This section should include an example of the biweekly status report and identify the expected delivery mechanism that will be used to provide the report to the City.

*Offerors shall provide a preliminary Implementation Project Plan as part of responses, in accordance with the Submittal Response Format described in Section 4.0.*

## **2.7 System Interface Plan**

As part of the Project Scope, the selected offeror will develop and provide a detailed System Interface Plan that contains the proposed strategy for interfacing to all applications described in the Interfaces section of Attachment B – Functional and Technical Requirements. It is important to note that the City, County, and Metro Communications are currently undergoing a systems selection project for a replacement Computer-Aided Dispatch (CAD) system. For this reason, the offeror must address the narratives questions requesting information of previous and current CAD systems with which the offeror has established an interface.

*Offerors must provide a sample System Interface Plan as part of responses, in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

## **2.8 Software Customization Plan**

As part of the Project Scope, the selected offeror will develop and provide a detailed Software Customization Plan that includes anticipated customizations and their impact to the overall project schedule, budget, and final success. This Software Customization Plan should describe the process that the City and offeror will engage in for accepting the software modifications. While it is the City's intent to utilize the selected offeror system's existing capabilities and embedded best-practice business processes, the City recognizes that there may be some critical work processes that require software customization.



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*Proposers must provide a sample Software Customization Plan as part of responses, in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

## **2.9 Testing and Quality Assurance Plan**

As part of the Project Scope, the selected offeror will develop and provide a Testing and Quality Assurance Plan that describes all phases of testing: unit, system, interface, integration, regression, parallel, and user acceptance testing. It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the project and that the offeror will also provide assistance during each testing phase involving end users. The offeror will develop the initial User Acceptance Testing (UAT) plan, provide templates and guidance for developing test scripts, and provide on-site support during UAT. The offeror will also provide a plan for stress testing of the system that will occur during or after UAT.

*Offerors must provide a sample Testing and Quality Assurance Plan as part of responses, in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

## **2.10 Pre- and Post-Implementation Level of Support**

As part of the Project Scope, the selected offeror will develop and provide a Pre- and Post-Implementation Support Plan that describes the approach to software support during the implementation and after go-live. Offerors should describe what level of support is available under the proposed fee structure. If varying levels of support are available, this section of the offeror's response should clarify these potential services and highlight the level of support that has been proposed.

Offerors should describe what level of support is available under the proposed fee structure. If varying levels of support are available, this section of the offeror's response should clarify these potential services and highlight the level of support that has been proposed.

*Offerors must provide a sample Pre- and Post-Implementation Plan as part of responses, in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

## **2.11 System Documentation**

As part of the Project Scope, the selected offeror will develop and provide documentation that describes the features and functions of the proposed application software. The documentation shall be provided for both users and the technical personnel who will administer and maintain the system. It is desirable that differing levels of documentation (user documentation and technical documentation) exist. The selected offeror shall provide documentation in Web-based and PDF forms for each application module.

*Offerors must provide sample System Documentation as part of responses, in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology. In addition, offerors may provide an overview of the system documentation that will be provided as part of system implementation.*

## **2.12 Risk Register**



As part of the Project Scope, the Contractor(s) will develop and maintain a documented Risk Register. Such Risk Register will be maintained in a centrally accessible location (i.e., project portal) and be regularly updated. For each risk identified, the Contractor shall be responsible to develop an impact summary and a mitigation strategy in a timely fashion.

