



**REQUEST FOR PROPOSAL**

**FLEET AUTOMATIC  
VEHICLE LOCATION (AVL)**

**TOWN OF WINDSOR, COLORADO**

**PROJECT: TOW-IT-AVL2017**

**ISSUE DATE: 7/31/2017**

**PROPOSALS DUE: 9/1/2017 5:00 PM MST**

## TABLE OF CONTENTS

|  |    |  |    |
|--|----|--|----|
| Table of Contents .....  | 2  | 4.4 Scripted Demonstrations and Gap Analysis ...                     | 22 |
| SECTION 1 – Project Background and RFP Process .....             | 3  | 4.5 On-Going Support Capability .....                                | 22 |
| 1.1 Request for Proposal .....                                   | 3  | 4.6 Project/Lifecycle Cost .....                                     | 23 |
| 1.2 Community Profile .....                                      | 4  | SECTION 5 – Infrastructure and Information Systems Environment ..... | 23 |
| 1.3 Scope of Project .....                                       | 5  | 5.1 Network Environment .....  | 23 |
| 1.4 RFP Process and Procedures .....                             | 5  | 5.2 Servers and Database Environment .....                           | 23 |
| 1.5 Questions, Requests for Clarification, and RFP Addenda.....  | 6  | 5.3 Desktop Environment .....  | 23 |
| 1.6 Transmittal Letter .....                                     | 6  | 5.4 GIS Environment .....  | 24 |
| 1.7 Proposal Submission .....                                    | 6  | 5.5 Process and System Integration Environment .....                 | 24 |
| SECTION 2 – Schedule of Events .....                             | 8  | SECTION 6 – Process & System/Automation Requirements .....           | 25 |
| 2.1 Timetable of Events .....                                    | 8  | 6.1 General Functionality.....                                       | 25 |
| 2.2 Description of Events .....                                  | 8  | SECTION 7 – Technical Requirements .....                             | 26 |
| SECTION 3 – Guidelines for Proposal Content and Structure .....  | 11 | 7.1 Required Infrastructure .....                                    | 26 |
| 3.1 Executive Summary.....                                       | 11 | 7.2 Standards and Design Criteria.....                               | 26 |
| 3.2 Company Background Information .....                         | 11 | 7.3 Architecture .....   | 26 |
| 3.3 Detailed RFP Responses .....                                 | 15 | 7.4 Data Requirements .....  | 29 |
| 3.4 Terms and Conditions .....                                   | 20 | 7.5 System Administration, Security and Audits ..                    | 30 |
| SECTION 4 – Evaluation Criteria .....                            | 22 | 7.6 System Interfaces.....   | 31 |
| 4.1 Degree of Fit .....  | 22 | 7.7 Technical Requirements and Guidelines for Hosted Solutions ..... | 32 |
| 4.2 Project Management Methodology and Implementation Plan ..... | 22 |  |    |
| 4.3 Installation/Training Track Record.....                      | 22 |  |    |

## SECTION 1 – PROJECT BACKGROUND AND RFP PROCESS

### 1.1 Request for Proposal

**DATE OF ISSUE: 07/25/2017**  
**PROPOSAL DUE DATE: 08/26/2017 5:00 PM MST**

The Town of Windsor (“TOW”) is seeking proposals from vendors (“Vendor”) specializing in the design and implementation of an Automatic Vehicle Location (AVL) System for the Town of Windsor. It is the Town of Windsor’s desire to procure a solution that meets its process and system requirements and is as close to a standard off-the-shelf, enterprise oriented, and service-proven system as possible.

This RFP has been prepared to provide general information, background, and proposal requirements. The identified representative is the sole point of contact regarding this RFP from the date of distribution until the selection of the successful vendor.

#### **RFP Official Contact:**

**Scott Tometich**

**GIS Coordinator**

Town of Windsor | Finance & Information Technology  
301 Walnut Street | Windsor, CO 80550

**Dir:** 970-674-2483 | **Off:** 970-674-2400 | **Fax:** 970-674-2456  
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In addition to indicating the contents expected in a proposal, this RFP is intended to generally describe the terms and conditions of an agreement to be entered into by a responsible vendor and the Town of Windsor and to assist prospective vendors in determining whether or not to participate in this RFP.

As a result of this RFP, the Town of Windsor intends to enter into a contract with the selected vendor(s) to conduct both the design and implementation of an Automatic Vehicle Location (AVL) System. However, this does not commit the Town of Windsor to conclude an agreement for these services. The Town of Windsor reserves the right, in its sole discretion, to (a) accept or reject in part or in its entirety any proposal received as a result of this RFP if it is in the best interest of the Town to do so; (b) enter one or more agreements with one or more qualified vendors if necessary to achieve the objectives of this RFP and if it is in the best interest of the Town to do so.

The responsibilities of the Town are clearly defined in this RFP. The vendors responding to this RFP shall not make any assumptions about participation by the Town’s technical personnel in the project.

## **1.2 Community Profile**

### **1.2.1 Town of Windsor**

The Town of Windsor covers approximately 26 square miles, has a population base of approximately 24,500 citizens, and is located in Weld County, Colorado. The Town's budget and other financial documents can be found on the Town's website ([www.windsorgov.com](http://www.windsorgov.com)) by clicking [here](#).

### **1.2.2 Services for Citizens**

The following services are provided to Town Customers and Constituents.

- Business, Economic & Planning Development
- Licensing, Code Enforcement & Compliance
- Public Safety
- Streets, Utilities, Wastewater
- Parks, Recreation & Culture (Museum Services)
- Recycling Center
- Communications

### **1.2.3 Support in Delivery of Services**

The following services are provided which support the delivery of services to Town Customers and Constituents.

- Internal Control and Oversight
- Investment Planning and Budgeting
- Revenue & Taxation
- Communications & Public Affairs
- Town Board
- Advisory Boards
- Legal Regulatory Compliance

### **1.2.4 Management of Government Resources**

The following services are provided which support the Management of Government Resources.

- Administrative Management
- Financial Management
- Human Resource Management
- Information Technology Management
- Facilities Maintenance Management
- Fleet Maintenance Management

### **1.3 Scope of Project**

The Town is requesting proposals for the design and implementation of an Automatic Vehicle Location (AVL) System. Implementation will begin in 2018.

#### **1.3.1 Project Objectives**

The primary objectives for this project are:

- Evaluate and select a vendor for implementation of a new AVL system including sensors and communication equipment that meets the following criteria:
  - The AVL system proposed shall offer a web-based (browser-based) tracking system complete with the necessary reporting required to track and manage Windsor's fleet to achieve a return on investment (ROI) and significantly improve situational awareness of the Town's fleet with specific emphasis on Snow Removal operations.
  - The mobile hardware components and applicable sensors needed to monitor and track Windsor's fleet of vehicles and equipment shall integrate with existing vehicle systems
  - The AVL system must be user friendly providing expedient retrieval of information.
- Negotiate a contract to implement an AVL system or service and provision necessary mobile hardware.