*Offerors must provide a sample Risk Register as part of responses, in accordance with the Submittal Response Format described in Section 4.5, Tab 4 – Implementation Methodology.*

### **2.13 Indemnification**

To the fullest extent permitted by law, the provider, its subcontractors, agents, servants, officers, or employees shall indemnify and hold harmless the City of Sioux Falls, including but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the Firm's performance of the Agreement or any other agreements of the Firm, entered into by reason thereof. The offeror shall indemnify and defend the City of Sioux Falls, including, but not limited to its elected and appointed officials, officers, employees, and agents, with respect to any claim arising, or alleged to have arisen, from negligence, and/or willful, wanton, or reckless acts or omissions of the Firm, its subcontractor, agents, servants, officers, or employees, and any and all losses or liabilities resulting from any such claims, including but not limited to, damaged awards, costs, and reasonable attorney's fees. The indemnification shall not be affected by any other portions of the Agreement relating to insurance requirements. The Firm agrees that it will procure and keep in force at all times, at its own expense, insurance in accordance with these specifications.

### **2.14 Insurance Requirements**

The Firm shall secure the insurance specified below. All insurance secured by the Firm under the provisions of this section shall be issued by insurance companies acceptable to the City. The insurance specified in this section may be in a policy or policies of insurance, primary or excess. Certificates of all required insurance shall be provided to the City upon execution of this agreement.

1. Workers' compensation insurance providing the statutory limits required by South Dakota law. In addition, it shall provide Coverage B, Employer's Liability Coverage, of not less than \$1,000,000 each accident, \$1,000,000 disease-policy limits. The required limit may be met by excess liability (umbrella) coverage.
2. Commercial general liability insurance providing occurrence form contractual, personal injury, bodily injury, and property damage liability coverage with limits of at least \$1,000,000 per occurrence, \$2,000,000 general aggregate, and \$2,000,000 aggregate products and completed operations. The required limit may include excess liability (umbrella) coverage. The policy shall name the City and its representatives as an additional insured. If "occurrence form" insurance is not available, "claims made" insurance will be acceptable. The policy shall be maintained for three years after completion of this agreement.
3. Automobile liability insurance covering all owned, non-owned, and hired automobiles, trucks, and trailers. The coverage shall be as broad as that found in the standard comprehensive automobile liability policy, with limits of not less than \$1,000,000 combined single limit each occurrence. The required limit may include excess liability (umbrella) coverage.

The Firm will provide the City with at least 30-days' written notice of an insurer's intent to cancel or not renew any of the insurance coverage. The Contractor agrees to hold the City harmless from any



liability, including additional premium due because of the Firm's failure to maintain the coverage limits required.

The City's approval or acceptance of certificates of insurance does not constitute City assumption of responsibility for the validity of any insurance policies, nor does the City represent that the above coverages and limits are adequate to protect any individual/group/business, its consultants', or subcontractors' interests, and assumes no liability therefore.

### **2.15 Cost Proposal**

Offeror shall submit a detailed cost proposal with a breakdown of the fees to perform the work listed in section 2.02 Scope of Work. The offeror's price proposal should be provided under separate cover from all tabs of the offeror's technical proposal. The price proposal shall consist of three sections:

1. The completed Cost Proposal Worksheet as contained in Attachment C. Offerors shall not modify the worksheets in any way
2. The offeror's standard travel and expense policy
3. The offeror shall provide a brief statement of agreement with the Payment and Retainage terms identified in this RFP. If an offeror does not agree with all items, a description should be provided of those items for which exception is taken.

### **2.16 Contract Award**

It is the City's intent to enter into a contract with a firm who best demonstrates the ability to provide a FRMS. After review of the proposals, if the City decides it is not in the best interest to enter into contract, the City will notify all Firms.





### 3.0 Proposal Evaluation and Award

#### 3.1 Evaluation Process

The City’s Evaluation Committee will initially review and evaluate each proposal received to determine the offeror’s ability to meet the requirements of the RFP. The evaluation criteria described in Section 3.2 will be the basis for evaluation.

The Evaluation Committee will determine the offeror(s) best suited to meet the needs of the City based on the scoring of the evaluation criteria. These offerors will form the Offeror Short List.

The City, at their sole discretion, reserve the right to have system demonstrations with those offerors on the Offeror Short List, or any other offeror. Scripted demonstrations will be conducted at City offices. Time limitations and demonstration requirements will be provided with the notification. Each Evaluation Committee member will score the demonstration.