### **1.4 RFP Process and Procedures**

Throughout the entire RFP process, the following guidelines and procedures will apply: **The Town of Windsor must receive all proposals by September 1, 2017 5:00 PM (MST)**. The Town of Windsor reserves the right to reject any proposal received after this date. All submitted proposals must be valid through one year past due date. The Town of Windsor maintains the right to discontinue the RFP process with any vendor at any point in time.

- The Town of Windsor will notify in writing any vendor discontinued from the RFP process.
- Vendors shall promptly respond in writing to the Town of Windsor with additional inquiries. Please see Section 1.5 below for specific instructions on submitting questions and requests for clarification.
- The Town of Windsor is under no obligation to award a contract to any vendor.
- No procedure is in place within this process for reconsideration of a vendor after a choice has been made, and the Town of Windsor need give no reason for the selection or rejection of any vendor.
- If your RFP response is accepted, the Town of Windsor requires the parties to enter into a Professional Services Agreement prior to the commencement of any work. The RFP and RFP responses may form part of said agreement but will be subject to the terms and conditions of the agreement between the Town of Windsor and the vendor as set out in Section 3.4.
- Participation in the RFP process is the vendor's sole decision. Although the Town of Windsor intends to adhere to the process as stated herein, the Town of Windsor reserves the right to modify the process, requirements, and/or timetable. The Town of Windsor assumes no liability for costs or damages incurred by the vendor during or resulting from this RFP process.

**The Town of Windsor reserves the right to:**

- Reject any and all proposals received in response to this RFP.
- Investigate the vendor's qualifications, financial stability, and ability to perform the required services to successfully implement the vendor's proposed solution within the Town of Windsor.
- Request additional information deemed necessary for the proper evaluation of the vendor's proposal.
- Waive or modify any informal or immaterial deficiency in a proposal after prior notification to the vendor.

## **1.5 Questions, Requests for Clarification, and RFP Addenda**

Questions that arise prior to or during proposal preparation must be submitted **via email** to the Town's designated contact pursuant to instructions in Section 1.1 of this Request for Proposals. Questions and answers will be provided in an addendum and made available on the Town's website. **Questions for this RFP are due by August 11<sup>th</sup> 2017 5:00 PM (MST). An addendum containing all questions and answers will be posted no later than August 18<sup>th</sup> 2017 5:00 PM (MST).** Please refer to [Section 2.1 – Timetable of Events](#) for a complete outline of events for this RFP. No contact will be allowed between the Vendor and any other member of the Town with regard to this RFP during the RFP process; unless specifically authorized in writing by the Town's designated contact. Prohibited contact may be grounds for Vendor disqualification.

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all that received the original RFP.

## **1.6 Transmittal Letter**

The vendor must submit a transmittal letter along with the proposal. The letter is an acknowledgement by the vendor that its attached proposal is the vendor's official response to the Town of Windsor RFP. The letter must state that all information contained in the proposal is factually true and accurately meets the response criteria of all RFP sections. An authorized officer of the vendor's firm must sign the transmittal letter.

## **1.7 Proposal Submission**

### **1.7.1 Submission of Sealed Proposals**

All proposals and accompanying documentation will become the property of the Town of Windsor and will not be returned. There are two methods of submittal:

1. Vendor will provide a complete submittal via email.

**OR**

2. Vendor should provide one soft copy on DVD or flash drive for use by the Town of Windsor. Completed responses are to be packaged, sealed and submitted to the Town of Windsor.

**All responses should be addressed to the Town's designated contact.**

All non-electronic proposals must have a label on the outside of the box or package itemizing the following information:

PROPOSAL ENCLOSED Due: \_\_\_\_\_ (Preferably bold, large print, all capital letters)

If sending multiple boxes, please mark each one, X of Y where "X" is the box number and "Y" is the total number of boxes.

### **1.7.2 Liability for Proposal Preparation Expense**

The Town of Windsor is not liable for any costs incurred by a Vendor in the preparation and production of a proposal.

### **1.7.3 Proposal Security**

The content of each Vendor's proposal will be held in strict confidence during the evaluation process, and no details of any proposal will be discussed outside the evaluation process.

### **1.7.4 Record Disclosure/Confidentiality of Proprietary Records**

The vendor hereby agrees that all documents furnished shall be subject to public disclosure by the Town of Windsor in the normal course of business in accordance with the requirements of the Colorado Open Records Act (C.R.S. 24-72-201 to 24-72-309) (CORA) except for proprietary information the disclosure of which would cause substantial injury to the competitive position of Vendor's enterprise. Information relating to Vendor price submissions, including commercial, book or list pricing, applicable discounts or final price and like information, shall not be entitled to confidentiality protection whether or not submitted or designated as proprietary by the Vendor. Vendor may otherwise preserve proprietary rights as to confidential or business process information in accordance with procedures established under CORA, provided that: (i) Vendor shall inform the Town prior to submission of its information, in writing, that such records are going to be furnished, are proprietary and are not to be disclosed; (ii) said records shall be sufficiently identified; and (iii) Vendor shall inform Town of Windsor the reasons why the information should be exempted from disclosure; and (iv) designation of said records as exempt from disclosure is reasonable and accepted by the Town .

### **1.7.5 Tax Provisions**

Purchases made by the Town of Windsor are exempt from State and local sales tax and federal excise taxes, but the Town of Windsor is not exempt from paying unemployment insurance or federal Social Security taxes. The official Town of Windsor purchase order or voucher for materials, equipment, and supplies is sufficient evidence to qualify the transaction exempt from sales tax.

## SECTION 2 – SCHEDULE OF EVENTS

### 2.1 Timetable of Events

**All dates and times are subject to change.** The Town of Windsor will delay the Vendor Selection process if required to achieve specific Town of Windsor objectives. The vendor evaluation and selection process has specific timetables and requirements, as noted below:

| Date   | Activity   |
|--|--|
| July 31 <sup>st</sup> 2017                                       | RFP Posted and Available to Public   |
| August 11 <sup>th</sup> 2017 5:00 PM (MST)                       | RFP Questions Due  |
| By August 18 <sup>th</sup> 2017 5:00 PM (MST)                    | Addendum to RFP with questions and answers is posted and are available to the public   |
| September 1 <sup>st</sup> 2017 5:00 PM (MST)                     | Proposals Due  |
| September 5 <sup>th</sup> 2017 – September 15 <sup>th</sup> 2017 | TOW Reviews Proposals  |
| September 18 <sup>th</sup> 2017 – October 6 <sup>th</sup> 2017   | TOW will notify the top 3-5 vendors chosen to continue in the selection process. The Town will invite the top 3-5 vendors to interview and provide a demonstration of products and services included the vendor's response to the RFP. |
| Oct 9 <sup>th</sup> 2017 – TBD                                   | The Town will select its top vendor based off of the vendor's response to the RFP, interview, reference checks and demonstration. The selected vendor will be notified and contract negotiations will begin.                           |
| 2018   | Once an implementation contract is signed, the Town and vendor will proceed with implementation plan.  |

### 2.2 Description of Events

#### **2.2.1 RFP Posted and Available to Public**

The RFP will be posted on the Town's website (<http://www.windsorgov.com/bids>) beginning July 31<sup>st</sup> 2017 for a period of 25 business days.