A Pre-Demonstration Offeror Teleconference will take place for those offerors that have been short-listed. The demonstration schedule and script will be provided in advance of the Pre-Demonstration Offeror Conference and offerors will have an opportunity to review the format of the demonstrations and ask questions related to procedure and specific demonstration scenarios. This meeting will be conducted via teleconference.

The overall scores may be adjusted based on system demonstrations. The City may elect, at its sole option, not to conduct discussions or demonstrations with respondents. Demonstrations will involve a scripted demonstration and potentially a separate room for questions and answers.

Offerors who are invited to participate in demonstrations are advised that the provided scripts must be strictly adhered to while presenting. Optional modules or functionality must not be presented if they fall outside the scope of requested functionality or that functionality which has been proposed by the offeror.

The City may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth below.

#### 3.2 Evaluation Criteria

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated and ranked. The City hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria.

**Table 08: Evaluation Criteria**

Criteria	Description	Associated Tab (Table 10)	Maximum Score
Functional*	This criterion considers the ability of the proposed software to meet the City’s functionality needs. This includes the ability to meet the Functional and Technical Requirement for the functional areas that are proposed and the ability for the	Tab 9 Tab 16	35



Criteria	Description	Associated Tab (Table 10)	Maximum Score
	proposed software to integrate with the City's system environment.		
Technical*	This criterion considers the ability of the proposed software to align with the City's preferred technical specifications and interface requirements. This criterion will also consider the level of integration among proposed system modules.	Tab 3 Tab 9 Tab 10 Tab 16	20
Approach*	This criterion considers the offeror's understanding of the scope of work and the quality and clarity of the proposer's written methodology and description of the proposed approach to accomplish the work. This criterion also considers the offeror's approach to training and support.	Tab 2 Tab 4 Tab 8 Tab 11 Tab 12 Tab 15 Tab 16	15
Experience*	This criterion considers the offeror's experience in providing the services solicited by this RFP as set forth in the offeror's response.	Tab 5 Tab 6 Tab 7 Tab 13 Tab 14 Tab 16	15
Cost	This criterion considers the price of the software license, services, and ongoing maintenance solicited by this RFP. Offerors will be evaluated on their pricing scheme as well as on their price in comparison to the other offerors.	Separate Cover	15

*\*Final scoring for these criteria may be adjusted for short-listed offerors based on the results of the demonstrations, reference calls, site visits, or supplemental information requests.*

The City intend to review cost proposals prior to the demonstrations to ensure the short-listed offerors are within the City's budget planning.

### 3.3 Best and Final Offer/Request for Clarification

A Best-and-Final-Offer process may be initiated if it is determined to be in the best interest of the City. Such process may be initiated following the publishing of the Offeror Short List or at any other evaluation process step. Additional processes of scope and cost clarification may be employed as part of the evaluation process.

### 3.4 Notice of Intent Award

After the completion of contract negotiations, the City may issue a written Notice of Intent to Award and send copies to all offerors. The scores and placement of other offerors will not be part of the Notice of Intent to Award.



Successful offerors named in the Notice of Intent to Award are advised not to begin work or enter into subcontracts relating to the project until both the successful offeror and the City sign the contract.

### **3.5 Negotiations and Contract Execution**

The City reserve the sole right to negotiate the final terms and conditions of the contract to be executed. In the event the City and the offeror are unable to agree upon all contract provisions, the City reserve the right to cease negotiations and to select another offeror, or to reject all proposals.