#### **2.2.2 RFP Questions Due**

Any questions asked by the Vendor are to be received by the Town's designated contact prior to August 11<sup>th</sup> 2017 5:00 PM (MST). Any questions received after this time not be included in the following addendum to the RFP. It is up to the discretion of the Town's designated contact to reply to questions posed after the due date.

### **2.2.3 Addendum to RFP**

Any questions sent to Town's designated contact will be compiled and answered. All questions and responses will be included in an addendum. The addendum will be added to the existing RFP on or before August 18<sup>th</sup> 2017 5:00 PM (MST). The RFP will be posted on the Town's website (<http://www.windsorgov.com/bids>).

### **2.2.4 Proposals Due**

All responses to the RFP, including no response forms, are to be received by the Town's designated contact prior to September 1<sup>st</sup> 2017 5:00 PM (MST). Please refer to [Section 1.7.1 - Submission of Sealed Proposals](#) for submittal requirements.

### **2.2.5 TOW Reviews Proposals**

Vendor selection will be based on a rating of Vendor proposals. The following criteria will be used for evaluation and selection:

- Degree of fit to the Town's process & system requirements and flexibility to meet potential changes in future business requirements
- Project management plan including process analysis/consultation, training, experience, qualifications of and references for the project management team
- Installation/training track record for previous project at locations comparable in scale and scope
- Capability to provide on-going support of the proposed solution; and
- Project and life cycle cost of the proposed solution

After an initial evaluation for Degree of Fit, Project Management Methodology and Implementation Plan, Installation/Training Track Record, On-Going Support Capability and Project/Lifecycle Cost, the top ranking Vendors will be invited to participate in scripted demonstrations of their proposed solution.

### **2.2.6 Top Vendors Chosen**

Meetings will be scheduled with the top ranking Vendors to evaluate process & system requirements and obtain clarification or supplemental information which will be evaluated according to the above criteria. It is expected that these demonstrations will be in alignment with our process and system requirements and be as close to a "live" system environment and demonstration as possible. These meetings will be held at the Town's Town Hall in Windsor, CO and will involve sessions with key staff from each functional discipline. Vendors will be asked to demonstrate the functional capabilities of their proposed systems to identify any potential gaps in functionality following a prescribed script. Vendors should ensure that both the sales and technical members of their organization are present for these demonstrations.

Additional meetings may be scheduled with each Vendor following the scripted demos to discuss alternative gap solutions for functionality gaps identified during the scripted demos.

The top ranking Vendors will be asked to provide the Town of Windsor with contact information for at least five Customers who have fully implemented the proposed systems and are willing to participate in a Customer Survey, phone consultation and/or site visit.

### **2.2.7 TOW Selects Top Candidate**

The vendor and the Town of Windsor will negotiate a beneficial agreement to ensure a productive partnership. The selected vendor's response to this RFP will form the basis of these negotiations and may be considered part of the final agreement.

Each vendor(s) contract shall minimally cover the following areas:

- License fees for use of any software or associated tools, to be scheduled in accordance with the implementation functionality, and fixed at time of contract, to remain unchanged for a period of three years following the final implementation phase.
- Consulting/training/implementation plan with associated costs and with a provision to guarantee meeting plan milestones.
- Statement concerning the Town of Windsor's access to Source Code and escrow protection.
- Provision for the ability to add additional users at any location and point in time.
- Annual product maintenance costs tied to a base expenditure and a controlled percentage increase over the lifetime of use by the Town of Windsor.
- Payment milestones tied to the successful implementation of the vendor's proposed solution and distributed over an analysis, development/testing, training, production lifecycle.
- No additional license fees will be charged for training, development and business continuity based environments.
- Any database or other software licenses required must be clearly identified in proposal.

No binding agreement between the vendor and the Town of Windsor will be established or inferred until a final PSA, including all terms and conditions, has been signed.

The selected vendor and the Town of Windsor evaluation team will collaborate to finalize the design and implementation plan and costs and define the necessary interfaces to third party-data. If the vendor has a partnership with another vendor which supplies software or hardware to meet specific technical or functional requirements, the Town of Windsor may elect to negotiate separately with third party vendors.

### **2.2.8 Contract Negotiations Complete and Implementation is Scheduled**

Once the implementation contract has been signed, the Town and the Vendor will proceed with the implementation plan.

## **SECTION 3 – GUIDELINES FOR PROPOSAL CONTENT AND STRUCTURE**

The following section describes the Town of Windsor’s RFP requirements that must be adhered to by each vendor submitting a response to this RFP. Each proposal must be formatted as noted below and must contain the sections described below along with a Table of Contents.

### **3.1 Executive Summary**

The vendor must provide an executive summary of the proposed solution. Areas to be covered include:

- Brief overview of proposed solution and how this will benefit the Town of Windsor.
- Associated costs and timelines for implementation which comprehend the costs to integrate the proposed solution with other third party solutions.
- Any additional information, which will be beneficial to the Town of Windsor in the evaluation process.

### **3.2 Company Background Information**

#### **3.2.1 Brief Historical Summary**

The vendor must provide a brief historical summary of the vendor’s company. Areas to be covered include:

- Overall Vision and Mission.
- Financial history of the company covering the last three years. Attach the most recent copy of your latest financial statements prepared by an independent certified public accountant in accordance with generally accepted accounting principles. Also include the following information: current balance sheet, statement of revenues and expenses, statement of cash flows, and appropriate notes to these documents. 501.3.C organizations must submit their most recent Form 990.
- Three-year history of research and development spending as a percentage of revenue.
- Company USA locations and associated staffing/functional organizations represented at each location.
- General background and current information about the company and key personnel.
- Strategic company direction and how this direction will benefit the Town of Windsor.
- Current customers.
- Additional information useful for the Town of Windsor evaluation process.