### **3.6 Contracting Ethics**

1. It is a breach of ethical standards for any person to offer, give, or agree to give any City employee or committees, commissions, and boards person, or by City Policy, for any City employee, or committees, commissions, and boards person, to solicit, demand, accept, or agree to accept from another person or agency a gratuity or an offer of employment whenever a reasonable prudent person would conclude that such consideration was motivated by an individual, group, or corporate desire to obtain special, preferential, or more favorable treatment than is normally accorded the general public.
2. The offeror shall not assign any interest in this contract and shall not transfer any interest in the same without the prior written consent of the City.
3. The offeror shall not accept any private client or project that may place it in ethical conflict during its representation of the City.

### **3.7 No Obligation, Right of Rejection, and Multiple Award**

The inquiry made through this RFP implies no obligation on the part of the City of Sioux Falls.

The City reserves the right to reject any proposal, in whole or in part. Proposals received from debarred or suspended offerors will be rejected. The City may reject any proposal that is not responsive to all of the material and substantial terms, conditions, and performance requirements of this RFP.

The City further reserve the right to award all, part, or none of the components/functional areas included in this RFP or an offeror's proposal. In addition, the City reserve the right to make one or more awards to competing offeror for subsets of functionality as a result of this RFP.

The City also reserve the right to refrain from making an award if it is determined to be in the best interests of the City.



## 4.0 Submittal Response Format

### 4.1 General Instructions

It will be the sole responsibility of the offeror to submit its proposal to the City before the closing deadline. Late proposals will not be considered and will be returned unopened to the offeror.

The City reserves the right to reject any or all proposals or parts of proposals, to accept part or all of proposals on the basis of considerations other than lowest cost, and to create a project of lesser or greater expense than described in this RFP or the respondent's reply based on the component prices submitted.

The City reserves the right to cancel this solicitation or to change its scope if it is considered to be in the best interest of the City. The City reserves the right to waive irregularities in the proposal content or to request supplemental information from offerors.

The following instructions must be followed by offerors submitting proposals:

1. The deadline for proposal submissions is established in Section 1.5 – RFP Schedule of Events. Late qualifications will not be opened and may be returned to the offeror at the expense of the offeror or destroyed if requested.
2. Offerors shall submit seven (7) hard copies of the technical proposal and seven (7) hard copies of the cost proposal under separate covers to the City at the address contained in Table 09. One (1) hard copy of the technical proposal and one (1) hard copy of the cost proposal should be clearly marked as the “Original,” and the remaining copies should be clearly marked “Copy.”
3. Technical proposals should be provided in three-ring binders with tab separators. Technical proposals shall not include extraneous marketing materials.
4. Offerors shall submit one (1) electronic version of the technical proposal and one (1) electronic version of the cost proposal on separate CDs or thumb drives to the City along with the hard copy proposals to the address in Table 09. All worksheet attachments provided as part of this RFP package shall be provided in MS Excel format in the electronic version. All forms attachments provided as part of this RFP package shall be provided in MS Word format. All other materials submitted shall be provided in searchable Adobe PDF format.
5. Mailed proposals shall be clearly labeled on the outside of the packaging with the RFP Title and RFP Number.
6. The mailing addresses for proposals is contained in the following table.

**Table 09: Proposal Mailing Addresses**

City Mailing Address
City of Sioux Falls Purchasing Office Attn: Kara Scherbring



Software and Implementation  
Services for Fire Records  
Management System  
RFP No. 16-0109  
224 West Ninth Street  
P.O. Box 7402  
Sioux Falls, SD 57117-7402