### 3.2.2 Vendor Information

In this section each vendor will provide information on their company. Please respond within the format provided. This will ensure that all information is provided and will facilitate our use of the information.

| Question  | Vendor Response |
|---|-----------------|
| Official Name of Company  |                 |
| Headquarters' Address   |                 |
| Telephone Number  |                 |
| Fax Number  |                 |
| Federal Tax ID Number   |                 |
| Contact Name for questions concerning RFP Response  |                 |
| RFP response.   |                 |
| Contact's Telephone Number  |                 |
| Contact's E-mail Address  |                 |
| Is company authorized and/or licensed to do business in the State of Colorado?  |                 |
| Does your company have an office in the area of Windsor, Colorado or in the state of Colorado?  |                 |
| Company Ownership   |                 |
| If Private, list primary owners and their percentage ownership.   |                 |
| If Public, list stock trading symbol and market which it is traded.   |                 |
| Has corporate ownership changed in the last 5 years? If so, provide details.  |                 |
| Has the company purchased any other companies or divisions of companies in the last 5 years? If so, provide details.  |                 |
| Has the company or any of its principals defaulted on any municipal contracts in the past 5 years? If so, provide details.  |                 |
| Please provide details on any lawsuits involving the company that are currently pending or occurred in the past 5 years.  |                 |
| Has your company ever been declared bankrupt or filed for protection from creditors under state or federal proceedings? If so, state the date, court, jurisdiction, amount of liabilities and amount of assets. |                 |

### **3.2.3 Vendor Customer References and Financial Condition**

All Vendors are required to provide the names of at least five customer references similar in size to the Town of Windsor with which you have conducted business for the last three years. At least three of which being government organizations. Also include the name of an appropriate contact person in each organization. These references should be customers for which the Vendor has designed and/or implemented a solution of similar size and scale.

The vendor should describe their installed base of clients including the following:

- Total number of clients currently utilizing systems similar to the proposed solution.
- Clients that are currently undergoing implementation.
- Clients that have been fully implemented and live for minimally 1 year.
- Any Clients that have switched to other vendors/solutions.

Representatives of the Town of Windsor expect to contact and possibly visit some of these reference clients. The vendor should provide the following contact information for these client references:

#### **Customer Reference Information:**

##### **Contact Information:**

- Company/organization name
- Contact name and position
- Address
- Telephone
- E-mail address
- Web site address

##### **Demographic Information:**

- Company/organization size
- Solutions/systems installed, in what timeframe and sequence
- Date(s) solutions/systems Installed
- Number of people required on implementation team from internal staff vs. external resources
- Version currently being used

All Vendors must submit their audited financial statements for the last three years, as well as any interim statements issued since the date of the last annual audited statement.

A company could be disqualified from the bidding process for one of the following reasons:

- 1) Severely adverse auditor opinions.
- 2) Severely adverse contingency notes.
- 3) Severely adverse reporting in trade financial references.

All Vendors must provide a copy of their certificate of incorporation.

- 1) If the Vendor is a partnership comprised of two or more corporations, then a copy of each partner's certificate of incorporation, along with a copy of the partnership papers, must be provided.
- 2) If the Vendor is a partnership comprised of non-corporate partners, the bidder must provide a copy of its certificate of partnership.

### **3.2.4 Compliance With C.R.S. § 8-17.5-101, ET. SEQ.**

Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, et. seq., as amended 5/13/08, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.

The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.

The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.

If Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the Town within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the Contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

If Contractor violates this Section, of this Agreement, the Town may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the Town.

### **3.3 Detailed RFP Responses**

#### **3.3.1 Assumptions**

The vendor must clearly define any assumptions made in preparation of this RFP proposal.

#### **3.3.2 Advantages of Proposed Solution**

The vendor should describe the proposed advantages to the Town of Windsor and how these relate to the Town's overall project scope.

#### **3.3.3 Project Costs and Pricing Options**

The vendor must detail its pricing and payment terms in line with the project deliverables and milestone dates provided in the recommended implementation plan. The proposal must provide a detailed breakdown of charges for each service, product, and license, whether offered directly or indirectly through a third party. An explanation of how cost overruns will be treated in the event of targets not being met must accompany this quotation. If applicable, the Vendor should provide for multiple pricing options (i.e. enterprise, concurrent users, named users, etc.) and detail each of the options.

## On Premise System Implementation

| Estimated Project Costs                     |                      |                                     |                            |                       |          |
|---|----------------------|-------------------------------------|----------------------------|-----------------------|----------|
| Project Costs                               | Implementation Costs | Post-Implementation Costs (5 Years) | Describe Licensing Options | Hourly or Fixed Cost? | Comments |
| License Fees (site, concurrent users, etc.) |                      |                                     |                            |                       |          |
| Implementation Services                     |                      |                                     |                            |                       |          |
| Data Conversion                             |                      |                                     |                            |                       |          |
| Training                                    |                      |                                     |                            |                       |          |
| Project Management                          |                      |                                     |                            |                       |          |
| System Configuration and Setup              |                      |                                     |                            |                       |          |
| Travel                                      |                      |                                     |                            |                       |          |
| System Development/Interfaces               |                      |                                     |                            |                       |          |
| System Data Migration                       |                      |                                     |                            |                       |          |
| Total Project Costs                         |                      |                                     |                            |                       |          |
| <b>Ongoing Costs</b>                        |                      |                                     |                            |                       |          |
| Maintenance and Support Costs               |                      |                                     |                            |                       |          |
| 24X7  |                      |                                     |                            |                       |          |
| 8:00 AM – 5:00 PM (M-F)                     |                      |                                     |                            |                       |          |
| 8:00 AM – 5:00 PM (M-S)                     |                      |                                     |                            |                       |          |
| <b>Other Costs</b>                          |                      |                                     |                            |                       |          |
| Hardware and Server Costs                   |                      |                                     |                            |                       |          |
| Database Licensing/maintenance              |                      |                                     |                            |                       |          |
| Recommended Time Clocks                     |                      |                                     |                            |                       |          |
| Implementations services for Upgrades       |                      |                                     |                            |                       |          |

**SaaS (Software as a Service) Implementation**

| Estimated Project Costs                     |                      |                                     |                            |                       |          |
|---|----------------------|-------------------------------------|----------------------------|-----------------------|----------|
| Project Costs                               | Implementation Costs | Post-Implementation Costs (5 Years) | Describe Licensing Options | Hourly or Fixed Cost? | Comments |
| License Fees (site, concurrent users, etc.) |                      |                                     |                            |                       |          |
| Implementation Services                     |                      |                                     |                            |                       |          |
| Data Conversion                             |                      |                                     |                            |                       |          |
| Training                                    |                      |                                     |                            |                       |          |
| Project Management                          |                      |                                     |                            |                       |          |
| System Configuration and Setup              |                      |                                     |                            |                       |          |
| Travel                                      |                      |                                     |                            |                       |          |
| System Development/Interfaces               |                      |                                     |                            |                       |          |
| System Data Migration                       |                      |                                     |                            |                       |          |
| Total Project Costs                         |                      |                                     |                            |                       |          |
| <b>Ongoing Costs</b>                        |                      |                                     |                            |                       |          |
| Maintenance and Support Costs               |                      |                                     |                            |                       |          |
| 24X7  |                      |                                     |                            |                       |          |
| 8:00 AM – 5:00 PM (M-F)                     |                      |                                     |                            |                       |          |
| 8:00 AM – 5:00 PM (M-S)                     |                      |                                     |                            |                       |          |
| Hosting Costs                               |                      |                                     |                            |                       |          |
| <b>Other Costs</b>                          |                      |                                     |                            |                       |          |
| Hardware and Server Costs                   |                      |                                     |                            |                       |          |
| Database Licensing/maintenance              |                      |                                     |                            |                       |          |
| Implementations services for Upgrades       |                      |                                     |                            |                       |          |