7. The following table contains the organization guidelines for proposal responses.

**Table 10: Technical Proposal Organization Guidelines**

Proposal Tab No.	Technical Proposal Section	RFP Sec. No.
<b>Tab 1</b>	Transmittal Letter and Executive Summary	4.2
<b>Tab 2</b>	Project Approach and Software Solution	4.3
<b>Tab 3</b>	System and Application Architecture	4.4
<b>Tab 4</b>	Implementation Methodology	4.5
<b>Tab 5</b>	Company Background and History	4.6
<b>Tab 6</b>	Key Proposed Personnel and Team Organization	4.7
<b>Tab 7</b>	Project Roles and Responsibilities	4.8
<b>Tab 8</b>	Project Schedule	4.9
<b>Tab 9</b>	Functional and Technical Requirements Response	4.10
<b>Tab 10</b>	Offeror Supported On-Premise Solution and Hosted Solution	4.11
<b>Tab 11</b>	Responsibility of Deliverables	4.12
<b>Tab 12</b>	Sub-Contracting	4.13
<b>Tab 13</b>	References	4.14
<b>Tab 14</b>	Site Visit References	4.15
<b>Tab 15</b>	Response to Narrative Questions	4.16
<b>Tab 16</b>	Attachments: Required Forms	4.17
<b>Separate Cover</b>	Price Proposal	4.18

#### **4.2 Transmittal Letter and Executive Summary**

The first tab of the proposal should contain the Transmittal Letter and Executive Summary. The Transmittal Letter shall be signed by an authorized representative of the company such as the owner, partner, or in the case of a corporation, the president, vice president, secretary, or other corporate officer(s).

The Transmittal Letter must provide the offeror's primary contact information, including the following:



1. Name of the proposer representative
2. Title
3. Name of company
4. Address
5. Telephone number
6. E-mail address and
7. Signature of authorized officer of the firm

The Transmittal Letter shall be printed on the offeror’s letterhead.

It shall be clearly understood that by submitting a proposal in response to this solicitation, an offeror shall be deemed to have accepted all specifications and requirements set forth in these specifications and requirements unless otherwise clearly noted and explained in this RFP.

The Executive Summary should provide a brief summary of the proposal contents, emphasizing any unique aspects or strengths of the proposal. The Executive Summary may be incorporated as part of the Transmittal Letter.

### 4.3 Project Approach and Software Solution

The second tab of the proposal should include a description of the proposed approach for providing the services described in Section 2.0 – Project Scope. This section must also include a summary description of the capabilities for each functional area of the Functional and Technical Requirements contained in Attachment B in narrative format. The purpose of this summary is so that the City have a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third-parties to meet the capabilities described in the Functional and Technical Requirements in Attachment B.

Offerors shall clearly indicate the licensing model (named, concurrent, site).

Offerors should clearly identify any modules or functionality that is being proposed as complementary or is otherwise optional. Likewise, offerors should clearly indicate which proposed modules will satisfy the requirements associated with the functional areas identified in this RFP by completing Table 11 below. If a functional area listed is not being proposed, offerors shall indicate so with “Not Proposed”.

**Table 11: Proposed Functional Areas/Modules**

No.	Functional Area	Proposed Module(s) To Address Requested Functional Area
1	Fire Rescue Records Management	
2	Mobile Capabilities (Optional)	

Proposed modules that are required to satisfy the requirements associated with the functional areas identified in Table 11 cannot be proposed as complementary or optional.

Marketing materials should not be submitted on the proposed functionality.

### 4.4 System and Application Architecture



The third tab of the proposal shall include a description of the proposed system and application architecture.

The offeror shall include responses to the following questions, in addition to any other information that may be relevant and useful to the City.

- a. Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programming languages and tools, and the extent of shared software code across all applications (e.g., the code to perform system rounding should be the same code for that function in all components of the application).
- b. List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist the City in budgeting for and acquiring hardware. List which industry standard benchmarks or guidelines measures are used to establish this recommendation.
- c. List all desktop operating systems that are simultaneously supported on a single installation/version of the application. Indicate hardware/operating system platform if that is a consideration for support.
- d. Discuss how many environments are available with your proposed solution at no additional cost (i.e., test, training, production).
- e. Describe how often major and minor software updates are provided, as well as the level of City resources required for a major update, and the level of resources required for a minor update.
- f. What is the source language(s) of the product?
- g. Is the source code available and, if so, under what conditions/terms?
- h. List all browsers that are certified for use with the application, and describe any required browser add-ons, function enablement, etc.
- i. What technology does the offeror's relational database management system (RDMS) use to ensure integrity and completion of all transactions?