### 3.3.4 Degree of Fit

The Process & System Automation Requirements ([see Section 6 – Process & System Automation Requirements](#) and [Section 7 – Technical Requirements](#)) must be completed, with reference comments made to describe what functionality CANNOT be delivered in the current version of the proposed solution and what will be required to address the gap(s). The Process & System Automation requirements are organized based on the Town’s grouped by service, process and procedure. The detailed requirements are ordered under each procedure. Presentation order should not be interpreted as the order of importance.

### 3.3.5 On-Going Support

Training and “Helpline” locations must be identified along with Sales offices. The vendor should describe its various support options and recommend the preferred support option for the Town of Windsor based on its proposed solution.

| Requirement   | Response | Comments |
|---|----------|----------|
| Toll Free Support Phone Number                          |          |          |
| 24x7 Support  |          |          |
| Software/Application Support                            |          |          |
| Remote diagnostic support software                      |          |          |
| Remote diagnostic support hardware                      |          |          |
| Documented escalation procedures                        |          |          |
| Dedicated Tier 2 (Mid-Level expertise) support staff    |          |          |
| Dedicated Tier 3 (Senior-Level expertise) support staff |          |          |
| Portal to exchange information and support              |          |          |

### 3.3.6 Internal Information Technology Production Environment Support

Identify the various skill sets (e.g. Database Administrator, etc.) required by the Town (i.e. IT and/or Operating Department) to properly maintain the system on a day-to-day basis.

### 3.3.7 Written Documentation

The vendor must describe all technical and user documentation that is provided. In addition the vendor must describe the policy and procedure regarding maintenance and enhancements to the documentation. The vendor must also identify any additional or optional documentation that may be deemed beneficial to the Town of Windsor and the associated costs for such documentation.

### 3.3.8 Product Maintenance

If the vendor proposes any specific products, either directly or through third parties, the vendor must describe the past frequency of new product release updates (not to include Patches), the frequency with which the Town of Windsor can expect to receive new product release upgrades (e.g. Yearly, Quarterly), Vendor release support terms (# of previous versions supported) and a comprehensive list of outstanding errors/system deficiencies and the anticipated schedule for their resolution. A description of how the vendor collects customer input on new features

that should be implemented in new releases is also required.

For proposed solutions that include software provided by third parties, the vendor should address the following issues:

- How does the contracted vendor expect to handle releases of third-party software?
- What is the extent of the contracted vendor's responsibility for software originating with other suppliers?

### **3.3.9 Project Management Methodology and Implementation Plan**

The vendor should describe its project management strategy and methodology as well as provide example deliverables for all major project milestones. This should include but not be limited to the following:

- Project Planning Process – include examples of deliverables
- Frequency of project meetings
- Action Item Tracking
- Issue Tracking
- Status Reporting
- Project Change Management
- Problem Resolution

The vendor is responsible for providing to the Town of Windsor a proposed Design and Implementation plan. This plan will adhere to the Town of Windsor timelines and will include any and all associated consulting work either by the vendor or a third party. The implementation plan will be reviewed as part of the selection process. The vendor's proposed implementation plan must include:

- Implementation methodology and approach – include examples of deliverables
- Project Management, communications, Change Management and reporting
- Business process re-engineering and system configuration
- Hardware and software training and development of standard procedures
- Overall project schedule with detailed timeline – including a breakdown of vendor and Town time required for implementation
- Proposed number of Vendor consultants and their qualifications and experience relevant this implementation
- Expected deliverables and assumptions
- Required skill sets to ensure that the Town can perform future maintenance support and release upgrades with minimal to no vendor consulting.
- Other areas critical to project success not defined above.

The vendor must describe in detail how it will assist the Town of Windsor in accomplishing the above areas. The vendor must provide the proposed number of onsite personnel, and include information on the individuals' relevant training, experience and qualifications. The Town of Windsor implementation team, which will be responsible to manage this project the entire engagement, reserves the right to request different people if the selected individuals do not meet or perform to our expectations.

### **3.3.10 Strategic Direction**

The vendor should describe its current technological and business functionality environment as well as any strategic direction determined critical to the vendor's long term success and viability in the marketplace. This analysis should include a description of how this implementation or project fits into the Vendor's strategic business plan and must answer the following questions:

- What differentiates the vendor from its competitors?
- Why should the Town of Windsor select and implement the Vendor's systems versus that of other vendors?

### **3.3.11 Annual Reports**

Please provide documentation to include recent annual reports or comparable documentation if company is privately held as noted in 3.2.2 and 3.2.3.

## **3.4 Terms and Conditions**

### **3.4.1 Acceptance of the Proposal**

The Town of Windsor reserves the right to reject any proposal. The RFP should not be construed as a contract to purchase services and the Town of Windsor shall not be obligated in any manner until a written agreement relating to an approved proposal has been duly executed.

### **3.4.2 Proposal Revisions**

Proposal revisions must be received prior to the proposal submission/closing date and time.

### **3.4.3 Financing of Proposals**

Vendor is solely responsible for any and all costs associated with preparing and submitting proposals and such costs will not be borne by the Town of Windsor.

### **3.4.4 Acceptance of RFP Conditions**

Receipt of proposal by the Town of Windsor will be considered acceptance of the RFP terms and conditions by the Respondent, and will be incorporated into the Vendor's proposal.

### **3.4.5 Subcontracting**

Subcontracting is permitted for some requested services as a condition of the anticipated contract for service. Proposed subcontractors must be listed in the proposal.

#### **3.4.6 Warranty**

Vendor represents and warrants that it is available to perform the services outlined in its proposal and furthermore that it is under no conflicting obligations that may interfere with its duties to the Town of Windsor because of work it may have undertaken with others if its proposal is accepted.

#### **3.4.7 Negotiation Delay**

If an agreement cannot be negotiated within fifteen business days of notification to the designated Vendor, the Town of Windsor, may, in its sole discretion, terminate negotiations with that Vendor and either negotiate an agreement with another Vendor of its choice or choose to terminate the RFP process and not enter into an agreement with any Vendor(s).

#### **3.4.8 Funding and Vendor Selection**

The implementation of the selected proposal is dependent upon funding and vendor selection for the work set forth in the proposal being approved by the Town's implementation team. The Town is not obligated to accept the lowest vendor bid proposal.

#### **3.4.9 Indemnification**

Vendor hereby indemnifies and holds the Town of Windsor harmless for and against any and all claims, losses, damages, costs, expenses, and other actions made, sustained, brought, threatened or prosecuted in any manner based upon or arising from any communication or action by the Vendor in the proposal or purported performance of the agreement herein, or claims relating to the infringement of copyrights, trademarks, trade secrets, patents, or any other confidential information or intellectual property of another.

#### **3.4.10 Termination**

The Town of Windsor may terminate this proposal at any time for any reason whatsoever.

#### **3.4.10 Proposal Withdrawal**

Prior to the proposal closing date, a submitted proposal may be withdrawn by the Vendor by submitting a written request to the Town of Windsor designated contact named in the RFP. All such requests must be signed by a duly authorized representative of the Vendor.

#### **3.4.11 Ownership**

All documents submitted by Vendor shall become the property of the Town of Windsor.

## **SECTION 4 – EVALUATION CRITERIA**

The Town of Windsor will review all proposals, rank each vendor based on the criteria noted below and select the preferred vendors to be considered for further evaluation.

### **4.1 Degree of Fit**

Each proposal will be reviewed to determine the proposed solution's degree of fit to the Town of Windsor's functional requirements (see Section 6 – *Process & System Automation Requirements* and Section 7 – *Technical Requirements*). Included in this review will be the flexibility of the proposed solution to adapt to potential changes to business process and requirements in the future.

### **4.2 Project Management Methodology and Implementation Plan**

The Town of Windsor will review the Vendor's project management strategy and methodology to determine its ability to successfully manage this project (see Section 3.3.9). The training, experience and qualifications of the proposed consultant team will be major criteria in the selection of a Vendor. In addition, a survey of the customer references provided by the vendor will be used to verify the vendor's capability of successfully managing this project.

### **4.3 Installation/Training Track Record**

The Town of Windsor requires each proposal to include references of clients that have implemented solutions similar to the Vendor's proposed solution over a similar timeframe (see Section 3.2.3- *Vendor Customer References and Financial Condition*). The Town of Windsor will perform a survey with these references to determine the Vendor's capability to deliver on the proposed solution design and implementation plan.

### **4.4 Scripted Demonstrations and Gap Analysis**

After an initial evaluation for Degree of Fit, Project Management Methodology and Implementation Plan, Installation/Training Track Record and On-Going Support Capability and Project/Lifecycle Cost, the top 3 - 5 ranked Vendors will be invited to participate in scripted demonstrations of their proposed solution. These Vendors will be further evaluated on their ability to demonstrate the solution and how well it meets the stated requirements based on the process and procedures listed in the Process & System/Automation Requirements (see Section 6 – *Process & System Automation Requirements*) and Technical Requirements (see Section 7 – *Technical Requirements*). Each of these vendors will also be evaluated on the ability to demonstrate how alternative gap solutions will be used to resolve or mitigate gaps in functionality.

### **4.5 On-Going Support Capability**

The Town of Windsor will review the Vendor's capability to provide on-going product support and services after successful implementation of the proposed solution (see [Section 3.3.5 – On-Going Support](#)).

## **4.6 Project/Lifecycle Cost**

Each vendor will be evaluated on the project lifecycle economics (costs and delivery of benefits) based on the one time startup cost, the annual operating cost, the five year total cost and an evaluation of the Vendor's License Agreement and Maintenance Agreement.

# **SECTION 5 – INFRASTRUCTURE AND INFORMATION SYSTEMS ENVIRONMENT**

## **5.1 Network Environment**

The Town of Windsor consists of 7 networked locations connected by a WAN Area Network (WAN) for both primary (4) and secondary (3) sites. Primary sites are connected via Gigabit Fiber. Additional information for the network design is available as needed for the purpose of this RFP.

## **5.2 Servers and Database Environment**

The Town's Data Center is virtualized on servers running VMware<sup>®</sup> on DELL<sup>®</sup> SAN with Microsoft Active Directory<sup>®</sup> (AD) and Exchange Server<sup>®</sup> running on the Windows Server<sup>®</sup> operating system and MS SQL Server<sup>®</sup>. New applications must be able to run on Windows<sup>®</sup> Server 2012 R2, and SQL 2012 SP1 in VMWare ESXi 5.x environments.

## **5.3 Desktop Environment**

All workstations are Intel<sup>®</sup>/Microsoft<sup>®</sup> based workstations that operate under the Windows<sup>®</sup> 7 platforms running the latest service packs. Microsoft<sup>®</sup> Office including Word<sup>®</sup>, Power Point<sup>®</sup>, Excel<sup>®</sup>, and Outlook<sup>®</sup> is standard. New applications must be fully compatible and supported on Windows<sup>®</sup> 7 and Windows<sup>®</sup> 10, and compatible with Office versions 2010 through Office 2016. All workstations require active and up-to-date anti-virus software.

## **5.4 GIS Environment**

The Town's GIS environment consists of ESRI ArcGIS Server 10.3 and ArcGIS Online Services. Additional information for the GIS environment is available as needed for the purpose of this RFP.

## **5.5 Process and System Integration Environment**

The Town of Windsor currently utilizes a combination of Vendor Purchased solutions to support Town Services.

### **5.5.1 Purchased Solutions**

The Town of Windsor has several purchased solutions, which are SQL Server based and support the following major services.

Some examples include:

- Enterprise Resource Planning (ERP) – General accounting, budgeting, financial reporting, sales tax, licensing, utility billing, fixed assets, AP, AR, and payroll
- Human Resources Management – HRIS
- Community Development – development review process, document management system, GIS, sign inventory
- Public Safety – Municipal court, police reports, evidence tracking
- Community Services – Recreation programs, facility reservations, 311 service requests, operations management system
- Administration – Document Management System

## SECTION 6 – PROCESS & SYSTEM/AUTOMATION REQUIREMENTS

The purpose of this section is to provide both the vendor and the Town with details of functionality within the system. While answering the proposed questions below; please use the following information to help focus your answers.

Using the functionality requirements below; the following responses should be included for each functionality requirement.

**“Standard”**: if this is a standard feature / function of the solution/system offered in your base system price to the Town. These features must be currently in use at other client sites, and no user programming or use of a supplied report writer is required. For this response, the Town will assume that the specification is met by the package, the requirement can be demonstrated by the Vendor, and will hold the vendor responsible for delivering that feature or function in its proposed package.

**“Customizable”**: if this is not a standard feature / function of the current release of the solution/system but the vendor is willing to customize/configure the system/solution to include this feature at additional cost or the feature / function will be available in the next release of the solution/system.