#### **4.5 Implementation Methodology**

The fourth tab of the proposal should include a comprehensive description of the proposed implementation methodology for the project. The description should include how the proposer has developed this methodology to both incorporate lessons learned from past experiences as well as to meet the needs described in Section 2.0 – Project Scope.

Offerors shall describe any assumptions made in proposals in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during implementation and support phases.

Offeror should also include a sample Project Plan, which details the implementation schedule and approach as part of the fourth tab.

This tab must also include samples of the following:



1. Data Conversion Plan (Additional information in Section 2.5)
2. Training Plan (Additional information in Section 2.5)
3. System Interface Plan (Additional information in Section 2.6)
4. Software Customization Plan (Additional information in Section 2.7)
5. Testing and Quality Assurance Plan (Additional information in Section 2.8)
6. Pre- and Post-Implementation Support Plan (Additional information in Section 2.9)
7. System Documentation (Additional information in Section 2.10)
8. Risk Register (Additional information in Section 2.11)

#### **4.6 Company Background and History**

The fifth tab of the proposal should include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Section 2.0 – Project Scope. Offeror shall complete a Company Background and History Form as contained in Attachment I (see Section 4.17).





If a partnership with third-party companies is a part of a proposal, the company background and history shall be provided for all third-party companies. It is expected that all of the points in Attachment I shall be addressed for each company involved in a proposal, prime or third-party.

#### **4.7 Key Proposed Personnel and Team Organization**

The sixth tab of the proposal should include the resumes of the proposed project personnel, as well as the structure of the proposed selected offeror project team. The resumes and structures shall be provided for the implementation team, as well as the personnel involved in live operation and ongoing support and maintenance.

Resumes shall be specific to the actual personnel to be assigned to this project for all primary roles. Resumes shall include the following information:

1. Name and title
2. Role on the project
3. Description of project roles and responsibilities
4. Home office location
5. Listing of past projects where resource implemented the proposed product
6. Listing of past projects where resource implemented other software products
7. Educational background
8. Professional registrations and memberships (to include but not limited to PMP and CAPM)
9. Professional references, and
10. Additional relevant information

The City reserve the right to require background checks be conducted on any individual conducting work as either an employee of the offeror, or on the offeror's behalf.

#### **4.8 Project Roles and Responsibilities**

The seventh tab of the proposal should include the proposed resource levels for the City Implementation Project Team and selected offeror project teams. The tab shall include the completed Resource Hours Worksheet contained in Attachment D.

Offeror shall provide resource hour estimates by system module for each of the project activities contained in the two worksheets. A worksheet is provided for the City Implementation Project Team and a second worksheet is provided for the selected offeror project team. Resource hour estimates provided should be based on the descriptions in Section 2.0 – Project Scope. Any assumptions related to the number of City Implementation Project Team staff used in the development of the resource hour estimates should be included.

#### **4.9 Project Schedule**

As part of the eighth tab of the proposal, offerors shall include a proposed preliminary project schedule, including their recommended implementation plan and a description of the anticipated implementation timelines and assumptions. The proposed project schedule should also include major milestones, activities, and timing of deliverables. The project schedule shall be in a Gantt chart format developed in Microsoft Project.

#### **4.10 Functional and Technical Requirements Response**



The ninth tab of the proposal should include the proposed capability to provide the City’s requirements as defined in Attachment B – Functional and Technical Requirements. This tab shall include the completed requirements worksheet in Attachment B.

When providing responses to the requirements in Attachment B, offeror shall use the response indicators contained in the following table.

**Table 12: Requirements Response Indicators**

Indicator	Definition
S	Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from offerors in accordance with agreed-upon configuration planning with the City.
F	Feature/Function will be available in a future software release available to the City; <b>provide a date</b> at which point it will be implemented in accordance with agreed-upon configuration planning with the City.
C	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Attachment C – Cost Worksheet.
T	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.
N	Feature/Function cannot be provided.