**“Not Offered”**: if this is not a standard feature / function even with custom modifications and is not in the next release of the solution/system. Requirements therefore cannot be provided.

**“Third Party”**: if this feature / function will be provided by a third party.

**“N/A”**: if the requirement does not apply (i.e. certain technical requirements for hosted solutions)

Comments – General comments should be included for any detailed responses.

### 6.1 General Functionality

- Reliable functionality and support services
- System or service provided must be accessible 24/7 via a browser via any computer.
- Capability to track current location and status of vehicle
- Capability to track vehicles 24 hours, seven days a week
- Capability to add additional vehicles
- Must be able to integrate with existing Force, Cirrus and Boss plow systems
- Capability to store and view historical data for a minimum of twelve (12) months
- Capability to view real-time location of vehicles on interactive map with reporting intervals that support accurate placement of vehicle.
  - Plow up/down
  - Sweeper on/off
  - Sander on/off
  - Ignition on/off
  - Speed/Idle
  - Direction of travel
- Capability to interface with sensors (PTO, bucket, boom, etc.) and vehicle engine computers through a data bus capability receiver.
- Includes interactive map that must be able to:
  - color code, group or change vehicle symbols
  - simultaneously depict all town vehicles

- add or remove landmarks
- view trail/breadcrumbs on either side of road as well as overlapping
- visualize trail/bread crumbs based on chosen attribute (i.e. plow up/down) of any given vehicle
- Ability to integrate with ESRI mapping systems
- Capability to generate printable basic or customized reports and the ability to export reports to Window based applications (Excel, Word, etc.) or standard comma delimited (.csv) format. Reports available shall include, but not be limited to: Activity Report, Speed Report, Idle Time Report, Stop Report, Speed Violation Report, Mileage Report, etc.
- Capability to query system for current or historical information based on specific location.
- Capability to customize screens, workflows, and reports
- Capability to set-up geo-fencing and associated alerts
- Capability to send email, text or cell phone alerts for preset condition(s)
- Capability to group vehicles by department
- Capability for administrative, viewing and end user privileges/features
- Capability for historical auto-play features with active “bread crumb” displays
- Customized access for multiple users
- Customizable user role security
- Ability to integrate w/Cartegraph OMS
- System must include ability to publish public facing web portal depicting locations of equipment

## **SECTION 7 – TECHNICAL REQUIREMENTS**

This section of the document defines the technical requirements for the proposed solution which address infrastructure, architecture, data, security, and system interfaces.

### **7.1 Required Infrastructure**

If the Town decides to internally host the solution, the hardware that supports the solution, including any servers in the data center, will be purchased and configured by the Town. The Vendor must meet the Town’s technical requirements outlined within sections 7.3 through 7.5. Additionally, for a Hosted Solution, the Vendor must meet the Town’s technical requirements and guidelines for Hosted Solutions outlined within section 7.6.

### **7.2 Standards and Design Criteria**

The solution must easily integrate with the Town’s existing infrastructure. The solution should be customizable to serve the different operational needs. For an overview of the Town’s in-house Information Technology standards, see [Section 5 – Infrastructure and Information Systems Environment](#).

### **7.3 Architecture**

The purpose for the Architecture is to depict the technical elements that come into play within an informational system, in order to permit the applications to function smoothly with little or no downtime. It also functions as the baseline or foundation on which the applications reside and depend upon.

| Requirement  | Response | Comments\Reference |
|--|----------|--------------------|
| <p>In the event of connectivity or network outage, hardware and software maintain the logic to operate in an offline mode with the ability to automatically synch when connection is restored.</p>               |          |                    |
| <p>Provide architecture that is modular, scalable, and extensible.</p>   |          |                    |
| <p>Reside on standard hardware platform and operating system (not proprietary).</p>  |          |                    |
| <p>Support all new releases from Vendors (Microsoft, VMware, etc.) within one (1) year of release or minimally before the software is out of mainstream support.</p>   |          |                    |
| <p>Perform a complete historic data recovery and reporting during an event of hardware failure or network failure emergencies (with data integrity from last available backup that is no more than one work.</p> |          |                    |
| <p>Operate on most current version of Internet Explorer and any subsequent version within one (1) year or minimally before the software is out of support.</p>   |          |                    |
| <p>Use HTTPS and other secure means of data transmission including data encryption.</p>  |          |                    |
| <p>Interface with standard languages and protocols (not proprietary).</p>  |          |                    |
| <p>Configure software from an administrator point of view, with full audit of any configuration change captured.</p>   |          |                    |
| <p>Support full software change control process with check-in and check-outs.</p>  |          |                    |

Interface with Standard Edition Microsoft<sup>®</sup> SQL Server 2012 or higher.

Provide complete on line documentation including: Installation/Set-up & Configuration, Training/Tutorial, Application, Process Flow and Reference.

Define alerts at the user level to notify specified individuals or groups when triggered by an event.

Set-up alerts across all modules.

Set-up and receive administrative notification of specific activities that may not require user intervention (System Alerts).

Interface with the following to provide notifications: MS<sup>®</sup> Outlook ActiveSync.

Remotely manage the environment from a Vendor or Town IT perspective using a web interface.

Operate on most current version of Internet Explorer, Firefox, or Chrome and any subsequent version within one (1) year or minimally before the software is out of support.

Use HTTPS and other secure means of data transmission including data encryption.

Interface with standard languages and protocols (not proprietary).

Configure software from an administrator point of view, with full audit of any configuration change captured.

Support full software change control process with check-in and check-outs.

Interface with Standard Edition Microsoft® SQL Server 2012 or higher.

Provide complete on line documentation including: Installation/Set-up & Configuration, Training/Tutorial, Application, Process Flow and Reference.

Define alerts at the user level to notify specified Individuals or groups when triggered by an event.

Set-up alerts across all modules.

Set-up and receive administrative notification of specific activities that may not require user intervention (System Alerts).

## **7.4 Data Requirements**

| <b>Requirement</b>   | <b>Response</b> | <b>Comments\Reference</b> |
|--|-----------------|---------------------------|
| Provide Entity Relationship Diagrams (ERD) showing layout of tables, fields and data integrity relationships with primary and foreign keys.                                  |                 |                           |
| Provide electronic data dictionary with ability to interface to industry standard reporting environments   |                 |                           |
| Provide numerous user definable fields in every table that will be used by the application and make available for custom reporting all data fields and elements.             |                 |                           |
| Automatically archive and purge data per Town defined retention periods. In response, also reference the process. Must comply with Colorado State Records Retention Schedule |                 |                           |

## 7.5 System Administration, Security and Audits

| Requirement   | Response | Comments\Reference |
|---|----------|--------------------|
| Maintain security patches promptly on systems impacting Town data.  |          |                    |
| Authenticate a person's credentials through Windows Active Directory .  |          |                    |
| Easily set-up and maintain users, within functional groups/roles that can be nested, taking on the parents' rights and restricting that further (e.g. follow Role Based Access and Control standards following least privilege principles). |          |                    |
| Effect Site/Group-level security (user can view site specific data or multi-site data based on security preferences assigned).  |          |                    |
| Effect Site/Group-Specific security configuration per user (user security access may differ from site to site).   |          |                    |
| Define read/select, insert, update, and delete in any combination or set for Module/Function/Field for any Group or Individual in an easy to maintain way such as role-based templates.   |          |                    |
| Produce reports which identify who has access to run reports, audit trail log depicting report additions, deletions or changes noting the user who made them, time and date stamp.  |          |                    |
| Capture a before and after snapshot of data (audit trails) changes within a system in a text based, non- system specific, human readable format. This should not hinder system performance, and be configurable and user friendly.          |          |                    |
| Capture when reports are printed and noting the user, time and date stamp on the report.  |          |                    |
| Capture when reports are viewed and noting the user, time and date stamp on the report.   |          |                    |

Limit access to information based on security level.

Display fields based on security level.

Limit editing capability to the record creator & security level.

Customize the software based on the end-user's role in the system.

Restrict the access and permissions at the role security level.

## **7.6 System Interfaces**

The purpose of this section of the document is to provide easy access and integration between independent and but related systems and assure accuracy in the transfer of data between them. Describe in the response how interfaces will be addressed in the recommended solution. For example, are Application Program Interfaces (API's) used or will interfaces be developed on a case-by-case basis. In addition, identify if interfaces have been implemented with existing customers and what type of applications have been interfaced with.

While outside of our initial implementation scope – system integrations and/or modules offered should be included in the RFP. Examples include but are not limited to Fleet Management and Asset Management System.

The vendor should provide a diagram that visually shows all integration points in their proposed solution, as well as any other vendors' or third party product recommended to meet the requirements of this RFP. In addition, the vendor should describe its technical strategy to actively integrate to other vendors' products or existing Town in-house systems described in Section 5 – *Infrastructure and Information Systems Environment* that fulfill the Town of Windsor's process and automation/system needs outside the scope of this RFP.

| Requirement   | Response | Comments\Reference |
|---|----------|--------------------|
| Interface with 3 <sup>rd</sup> party software with options for application programming interface (API), web services and data import/export capabilities. |          |                    |
| Provide plug-in designs that do not require special coding or enhancements to software to accomplish integration.   |          |                    |

Interface with third party sources of information via a Web Service call.

Perform data imports and exports from and to both desktop and applications running on other processors.

Interface seamlessly with barcode and other data collection devices.

Provide remote help desk support via telephone and live on-screen control.

## 7.7 Technical Requirements and Guidelines for Hosted Solutions

| Requirement   | Response | Comments\Reference |
|---|----------|--------------------|
| Host the solution for the Town of Windsor.  |          |                    |
| During any calendar month, solution will be available minimally 99.9%, 24 x 7 x 365.  |          |                    |
| Vendor will provide an escrow agreement with an Escrow Agent for the source code of the system software used to provide the Hosted Services.  |          |                    |
| Remotely manage the environment from a Vendor or Town IT perspective using a web interface.   |          |                    |
| The Vendor shall engage an external auditor to conduct regular security audits (e.g. at the firewall level, the server level, and the application level), consistent with control objectives and processes defined in the SSAE 16 auditing processes. |          |                    |
| The Vendor will conduct SSAE 16 Audit annually and correct identified deficiencies.   |          |                    |
| Must provide a test environment with the same security as the production environment.   |          |                    |

Vendor will furnish to Town upon request, within specified period of time and in a Town consumable format, an electronic database backup or export file of Town Data.

Vendor will not convert records to proprietary formats that could limit future access to the records and does not use compression techniques that would result in data loss.

Town Data will reside in a highly secure and redundant data center environment, located within the United States that is recoverable within twenty four hours in the event of a primary data center/network disaster/outage.

Town Data will not be transmitted or stored outside the United States.

Vendor and its subcontractors agree to hold in confidence, not disclose, and not use for its own benefit, any of Town's data.

Vendor will protect the Town's data by maintaining and ensuring confidentiality, integrity, availability and authorized access.

Vendor will make an electronic database backup or export file of Town Data upon request from the Town and within a reasonably agreed upon timeframe.

The data center environment will be physically secure with employee and customer access/monitoring control practices in place and adhered to, and customers / visitors are escorted at all times within the data center environment.

Vendor has and will adhere to security release upgrades and monitoring practices and critical Vendor security patches will be implemented within 24 hours of Vendor's release of the security patch.

Vendor will conduct intrusion detection tests at least once per year or with a greater frequency as agreed upon (i.e. quarterly) with results published and Vendor actions taken with both being available for customer review. Town will be notified of any intrusions immediately upon Vendor's knowledge of such intrusion.

Vendor will maintain compliance with State and Federal data privacy laws including CJIS.

Vendor offices and data center shall only be accessible to authorized personnel. Vendor agrees to notify Town immediately upon knowledge of any security breach. All visitors or third parties will fill out the office log and if required, the data center access log, which maintains a record of the following: Visitor name, Date of Visit, Time of Entry, Purpose of Visit, Time of Departure, Initials of Escort, and report any data that was determined to have been accessed or potentially compromised.

Vendor's servers shall be fire-walled from the Internet at large.

Inbound access to the Vendor environment will be controlled using a series of firewalls, switches, and application layer controls. By default, all inbound network access is blocked.

Inbound access to the Web Application Servers will be permitted on specific ports with all other ports are blocked. This network-layer port filtering occurs on both the external firewalls and the internal "DMZ" switches. Inbound traffic will be filtered through both external hardware devices and an IDS (Intrusion Detection System) sensor located within the DMZ prior to passing on to the Web Application Server.

Where appropriate, Vendor will allow inbound access to the communications cluster based on strict access- list controls based on current PCI-DSS two factor authentication standards.

Vendor will allow only traffic originating from authorized parties over a pre-defined, non-standard port into the communications environment.

Town Data shall be stored in environments consistent with data redundancy and data protection standards necessary for recovery and maintenance. In the event of individual drive failure, no degradation of access level or time shall occur.

Vendor shall provide regular backup of the Town Data to both a network accessible storage appliance at all times as well as off-site storage of said backup data. Fully system backups will be maintained minimally on a daily basis.

All user access and control will be managed through password security that is under the control of the Town. Complete control is in the hands of authorized Town designated administrative user(s). Town shall determine what access a user is allowed to have and whether any restrictions will be put in place for a given user.

Vendor shall provide the capability for using strong passwords to access the application by the Town.