If a response indicator of “F” is provided for a requirement that will be met in a future software release, the offeror shall indicate the planned release version, as well as the time the release will be generally available. If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the offeror shall indicate the cost of such a modification. If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the offeror shall identify this third-party system and include a cost proposal to secure this system.

**4.11 Offeror-Supported On-Premise Solution and Hosted Solution**

The tenth tab of the proposal shall include a full description of the offeror’s technical and operational capabilities for an on-premise offeror-supported solution and a hosted solution.

The offeror shall include the following information in addition to this description:

1. Total number of active on-premise clients currently supported by your company.
2. Total number of active hosted clients currently supported by your company
3. What support availability and response time do you guarantee?

**4.12 Responsibility of Deliverables**

As part of the eleventh tab, proposals should identify the responsibility of each project deliverable. Responsibilities should be identified using the roles described in the following table. The resource



hours provided as part of Tab 7 should be appropriate based on the roles identified for each project deliverable.



**Table 13: Deliverables Responsibility Roles**

<b>Role</b>	<b>Summary</b>
Lead	The party is ultimately responsible for the development of the deliverable
Assist	The party provides active assistance in development of the deliverable
Participate	The party provides passive assistance in the development of the deliverable
Owns	The party is solely responsible for the development of the deliverable
Share	Both parties share equal responsibility for the development of the deliverable
None	The party has no role in the development of the deliverable

A sample format of how the responsibility of project deliverables should be included in the offeror's proposal is included in Attachment E – Responsibility of Deliverables Form (see Section 4.17).

#### **4.13 Sub-contracting**

The twelfth tab of the proposal should identify any of the required services that are proposed to be subcontracted, if any. For each of these services the following should be provided:

1. Summary of service
2. Reasons for subcontracting
3. Proposed subcontractor
4. Detailed subcontractor responsibilities
5. Subcontractor name
6. Subcontractor location
7. Subcontractor experience
8. Previous use of subcontractor and
9. Any additional relevant information

#### **4.14 References**

The thirteenth tab of the proposal should identify the offeror's references for the project. Offerors shall provide at least five (5) municipal government clients with whom the offeror has worked during the past three (3) years that are of similar size and complexity to the City. The City requests that three (3) references shall be from municipal governments that have been live with the current software version for a minimum of two (2) years, and two (2) references that have been live with the current software version for less than one (1) year. Additionally, the offeror must provide a comprehensive client list to include all clients using the products requested through this solicitation. The City reserves the right to contact any of these clients, in addition to the references provided.

In the event the offeror cannot provide the required five references, offeror may substitute other organizations to ensure five (5) total references are provided. Offerors shall indicate how these substitute references deviate from the requested characteristics.



Offeror shall complete a Vendor Reference Form for each of the references as contained in Attachment A (see Section 4.17).

The City prefers references that utilized the same project manager as will be recommended for this project, and the same scope of functional areas. Furthermore, due to the Sioux Falls Fire/Rescue accreditation and ISO rating, the City requests one (1) reference from an ISO-1 rated agency and one (1) reference from an accredited agency. This section of the RFP response should also include an affirmative statement that the offeror grants its consent for the City to contact the offeror's references for purposes of evaluating the offeror for this project and acknowledges that any information obtained from the offeror's references will not be disclosed to the offeror.

This tab should also include the name and contact information of three (3) former clients that have elected to leave the offeror. The offeror should describe why the client left, and what steps the offeror has taken to correct the issues that resulted in the client's departure.

#### **4.15 Site Visit References**

The fourteenth tab of the proposal should include the contact information for three (3) similarly-sized municipal governments with which the City may conduct site visits. Offeror shall utilize the Vendor Reference Form format contained in Attachment A for each of the site visit references. If the same site visit references are the same as the references indicated in Section 4.13, indicate that in the fourteenth tab (see Section 4.17).

#### **4.16 Response to Narrative Questions**

The fifteenth tab of the proposal should include the offeror's response to the following narrative questions. Responses to narrative questions will be evaluated within the appropriate evaluation criteria.

1. Based on information provided in this RFP and experience in working with other localities, what is the offeror's perspective on the most significant risks to this project and how do you plan to mitigate these risks?
2. What is your process for monitoring, escalating, and resolving issues that will arise during the project?
3. What experience have you had supporting ISO-1 rated and accredited agencies?
4. The City, County, and Metro Communications are currently undergoing a system selection project for a replacement CAD system. What CAD system interfaces have you established and/or are you currently maintaining?
5. Provide a clear description of project management responsibilities between the City and the selected offeror.
6. Based on current client obligations, what is the earliest you can begin implementation after contract signing, and what activities would the offeror expect to occur within the first 60 days of contract signing?
7. What other system modules or products would the offeror recommend to be complementary to the Project Scope as described in Section 2.0?



8. What strategic decisions or direction is your firm taking or making related to the product being proposed today?
9. What is the name and current release number of the product(s) being proposed?
10. When will the next release be available (both major and minor releases)?
11. How often are releases provided, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment? Does the system have the ability to roll back updates should challenges or bugs be encountered?
12. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?
13. Does your firm complete the implementations of the product being proposed or is this effort outsourced?
14. What other applications will the product being proposed integrate with or have integrated with in the past?
15. What sets your firm's product being proposed apart from your firm's competitors?
16. Does the system, or do you the offeror, make available a list of certified/supported third-party applications? Do you proactively notify users (e.g., system administrators) regarding which releases of third-party software (e.g., JAVA virtual machine, Internet Explorer, Safari) are known to create problems with the current version of the software?

#### **4.17 Attachments: Required Forms**

The sixteenth tab of the proposal should include the forms and attachments indicated under the Forms section of the RFP.

*See MS Word document "City of Sioux Falls Fire Rescue RFP - Forms.docx" to provide information in the City requested format for the following forms:*

1. Attachment A – Vendor Reference Form
2. Attachment E – Responsibility of Deliverables Form
3. Attachment F – Receipt of Addenda Form
4. Attachment G – Statement of Non-Collusion Form
5. Attachment H – Responsibility of Data Conversion Activities
6. Attachment I – Company Background and History Form
7. Attachment J – Proposed Software Modules Form

#### **4.18 Price Proposal**

The offeror's price proposal should be provided under separate cover from all tabs of the offeror's technical proposal. The price proposal shall consist of three sections:

1. The completed Cost Proposal Worksheet as contained in Attachment C. Offerors shall not modify the worksheets in any way.
2. The offeror's standard travel and expense policy.



3. The offeror shall provide a brief statement of agreement with the Payment and Retainage terms identified in this RFP. If an offeror does not agree with all items, a description should be provided of those items for which exception is taken.



## Forms

See MS Word document "City of Sioux Falls Fire Rescue RFP - Forms.docx."

**Attachment A – Vendor Reference Form**

**Attachment E – Responsibility of Deliverables Form**

**Attachment F – Receipt of Addenda Form**

**Attachment G – Statement of Non-Collusion Form**

**Attachment H – Responsibility of Data Conversion Activities**

**Attachment I – Company Background and History Form**

**Attachment J – Proposed Software Modules Form**

**Attachment K – SOW to Become Contract with the City**

**Attachment L – Standard Contract**





## Worksheets

See MS Excel spreadsheet “Attachment B – Functional and Technical Requirements Worksheet.xlsx” and “Attachments C and D – Cost and Resource Hours Worksheets.xlsx.”

**Attachment B – Functional and Technical Requirements**

**Attachment C – Cost Worksheets**

**Attachment D – Resource Hours Worksheets**